



Bus Rapid Transit (BRT) Review

South Crosstown 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.

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What do you like about the proposed route?

- Adds a necessary missing link between the SW and SE.
- Bridges the gap between the SE/Quarry Park with major destinations like the Red line and MRU.
- Can get from Riverbend to the Red line or MRU much faster
- Close to where I live. Similar to current 302.
- Connection between Heritage station and Deerfoot Meadows as an alternative to existing transfer at Chinook station.
- Connection for communities south of Bow trail to C train
- Connections the SE and SW with direct express service
- Connects blue line and red line
- connects mru to the train station
- Connects the SE to mount royal and the sw
- Connects the SE to the SW.
- Covers a long distance. Also like how it goes directly up 37 st sw to the Westbrook station
- Covers a number of important areas.
- Creates a great connection between the LRT lines and the future Green line and SW BRT route.
- Direct access to MRU from SE
- Easier connection from the SW/Heritage to Deerfoot Meadows
- Easier connections to SE/Deerfoot Meadows.
- Easthills
- Easy to get to MRU from the SE



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- Easy to go from southwest and southeast. Fills in a much needed gap in service between these two quadrants.
- Extended and uses BRT facilities
- Extended crosstown service.
- Extending the route to Brentwood would also reconnect the SW with the West Campus area under the proposed service changes, rather than the loss of service with the removal of the 72/73 in the area. This might provide ridership to improve frequency as well
- Fast connection from the southeast to the southwest.
- Faster trip to U of C from River Bend
- Goes by Rocky View Hospital
- Goes deeper SE
- Goes to Rockyview hospital....
- Going to Glenmore Landing. Purposed SW BRT route will greatly improve time.
- Great route
- Helps business on 17a.
- I guess its another way to get to MRU and Westbrook
- I hope that the time to take the SX BRT to/from Quarry Park is faster than taking Rte 302 from Downtown at present which takes almost 1 1/2 hours from the Springbank Hill area.
- I like how it serves Deerfoot meadows, now there's a quicker way to get there.
- I like that it connects Heritage station with Deerfoot Meadows it make more sense than having the 72 or 73 from Chinook! Also like the fast connection to RockyView
- I like the connectivity to major destinations
- I like this route as long as it is serviced well. Currently the 306 runs far less frequently than the 20.
- I would be a regular user if this is possible. Currently, no bus runs early enough for me to catch the earlier c train which would bring me downtown to work before 5:20AM
- It connects to major destinations and transit hubs
- It provides crosstown service
- It provides easy connections to more destinations, especially in the southeast.
- It provides much needed service to Mount Royal University.
- It reduces the number of stops between my home and the nearest CTrainig station.
- It will get me to Mount Royal University from the SE in one connection
- It's fine as a way for people to get to mru
- Like that this is another option for those of us that live in the south
- like the additional possibility to get faster transit and more options to the south
- Looking forward to getting to MRU faster from the SE
- looks like it'll be quicker to C train station than current bus 136
- Love that it crosses c-train and that it heads to Deerfoot Meadows
- Mckenzie towne has sizeable population but has very few direct routes. This provides an excellent opportunity to serve the community.
- Much needed connections from the deep SE to the southwest.
- Not too many stops before getting to bus station.



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- Provides a connection to Rockyview hospital and link to both CTrain lines.
- Provides a one-transfer connection between MRU and communities in Southeast Calgary. Although I would extend it to Mackenzie Towne, and shorten the new route 23 to Douglas Glen rather than Mackenzie Towne
- Provides additional service to Riverbend, allows me to get to the west side of the city without any transfers
- Provides direct connection to the west of the city without the need to travel downtown
- Route provides good crosstown connectivity.
- station locations in Quarry Park and riverbend. Connecting two LRTs and another BRT (eventually 3 LRTs) is logical
- That is goes to Chinook, Dearfoot meadows, quarry park etc
- That is stops at an LRT station
- The connection of SE and SW through downtown
- The frequency of service. Opens up areas that would take a long time to get to via train/bus combo
- The limited stops between the south areas of town to get to Heritage station.
- The locations of the stops. Connects places that I would use.
- The new route goes further than the old route 306.
- This route will connect a new entire quadrant to me that was just not easy by transit before.
- To get to Quarry Park it seems that the SX BRT will be faster from Westbrook Station rather than taking Rte 302 from downtown.
- We need better service to MRU, so I think it will be well-used.
- Will be a useful route
- Will be make more people use the bus and the bus will be have right way, more run on time.

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

- (305-SE BRT) Works on 6th ave + 6th St. I will have to walk 5 more blocks to get to work; doesn't want to take C-train over river (throws-up). I would like the SE BRT to travel another 5 blocks to my work.
- 25 min all day too long, should be 15min. Snow removal is not efficient have to dodge traffic on busy road
- 25 min is disappointing. This line will be serving areas where driving to work/etc.
- Is the norm. To get people to change behavior, the BRT should be more convenient than 25min.
- 25 MINUTE FREQUENCY DURING PEAK ARE YOU KIDDING? 25 minute frequency means you'll be running with time stops which undoes all the work done to increase the speed of BRTs. Terrible plan.
- 25 minute frequency seems too low given the investment into stations



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- 25 minute headways are very inconvenient as is service cutting off at 2000.
- 25 minutes at peak seems to little. Why not make it frequent and move people to heritage train station?
- 25 minutes at rush hour isn't enough
- 25 minutes during rush hour is much too low. I thought this was supposed to be rapid service.
- 25min frequency is very suboptimal. In Minneapolis, arterial BRT runs every 10 minutes.
- 72/73 only buses that connect all quadrants of city, replacing them is a very bad idea.
- A stop close to where the Calgary Farmers Market is would be nice!
- Although Route 72/73 is slower than a BRT, it is valuable in that riders can ride the same bus to their destination without multiple transfers. This is very important for children, elderly or people with limited mobility & n/a under the revised route plan
- Asking for citizen feedback without providing an estimated schedule for the new bus route is difficult. If it takes a long time to reach Heritage from my house, I will never take this route.
- Bus-only lanes along heritage drive, especially by Costco. More frequent service!
- By increasing the timing more people could use it to get from quarry park to dt
- Extend this route to Mckenzie towne.
- Extend to Mackenzie Towne
- Few stops
- Frequency is way too low for a rapid BRT route. There are many regular non-BRT buses that run way more often than this. Really disappointed in the lack of service.
- Frequency must be improved! 25 minutes on and off-peak makes this BRT no different from current service! Does not help to attract new riders or riders off of other routes.
- frequency only 25 mins or 20 for 136
- Frequency should be greater. Additionally, route should run until at least 9:30pm or 10:00pm in order to ensure that MRU students taking night classes can take this bus home.
- Have the Bus run so it can reach Westbrook station by the earliest eastbound CTrain line
- Heritage is generally slow going due to the lights. The BRT should be able to control the lights
- How the hell is a BRT supposed to be considered rapid when it has a service frequency of 25 minutes. This is a joke.
- I don't see a start time for this route. The schedule for the existing route 306 starts too late to be useful for me (I have to be at work by 07:00). The new SX route will only be useful to me if it starts service early enough in the day.
- I dont understand why <http://www.calgary.ca/Transportation/TI/Documents/Transit-projects/crosstown-BRT/south-crosstown-brt-boards-march2017.pdf> states that there will be 10 min frequency during peak but this site states only 25?? NOT impressed.



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- I feel like there should be a faster way to get from the red line to the blue line without going through downtown. This route usually takes about as long as transferring. Maybe make an alternate route whose sole purpose is transferring from red to blue?
- I have doubts that many (or any?) of you who design these routes use them on a regular basis, and certainly not on weekends/outside of rush hour
- I think 25 min for peak is NOT enough.
- I think a better frequency is needed to make consider using as 25 mins for a BRT is appalling especially in the peak 15-20 minutes should be the maximum waiting time during peak periods
- I think the proposed time in peak hours should be more frequent. Every 10 minutes would be great considering how full the existing 302 is at 4:10 and 4:20 pm.
- If it's not at least 20 mins frequency (at the minimum) it defeats the point of it being "rapid."
- Improved frequency at least during peak periods (every 15 minutes) would make it a more attractive option for regular commuting.
- Increase service frequency so that it can be used as a more reliable, frequent, and usable BRT
- Increase the frequency. A bus every 25 minutes is not attractive to new users.
- Is it possible for this route to extend to Brentwood via Crowchild, 29th, and University Blvd with perhaps a stop near Lions Village in addition to the existing BRT stops built for the NX BRT? Many riders travel on the 20 from Heritage to Brentwood.
- Is slightly longer walk to stop
- Is there a way to connect Rocky View Hospital with Foothills and Childrens?
- It is a decrease in service to have buses run only every 25 minutes. Makes a long trip to and from downtown even longer.
- It should run more often than 25 minutes.
- Leave the service as it is because we are used to it.
- Like many, I take 302 bus as trains are always too crowded and stand up room only. If you want more people to take this route, add more train to make it viable and more appealing.
- More buses during rush hour since 25 mins is way too low.
- More buses.
- More frequency!
- More frequent buses would be great, and would encourage me to take transit more often.
- My concern is the reduced frequency of the SX.
- Needs higher frequency
- Needs increased frequency
- Needs to run more often
- Needs to run much more frequently. Every 25 minutes is not rapid transit!
- Needs to run until at least 24:30 because of ctrain connections and student accessibility
- Nothing (3 mentions)
- Nothing. The majority of people in these neighbourhoods do not take transit enough and those who do use th LRT



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- Paint the BRT lanes! There are many crosstown routes that cross the causeway, and on-time service is CRITICAL in this delay-prone area.
- Please serve up to Foothills hospital, a lot of people (students, workers, patients) would use the 20 instead of having to take the C-Train and 1-2 busses to get to Foothills Medical Center from the SW.
- Quarry Park to Falconridge - early 6am start
- replacing 72, 73, with this bus is absurd - obviously whoever schemed this up, has never had to take this route like i do
- Retain the circle route (and widen to include 69th ST) or add an East-West BRT with key stops along Glenmore Trail. This would serve to reduce traffic as not everyone wants to go downtown on the LRT! We need stops at 69th St, 37th St & Crowchild for sure!
- Rush hour frequency is too low. Should be at least 15 minutes like the NX.
- Scrap it
- Service frequency has not improved from the existing 306 service.
- Service should be more frequent, 25 minutes between buses does not meet the city's own criteria of 15 minute frequencies for primary transit service (which this route is supposed to be)
- Should be at least every 15 minutes during rush hour like the north crosstown.
- Should be minimum 15 frequency during rush hour like the north crosstown. 25 is way too low.
- Should connect to North
- Should run much more frequently in rush hour like the other 2 new BRT's. Should use articulated buses during rush hour.
- The BRT stops are a good idea but as they are few, they are far from some of our homes. Unless you add free parking closeby, it is not an appealing and useful new choice.
- the frequency at peak times is very low
- The frequency is unacceptable. Compared to the 302 which has 10 minute peak service, having 25 minute peak service makes this route disappointing. North Crosstown has 15 minute peak frequency too, South is receiving unfair treatment.
- The frequency needs to be at 20 minutes or less. 25 minute frequency during peak is far too long especially when a number of routes are being cancelled.
- The frequency needs to be better. If the route 72 and 73 are being removed, this may end up taking me even longer if I have to wait 25 minutes for a bus during peak hours.
- The frequency on this route has to be efficient especially during rush hour in order to be useful.
- The frequency should be made more frequent during the peak probably 15-20 minutes max for the peak and during the off peak then it can be 30 mins
- The service level is unacceptable. A BRT should run more frequently than 25 minutes at peak time.
- This process has been a sham



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- This won't be much of an improvement unless the frequency is better.
- Transit sucks
- What is the word "rapid" for if it does not have a service time of every 15 minutes? It should have a service level of every 15 minutes, as should every bus route. Thank you.
- What kind of "BRT" runs at 25 minutes at peak times?! Very dissatisfied.
- Why doesn't this go further North? Like past the Bow River?
- Why is the peak and off peak times of the same 25 minute frequency? I would figure during peak time there would be more frequent busses.
- Wish it connected to the edge of the NW (maybe UofC or Brentwood) it would connect the NW to the south really well.
- Wish there was more frequency
- With the changes being made - it appears the SE BRT is only going to 1 street SW. Since the 126 and 305 continued further into downtown - this means now walking or making another connection in dt if you work further into the downtown.
- Without the 72/73 there is no route connecting people in the SW to the University of Calgary. Deleting these routes will force us to take a bus and two trains to get to campus and force more people through the core during peak times.
- Would like a stop near Lakeview!

Is there anything else you think we should know?

- bus-only lanes on 14 street would be so fantastic. Lots of room and a great place for them
- Can we take our bikes on the SX? Probably not. Need to mix cycling with access to BRT.
- Change to electric buses. Cleaner, quieter, more efficient. Even Edmonton is switching to electric buses now
- Does it link to south Calgary hospital? Hard to tell from map.
- Hopefully there is off-vehicle fare payment.
- I notice on the SW BRT page that improvements to WB Glenmore have been removed from construction plans.
- Why is this? This section tends to back up during rush-hour, affecting going to work, making riders late. Room on the shoulder already exists.
- It is worth considering putting a pedestrian bridge over 18St SE at Riverglen Drive SE. The intersection is very busy at commuter hours and will be dangerous for users of the SX BRT when walking to or from the stop.
- It would be nice if the bus stops were all enclosed.
- It's basically the 306 which is fine
- It's not clear how the stop at Heritage LRT is handled. Do buses have to lurch around turns and wait for gaps in traffic to get into the bus loops, or is there a



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way to stop on Heritage Drive itself and have a safe crosswalk?

- no good walking paths
- Sooner than later to start this project.
- Too soon to tell. Hopefully ridership supports this route.
- Use of SW BRT transit improvements
- We need to have attended secure bike cages at MRU or Westbrook station.
- Will it go to south hi
- Will there be BRT lanes on the north side of Glenmore Trail? This direction tends to back up worse than the other two directions at rush-hour.
- Yes. If you are going to add more buses , change to electric to reduce pollution of all kinds
- Would like it to run every 12-15 minutes all hours. Also, if it can, it would be good if it coordinated with the 112. Thank you.