



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

### Verbatim General 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.

The following comments are general in nature and therefore not included in the route by route documents.

- "completely unacceptable" b/c distance from house to stop this window of time is too larger than the route itself and time it takes to walk to stop. Result of off timing - even if just a minute or two) is missing the bus + waiting 20-30 mins.
- 100 connecting from C-Train to 430 used to cover industrial areas (cargo sheds at airport)
- 11th Street - Heritage Meadows Drive - one of the worst crossings because it's not cleared - intersection the worst - the crossing buttons not cleared.
- 15 minutes wait time for non peak hrs is too long.
- 25 is removed
- 26 ave - 17 Ave + Franklin LRT need more security
- 3 new routes. And this solves your terrible system how?
- 300 Staff will be hired at new 26th street long term care facility that is being built at 26 Ave and 26 st. It will have 210 beds and there will be many families coming on the bus to visit
- 4 St NW - U of C Better Service
- 6:30 shift. Needs to arrive by 6:15am. North Crosstown from the East to be at Foothills at 5:30 am. Really important for nurses. Why stopping 20 from coming to Foothills? First bus leaving Saddletown at 4:30 am.
- 68st @32nd Ave to Forest Lawn on South side. Dr.s office is on 17th ave (no 68th st. route)
- 7 min timing stop window on either side of stop time is too great
- 90% of the vehicles exiting Discovery Ridge head east on Glenmore Trail yet there are zero transit options that head this way. We have to take a 25 min milk run north to go east. MRU or high school students attending Central now have no transit options.
- A 68 St. NE route would be helpful in getting me to work in a timely manner
- A bus route between Mount Royal University and the west side of Brentwood Station is ESSENTIAL. A good way to work with this is to expand the trip times for Route 181 going both directions. It is the exact route MANY people need.
- A lot of seniors will be housebound,because #26 not been available. So sad & unfair.



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- A majority of buses were on time.
- A PTN Map! Your Board: "Bus Rapid Transit Expansion: Fall 2018" is a great start. We need a simplified map that emphasizes frequent/better routes and sacrifices some geography, e.g. The London underground map. Calgarians should be reassured that if they get to a station on this map they'll get somewhere reliably, and with little wait times. This session is more than BRT expansion. There are significant changes to existing routes. You should indicate this in your communications. The changes in service generally make sense to me - curious to hear what students, seniors and daily transit users think.
- A PTN Map! Your Board: "Bus Rapid Transit Expansion: Fall 2018" is a great start. We need a simplified map that emphasizes frequent/better routes and sacrifices some geography, e.g. The London underground map. Calgarians should be reassured that if they get to a station on this map they'll get somewhere reliably, and with little wait times. This session is more than BRT expansion. There are significant changes to existing routes. You should indicate this in your communications. The changes in service generally make sense to me - curious to hear what students, seniors and daily transit users think.
- A quicker route from Abbeydale NE to Beacon hill would keep down 90 minute bus rides
- Add a bus on 68 St N.E./S.E
- add routes that connect calgary's surrounding communities, such as okotoks, chestermere, etc
- Advertise the bus fares at the bus stop/shelter
- Afraid to cross the road as I am a slow walker
- After the winter we had, the idea of a longer, more potentially hazardous walk to my bus stop is horrible! You need to think about seniors and people with mobility issues who need public transit.
- All the way for city hall down to Macleod and 16th Ave.
- Announcements on trains are too loud for me. Volume needs to be standardized
- Areas like mahogany auburn bay should have better transit system to go to downtown and NE
- As a result of their various medical conditions it is difficult enough to get to the nearby bus stop, but to require them to walk the additional 3 blocks to the new bus stop locations is just plain CRUEL.
- As above. It takes me ten minutes to drive home from school but over an hour to use transit to get home. I use transit almost daily. There should be a new route from COP to crowfoot station directly.
- As long as my comments on adding more buses or a closer route is provided to transport students to school
- At peak times buses to Douglas Glen should be running every 10 or 15 minutes.



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- Based on the fact the bus shelters have already been removed it's obvious this is happening regardless.
- Before embarking on NEW routes, fix the existing ones and don't continue to erode service in existing areas that have come to rely on frequent and convenient access to transit!
- Better connection from Bowness to Children's Hospital.
- Better connections for NW to far NE. Better service needed in new NW and NE communities.
- Better service in Evanston and Sage Hill.
- Better transfer connection between bus and train
- Between FMC and Rockyview - this is challenging now
- Big Circle - Stoney Trail North to South
- Brentwood Park and Ride Packed
- Brentwood to Sunnyside. Happy with routes.
- build a train station near the foothills medical centre. also, stop cancelling bus routes. have mercy on elderly people and commuters.
- Bus
- Bus drivers need to enforce laws/rules on non-respectful riders
- Bus operators should be more sensitive for transferring passengers, depart without waiting
- Bus route deletions should never be unilaterally done without first checking with the users of the service. I will lose my job for this decision.
- Buses leaving stops earlier than the time posted in the schedule is highly problematic. GPS data should be made available to users to track buses in real time.
- buses take too long to get to places from Douglas Dale
- But the time of bus are off
- Calgary transit has made sure the new routes pass directly in front of the condominium buildings in the area housing the young and able but a facility housing the frail and elderly is abandoned.
- Calgary transit is a joke..doesn't show up on scheduled times..has bus drivers asking riders for directions
- Calgary's Transit system is the worst I've experienced anywhere in North America - hands down... I didn't think that there was any possible way to make it worse, but you have proved me wrong... time to get my drivers licence!
- Call centre doesn't have reference # so difficult to follow up from a caller perspective
- Can you not [offensive language removed] our transit please? It's hard enough to get around this city.. don't make it worse by taking away the bus routes we actually know
- Can you not [offensive language removed] with our transit please? It's hard enough to get around this city.. don't make it worse by taking away the bus routes we actually know
- Can you pay for my Uber now since you decided to kill the bus routes I use?
- Can you tell me if non-transit users have influence on transit routing (i.e complete



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- deletion of #9 when it stopped going along 40th
- Cancer building opening (FMC) will have more traffic and will require more frequency
- Change to more environmentally friendly fuel
- Choosing to live centrally, I prefer to walk or bike much of the time. I use transit and carshare options in the low season depending on weather and road conditions. Nothing in this survey reflects this seasonal use. Also missing bike rack/storage options
- Circuitous route to get to 130th, through terminal and then 2 buses - ten minute trip becomes 42
- Concerned about Accessibility of Calgary Transit Website - readability
- Connecting from U of C to market mall is difficult
- connection to the airport (300 - bus going straight to the airport)
- Construction 14th. 2 lanes fly over Glenmore traffic going to be terrible . 3 lanes to 2 lanes from merging buses.
- C-train is too busy
- C-train more of them, they are too full. Peak hours
- Currently travel on the 91, 9, 20, 40, LRT regularly. Services around FMC works well - not sure what will happen with the longer routes. Starting to think about a car. Like the new 138 - works well.
- Cutting access to hospital routes is not making sense. Staff, patients, and families use this. 91 is also good to get to North Hill/Brentwood without having to wait 40 minutes.
- Decrease in service. There are too many transfers and I can't always get a train out of DT. Not enough trains or buses.
- Deeply saddened that the City of Calgary did not step up and offer direct bus routes for children traveling to Robert Warren Middle School... and instead expect them to travel via bus-train-bus for hours every day, managing missed transfers due to late tr
- Deleting or modifying routes is a stupid idea! Whoever is proposing it has never ridden on Transit and should be fired!!!
- Did not address my needs as to transit . Do not think you are considering seniors-children. Long walks carrying groceries, harder to get to medical appointments, busy intersections, icy roads, will most certainly lose riders. Not a good plan !
- Direct route from Silversprint to University is gone and needs to be back - used to be 25 mins, now 35 by bus. Have to go to Ctrain and take other bus
- Does not impact any of the routes I use, so cant comment
- Doesn't run through Quarry Park - don't like waiting outside in winter.
- Dont delete or decrease transit times. Opposite should be happening more routes more frequent transit scheudle
- Don't have a good connection between
- Edgemont needs an express but like the 64 in MacEwan
- Everyday I'm waiting way to long for a single bus to come. The Nolan hill bus



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- (82) stop running after a certain time making me walk 20 minutes to beacon hill. It's quit frustrating
- Everything is [offensive language removed] now
  - Express only during rush hours
  - Extending the last bus until 1:00AM would be the best because people irregular work hours, like nurses, city workers, or doctors, still need to transfer to other buses to get home. There needs to be more footwork done by talking with commuters.
  - Faster trip wanted from 69 Street to U of C
  - Feed 17a SE BRT into North Crossform. BRT to get to Children's hospital.
  - Finishing at 11pm. #8 and #9 Crowtown frequency of buses at 11pm. I have been taking bus #20 for 24 years.
  - Focus on improving the wait times, the duration of service, the frequency & reliability of the transit available instead of making seemingly unnecessary & often more inconvenient changes to the current routes.
  - Foothills - Drop off accessibility. How do people get from stop to main building? - Will there be a shuttle? Scheduling of hospital staff challenging.
  - Foothills, many transfers, no less traffic
  - For all routes to start ealier on the weekends so that commuters don't have to take a cab, walk long distance or wake somebody so early just to go & catch the train because buses starts so late.
  - for safety concerns, there shouldn't be allowed to have passengers stand on the buses, it's too dangerous. When the drivers and breaking so hard and people are jolted, someone is going to get hurt.
  - From home to UofC is 1 hour 10 min. If I catch all connections
  - Full cost of BRT and impact on other routes is not transparent
  - Getting from North of Harvests Hills to Harvest Hills is a pain there needs to be a bus from Landmark Theatre area into Harvest Hills
  - Getting to Airport is difficult - almost impossible from Crowfoot- takes 2 hours
  - Getting to the BRT over Blackfoot (by Blackfoot Diner) is not predistrian friendly. It may become even less pedestrian friendly with the BRT having to cross or navigage through 19st. and Blackfoot 19th St traffic circle by 17a St intersection. With BRT comes further density and that is not a bad thing. Howerver Inglewood is not a community of high rises nor does it want to be. People have voiced stron concern. There is not a lot of land therefore building high rises appears to be the say to go. It feels live there has been a lack of transparency from the city. Devleopers want highrises. This is not in the spirit of inglewood nor does it fit into our ARP. Inglewood is not east Village. So BRT is good but not when it is so intertwined. Please listen to the residents of Inglewood.
  - GIVE YOUR HEADS A SHAKE, 1000 SENIORS WITH LIMITED MOBILLITY WILL END UP HOSPITALIZED AND COSTING THE CITY AND PROVINCE



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### IN HEALTH CARE AND ALTERNATE TRANSPORTATION COSTS

- Going from Dalhousie station or Crowfoot station, how will I get to Foothills hospital?
- Good
- Good information on the change my route will undergo. I am not happy with it because it means more travel time and some areas I rather not wait in for connecting bus.
- Great work!
- Great. Gives me more options to get downtown
- Happy about North Crosstown.
- Happy with new plan. Several options for travel.
- Has had to go as far as calling 311 to track progress
- Has nothing to do with our area Royal Oak/Rocky Ridge
- Have route or 2 from Crowfoot/Tuscany to Westbrook/Westhills/69 St.
- Have schedules at the office at Dover. New bridge wonderful that it's just buses but also pedestrians.
- Having event like this is good for Transit to hear what the needs of the people are. (It could be a small tweak) Calgary Transit is awesome.
- Higher user should get a discount from hospitals in particular
- hmmm would like to see later bus times on weekends and when special events are held ie. football games hockey games. need shuttle for workers from heritage station to Ikea Costco area
- Honestly, would you ride a train across town for 40 mins a day and want to sit on a hard, plastic chair? No you wouldn't - look at other cities in other countries, take notes. The new trains are for tourists, not for your own citizens.
- Hopefully I can still be access to my office by bus.
- Hospital parking is very expensive. When I am going either Rocky View hospital / Foothills hospital, I have to go down town by train then
- How are seniors going to go all the way from 26th to 36th to get a bus
- How can Calgary Transit ignore the needs of over 1200 people residing and or working in a 5 building complex sitting on just over a 1 square block area yet run around to the doorstep of every condominium in the area?
- How do transit drivers use bathrooms; Brentwood station hard to get to; Sunnyside platform needs a public washroom
- How are we getting from 26 ave to 36?
- I agree with the deletion on the circle route BECAUSE NOW I HAVE TO TAKE 4 BUSES TO GET TO MY JOB
- I am concerned with any cuts to this feeder...I work downtown and meet many individuals who use the bus as their primary source of transportation. That being said I purchase monthly bus passes and on the Friday ride home saw the driver allow 3 non fares
- I am extremely unsatisfied with changing the night time bus routes. Because of this I have not been able to get home from work for months. I should not have to pay for a bus pass and a cab every night



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- I am now prepared for a horrible winter with a terribly inconvenient bus route back from school.
- I am scared of these changes. Right now my granddaughter takes one bus to school with what I see changing she will have to take 2 trains and a bus. She will have to switch trains downtown when it is dark sometimes and I wonder how safe that will be.
- I am someone who takes calgary transit on daily basis and I travel to work and home using 1 bus and 2 trains. With new changes there will no transit service in the area I work.
- I am very disappointed Calgary Transit is promoting an easy effective environmental transportation option to FMC to be utilized by staff, patient's and families. Even the "minimalistic" current bus shelter is very underwhelming!
- I believe Calgary needs a lot more buses and new routes. It will be good for the city, people and the environment.
- I believe in transit but it sucks from our neighbourhood.
- I can not say that I am satisfied because I do not know how these new routes will affect my present bus service. Being disabled, we bought in a location where we have the choice of buses 5, 20, 414 and 73. Will I be forced to use only feeder buses?
- I can't believe you're "deleting" so many routes. Take a moment to think about how many people you're impacting. You won't make it better - just cheaper for you to run. Shame.
- I did not see anywhere to comment on the airport buses. A city our size should have easy 24h transportation to the airport from downtown as well as the NW and the NE.
- I dislike the changes. Seniors live around here, they depend on the bus to go for shopping and also go for doctors appointments
- I do hope that all the information gathered will be considered. There are a lot of people, like myself, who work at FMC and live in the South. Not to mention those to use the C-Train to get to Heritage Station and then use #20 to get to work.
- I do not believe my input will solve my problem of trying to get to Queen Elizabeth High School or the University of Calgary from Coventry Hills, in under 2 hours -- the connections never meet up on time. Taking the 86 to North Pointe adds 20 mins to trip
- I don't understand why you have to screw with everyone's lives by deleting routes. You're effectively removing 2 routes in my area that I frequently use.
- I dont drive and only use public transit for eevry thing, so even more important for me. Please consider routes between Springbank Hill and Chinook LRT which will help connect to SE/SW from the West. Pretty sure those routes will help several commuters.
- I don't even ride the bus, so I can't really contribute. Thanks so much for the coffee, cookie and pen - much appreciated.



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- I don't like getting treated differently for having a low income bus pass, I find it humiliating to have 1) having my low income status declared in public and 2) I don't like being forced to submit to profiling just for being poor, I am not a criminal
- I don't understand why there is even a new proposed review. The current transit routes serve the northwest fine. What needs to be done is to service the areas of Calgary that don't have a bus route.
- I don't use transit very often, but my husband and kids do
- I feel like Calgary Transit is not listening to the needs of those who commute in North Central and Northwest Calgary. Without a C-Train station you must keep routes like the 20 and add sufficient offshoot routes to support folks commuting.
- I find the hour or so on the buss I use gives me time to reflect on my day or rest if I need to. It's not ideal for a transportation if I have two jobs but, that's really my issue.
- I find the lack of information available to north residents disappointing
- I go to and from Foothills Medical Centre at 6AM & 1130PM to Banff Trail / NW. These changes don't seem to be helpful for this.
- I go to shc Hospital everyday it takes 2.5 hours why is there not a direct route from downtown to the hospital?
- I have been writing letters for years, before finally the truth north haven does not have the population to warrant changes.
- I have begged, written and called from the MLA to Calgary Transit but no one has heard me. That we should please have a transit that traverses copperfield and 143
- I have contacted Calgary Transit off and on for more than a year to inquire regarding increased service to Nolan Hill and no answers have ever been provided except "there is no ridership", that is because there is no bus to ride!
- I have never driven in all my 77 years no matter where I have resided. However with the price increase of the 2018 bus pas from \$95 to \$135 I felt, probably like many other was too big a jump for the income we receive monthly. Please keep prices low.
- I have taken bus for many years and have a lot of experience with transit
- I have taken the bus all my life and over the years buses have changed but I dont like the the new buses because you cant see out the back window to see if the bus i want to transfer on to is coming on not and the buss drivers dont know the routs at all
- I have the app Calgary Transit, so I know what time the bus is coming
- I have to take 2 busses and the LRT to get to my middle school. I can reduce that to 1 bus, but that requires an additional 25 min walk. I sometimes do that in the afternoon if I missed bus. Hard to do in winter.





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- I hope for buses to start in my community as I have to walk 30 mins to the main bus stop from my house
- I hope it makes you aware that there are many people using this bus service so it should not be discontinued
- I hope that there will be an express bus to mount royal and u of c because it takes an entire hour and 3 bus changes while it could easily take 30-40 mins in a shuttle bus at a designated spot
- I like the bus but it needs to be more convenient
- I like the service. Like the new LCD panels in trains. But, I drive right now, I hope to take the train more in future.
- I live in Coventry Hills, and these proposals do not solve my transit problems. Unless, you are travelling downtown, it is difficult to get anywhere else on transit because we always have to connect at North Pointe. Extend the 8 into Coventry.
- I live in Silverado, SW, it takes me around 2 hrs to go to work at [personal contact information removed] Sunridge Way NE. Is there any faster solution? will any bus route go from Rundle C-train station to where I work?
- I need to know what bus & times as I miss the bus sometimes & have to walk a long way already
- I need to talk to someone I ride 7 days a week had to turn down jobs because of use of transit one of my shifts I work until 6 pm take two buses I get home at 730 pm when if I am lucky to get a ride it is 15 min on sat and holidays the first bus is 6 o'clock
- I only see 1 new route that will be of any remote use to me.
- I really need to know the time schedules of the various new/changed routes to see whether they would be of benefit to my travel.
- I received notice from work not the city of calgary re changes to 20 and 9. 4/5 is so infrequent hard to get excited about a ride to 16 ave north
- I repeat don't take route 57 or 26 off of 25 Ave SE. Think of the seniors in the area
- I routinely leave the office late. The freedom of parking downtown and not be held hostage to the bus schedule is liberating. The reduction in frustration has lowered my blood pressure, and reduced my teeth grinding. Paperback novels no longer required.
- I see no map showing the proposed replacement buses.
- I spend as much time walking or waiting as on the bus, trip distance 7km, 45 to 60 min.
- I still have no idea how I will commute to work.
- I suggest there must be bus for Cornerstone community
- I take the 20 then 791 792 queen Elizabeth.
- I take the train
- I think it would be beneficial to review some of the existing routes, there can be 2 or 3 of the same buses in a row and maybe 5 people on each bus but, then I could wait approx. 10-15 minutes for my bus and it's packed and people are standing all the way



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- I think it's terrible that I have to take 3-4 buses to get home from Altadore area to get to Palliser which is only about 7 kms by car area especially after 6pm when the #80 bus from Heritage Stn. only runs until 6:15 into Oakridge area to Southland Stn.
- I think reducing feeder routes to Dover and Erin woods is going to make a longer commute for me and I am not impressed. I thought all this money to pay for the BET route and then it takes me more time to get to and from work. Sucks
- I think that the bus drivers should know about the routs and have better ways let a buss know you want to tansfer to the bus infront or behind you
- I think that the fact that the C-train already doesnt go to foothills hospital is a HUGE diservice to Calgarians. I think that further limiting access to the hospital is a mistake that will further reduce Calgarians trust in our transit system.
- i think the way we keep it simple in the big picture is important but where we need to make changes we are on par with these up coming consense.
- i think there should be a bus between 69th street station and chinook mall, or something a bit closer. it's a 10 minutes drive from my house and an hour transit ride, it's very inconvenient!! thank you
- I think this bus route is very important. With many more disabled people moving into this neighborhood (Dover) I think it would cause additional hardship for senior citizens.
- I used to use Transit Daily but stopped entirely once my bus stop changed. You have added 45 minutes to my route in One Direction. And now rather than taking 1 bus... I have to take two buses or 1 bus and the LRT
- I visit my friend and rely on transit. I can walk but I have a disability and find walking difficult.
- I want a new route in my area
- I was not able to give input on the 117 bus route. This route is good in the morning but does not start from downtown until 4:08pm which is too late. It should start in downtown between 2:30-3:00pm.
- I will have to take the train now, which I don't want to do.
- I will now have to take more buses to get to places where only one was needed and have to wait in areas in Forest Lawn I rather not at night to come home.
- I wish they would clean in front of the stops from snow and fix the shelters that are broken
- I work at FMC and in order to get there from my home it involves 2 changes and about an hour via transit if I make all the connections. It is about 6 km via car. I would use public transit if there was a more direct route from the NW.
- I would also like it if the bus could run on weekends, and just 20 min earlier in Friday's due to half days not just for me but many other kids
- I would appreciate if a transit bus is run at Cornerstone Passage as this new community is fully developed



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- I would like the bus to come closer to my house and extend the bus route so it can run throughout mahogany not just one side
- i would like to discuss students taking bus to and from school. Rates- why can't city give student rate discounts to CBE students similar to SAIT and UofC with a sticker on their I'd. Also designated routes for jr high
- I would like to have a transit stop near my house than what we have . I am 15 yrs old and need to walk through the year to to stop
- I would like to have the airport connection to be built to the LRT (BRT?)
- I would like to see continued improvement of transit from our assigned high schools to the Tuscany area.
- i would like to see earlier star time for busses, this will work great for the many shift workers and also will tie in nicely to the LRT timings in the morning.
- I'd like to take transit but it FOREVER to get downtown.
- Ideal spot for a bus would be @1st + 58th
- If a bus stop is now farther than its' original location, a person cannot catch their bus at the same time and will miss that transfer.
- If it takes longer for passengers to get places they're going to end up using other modes of transportation. We want quick and easy. Not many people want to stand outside in -30° or even 5° but raining waiting however long for a bus 30 minutes+
- If my area becomes harder to navigate I'll have to reduce the time I spend doing shopping because I won't know when and where the buses are
- If only they will consider and make a study on how many house are built in this community in the area along REdstone Drive going to REdstone Blvd.
- If there are changes made then it was worth the time.
- If you don't have data you can't use the transit app
- I'm really happy there is no bus stop in my neighborhood (I live on 12th)
- I'm sad to see Foothills Hospital is receiving a reduction in service, instead of increased. Given the parking "crunch" at FMC, reducing the convenient bus services is a does not encourage the staff to take public transit and be environmentally friendly.
- Images online are low resolution couldn't read changes for 20 so had to come in person - enlargements were pixelated
- Implementing new buses yes but posters /advertising isn't clear that some routes are changing. People are assuming this is about new routes and areas . Lots of people at work didn't realize the 20 is changing and not going to Foothills.
- Inconvenient to have to buy a day pass day of travel vs. in advance
- Individual would like more public engagement in September to update public on finalized routes - October is too busy with school



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- Instead of making it easy to get places, you're chopping up all the routes so I have to transfer 4 times to get anywhere which means it will take me hours to get anywhere. Thanks for nothing [offensive language removed]
- Is the center street and 4th St . NE routes being changed? I have no idea as you didn't bother to include them in any maps.
- Is there any planned bus stop by superstore seton?
- It does not include Bus Route 145 along the Redstone Drive.
- It is essential to getting places but takes up a lot of time
- It is my daily thing for going to work and going home. I need bus though Shepard Rd SE
- It is not driver's fault..I now there is safety issues... but a public acknowledgment of no tolerance or tools that remove the decision from the driver is necessary
- It is really tough in winter because the bus stop is 3 -5 blocks away from my house (the last stop in mahogany)
- It probably won't be used what so ever. My bus routes are probably going to get chnaged and the 15 minute drive to work will probably take even longer. Love spending however much on my bus pass monthly for [offensive language removed] bus drivers
- It probably won't be used what so ever. My bus routes are probably going to get chnaged and the 15 minute drive to work will probably take even longer. Love spending however much on my bus pass monthly for [offensive language removed] drivers
- it seems routes and times have been modified to the degree that there is even less chance to make connection. Travel times have increased by 30 mins each way now!
- It will take time to learn the new routes.
- It would be great to have a regular route from the nolan hill community to the nearest lrt ... my kids who will be going to university and high school nxt yr will be able to lead a balanced life between school, work and volunteering
- It would be nice if the bus drivers, and even the CTrain operators, would get out of their apparent habit of running 3-8 minutes ahead of schedule. 3-5 minutes slow would not be a problem.
- It would be nice to have an express bus to FMC
- It would be really helpful if stops are announced on the screen that displayed date and time in the bus. Some of us who are new to the city find it difficult to figure out the correct stop to get off at and drivers aren't always aware. Thanks.
- It would be very useful if transit could build a pedestrian overpass across Macleod Trail from the superstore area near the Shawnessy LRT to enable riders to walk with ease to take the train for their daily commute needs.
- It's very time consuming when I had to take the #7 bus in Altadore, then the #20 bus to Elbow Dr., then the #37 towards Southland and #16 or #84 on Southland into Palliser area to get home at night. It



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- takes over 1 hr just to get home 7 kms by car.
- It's a 15 minutes drive to work but by bus it take an hour because I have to wait 20-30 minutes
  - It's a lot of change! All for the better
  - It's not a privilege to be able to participate, transit is the only affordable way for me to get to work and home. Your everyday goal should be to include my opinion and information in EVERY decision you make. You work for Calgarians, not stakeholders!
  - I've lived in East Calgary/NE Calgary all my life. I which we had these routes 20 years ago when I was taking Transit daily
  - Just hope the transit that runs to our area is always on the go even on weekends and holidays
  - Keep the new trains OUT of circulation, they're designed for the heaps of tourists during Stampede. I. E., they have awfully uncomfortable seats like a fast food restaurant, those 'leaning' rails are torturous. No hand rails beside the exit area ?! Fail.
  - Kindly DO SOMETHING about Cornerstone N.E. Area. ONLY ONE bus (145) is serving four major communities of Skyview, Redstone, CityScape and Cornerstone. We have to walk daily 15 mins to reach bus stop. This has been going on since 2 years.
  - Lack of transit service in new communities. In the NW. Fewer transfers for NW communities.
  - Learned about the changes that will affect me.
  - Leave the buses that are serving the Foothills Hospital alone because we need them as employees leaving work in the middle of the night. Even extending the hours longer would be great. Not everyone has the luxury of a car, employees and patients included.
  - Leave the routes in Marlborough the way it is!!!
  - Leave the routes the way they are.
  - Leave things as they are
  - Like the Calgary Transit app. Colouring coding highly recommended.
  - Like to see bus closer to the door to the hospital. Milkrun to the Foothills Hospital.
  - likes bus safety vs. driving
  - Likes plain language "bus routes" rather than BRT
  - Lions Park connection - people are really worried about it.
  - Listen to seniors
  - Live at 26 Ave and 68 St NE. Transit routes go east/west so multiple transfers. Proposing a route along 68 St NE . NS to access East Hills/ Falcon Ridge. Missing link is N/S and 68 St NE.
  - Live times frustrating - not reflecting real times - says 2 mins its 10 mins. Not accurate. Scheduled time very accuate but not in live time
  - looking for a better commute to the LRT. More direct trip to LRT from Auburn Bay
  - Lots of staff depend on this route to get to work
  - Mahogany is poorly serviced
  - Main course for the delay/longer transit times in routs not identified



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- Make a route that goes along the whole length of Northmount Drive.
- Make a route to Spy Hill - Vet Medical, Library
- Make a route to U of C Spy Hill
- Make it easier for people to get around the city when they rely on buses.
- Make sure that rules for drivers are the same across the system. Some wait 5-8 extra minutes at the station as opposed to leaving at scheduled time then this makes everyone late. As well as some drivers stop for a 10 minute in order to get coffee at times
- Many [offensive language removed] talk rudely with customers. This has happened thrice with me and my wife.
- Maps at subway station to guide customer (digital maps) I believe this would make travel easier and less frustrating
- McKenzie Lake to the University for work doesn't take transit because its not efficient. Can't wait for greenline to extend south.
- McKenzie town parking. Not enough parking at the Park n' Ride at Mckenzie town but then 114th Couglas Glen Park + Ride Terminal is empty
- Missing centre city connections, biked rack/storage options, seasonal differences in scheduling and routes.
- More bus stops
- More connections from Symons Valley
- More direct bus lines
- More frequent access to the university would be an asset.
- More NW routes, specifically from crestmont/valley ridge up to tuscan area. Its ridiculous that the bus take around 1hr30, but the car ride is just over 10 minutes. Fix this!
- My routes aren't on here
- Need an earlier weekend bus (i.e. before 6am) in order to get to SE industrial at 61st + 52 st. SE I have to get there at 6am.
- Need better connection from Kincora North to U of C
- Need bus 130th to Copperfield
- Need direct transfer from the Airport to downtown
- Need downtown meetings. All meetings so far outside of core. Downtown intersection points and no meeting. Core to outside needs priority.
- Need more service in Symons Gate connecting to LRT, Churchill and UofC
- Need new bus stop
- need shuttle from heritage station to Ikea and deerfoot meadows.
- Need to provide schedules to church and seniors homes when new routes are complete - [personal contact information removed]
- Neighbourhoods above Saddletown station are isolated from the rest of the city. We are forced to go all the way to the CTrain to get anywhere. There should be buses that connect the far NE to the NW.
- Nemshi should hide his head in shame. He had a meeting at Forrst Lawn seniors centre adviocating the BRT for seniors. Now the bus routes are limiting seniors mobility further. Way to go
- Nenshi will bulldoze any opposition



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- Never use transit to work: car is 20min, transit is >90min! If shorter time, will use more.
- New Bridge. Better if you have a lane for cars to merge onto Deerfoot instead of the intersection with lights. Need a better merge lane or a loop onto Deerfoot.
- New bus barn in South
- NEW ROUTES PROVIDE FOR THE CONDOMINIUM RESIDENTS BUT NOT SENIORS FACILITIES?
- New routes work for me
- New site coming up at Riverview
- No
- NO DELETING BUSROUTES
- No direct bus to hospital from McKenzie town. Too many transfers. Want extended past Douglas Glen.
- No direct route from University Drive to Shaganagi Pt to Downtown. Not everyone can walk 15 mins. A lot of people use this to get to work.
- No elevator at Stampede station.
- No opportunity provided to Walden folk
- No Parking by 730 a.m. Parking by the Appleby's
- No relate to my community. Cos no connection to the transit routes after rush hours
- None of the proposed changes will help me at all, Nolan Hill was excluded from NW changes completed Spring 2018.
- None of these changes help me at all...still waiting for reliable, regular transit service to my neighbourhood (Nolan Hill was excluded from all NW changes in Spring 2018)
- North Hill doesn't stop where the 104 stops
- Not all buses have bike racks. If they had bike racks, I would use transit more
- Not enough frequency
- Not frequent enough
- Not happy about the changes to #20. 3 transfers as opposed to 2.
- Not happy with any changes. Live in SW.
- Not many bus routes get to FMC directly. Takes too long to take the bus because of frequency to the Hospital.
- nothing here about Heritage LRT which is falling apart.
- numerous family members coming to visit the residents of the new dementia facility
- NW Crosstown: bus stop 16th Ave! Until tunnel please drop off at FMC
- Old LRT cars don't have Air Conditioning
- One thing I would like to request, less reserved parking spots at saddleridge station. I am regular transit rider and have to park my vehicle at Whitehorn due to no available parking spot left. More than half parking spots have reserved and they are empty
- operators are worried - ok with changes, but don't start with cuts
- Palliser - local bus route improvements needed - connections at Rocyview and Foothills
- Passenger loads current usage . Be honest and admit these places that get something not so good.
- Patients do not have a bus close to the door. Moved route.



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- Peak - child/children - wife at PLC - immigrants - no car - it took him 6 hours to do this.
- People that have bus passes should be emailed when & where
- People that live EAST 69 St - there is currently no bus service there.
- People who smoke stand in bus shelters
- Please address the issues surrounding the Westbrook LRT station. The crime and homeless drinking and drug use in this station make it unusable.
- Please arrange a bus from Cornerstone NE to Saddletowne Station directly
- Please bring back the 43/143 & 37/137 routes. (between north side of U of C & north part of Market mall)
- Please don
- Please ensure the transit app is accurate. I have had inaccurate information numerous times and have missed my bus.
- Please help us change this bus route. Everyone has called in for a year to change it, but it honestly think no one listens
- Please make a direct route that goes from NW Calgary across the Bow River - so I can get to Western Canada High School. No one from NW Calgary can do this efficiently.
- Please reduce the amount of timetable changes per year. Four seems completely unnecessary, and is incredibly inconvenient. Thanks!
- public transport is for the public not drivers, they consider it as there own property
- Quite surprised that there still is no direct access from the far South East to Chinook mall. Having to take one of 5 different bus routes and still transfer to other buses or the Ctrain just to get there. Even with the upgrades happening at that station
- Rapid transit to the airport please. For tourists.
- Redstone needs more bus stops . There's only 4 or 5 we need at least 10
- Remove 776
- Reviewing the bus with only 2 people
- right people; leave them at dispatch; all the waps (sp?)
- Riverbend - frequency? Empty buses
- Route change in November is a tough time for implementation (i.e. mid-semester) better to implement in January
- Routes in NW Calgary are not that great especially in the Nolan Hill Area. Peak buses don't work and i'm forced to walk 15-20 minutes to the nearest bus stop + another 45 mins- 1 hr to get to a train station
- Royal Oak. Changes good. Lots of options.
- Safety - people that work need to have service earlier in the morning + later at night
- Safety in the evenings is an issue for me
- Savannah Blvd (missing rd.) needs to be built. Savannah with Saddle ridge
- Schedules not easily mobile
- See above. If you want to ask for input, allow input. I wanted to state that the 25-minute peak time schedule for South Crosstown BRT is unacceptably long.





# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- Should be on par with peak/off peak BRT
- Seriously! I don't take the bus so this is greek to me.
- Service to bus connector to university
- Shorter busses
- Should be a park and ride available at Rundle Street Station
- Should be available online
- Should not spend money on the BRT, we should spend the money on the LRT instead
- Show up on time
- Show up on time for routes that are already existing before opening new routes
- Sidewalks in this area don't get plowed so it is hard for seniors to walk in winter
- someone needs to review the number of buses on all routes, there seems to be an over number of buses on routes 3 & 5 and not enough on route 142, which is always packed and people are standing all the way home
- Son will go to school at Henry wise wood (from New Brighton) off of 75th @ Elbow Dr. And I don't know if the bus will go to that school from here. I don't know if it will be cancelled because of the new school on that route.
- Southside of University does not have a direct bus from there to downtown. Have to walk across campus to get downtown.
- Spend million dollar for a big project with new bus stops. But no little money to provide full service to Nolan hill community that the people need.
- Spring Garden. Help the bus driver go or off work.
- Staircases and accessibility for seniors needs to be improved if you want them to take the train.
- Stop [offensive language removed] the routes you [offensive language removed]
- Stop at Jay Handle
- Stuff online is too small
- Sunatal to FMC
- Surprised that Quarry Park is not connection. Chinook - connecting to C-trains
- Take a bus and see how frustrated you get!!!
- Taradale to 17th is needed - or even Abbey dale
- Teach bus drivers how to tell time
- THE CTS will do what ever it wants. Who the [offensive language removed] do you think your fooling . I'm a born Calgarian and I'm outraged at this proposal. I will no longer take a transit bus ....
- The app sometimes are not accurate with time
- The BRT is a waste of time and money. The c-train should be improved because that is what people use. You act I
- The bus never comes on time
- The bus routes are not really my problem i would just like it if the bus drivers paid more attention to the traffic
- The buses service schools and hospitals cannot be changed because there are people who do not drive and have been relying on these same bus routes for years. You need to increase the size of the comment section instead of limiting it.



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- The changes to and from the Foothills Hospital, downtown, and the University of Calgary would affect me the most. My concern is: how often would the #9 ? Would the #104 be a bigger bus, since it is adding a stop at the U of C now.
- The city is asking for input after the decision to change bus routes has already been decided. To delete bus routes that go to the busiest hospital in the city is ridiculous. There now is not a bus that comes directly from Heritage to FMC
- The effort is worthwhile if we increase transit stops in Summit of Montreaux for us and our young family that will use transit. 17th Ave & St Moritz cross walk is dangerous to bus stop and needs to be addressed immediately
- The FMC bus waiting area is suboptimal. I'm concerned it will take longer to get to and from the bus and the current changes will extend my bus commute time
- The Greater Forest Lawn seniors centre and new Bethany care centre run along 26 ave. You have no bus that go to these two areas.
- The information shows this will be a huge benefit
- The lack of direct routes into Foothills Medical Centre is going to negatively impact persons with age or other disabilities reasonable access to the facility.
- the maps aren't accessible to the blind that use screen readers, and we need this info in accessible format in order for us to participate in changes or ask questions.
- The New Bathany Care facility on 26 th Avenue This new facility will not have staff parking and so staff will require bus service to get to and from work.
- The new routes for my neighborhood are terrible! You're making it impossible for me to get to work in less than an hour! Not only are my streets absolute garbage and full of potholes, now you are literally removing my only method of transportation
- The new routes have no effect on service in Valley Ridge and do nothing to encourage me OR ANYONE IN MY FAMILY to use transit
- The people that created these proposed new plans don't take the bus clearly and don't understand that there are people who have to get off work very late at night and won't be able to catch their transfers if these new routes are implemented.
- The predetermined outcome has already been published by city hall weenies & dweebs
- the proposed buses bein taken out like the 72/73 will greatly hinder lots of people
- The proposed changes will deeply affect my daily commute. Yet from the information presented I cannot figure out what the alternatives will be. You're just freaking me out. This is not fun.
- The quarterly bus changes are enough of a pain and now you are going to redraw a bunch of routes. It is getting rather tedious and a car seems like a



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- better idea. Use only public transport currently. Work at FMC at travel to UoC campus and other hospit
- The service for Country Hills is horrible specially if the interest is to reach any of the NW quadrant
  - The thing they would mossy improve my experience of taking transit are a) arrive exactly on time (as opposed to a free minutes early where I might miss the bus or late) and drive calmly so we don't get jostled around like cattle... smooth start and stop
  - There are c-train stops that don't have enough room for parking like saddletown. This is the last stop near bunch of new communities that have maybe 20 parking spots? I don't like this as there isn't ever room to park there and need to drive further
  - There are more service holes than a seive. If saving gas is the only goal for Calgary Transit- don't run any buses
  - There are several communities in the west zone of the city between 69th Street-Glenmore Trail-Mcleod Trail-Chinook Station with no bus routes that can take someone from Discovery Ridge/Springbank Hill to Chinook Station. Please consider this route.
  - There is little to no support for public transit to service the west end of town near my area of Coach Hill to Foothills Hospital despite its close geographical location.
  - There is never enough parking at LTR stations or bus loops. There is no bus loop in Edgemont, there should be.
  - There is no bus on Friday after half day school
  - There is no bus service connecting between Foothills Medical Center and Rockyview General Hospital, which will create huge headache since I often need to go to RGH from FMC for work.
  - There is no differentiation on App to bus being late or just not coming - no way to know via text app. Leaves 3x early to get to bus but if bus is early and misses it he waits wait longer. Better late than early.
  - There is no main Calgary transit office for pick up the bus route maps - only downtown
  - There needed to be more research put into emphasizing with the commute that people have to do to get to and from work in the morning and evening. Also decreasing the bus fare would be the best to encourage public transit usage.
  - There needs to be a better bus route connecting the community of Evanston to the rest of the northwest. To get to th
  - There needs to be a bus that runs 7 days/week North ans South on 68St SE/NE for people to get from Penbrooke to Pineridge more quickly. Right now I have to have someone drive me because it is only 5 min driving, but 3 busses to get there.
  - There needs to be a survey for McKenzie Towne. It is difficukt to get to Acadia and Maple Ridge
  - There should be a train line to the airport terminal, no bus required



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- There should be public transit from Westwinds or Saddletown to Country Hills.
- There were no changes that clearly affected my routes
- These are high-risk areas that need the accessibility. We need time to catch our transfers to different places.
- These changes do not affect me. I was hoping that these changes would allow me better inner city service to get from my house in the SW to my school in the NE.
- They have no good bus in Auburn Bay - they drive to the Anderson Station and go from there.
- They should have a BRT bus that runs along Crowchild Trail & 50 or 54 Avenue that goes along 14 St. towards 90 Avenue SW & Southland or even to Anderson with a few stops. This bus shouldn't go into Rocky View Hospital at all like the 302 BRT bus.
- This is a lot of great information. What I am missing is any information on the Express routes. Are there any changes coming to the Express routes?
- This is a monstrously expensive Mount Royal University bus. No one in their right mind would take it downtown.
- This is ridiculous. No one I've talked to is happy. Stop changing [offensive language removed]
- This is the worst transport system I have ever experienced
- This shouldn't be happening and it's dumb that I even have to talk about this. What is broken is the poor service. The lack of service. And the less than understanding staff.
- This website was provided by our Elementary School as kids figure out their Transition to Jr High School. Where is the education from the City to other Jr/Sr high school students?
- This will be tragic for me.
- time to walk to stop - which one of my 4 daily stops? 2 stops are less than 2 minutes, one is 5-6 minutes and one is 15 minutes
- To phase out Diesel buses
- Too far for locals/seniors. What about people in wheelchair/strollers?
- Too many number 1 stops have disappeared. For seniors it is the issue with mobility.
- Too many transfers from Tuscany to Foothills Hospital.
- too much money maintaining the bus; paying the driver. it can cost less to have the bus running
- Train all the way from Cochrane. Need to link Tuscany to Cochrane. Run tracks all the way. It would have to be regional transit/regional rail.
- Trains service is interrupted a lot. Buses should not be aloud to come 5 mins early.
- Trains take way too long & buses never stick to the schedule
- TRANSIT AINT GETTING BETTER ITS GETTING WORSE
- transit app should be more accurate and have better real time info
- Transit from Edgehill place is horrible - 1 hour to get to work using transit. 25 minutes from old address on express



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- [contact information removed].  
Edgemont needs an express bus!!
- Transit sucks.
  - trying to cover too much
  - Trying to navigate these diagrams of bus routes on a mobile device is a nightmare
  - University station is hard to go up and over
  - Used to have 41a and it is cancelled.
  - Used to like the #412. Is there any plan to re-instate the 412? Train maintenance -> issue with it always on the weekend. Need for more frequent shuttle stops downtown. Increase shuttle options for downtown.
  - Waiting for SW BRT.
  - want connection from St. Andrews Heights to west side i.e.: wentworth, westside rec centre, Sunterra/sirocco
  - We are begging Calgary Transit to give us a local bus network for copperfield, 130th ave and Mackenzie. There is no bus service in this area. We have complained for more than 5 yrs. From Copperfield to 130th, we have to walk or wait for 153, then 302.
  - We are the real users of the Calgary Transit. We concerns this topic for better decisions.
  - We live on [personal contact information removed] and we don't want a bus stop in from to four house because we have a rock garden there and they won't have a place to stand.
  - We need a survey of how people in McKenzie Towne can get better service to Acadia and Maple Ridge
  - We need more accessible transportation for seniors on a fix low income that's affordable.
  - We pay 100 cad every month for adult pass but there is no service route 39 after 1830
  - We were told over a year ago by someone we talked to at CTS that the service up here was poor, but that there were plans to improve it. How long will this take????
  - Westbrook is sketchy at night, prefers shaganappi
  - What about a shuttle on 26th ave that takes you to 17th ave?
  - When is this change going to happen.
  - When will the bus stops in our neighbourhood become in use? Thanks!
  - Where is the forum to request and input on future routes? Cranston - riverstone is in DESPERATE need of service
  - Who decided to delete the popular/busy route buses especially trying to get to work. I only had to take one bus to work. Now I have to take 2 buses or 1 bus and walk over 1/4 mile to get to work from my stop? Really? Thanks for nothing!!!
  - Why certain routes are being deleted was not made clear. I live in the SW and commute on transit to the FMC every day. Current options take 40-60 minutes. I do not see whether these changes will be more harmful or beneficial to my commute.
  - Why is there STILL no bus along 68th street SE/NE. This was a need in 1995...even more so now. Please please consider.



# Bus Rapid Transit (BRT) Review

## General Comments

Stakeholder Report Back: What we Heard

June 2018

- Why isn't there a bus route going down #68.
- Why mess with something that works for many people.
- why should we have to stand on a bus or train and pay the same for passes as the people are sitting all the time. Students should have to take school buses to free up seats on city buses
- With the Red Line running every 3-5 min at peak hours do you think it was a great idea to run the "SX" line down Heritage Drive?
- Would like a bus from Varsity Drive to Dalhousie Station
- Would like a bus up 68th st. N+S to coop + 32nd
- Would like express bus from Auburn Bay/Mahogany that goes down the Deerfoot early morning + at 3:30 & 4:15pm
- Years ago Calgary HAD one of the best bus service in Canada. All of your changes, including the C Trains have now made it the absolute worse in Canada. Who dreams up these unrealistic plans. . Calgary transit is Not user friendly
- Yes why aren't you updating service to 439? Some of the highest taxes in the City yet service to 7 PM?!
- Yes, please make sure the buses stop in front of grocery stores, doctors offices, low income housing building, seniors homes. A lot of people who live in low income housing use the bus. Make sure all bus stops are accessible for disabled people to use.
- You did not let me tell you of the current problems I have - I can't get from my house to my school unless I take 3 buses or 2 buses and the train.
- You guys are not trying to help the people you are just trying to do shuttle buses
- You should be providing the schedules for the new routes so that citizens can provide more informed feedback on both the new and changes to existing routes.
- Younger people can manage to walk to bus stops us older ones cannot make it.
- You're [offensive language removed] everything up
- YYC should be trying to encourage FMC/Univ use of public transit as an environmental initiative. Also with reduced FMC parking, it is an ideal time to gain ridership & relieve FMC parking challenges. This has implications for staff, pts and families