



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

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.

#### **17 Avenue SE BRT**

What do you like about the proposed route?

- 17 Ave BRT - I can now get to East hills from Pembroke during the day (before I could only do it at peak times)
- A bus that goes to easthills
- All-day access to East Hills area and arrives frequently during rush hour.
- Best frequency of all the new BRT routes. Finally bus goes to east hills shopping.
- Better faster ccess for the residents to the East Calgary amenities.
- Bus runs all day and weekends
- Bus will come often and outside of rush hour. Bus will stop near the new Costco.
- Bus will come often in rush hour
- Bus will comes often in rush hour and runs all day unlike the 305.
- Bus will run all day like the 305 did a few years back. I'll be able to get to the new Walmart and Costco from my apartment in Applewood.
- Easy access to East Hills from my place. I currently take 440 and it's limited in trips to East Hills. It wounds exactly what I am looking for so Kudos to Calgary transit.
- Every 10 minutes during rush hour is good. Runs all day like the 305 used to do.
- Every 10 minutes in rush hour as well as running all-day and on weekends like the 305 did a few years ago before it was cancelled.
- Extension to East Hills
- Faster alternative for people driving along 17th and through Inglewood to Downtown
- Frequent during rush hour and runs all days.



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- Goes to East Hills shopping center. Every 10 minutes in peak hours.
- Goes to east Hills Shopping Mall.
- Goes to Easthills.
- Good rush hour frequency and connects to new shopping area at 84 st
- great
- Great frequency and restoring all-day service to the 17 Ave BRT which was removed a few years ago. Appreciate the extension to East Hills.
- Great frequency in rush hour. Runs all day and on weekends. Finally good bus service to East Hills.
- High frequency
- High frequency and runs all day like the 305 used to have before its service was cut a few years ago
- High frequency and runs all day unlike the 305. Bus service to the Walmart/Costco shopping area is much better than the 440.
- High frequency. Extension to East Hills.
- High frequency. Service to shops on East Hills. 305 split in half so delays in NW don't affect SE riders.
- I can't believe it took this long to create this route! It is definitely necessary and will be well used
- I lik that it goes to East Hills. Will this route run on the weekends and evenings?
- I like that it goes to East Hills and further down 17 Ave SE.
- I like that the 305 is not going away. It helps me get downtown faster, and is a option when the #1 is delayed. I also like that it will run off-peak which the 305 didn't.
- I like that the bus will also provide off-peak service, unlike the current #305. Thank you for including stops at 28 St, 22 St, and 26 St.
- I live in the area where the BRT is being built to run the #1 North/South and #305. I believe that when it comes off part of 17 Avenue SE it will be more efficient in its service during the transit day.
- I love how it will address the lack of transit to East Hills. I'm happy that
- I think it links with the Green Line on 11 St SE?
- I want to get to East Hills all day during the week and on the weekend from 17th Avenue and 61st Street SE
- Idea is good to provide more direct transit service and reduce commute time which makes it more tempting to drive.
- Include walden Se in the route
- It is a good route for me
- It was nice that it is a direct line to COP, it takes twice as long to get there from Forest Lawn using the 1 and 408.
- It will be extremely useful to get from Penbrooke to East Hills during daytime, non-peak hours.
- It's easy.
- Its direct to downtown
- Loop in East Village. The shorter walk will allow for more on time buses
- Love, love, love the Transitway access to Downtown Easthills : FANTASTIC!!
- New transit way over Deerfoot and into Inglewood should be nice.
- No longer goes to the NW. Bus comes frequently.
- Not having it.



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- On paper? Not convinced this was \$\$ well spent. Fewer stops not good in a marginalized community with a large mobility challenged population. I like that it extends much further East. Big whoopee
- Own bridge across Elb River
- Own lane times on more weekends and nights
- Really good rush hour frequency. Greatly improved access to East Hills (the 440 is awful).
- Runs on weekends and outside of weekday rush hour. comes more often than current 305 bus. goes to the shopping center on 84 Street.
- seems streamlined compared to the current 305 route
- Service to stores at East Hills. Very simple route with high frequency.
- Straight line.
- That it goes to East Hills
- That it is going every 10 min in peak hours. Hopefully off peak means weekends again. Going back to the old schedule that was 5 years ago.
- The location of stops
- The r in BRT means rapid. Thanks for noticing!
- This is going to be the greatest piece of infrastructure in Calgary
- Use of bus lanes, rapid peak service, and directness
- Very frequent and runs outside of rush hour like the 305 used to do.
- Very frequent during rush hour and runs all day and on weekends which is better than the 305. Providing service to the East Hills shopping area is great too since there's no weekend bus there currently.

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

- 17 Ave SE BRT to cover whole downtown core - turn around at 11 St SW
- A little further west in city centre not sure if clockwise direction or not. 6 or 7 street West
- Access to Applewood not as good. Many people park on 14 Avenue currently to catch 305.
- Bit concerned about duplication with the route 1. Would like to see the 1 and the BRT schedules spaced out so you have more frequent service instead of two buses arriving at the same time with a 20 minute gap in between.
- Bus need to go further in the downtown and not just turn around at only 1 St. Need to schedule better so this bus isn't always stuck behind a #1, #305 bus is always stuck behind #1 in rush hour. Put extra stop by the Tim Hortons in Applewood.
- Bus needs to travel further west into Downtown since not everyone works near 1 Street. Bring back the larger bendy buses for the BRT. An extra stop by the Applewood Tim Horton's would be nice since there's currently two 305 stops in Applewood anyway.



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- Bus should go to at least 5 St SW in the downtown like the 302. Add an extra stop at 70 Street by the Tim Hortons. Needs to sync better with the #1 so that the two routes aren't running back-to-back which causes one or the other to be empty.
- Condition of the stop near 68 Street on 17 Avenue isn't very good right now. Also, the current 305 stop near 61 St seems more popular than the one at 60 St. It is easier to cross at 61 St since the light at 60th takes forever to turn green.
- Conditions for the 68 St stop aren't very good or safe currently. That intersection can be extremely busy during rush hour.
- Consider going farther west in downtown. Less timepoints so it feels more like taking the train which never stops mid-route to make up time. Keep existing stop at 61 St. Extra stop at 70 St.
- Consider going further west in downtown like the 302 does. Fewer timepoints mid-route.
- Consider routing the bus through 14 avenue from 65 to 68 St. Many people use 14 ave as a park and ride for the 305 on weekdays and that stop is more accessible for people walking from Applewood. Intersection at 17 ave and 68 st not as safe or accessible.
- Considering having a stop at both 68 St and 70 St (at the Tim Hortons) for additional access to Applewood.
- Continued service of the 305 on 17th Ave SE.
- Could this bus also go to the Science Centre - would increase ridership - would require changes to the road
- Currently, I park on 14 Avenue near 68 Street and catch the 305. I won't have that option if the new bus only stops on 17 Avenue. I don't think the intersection at 68 St is very safe since there isn't even a crosswalk there right now.
- Doesn't reach far enough ii not downtown. I work on the farside of downtown, 9 street SW. That's going to be a bit of a hike to get to and from work to the bus stop.
- Doesn't service much of dwtn. I will have to walk several blocks coming and going from work adding to my commute. Commuters are doing more walking. This is a disservice to elders as winter sidewalk and windrows are poorly maintained. Fail.
- Don't get rid of the 125 - this is a vital route for so many people. We have a blind gentleman who rides everyday who would be put in danger with switching to a train/bus - he's been taking the 125 for years.
- Don't implement it.
- Don't replace busses that seniors use
- Easier access from ctrain when coming from west downtown after work. Seems to be between 3rd and center hopefully the close to ctrain
- Ensure transfer times are scheduled appropriately so you are not waiting 20 minutes for a feeder bus to take you to your community
- Extend the downtown to 8th street SW as this will be inconvenient to only 1 street SW. Also, hoping that it does extend right away to 84 street as it is a long walk from applewood to easthills during the daytime hours and weekend.



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- Fewer mid-route time points. We shouldn't need them with the dedicated lanes. People currently park along 14th Ave near 68 St to catch the 305. Will no longer be able to do that with new route.
- Frequency is not a BRT frequency. 10 mins is OK, but 20-30 mins is unacceptable. There better not be any time stops.
- Give up on 17th Avenue. Is going to be worse because there is a priority bus route, and the traffic is not going to flow. 27th Ave messed up for traffic and merchants. People can't get to the merchants because of a designaed bus route. The light will be a problem.
- Give up on 17th Avenue. Is going to be worse because there is a priority bus route, and the traffic is not going to flow. 27th Ave messed up for traffic and merchants. People can't get to the merchants because of a designaed bus route. The light will be a problem.
- Go farther through Downtown to 11st se and then East on 9 avenue to reduce the need for People to transfer, helping make the BRT more desirable for people farther West or in the Beltline. Transfers suck.
- Go further into downtown like the 305 and 126. maybe use 7 avenue since less traffic. add extra stop by the tim hortons in applewood.
- Go further into downtown, you only capture half of downtown on the current proposed route. If you went to 5th or 7th Street and looped around there that would be better.
- Go further west downtown like the 301 and 302.
- Go further west into downtown. Keep existing stop at 61 St since 60 St is farther for the trailer park. Having the stop at 68 St intersection makes it farther walk to most of Applewood. Consider an extra stop at 70 St in addition to 68 St.
- Having the stop at 17th ave and 68 st se makes it less accessible than the current stop locations on 14th avenue and 68 St. Further walk for people in Applewood.
- How many years until it comes to 68 st snd beyond?
- How passengers will be impacted when it runs along 17 Avenue SE as "express service" and how we will be able to cross each side of 17 Avenue SE; part of it is a major truck route.
- I dislike it. As the 305 is such a well used and very convenient route.
- I do not like it at all, what will be the frequence of the BRT to downtown and back up 17 avenue?
- I like that the 126 came closer to 4th Ave downtown.
- I live in Applewood and the 305 is perfect for my compute to and from my workplace downtown. The times it runs is also excellent. The new proposed route is not convenient and will force me to walk much farther. In bad weather this is not idle for a work
- I really wish you would have put this out there to the public. Also - how many employees are going to lose their jobs because of this?
- I think the bus should travel further west in the downtown. Some kind of park and



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

ride in the east end would be nice. Many people currently park along 14 avenue by 68 street to catch the 305. Moving the bus to stop on 17th avenue will make that difficult.

- I want to get to East Hills all day during the week and also on the weekend-serious omission has happened
- I wish it came farther into downtown, I work at [personal contact information removed] 6 Ave SW, so that's going to be a pain for me. I wish it came up to 5th or 7th Street SW.
- I would add an extra stop in Applewood near the Tim Hortons. I know BRT's are supposed to be limited stops but there's not really any other bus that stops there besides the 440 which doesn't come very often.
- I would extend the route further down 6th Ave to at least 5th or 7th Street like the 301 or 302 and then turn around to 7th Ave like the 305 does currently. An extra stop on 17 Ave near the Tim Hortons on 70 Street would be nice too.
- I would just hope to see an easy transfer point between BRY route 305 and the SE BRT. This seems to be available at 1st SE and 6 ave SE
- I would like to see a BRT stop near 70 street SE, Applewood Pointe. High Density area.
- If the 126 is going to be deleted they should have an express to go down Memorial to 4th ave downtown & then returns on 5th ave east.
- Improve connection times to other routes.
- Improve scheduling between the BRT and the 1 so that they're spaced apart better and not running one behind the other. Nothing sucks more than being on the 305 right now and being stuck behind the 1 in Inglewood and not able to pass due to heavy traffic.
- Include Walden SE in the route which is one of the biggest communities in SE
- It needs to be frequent, including on the weekends. The BRT used to stop near Applewood, now Applewood residents need to 17th Avenue to catch their SE BRT. I hope it will be frequent, run late, run on weekends, and addresses direct transit to East Calgary
- It would be nice for it to go further West downtown to 6 or 8 St SW.
- Keep the existing stop at 61 St rather than 60 St. Stop at 68 St not as preferable as current routing - will now have to cross busy 68 St intersection to access stop with new route.
- Less timepoints. Should move the 1 off the transitway to serve local stops.
- Less timepoints; the 305 could be fast but it often waits at timepoints needlessly making it not much better than the #1. Schedule the bus so it doesn't run back to back with #1.
- Make it more frequent on the weekends
- Make the connections match between 87 and SE BRT. Disappointed with losing 305 and 126 as now it means another connection - so if times don't meet up - very cold waits in winter especially.
- Many people park on 14 ave near 68 st to get on 305 now. The new stop on 68th won't nearly be as accessible to these people or for people walking from Applewood.





# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- More stops to get into Applewood. The intersection at 68 street is busy and doesn't even have crosswalks in some directions
- Needs more stops downtown. Covered shelter on 17 is an absolute necessity.
- Needs to go further into downtown or else people working in west part of downtown need to take a train or another bus. Maybe go to 5th or 7 St and then use 7 Avenue. Also would like to see an extra stop by the Tim Hortons in Applewood.
- Needs to go further than 1 St SW. Many people get off the 126 or 305 today much further than 1 St. Please don't move the stop to 60 St because the current 305 stop close to 61 St is much closer to walk to for most people.
- Needs to run on weekends etc if not the money for the construction is a waste.
- No bus stops to access 17BRT along 68 Street. There are stops on 36 St and 52 St.
- Not really a direct route. Needs to cut down on trying to serve too many communities at once. A bus service from Auburn Bay should be able to get downtown in 40 minutes. Not 60. If this is done, people that today won't consider transit would change.
- Nothing
- Nothing, it's not adding anything that couldn't be achieved with existing routes.
- Nothing. Keep 305 as it is.
- nothing. There is no longer a bus I can park my car and take downtown
- Off peak cycle time limited to 20 minutes
- Off-peak frequencies must be improved, especially during midday, otherwise this route will run into the same problem as the 305, whereby the 1 comes more frequently. Also, keep the 1 off the bus lanes, otherwise BRT will get stuck behind them.
- On paper? Not convinced this was \$\$ well spent. Fewer stops not good in a marginalized community with a large mobility challenged population. I like that it extends much further East. Big whoopie
- Please go further west in downtown. My office is near 5 St SW and i'd need to take the train to get closer to 1 St SW. Also please keep the stop on 61 St. The light at 60 St can take forever to change green since most traffic is on 17 Avenue and not 60 St
- Please make it run late, make it run on weekends.
- Please make sure it stops in front of all service providers (for example the Alex Community food centre, Sunrise, City of Calgary Community and neighborhood service building, grocery stores. Many people who go to these places use the bus, not a car.
- SE BRT needs to be 24 hours
- Stop at 68 Street isn't very safe. There's no crosswalk or sidewalk on the south side.
- Stop at both 68 and 70 Street for additional access from Applewood.
- The existing stop on 61 street is more accessible than moving it to 60 st. Extra stop at 70 st by the tim hortons would be nice since theres not really any non brt bus to that area.



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- The number 1 and number 305 are always full now going to and coming from downtown, you had better have lots of buses doing the BRT SE trips.
- The proposed stop at 68 St isn't nearly as accessible as the current 305 stops for Applewood residents. The intersection is very busy and doesn't currently have a crosswalk to get to the south side. Also, the bus should go to at least 5th St SW downtown.
- The SE BRT should have a same off-peak frequency to the #1. When one is 15 minutes and the other is 20, you'll run into issues where buses aren't spaced apart enough and they end up running back-to-back.
- The stop at 68 St that is currently used by the 440 kinda sucks. It's a pile of dirt with no way to even cross 17 Ave.
- There isn't even a crosswalk or sidewalk at 68 St. You'd have to build one before putting a BRT stop there.
- There's currently no crosswalk on the east side of 68 St intersection.
- There's no crosswalk at 68 Street on the east side of intersection. There's no sidewalk there either.
- What about fare increases? What about more bus stops along 68 St NE/SE.
- Where are the stops downtown?? I see two in Inglewood but none downtown. I assume this is an error, but in the "downtown inset" there are only CTrain stations listed.
- Why do I have to get off and change buses from Erin Woods? The 125 has been amazing for the 10+ years I have been using the system. The bus is always full, but now you're going to cram more people on less buses?
- Why east hills? Lets concentrate on where the people live, work and shop instead of some random parking lot in the middle of nowhere
- With this route it still takes twice as long on transit as with a car. This means that transit is only an option for those that have no choice. Make it appealing like Vancouver and it becomes a preferred choice, not a necessity.
- Without the 305, the 440 must be a large 2 car bus &/or higher level of frequency because there are many commuters on this route that would then be forced to take a much longer commute.
- Would like a stop further west downtown. Maybe 6St or 8St SW.
- Would like to see a park and ride at either 68th st or maybe even at east hills. An extra stop at 70 Street by the Tim Hortons would help since there's not really any bus there currently besides the 440 which doesn't run so often.

Is there anything else you think we should know?

- A park and ride near 68 Street or in East Hills would be nice. Some people park near the 305 stop at 68 Street right now and it's kinda like a park and ride already but they won't be able to do that with the new route along 17 Avenue.





# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

- Agree that 17 Avenue needs to be cleared up and that improvements are needed
- allow the 125 Erin Woods Express Bus to drive on it.
- Bay corner a busy place Maybe 2 street West a reverse buslane if necessary for other direction.
- Better service than the 305
- Bike locks at BRT stations along 17th can help increase the distance people will travel to these stations.
- BRT bridge was a complete waste of federal funding and an HOV lane could have done the job btwn East of Inglewood to 17th Ave. The bridge is unsightly, the intersection at 17th & 19st is going to be a nightmare for pedestrians. Poor engineering with this
- Chop the 1 in half so that the new BRT and 1 can be similar length routes so that they can be scheduled to not run back to back at the same time.
- Condition of the stop near 68 Street on 17 Avenue isn't very good right now. Also, the current 305 stop near 61 St seems more popular than the one at 60 St. It is easier to cross at 61 St since the light at 60th takes forever to turn green.
- Consider adding park and ride at 68 st. Lots of people park on 14 ave to catch the 305 now.
- Dedicated transit lane
- Do better than this, you're going to all the trouble of building a transitway and all you're doing is jamming an unnecessary route into an already existing corridor.
- Do not like idea of having the #1 running in the brt lanes alongside this route.
- From what I can see, it looks like the #302 intersects with the SE. Will there be a transferring point between the two? The map isn't as clear in that.
- Having the transitway and proper BRT stations is going to be amazing.
- I do not understand how the changes will impact the current 17th ave BRT and bus #1 bus stops.
- I hope this has similar timing between stops as the 126 and not the 305 or 1. Currently the 126 gets me to work in 25-30 minutes, the 305 takes 50-55 minutes, and the 1 takes 55-60 minutes. That's a big difference...
- I hope this has the same timing between stops as the 126 and not the 305. Waiting 5-10 minutes at each timing stop on the current 305 route is super annoying. The 126 gets me to work in 25-30 minutes, the 305 takes 50-55 minutes.
- I like the bus only lanes
- I was surprised to see BRT Route 305 and the SE be split into two BRT routes, but the more I thought about it then more it made sense. People in the NE probably don't take the route into Bowness, so splitting it up will increase reliability
- Image link is broken - could not view proposed bus route.
- It'd be great to see the downtown bus stops better highlighted as I'm trying to figure out if the changes will affect me. It also looks like the bus will go to East Hills; is this the same as the shopping



# Bus Rapid Transit (BRT) Review

## 17 Avenue SE BRT

Stakeholder Report Back: What we Heard  
June 2018

centre? The map isn't as clear in that regard.

- Listen to seniors
- Low income individuals and families in the areas requiring continuance of the affordable transit program to utilize and access services downtown and East Calgary.
- More communication needs to be sent out to people.
- No. This was the most serious omission that's happened.
- Nope.
- Nothing comes to mind at this time.
- Park & Ride at 68 St and/or East Hills would be nice.
- Splitting the #1 in half so that it is similar length to the SE BRT would help with scheduling and providing matching frequencies.
- The frequency of the BRT and the #1 should be identical so that buses can be spaced apart evenly. When the 305 used to run all day, there was always issues with it running a few minutes behind or ahead of the #1 causing it to be either busy or empty.
- The interchange near Barlow and 17th Ave looks wierd. Not sure if that's going to work well or be a bottle neck. Also I'm hoping the bus times are more consistent. I've waited an hour for the 305 to show up in peak times, so like 6 buses just disappeared.
- There's doesn't seem to be much of a difference between this bus and the #1 if they both stop at the BRT stations on 17 Avenue. I would keep the 1 in the

regular car lanes otherwise there BRT won't really be much faster than the 1.

- This is just a duplicate of the #1 bus, it doesn't make any sense.
- What about fare increases? What about more bus stops along 68 St NE/SE.
- where the hell is it stopping downtown?
- Why is it BRT - is "rapid" going to mean less stops or some stops will be skipped over?
- won't know for awhile
- Would like to see a park and ride at 68 St or East Hills. Need to improve safety at 68 St intersection if people are expected to access the bus there.
- You dont mention what the hrs and days of service this will offer? Since it serves a marginalized community and many elders I hope it runs weekends and evenings.