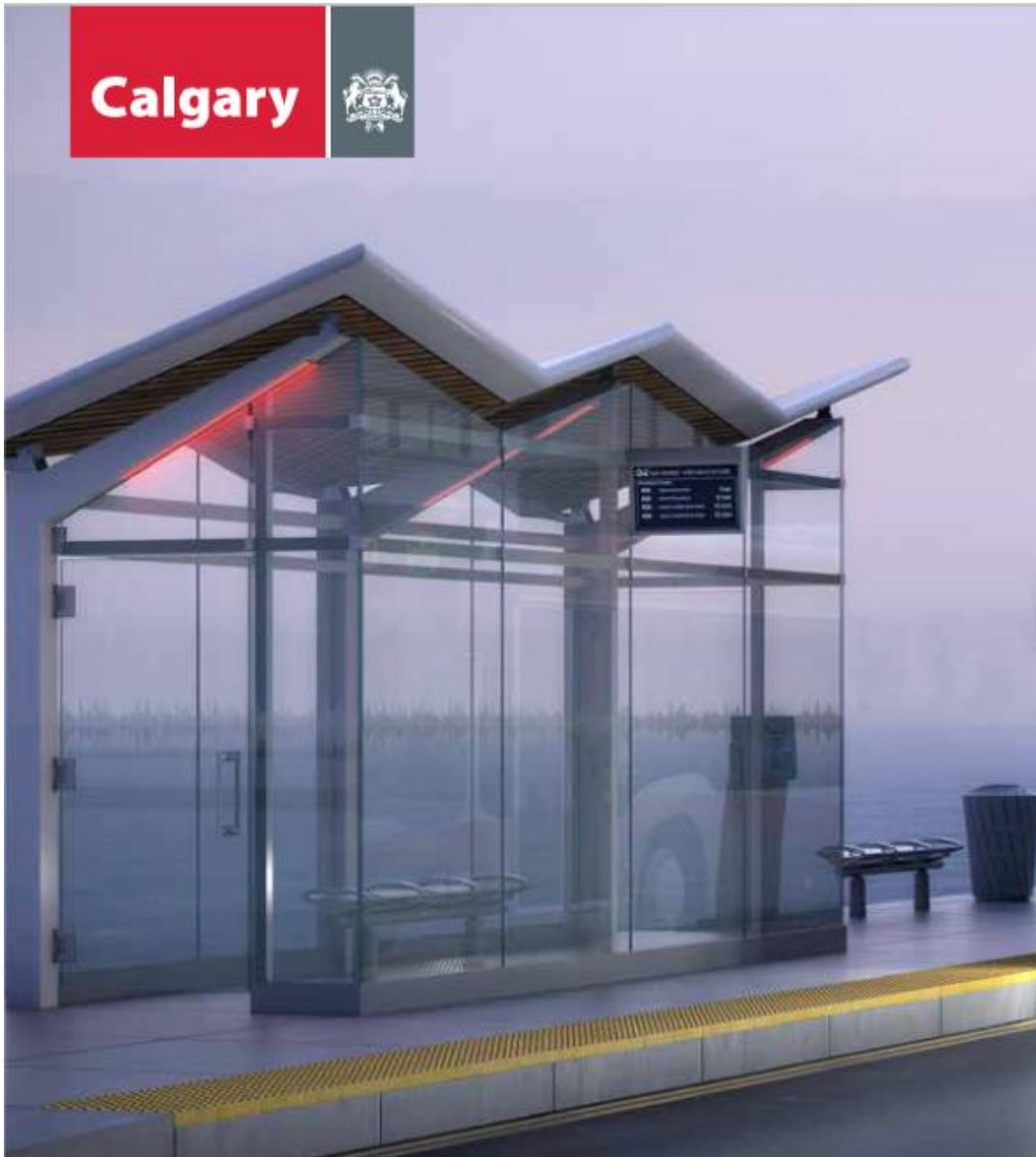


Calgary



## North Crosstown BRT

## What We Heard Report

December 2016



## Project overview

Calgary Transit strives to provide safe, accessible, and reliable public transportation and customers have identified reliability and convenience as top priorities for taking transit. The North Crosstown BRT will benefit transit customers by providing a better customer experience and more reliable, direct service.

The new BRT will be a limited stop bus service operating in regular traffic lanes with several transit priority measures such as queue jumps and priority signals along the route. The North Crosstown BRT is a Council-identified priority in Calgary Transit's strategic plan RouteAhead. It also forms part of the primary transit network outlined in the Calgary Transportation Plan. The service is an important investment to accommodate Calgary's current and future growth.

The North Crosstown BRT project is one of four additions to The City's primary transit network. The four new routes fill important gaps in the existing transit network, and provide Calgarians with reliable, direct connections to major destinations.

## Engagement overview

The City offered to meet with Community Associations and landowners adjacent to BRT stations in-person or over the phone to discuss any questions they had about the project.

In Fall 2016, The City asked the public to provide feedback about the route, station locations and design through an online comment form. The comment form was open from October 24 – December 23, 2016. 825 responses were received for the North Crosstown BRT project.

## What we asked

Participants were asked about:

- current Calgary Transit use and potential future use of the North Crosstown BRT service;
- level of importance for station amenities;
- demographics including community of residence, age and current travel along the route; and,
- comments or questions about the project.

## What we heard

- Most respondents were current, daily Calgary Transit users
- Of respondents who said they currently use Calgary Transit, most of them indicated the new North Crosstown BRT service would encourage them to use Calgary Transit more.
- Of respondents who said they don't currently use Calgary Transit, most of them indicated the new North Crosstown BRT would encourage them to use Calgary Transit.
- The level of importance for amenities for the enhanced shelters:
  - Real time travel information was ranked as 'most important' by most respondents
  - Heated shelters were ranked as 'very important' by most respondents
  - Protection from elements was ranked as 'somewhat important' by most respondents
  - Enhanced lighting was ranked as 'least important' by most respondents
- 362 respondents indicated that they live near the route, 264 respondents indicated that they commute along the route on their way to another destination and 60 respondents indicated that they own, manage, operate or work at a business along the route.



For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.



For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

## Promotions

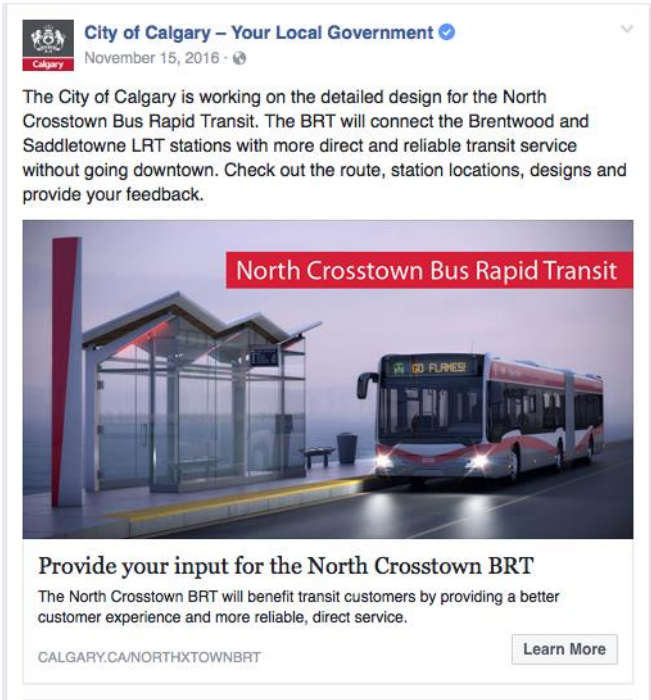
The opportunity to comment online was promoted in the following ways:

- 14 road signs along the route promoted the online opportunity from October 24 to November 7, 2016.
- Paid Facebook post resulting in 50 shares, 1,600 clicks to the project web page and more than 75,000 impressions
- Ads on the The City's digital display units at City building such as recreation facilities
- Ads in 12 adjacent community newsletters
- Approximately 150 brochures were distributed to two Community Association Halloween parties and an elementary school
- Handed out 150 project brochures at the Rundle, Saddletowne, University of Calgary and Brentwood LRT Stations November 8 and 9, 2016



# North Crosstown BRT

Stakeholder Report Back: What we Heard  
December 2016



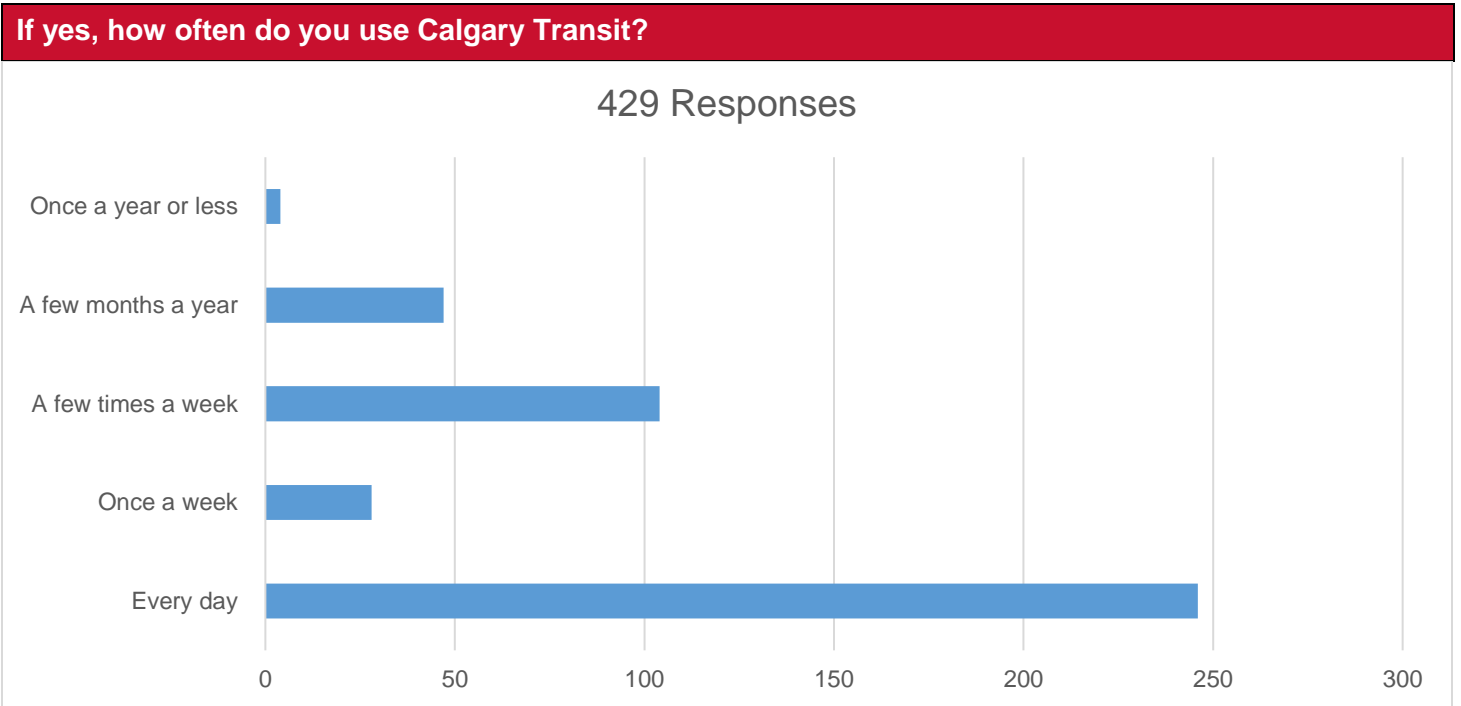
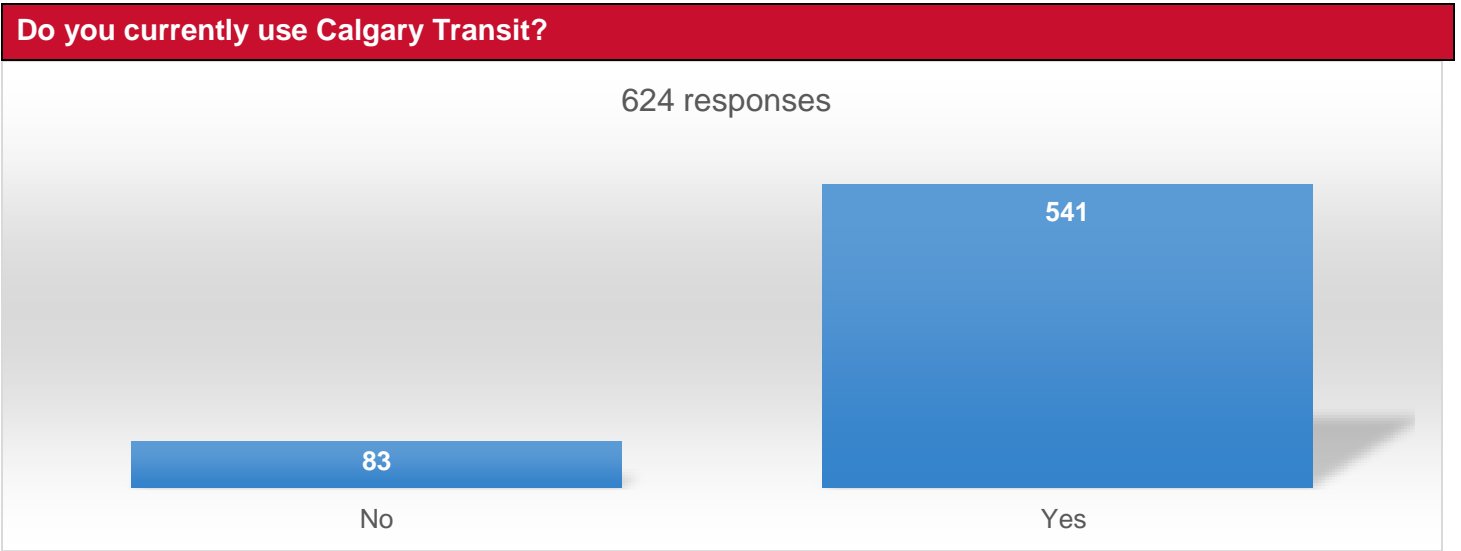
## Next Steps

Construction is expected to begin in Spring 2017 and be complete in Fall 2018. The City will work with adjacent residents, businesses and property owners to minimize impacts and keep citizens informed about impacts and progress.



## Summary of Input

### Calgary Transit Use

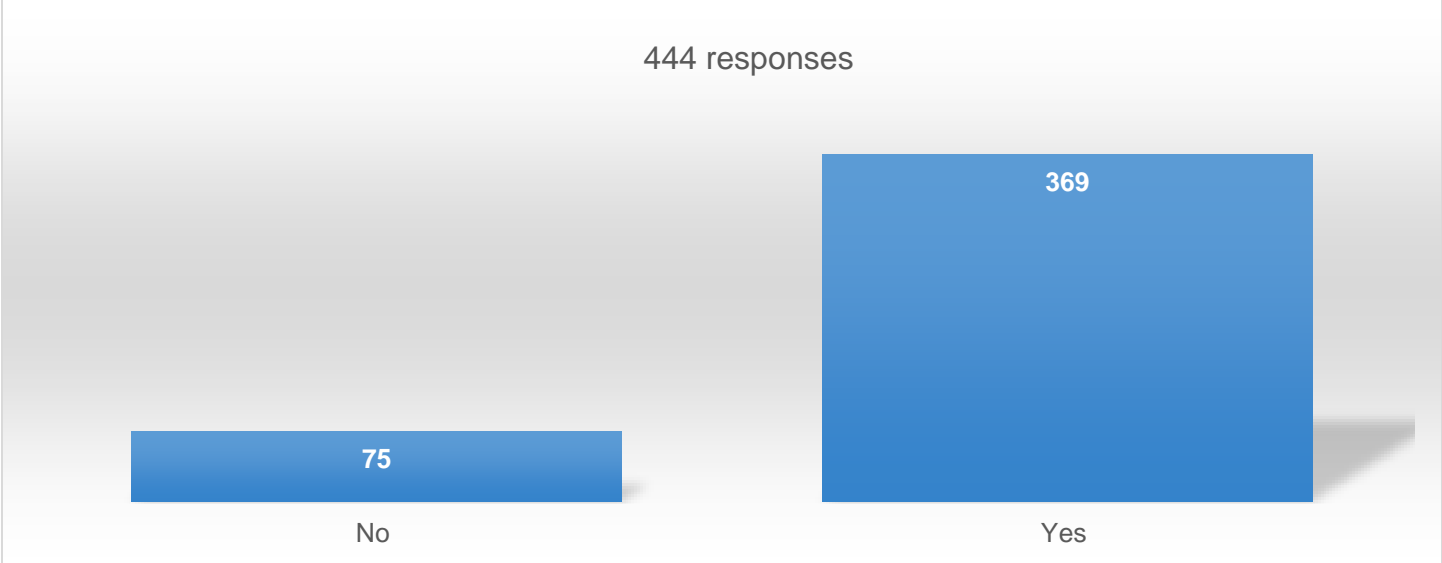




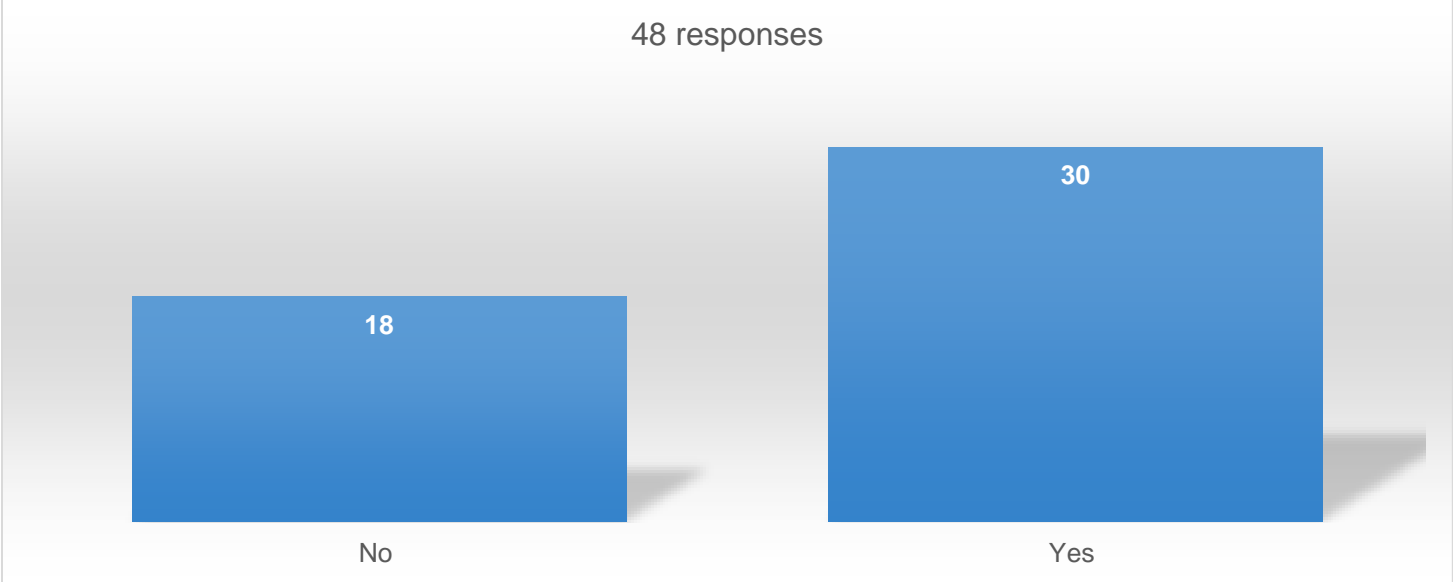
# North Crosstown BRT

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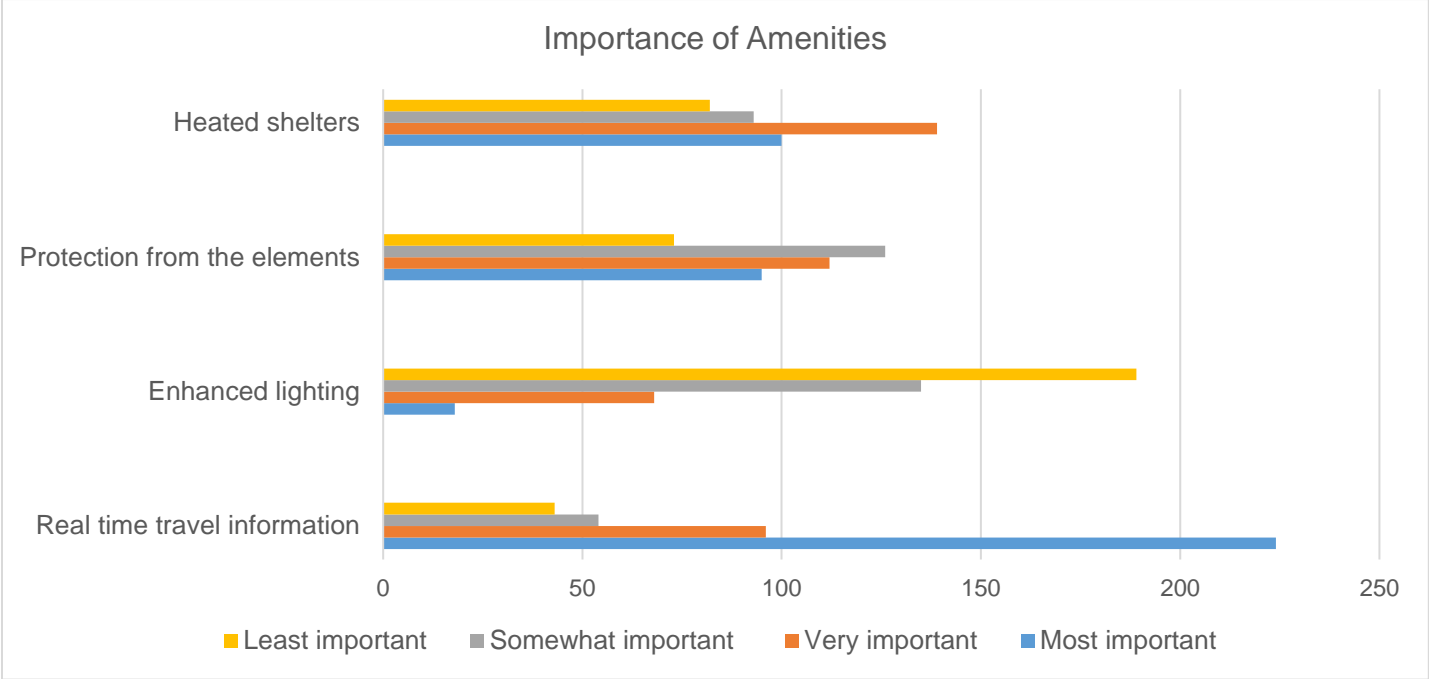
## Will the new North Crosstown BRT service encourage you to use Calgary Transit more? (asked of people who said yes to currently using Calgary Transit)



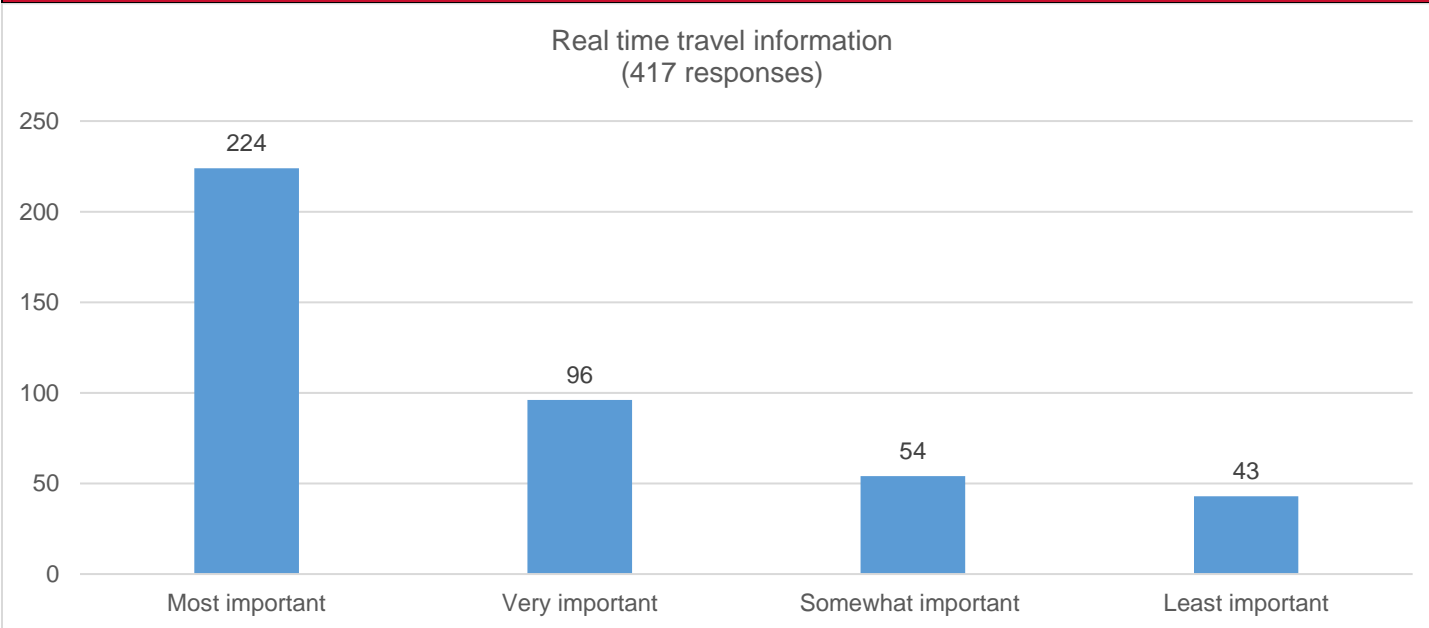
## Will the new North Crosstown BRT service encourage you to use Calgary Transit? (asked of people who said no to currently using Calgary Transit)



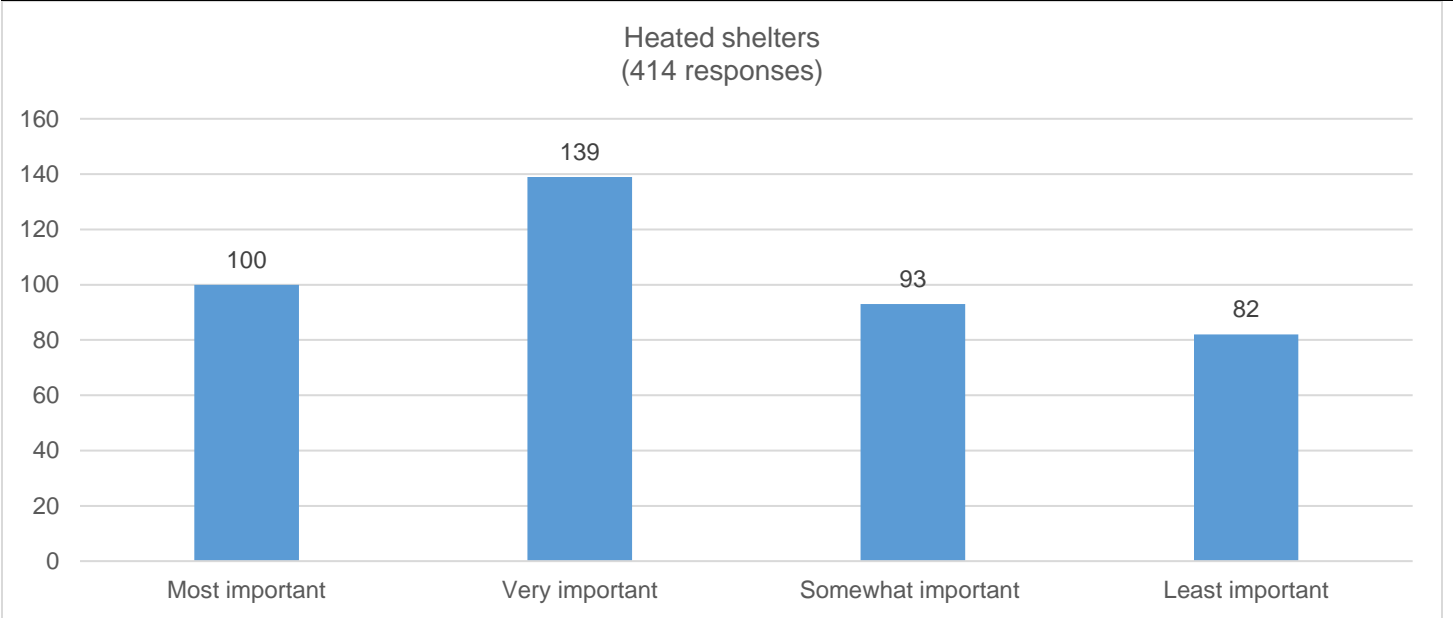
The North Crosstown BRT will include enhanced shelters. Of the amenities included, please rank the importance to you as a transit customer.



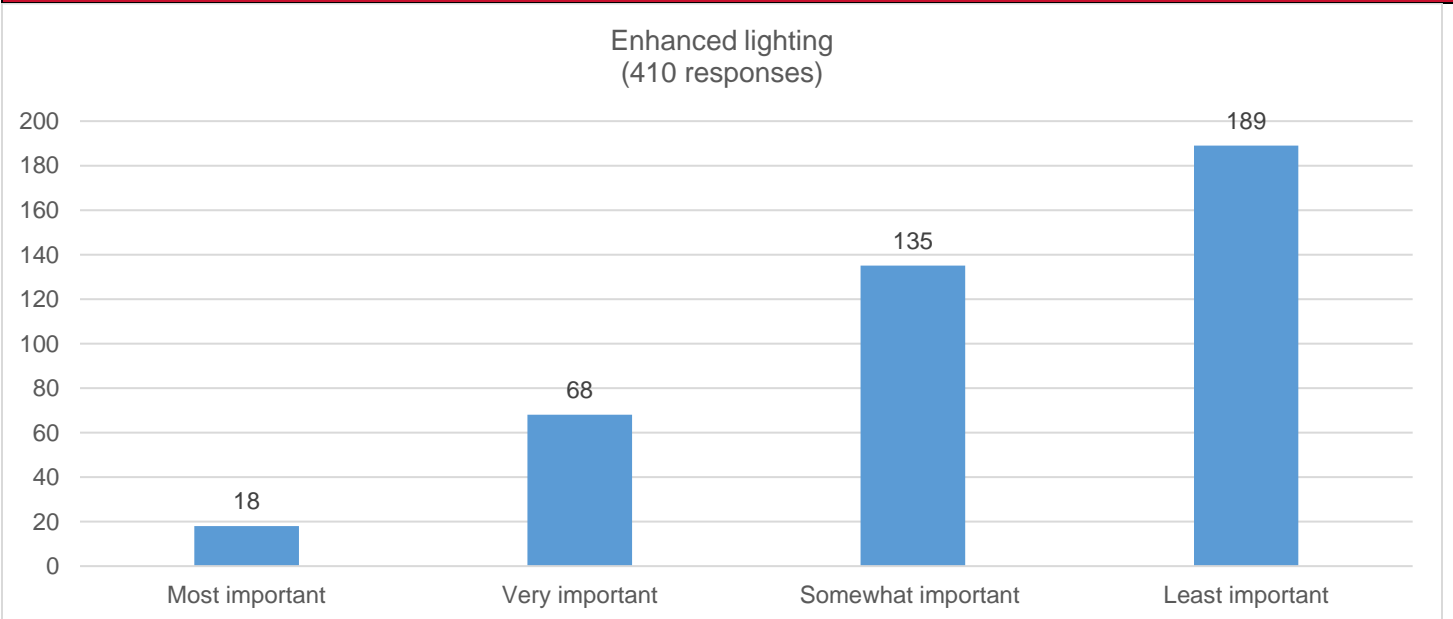
The North Crosstown BRT will include enhanced shelters. Of the amenities included, please rank the importance of real time travel information to you as a transit customer.



**The North Crosstown BRT will include enhanced shelters. Of the amenities included, please rank the importance of heated shelters to you as a transit customer.**

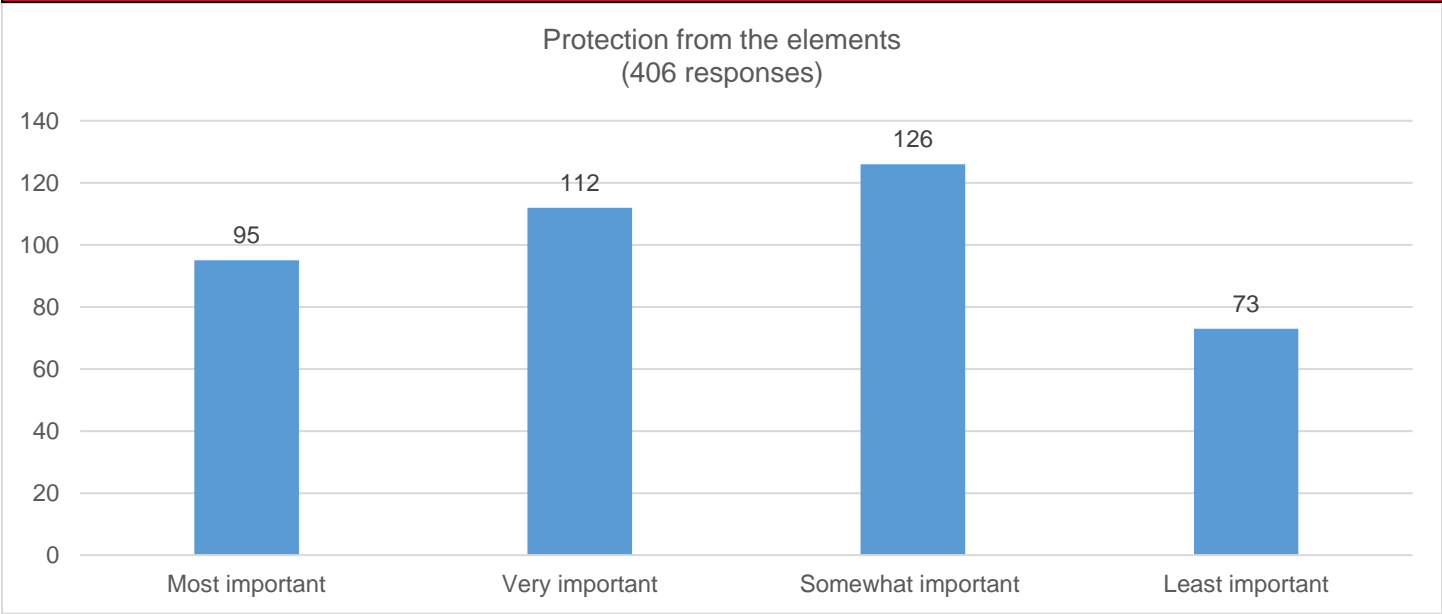


**The North Crosstown BRT will include enhanced shelters. Of the amenities included, please rank the importance of enhanced lighting to you as a transit customer.**





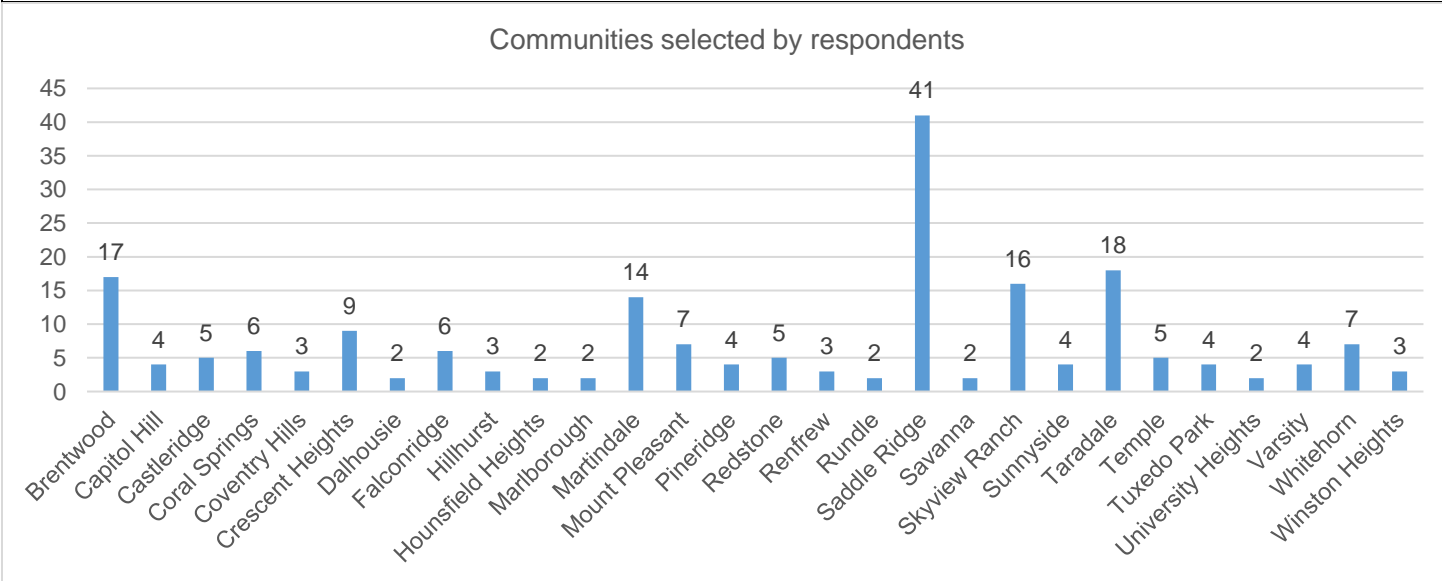
**The North Crosstown BRT will include enhanced shelters. Of the amenities included, please rank the importance of protection from elements to you as a transit customer.**



## Demographic Information

**Please select all that apply to you: I live near the route. Community (optional):**

362 participants selected that they live near the route  
The following chart shows the communities selected by respondents and includes any community chosen more than once. A list of all communities chosen is in the verbatim section.





# North Crosstown BRT

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**Please select all that apply to you: [I commute along the route on my way to another destination.]**

264 participants selected "I commute along the route on my way to another destination."  
A list of communities for these participants is in the verbatim section.

**Please select all that apply to you: [I own, manage, operate or work at a business along the route. Business name (optional): ]**

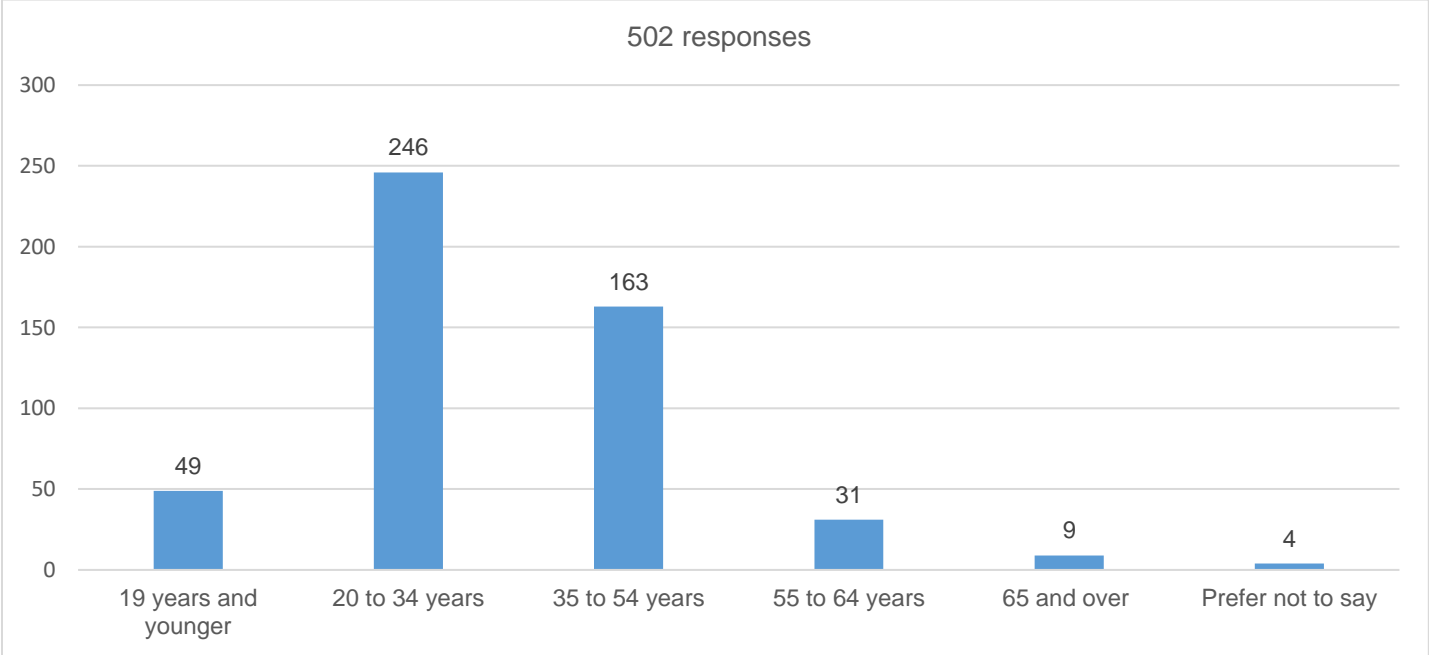
60 participants selected "I own, manage, operate or work at a business along the route."  
A list of businesses that participants shared is in the verbatim section.

**Please select all that apply to you: [Other, please specify:]**

This list is the summary of what was heard for the response to other. The complete list is in the verbatim section.

- Attend the University of Calgary (11)
- Attend SAIT (4)
- Better route (5)
- Commute to work (2)

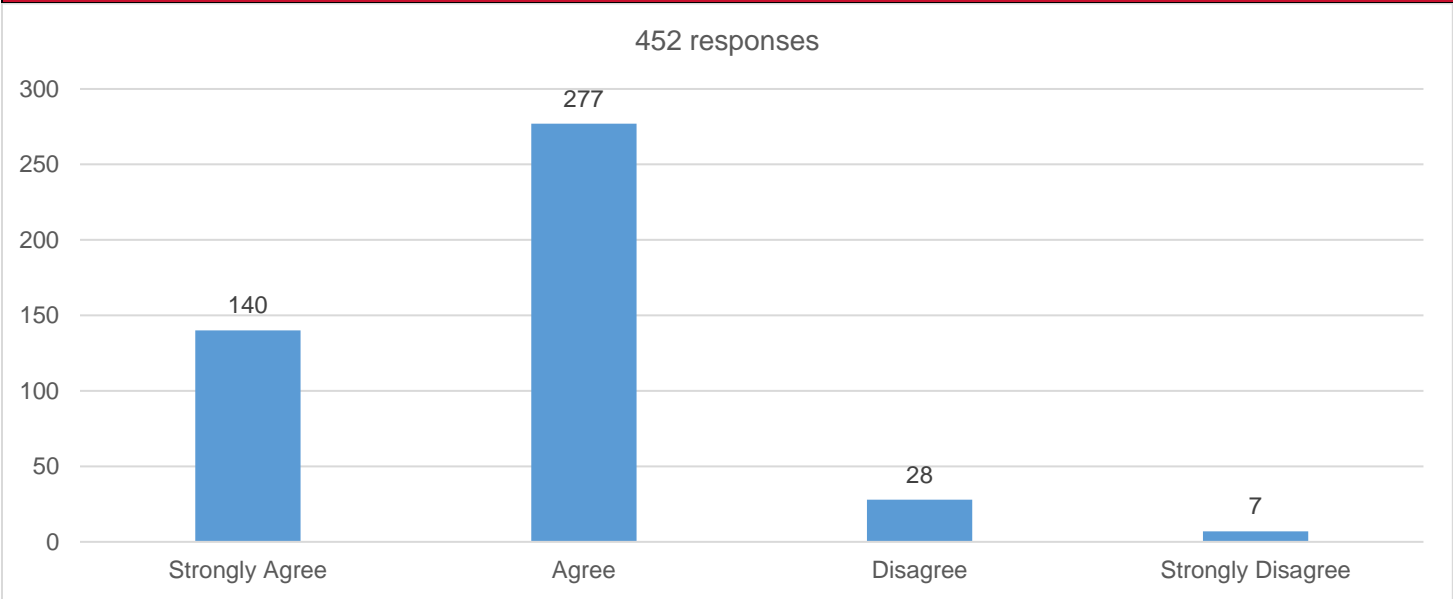
**Please indicate your age group:**



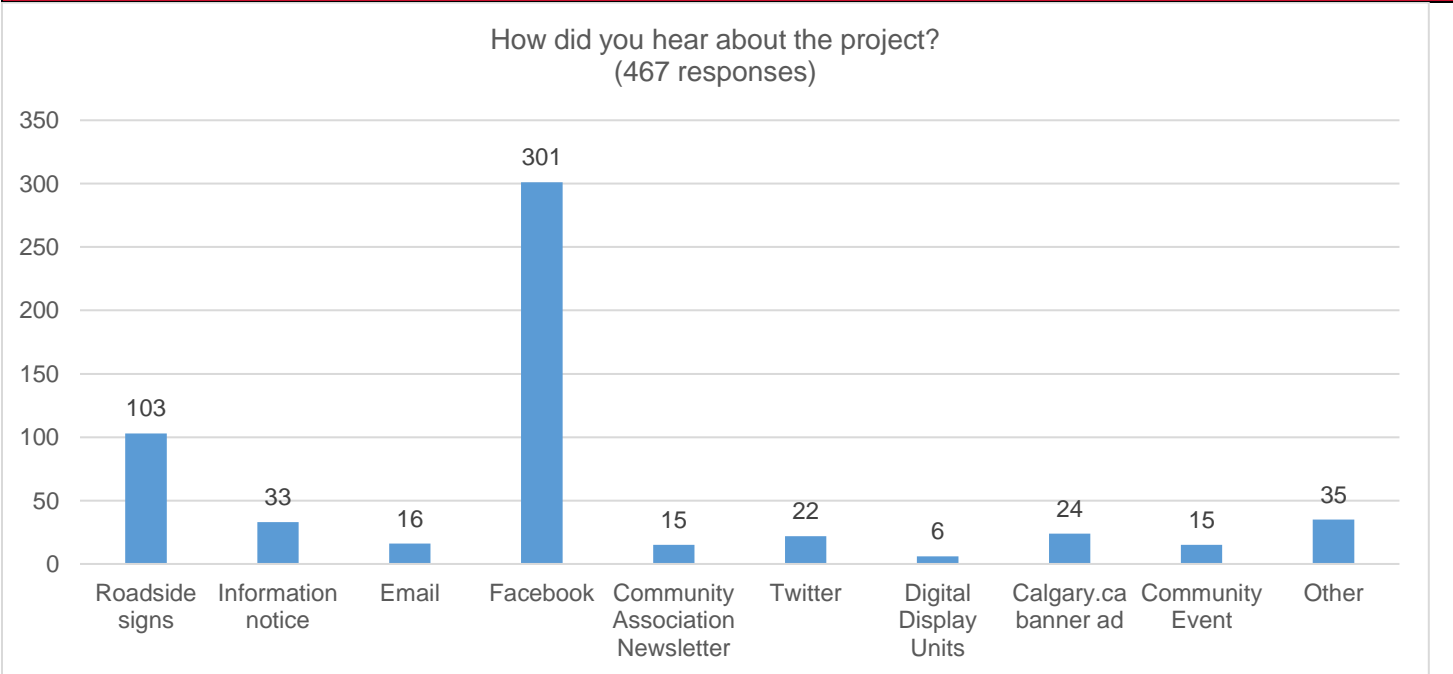


## Communications Evaluation

**Please select your level of agreement with the following statement: The information presented met my expectations.**



**How did you hear about the project?**





# North Crosstown BRT

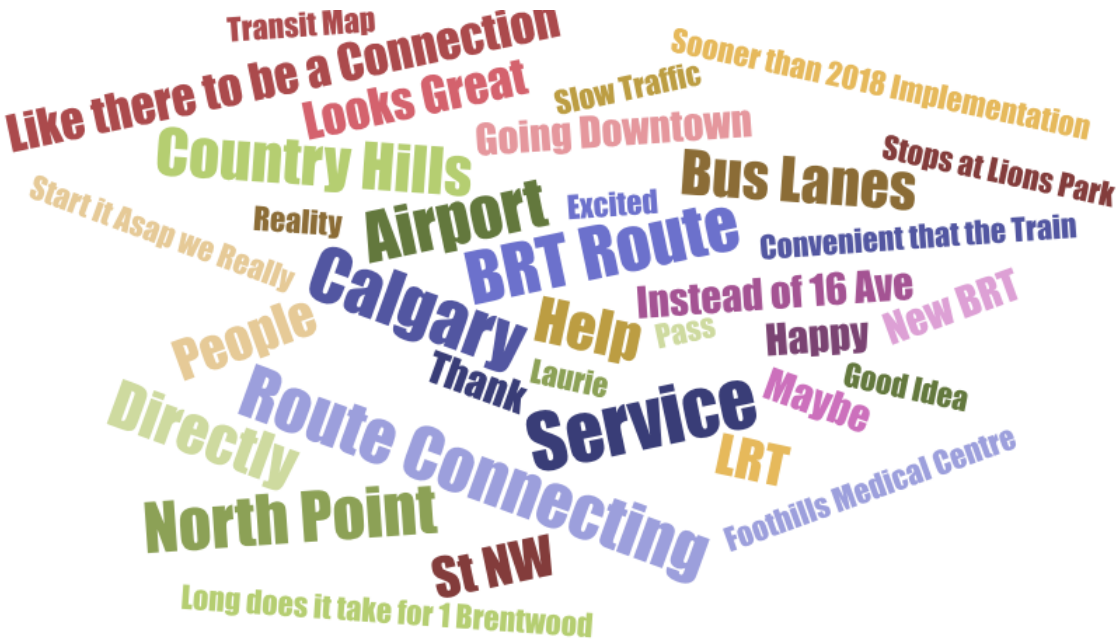
Stakeholder Report Back: What we Heard  
December 2016

## Do you have comments or questions about the North Crosstown BRT project? (250 character limit)

Some of the comments we heard:

- Saving travel time is important
- Direct route is important
- Appreciate being able to travel across town more easily
- Stations should consider the disabled (accessibility)
- Would like this implemented soon
- A better connection to the university is important

The word cloud below was created out of the comments and questions submitted. For a full listing of comments and questions, please see the verbatim section.





## Verbatim Responses

### Demographic Information

**Please select all that apply to you: I live near the route. Community (optional):**

Communities selected by respondents	Number of times selected
Airdrie, Banff Trail, Briar Hill, Bridgeland, Chaparral, Charleswood, Citscape, Collingwood, Eau Claire, Edgemont, Forest Heights, Greenview, Hidden Valley, Highland Park, Huntington Hills, Marlborough, Monterey Park, Montgomery, Parkdale, Penbrooke Meadows, Ranchlands, Rosemont, St. Andrews Heights, Sunridge, Thorncliffe, Vista Heights	1
Dalhousie, Hounsfield Heights, Marlborough, Rundle, University Heights	2
Coventry Hills, Hillhurst, Renfrew	3
Capitol Hill, Pineridge, Sunnyside, Tuxedo Park, Varsity	4
Castleridge, Redstone, Temple	5
Coral Springs, Falconridge	6
Mount Pleasant, Whitehorn	7
Crescent Heights	9
Martindale	14
Skyview Ranch	16
Brentwood	17
Taradale	18
Saddle Ridge	41

**Please select all that apply to you: [I commute along the route on my way to another destination.]**

Communities selected by respondents	Number of times selected
Banff Trail, Bridgeland, Chaparral, Citscape, Crescent Heights, Forest Heights, Greenview, Hidden Valley, Hounsfield Heights, Highland Park, Huntington Hills, Penbrooke Meadows, Renfrew, Rundle, Savanna, Sunridge, Thorncliffe, University Heights, Varsity, Winston Heights	1
Capitol Hill, Coral Springs, Dalhousie, Hillhurst, Mount Pleasant, Pineridge, Sunnyside, Tuxedo Park	2
Castleridge, Falconridge, Temple, Whitehorn	3
Brentwood	5
Skyview Ranch	8
Martindale	9
Taradale	12
Saddle Ridge	26

**Please select all that apply to you: [I own, manage, operate or work at a business along the route. Business name (optional): ]**

Business names/locations participants shared were: Aloft Hotel, animal clinic in Temple, Brentwood, by car, doctor's appointment (x3), Foothills Hospital (x2), Children's Hospital, Jersey City, north of Peter Lougheed Centre, Optimum Wellness, SAIT, The Last Straw, University of Calgary (x2) and Whitehorn Multiservice Centre.



# North Crosstown BRT

Stakeholder Report Back: What we Heard  
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## Please select all that apply to you: [Other, please specify:]

- Work at Foothills Medical Centre
- We have no bus service near this community
- University of Calgary
- Grocery
- going for prayer
- Study at U of C
- It's take too long from home to my destination and I have to wait longer to change transit
- This route is really needed and people always ask for these kinder routes.
- Maybe close to my home
- Commute to work
- I drive
- This is a fantastic concept that needs to be completed ASAP
- Use it to get to U of C
- University student
- My mother lives on the route
- I go to SAIT and live in Sandstone
- going to school (SAIT) from my home takes a minimum of 35minutes
- University
- as usual NW is forgotten... Bowness, Montgomery.
- platform is far away from platform and walker wheels fall in the slot
- School
- Attend University of Calgary
- Travel to airport
- Sometimes make trips to the Northeast
- I live north of the route, would cross it on my way downtown
- I currently take the #19 bus to and from the University of Calgary where I am a student.
- SAIT
- Go the University along route
- I go to U of C
- Children regularly use public transit along this route
- Would be more useful for me if it were on 68street or goes to McKnight station or McKnight Village
- My daughter will be going to SAIT in 2 years.
- one ride travel from east to west.
- I got to U of C, so this route might be better.
- I'm a university student who would love to cut down my commuting time.
- I would like to avoid the overcrowded trains.

## How did you hear about the project? [Other (please specify)]

- Website
- Route Ahead planning open houses
- Board meeting



# North Crosstown BRT

Stakeholder Report Back: What we Heard

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<p>Community Facebook / Facebook</p> <p>Calgary transit</p> <p>WhatsApp (6)</p> <p>Friends / Family (7)</p> <p>Private chat group</p> <p>Genesis center ne</p> <p>Transit employee (2)</p> <p>In class (UBST)</p> <p>Skyscraper page Calgary</p> <p>Route Ahead document</p> <p>News (2)</p> <p>Bus ads</p> <p>University of Calgary</p> <p>From a map I received as part of a university club</p> <p>Transit Info</p>
--

**Do you have comments or questions about the North Crosstown BRT project? (250 character limit)**

If there was such a direct route from my house in Temple to Foothills Medical Centre I would take it.
Please cross for part of the city important for all people living so far this route please if connect with the others route is better for us
This will make travelling to the NW & U of C significantly easier by removing multiple transfers from my journey. I look forward to seeing this project come to life.
Can we add market mall as last stop as well?
Bowness shelters are destroyed and never rebuilt. Not happy with Calgary transit.
will it be disabled friendly - don't make us walk father! platform and train match up for walkers?
Good
Glad to see that it does not stop at Lions Park LRT station. That loop adds a lot of time to the current trip on the #19.
I would like to know more about how often it will run.
I go from Rundle station to University station and takes 35-45 mins. Will there be a time reduction if this project is implemented?
Sooner than 2018 implementation, the better.
When will it be made? Train service interval? Capacity of passengers?
I think the university is adequately covered by the buses and trains that go there from Brentwood station. Replacing these buses with BRT would mean a longer wait time for students who don't want to take the train.