

North 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?

- (NX) catch @ Sunridge across 16th way more direct
- A quick route to the Children's Hospital, University, Footthills Hospital, SAIT - a great improvment.
- Access to Foothills Medical Centre direct from locations across 16th ave
- As long as this route goes to the North Hill Mall, the University of Calgary and the Foothills Hospital it's great.
- Awesome corsstown service from U of C to Rundle
- Awsome
- Better connection from NW to NE
- Can't wait!
- Connects Foothills Medical Centre with the blue line
- Connects more stations in North

- Connects the northeast to the northwest without needing to take the LRT and transferring downtown.
- Covers a big area
- Covers many high yield locations in the north on a single line; also that it travels directly to FMC and PLC (via Rundle station)
- Crosstown service and directness
- Currently I travel from Pineridge to Foothills Hospital, 34 bus, train downtown, train to nw, then another bus, this eliminates alot of tranferring, I dont mind a bit extra walking
- Direct access to SAIT + Foothills + Great! One bus,
- Direct from genesis to foothills
- Direct Route to Foothills way quicker now only one transfer



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- Dropped a transfer from my commute so that's great.
- Easy access to the University. Convenience and do not have to take multiple routes
- eliminates need to transit thru downtown
- Excellent crosstown service!
- Fast and direct access to NE from UC.
- Fast and take the main roads
- Faster trip NE to NW
- Faster trip.
- Fewer transfers from saddletowne is a plus.
- Finally a route that goes to the Foothills hospital from the NE-20 years after I needed it but GREAT
- FMC to PLC
- Frequency
- Goes down 16th Ave
- Good.
- Great option.
- Great route and cool name (NX).
- Happy no transfer. Easy
- Have access to multiple train stations
- I actually support this route because I always thought that the city needed to put something in to connect the two areas, because going downtown with a train, only to go back up again with the Blue Line was ridiculous. Great route!
- I am happy that there is a simpler way to go from the NW to the NE, as my current daily commute is ~1 hr 15 min.
- I can get to Foothills Medical Centre much quicker and easier.
- I can still drive 20 mins to get to the bus
- I like how it goes from the NE to Foothills, ACH, UofC and Sait, with

limited stops and not having to go downtown. I would take this bus to work everyday, as I work at FMC. Not really liking the proposed stop on 16th Ave for ppl going to foothills tho.

- I like how it provides a key link for transit users that work or live in the NE area. To get to that area (Saddletowne Station and NE), you would've had to take the train downtown, and then the Blue Line, so this fills that gap.
- I like that I can take these routes to get to FMC.
- I like that it connects at Lions Park, Brentwood and Centre Street (Green Line).
- I like that it goes from the hospitals to Falconridge area
- I like that it goes straight to the hospital from the NE. Currently I have take 73 then 20 or take a bus to the train station then take another bus to the hospital.
- I like that people will be able to quickly get from the NE to the NW.
- I like that this route connects the 300/301 BRT north/south routes with an east/west BRT route. I like that it services both Foothills Hospital, and U of C and runs along 16th Avenue
- I like the concept of the BRT
- I like the fact that it'll be way easier for people from the NE to be able to get around the university area.
- I like the idea of a rapid bus route,
- I love that it connected all along 16th with foothills hospital without having to go to north hill.
- I love the increased connection inbetween the West and East sides of



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Calgary. I feel this has always been a weak point in Calgary transit, with North South being more strongly favoured.

- I love this proposed route. My sister (lives in NW) could use it to visit us. It provides a great option for NE kids to get to SAIT and U of A
- I love this route. It's about damn time.
- I think it is a great idea to have a direct bus from NE (Temple) to FMC.
- I think this is a great crosstown to give better access to foothills hospital and ACH.
- I will definitely use the NX bus from Saddletowne since it'll guaruntee to shed time from the long commute from my home to my high school! :)
- I would be super excited about this route and would consider taking the bus to and from work.
- I would like to have the route #9 go past the Children's Hospital.
- I'm in favor of a lot of the changes. N. crosstown N of Taradale will have heated shelters.
- Increased crosstown speed
- It connects the Red and Blue line together without having to go into the downtown core.
- It is a great addition but so many north south buses run so infrequently you can't get to or from 16th ave in a timely manner.
- It seems a very well planned route. I will recommend few things below.
- It Services My Community
- It's a BRT (supposedely quicker?).
- Its going to connect NW and NE
- Like it

- Like it. Pineridge to Foothills. Better commute. 10 min walk but huge benefit.
- Like the route. Less transfers.
- Likes new North Crosstown BRT.
- Likes this
- Looks good on paper 16th ave
- Looks like a good addition to get people across east west. Will this be a regular bus or a double bus. please also alternate the times with the #19 so a bus is headed east/west every 5-7mins. Thank you.
- Looks okay
- Lots of options. NX/8/9/Brentwood
- Love it great route
- Love it, this is a good new route
- LOVE this route as it goes along 16th Ave, and that it still goes to Lions Park despite deleting route 91 for those working at the Foothills Campus
- Lower travel times
- More options.
- nothing (3 mentions)
- OK
- Ok replacements for 91 from Brentwood to FMC.
- Pleased with better service and frequency in Brentwood.
- Provides connection from my community to SAIT and UofC
- Provides quicker access across town between the NE -NW right now travel time is excessive
- Really convenient East West connection across the city, serving tons of important destinations in the NW.
- Saddletown great!



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- shift starts @ 6:30/7:00. Service start 5:30. It's good, nice.
- should be a faster way across the city
- Should be much faster to travel west/east along 17 Ave. Direction connection along 16 Ave to foothills hospital will be greatly appreciated. Avoiding the stop at NOrth Hill Mall/Lions Park (i.e., direct along 16 Ave) will also be much faster.
- Stop locations make sense at major transfer points. Excellent that this route goes to the Foothills hospital and the University.
- straight forward route.
- Straight to Foothills
- That it connects the NW and the NE, that there will be better transit on 16th ave.

- That it connects the Tuscany and Saddletown Lines above the downtown crossing
- That it is an express route
- The entire route
- The University of Calgary is a good central location
- This great alternative to having people transfer downtown will help relieve crowding on the trains.
- This new route will help since I will only need to take one bus instead of 2 to get to work
- Tuscany NW, Brentwood Happy more frequent buses.
- Will be a lot faster getting from Rundle Stn to 16Ave&29St NW on Sundays than taking the #19 is now
- Yay! Great access from NE to Foothills

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

- #40 and #91 come together and leave together.
- (Train to Marlborough) Early start time needs to connect early.
- 15 minute serice?? Is worse than what it was in the past. 3 Hospitals on the route. MAYBE just maybe you consider they Operate 24 hours a day EVERYDAY Sevice in the middle parts at least more often and early and late additional service hours.
- 16th will be really busy
- 20 should go to FMC
- 20-30 minutes on off peak times not good for Foothills. Hospital shift hours not 9-5. Please look at Montreal's 10

minute max bus schedules. Most people need to transfer bus and cant coordinate exact time. 30 min way to long to wait at late at night.

- 91 was more convient from my house.
- A connection to Lions Park station, More than one way to this other than just moving bus to 14 Ave.
- A lot of people in our neighbourhood, and specifically Regal Park, use transit to get to and from work. This circumvents any easy transit access in the eastern part of Renfrew.
- A stop closer to 10 St. Why not a direct route between foothills and U of C?



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- Arrival time leaves weekday at 4:45 (for 5am start. Weekend at 6:45 for 7am start)
- Arrive by 6:30 @ Main Building early start for service
- As for going to the Foothills Hospital this is the worst idea you have come up with so far. A closer connector to the hospital.
- As this route services Mt Royal, FMC, and UofC, ridership will likely be very high. Recommend increasing frequency and running accordion buses to accommodate likely demand.
- Better frequency! We were promised every 10 minutes at peak! 20-30 minutes is also ridiculous for "BRT".
- Better level of service for example frequency and more big buses then shuttles
- Big walk from Tim's stop
- Bring it closer to Queen Elizabeth high school
- BRT will reduce my service. Waste of taxpayer money. Never used BRT once. Regular bus routes are preferred.
- Bus route needs to go past the hospital
- Bus routes in Asia link between train stations to allow effective commuting throughout communities. It makes no sense that the NX skips Lions Park AND does not go directly to FMC anymore.
- Bus should go directly to SAIT, Foothills medical Centre and University of Calgary.
- bus stops at 1 street SW. And I work on 6 street. So I have to walk 5 blocks after getting off bus.

- Can you sign the stops that are planned but not yet in existence? My community does not have access to the route as a result.
- Change the route to go onto Hospital Drive or build a pedistrian +15 avoid walking across the very busy 16th Ave. A road survey should be completed to understand the vehicle and pedistrian traffic interaction.
- come farther down 52nd street (to 26 AVE) before going across to Rundle station to eliminate an extra transfer
- Connecting with the Brt to het out of my community can be challenging during off peak hours and on the weekends and I only have one choice in getting out of the Northern Hills area
- continue going to the airport
- Convenient connection to the 105 would be handy
- Currently, the bus stop is by 16 ave, which makes the connection from Lions Park inconvenient. It's not as good as line 91, currently operating, which serves Lions Park, Foothills and the Alberta Children's Hospital.
- Doesn't run often enough should be every 8-10 minutes instead of every 15
- Don't know how safe/convenient the stops at 16Ave&19St NE will be, especially during rush hour; 16Ave is very busy all the time; could be a headache for the drivers too.
- Early start times critical. Shift starts at 3 p.m. - 3:20/3:30 department - so coordinate this with peak time. Arrive at 6:40
- every 10 minutes during peak time



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- Faster to Children's Hospital.
- Find a way to plug that hole. Nothing on Barlow and nothing on McKnight makes it problematic to start with, so even if you can get close you still have 20-30min walks in that area.
- For me to take this route from home to Alberta Children's Hospital, I would have to catch a Saddletown train to downtown and switch to Tuscany train to Lions Park or Brentwood and then catch this bus route to the hospital where I work.
- For the Foothills stop, it should come onto the site like Bus Route #8. If it stops on 16th Ave, it will cause an increase of pedistrians trying to cross over 16Ave, which is a very busy intersection. It would cause concerns for limited mobility ppl too
- Frequency on new BRT routes should be increased. If you want more people to take the BRT routes, you need to run them more often!! Every 15 minutes at peak time is too slow/too infrequent.
- Frequency:leave Brentwood by 6:00am.
- From down town of Calgary to Pegasus Rd there is no direct bus line.
- Getting on and off at 16th Ave. Terrible walking. Unsafe due to construction and lack of side walks and heavy traffic.
- Go to the university
- Have a route going from somerset to canyon meadows or anderson only the train connects after canyon meadows if heading South, Change up the routes serving canyon meadows, Brt buses in rush hour for the 14 always full in rush hour

- Have the BRT come onto FMC grounds to have a stop. Having the sick and elderly who are going to FMC for appointments should not be having to walk from outside the Tims on 16th & 29th all the way to the FMC. It's too far away!
- Higher frequency. Make 16 Avenue nicer.
- Hospital shifts 7am, 3pm and 11pm. Bus ends at 11pm. Need to get home.
- I am disappointed that the route is being taken out of Renfrew. Especially in the summertime we use transit to take our kids downtown. Now there will be no access to transit without at least a 15 minute walk.
- I am using this space to declare that you have a huge void in Horizon industrial and North of McKnight. No sidewalks make it almost impossible in winter, and the big highway intersections make the shortest walks tedius, tripling walk time.
- I currently take the 72/73 from my home on SW 17th Ave to the Children's Hosp. where I work. None of the new routes adequately connect SW Calgary to the Children's Hospital.
- I do not see this route as being at all related to the portion of the existing 20 route I utilize daily.
- I hope the bus will stop close to DR.Funning on 16 Ave
- I hope the off peak times will change to 15 min as ridership is monitored. This route has been long time coming!
- I think a better use would be to stop at 16ave&29 st NW go north, stop at the



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University and then go west on 24th to Children's hospital.

- I think it might be a good idea to extend one stop up towards Skyview (or maybe even Crossiron) for even more access cause it's tough for us to get around considering the 145 is a long bus ride overall.
- I think you need shorter and more frequent routes, rather than keep expanding the routes. This just causes so many delays.
- I wish there was a BRT station south of Banff Trail, or alternatively a bus through Briar Hill (maybe from Kensington?) to the Lions Park BRT. Also, looks like the Lions Park BRT stop is not at the LRT station, that is going to be annoying.
- I would prefer to have the 72/73 remain in service. This bus route influenced where I chose to buy my home, as it's such a quick commute to work. It's disappointing that it may be removed.
- If bus does not go to SAIT, FOOTHILLS MEDICAL CENTRE AND UNIVERSITY OF CALGARY DIRECTLY THEN I WOULD RECOMMEND THAT CHANGE TO ROUTE. IT WOULD MAKE IT LOT EASIER FOR PEOPLE TO GO TO ALL THREE IMPORTANT PLACES WITHOUT CHANGING BUSES OR SWITCHING TO TRAIN.
- If you want people to use this route you need to have it run from the hospital to the NE till midnight so evening shift workers can use it to get home and night shift workers can get to work
- Is it possible to have a service level of 10 min during peak time?

- Is this route really necessary? Does it replace the current routes (19 etc) already on 16. Ave? No transfer point for 20 except at UC to take 9 back to FMC.
- It is really hard to go from NE to NW. Aside from the bus from Mcknight that goes to the airport then to NW. There's not much choice other than going to downtown which is a pain. Can we have more busses servicing NE to NW and vice versa?
- It is too long of walk from fmc to 16th ave for those with mobility issues. You need this 16 ave bus to enter fmc.
- It should Starts earlier than the proposed 0630 because FMC shift starts at 0700 every day
- It would be great if there is a stop right before hoping on 16th ave on west campus blvd by the foothills hospital McGaig Tower/ TRW building ? That would allow people working on that side of FMC to have 2 routes to choose from instead of just the 8.
- It's a long route with not TOO much in the way of queue jumps or transit only lanes so I'm a little concerned about schedule adherence/having to have long layovers in the middle of the route (which go against the whole BRT idea).
- Lack of service in Cornerstone
- leave the 72 and 73 routes
- Leave the 72/73 route in place
- Leaving some of the remaining busses to allow less transfer of busses. Transferring has historically been an issue with Calgary transit (I've taken it for 6 years now) and makes me worry



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about getting to work on time after this change.

- Looks like a good addition to get people across east west. Will this be a regular bus or a double bus. please also alternate the times with the #19 so a bus is headed east/west every 5-7mins. Thank you.
- Lots of people get of the c-train at lion's park to go to foothills. You are making it harder for people to get there.
- Make it easier for hospital staff at FMC to actually access without walking 15 mins from the other side of the campus
- Make it stop at the c-train at lion's park!
- Make it stop closer to the uni
- Make sure it's spaced appropriately with 40 when departing/arrivng Lions Park for those who work at Foothills/Hospital/UofC campuses - see note below
- Many people working at the hospital take the Ctrain to lions part and connect to the 91/40.
- Marker Mall to Foothills. Recommending a route to 8 North Cross Town to go to Shaganappi and 32 Ave to make easier.
- More frequent
- Move route more north such as on John Laurie Blvd/Mcknight or even Country Hills Blvd from Crowfoot Stn to NE. There is already a lot of 16Ave N service and a BRT further north without stops would be highly valued.
- MUCH better frequency. Promise was of 10 minutes during peak. 30 minutes offpeak is also ridiculous for a "BRT" service. Also, please sign the proposed

stops, as there is a very long walk from Family Housing to the ACH stop.

- Must improve off-peak service levels. People will be encouraged to continue using the route 19 if it comes first. 30 minutes is too far apart for BRT.
- My bus route has changed so often in the past five years it's crazy. The 104 is great & I think expanding it will just take away from this short and simple route that is dependable. stop changing the routes, this has a huge impact on us. Short & frequent.
- My concern is will this BRT stop right at Lions Park station or on 16 ave itself. If 16 avenue that would be difficult for people with mobility issues
- Needs to run until midnight for hospital staff.
- New stop 17 18 St. N.W., N side by the ped. bridge. The drainage on 16th ave is very poor there and pedestrians are regularly swamped by cars driving through pools. It makes this stop unusable in wet weather. Pls fix storm sewers or put up barricade.
- Not a good replacement for route 91.
- not a good route why create transfers all over the place was 72-73 too long?
- Not necessary!!!
- Nothing (6 mentions)
- Nothing actually. The new proposed route will add significant time in my daily commute to the point that I will probably drive instead.
- Nothing to like about it. Does not connect with 20 nor provides direct access into FMC. Still have to transfer at 29th st to go into FMC



Bus Rapid Transit (BRT) Review North Crosstown BRT

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- Now Northcrosstown BRT Frequency not enough to get to foothills
- Off-peak frequency improved to 15 minutes midday, and 10 minutes during peak. If passengers are to stop taking the 72/73, this route must come more frequently.
- or even have it no connect with Rundle station and go from 52 Street NE directly to 16th ave. If people want to take the trainthey can connect closer to Saddletowne . In some ways it's a bit of an express route to the hospital.
- Patients would still have to transfer at 29th St. Not good for persons with mobility issues especially in Winter. There needs to be a major bus route (ie 20) into FMC - leave 20 route as it is.
- Peak service more frequent as much as every 10 minutes.
- Please consider keeping the 72/73. Also there's no good place to comment on deleted bus routes, so I had to put my comments here.
- Please do not space this one so that it departs/arrives Lions Park Station at the same time as the 40 for those who are travelling from downtown/the South! It's very frustrating to miss both the 91 & 40 at Lions Park when they come at the same time
- Please extend operating hours to late night as there are not much services available at such hours
- Proposed frequency is too low. Peak frequency should be every 5-10 and non-peak every 15-20. Risks of delays/disruption on 16th Avenue is very high.

- Really wish to retain circle routes 72/73. Right now, only way to reduce congestion along Glenmore is to provide a BRT route connecting to 69th St. I know so many residents who would gladly take transit if this were an option but who don't go downtown.
- Renfrew to Foothills an hour.
- Replacing 72/73 with NX and SX are bad because those were the only buses that to some degree connected all four quadrants of Calgary.... Take these away, and there won't be anything connecting them except the CTrain
- Service interval during peak time should be 10 minutes
- shift works at FMC are 0700-1515, 1500-2315, 2300-0715
- Should connect to South!!!
- Start early to get to the hospital to start working at 5am. Start at Martindale. Early start on weekends to the hospital.
- Stop at the university
- Stop placement at McKnight. 52 a safety issue.
- The 20 route from heritage/MRU/33rd Ave/Foothills/U of C should not be replaced causing passengers to require multiple transfers per travel from the south west to Foothills/U of C
- The 40 does not come often enough. With the removal of the 91, I think it is ridiculous that the largest hospital in Western Canada has a bus route that only runs every 35 min from the closest train station.
- The Brentwood, U of C and Foothills Hospital stops on one route are always a pain. While many med students take



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transit between the U of C and FMC, it certainly slows effective timely service down for those going crosstown.

- The connection should 100% be higher up, perhaps across Nose Hill, and really utilize the faster speeds of the LRT. So maybe direct from Tuscany or Crowfoot to Saddletowne or Martindale, and none of these smaller burbs in between could use local routes.
- The frequency is far too low. I don't think you should be allowed to call it a BRT at 15 minute or 20-30 minute frequency.
- The frequency of the route should be increased at the outset. It is eliminating popular routes that operate in slower times.
- The loss of line 91 is a major problem, which the new routes only address partially. Health facilities such as the ones it serves should not be overlooked by Calgary transit. The line should be maintained.
- The NX should start at 5am so we can be at FMC at 7am. hospital shift starts at 7am. or leave the 91 rute
- The route should connect directly with the red line at lions park, not on 16 Ave!
- The route should enter the existing foothills bus loop. It is difficult to tell if it only stops on 29th. People coming to the hospital should not have to walk from 29th to the hospital especially if they have mobility issues.
- The stop at Foothills hospital is way too far to be in any way useful. I work at TBCC and I'll just never use this bus if I have to catch it on 16th and 29th. The

stop should be at Women's Health where the other buses stop.

- The West-Southwest portion of the city is vastly underserved. Currently my children have to transfer onto 4 busses to get from our home to their schools (Queen Elizabeth and Central Memorial). Why are there no BRT options west of MRU??
- There are a lot of people who travel to the Alberta Children's Hospital from Lions Park, as well as between Foothills and the Children's (#91 bus). The BRT will not be as accessible for these people, particularly with construction at the Foothills.
- There are a lot of students travelling to sait from centre street and there is not enough frequency between those 2 areas.
- there need to be a connection between the route 57 & the NX west of 52nd street. It should stop at Whitehorn station.
- there should be some route crossing northwest to southwest. route like current #20 would be very convenient
- this is the only direct transit connection between foothill hosp. so frequency will be very critical. both university/banff trail stations are still very under-utilized.
- This route is covers many of the hospitals and taking away the 3 routes coming to and from is really going to limit patients and staff. There is also no easy way to bus downtown in case trains are down etc. The 30 min wait times are an issue in the cold.



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- This route is not applicable to individuals residing South of the Bow River.
- This route is not one that would positively impact my communte. I live in Garrison Woods and work at FMC.
- This route seems to do the same work as the trains and route 19. This is not what north central / north west calgary needs.
- To improve service at Foothills the buses should all stop at the same place!
- University of Calgary needs better service from the SW. Deleting the 72/73 will force us to take a bus and two trains, dramatically increasing travel time and forcing more people through the core at peak times. This is not a good idea.
- UTILIZE THE LRT it's so much quicker than buses that buses should operate on a hub and spoke pattern from the LRT stations and make BRTS between far NW/NE and SW/E with a less common bus running NE-SE and E to N.
- Weekend frequency needs to be good
- West end of the city desperately needs bus route that runs east/west on Glenmore Trail. Suggest few stops - at Crowchild exit at minimum to provide opportunity to transfer to BRT north and perhaps Elbow Dr to join bus routes south.
- when you get off the bus at 16th ave you can wait an hour to catch a 414 and 1/2 hour to catch 4/5

- When you have a sick child that needs to go to emergency you don't want to have to change buses. Especially if you miss the connection and have to wait, this will delay treatment for your child.
- Why are there no open houses planned in SW or west-central communities?? The west side of the city is growing rapidly and is underserved by Transit. This is a major contributor to traffic congestion on Glenmore & Sarcee Tr. We need BRTs on these routes.
- Why doesn't it extend further NW like to does in the NE?
- With fewer BRT stops and not strategically placed means walking a distance. BRT needs its own roadway, similar to europe and other cities to be effective, add stops back in and go electric buses run them on wind and solar power dedicated road network
- Would like BRT to go into the hospital.
- Would've liked to see better off-peak frequency. 20-30 minutes isn't really what i'd consider to be "rapid" transit.
- You have to consider folks living beyond brentwood who need access to this area of the city.
- Your design prefers direct routes but there is no direct service along 16th Ave from Bow to Lions Park. Why? 40 makes an unnecessary detour that is covered by other bus routes instead of going on 16th Ave. Why does NX not continue to Bow along 16th Ave



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Is there anything else you think we should know?

- Bike racks at BRT stops.
- bus tickets too expensive
- Does the NX stop at Lions Park station or on a road north of the North Hill mall?
- I avoid these buses like the bus to the airport. It's always a lengthy commute and you can't actually guarantee you will arrive on time. Living in Crowfoot, the most timely way to use the BRT to the airport is to head downtown and pick it up from ther
- I don't see any point in taking Nx up 52 when you should just cycle the 23 accordingly.
- I want to see how the express North Cross town compared to regular route like 8 or 9 for me. Will wait for timetable
- I would appreciate if the proposed by unbuilt stops could be signed. There is little access to family housing now because of this.
- I'm worried about congestion on 16 Ave NE, and how people might still use the old CTrain (Red Line then Blue Line) to get to the NE
- improve pedestrian connection to the Lions Park station.
- Institute a shuttle during peak times between Univ station, University and FMC
- Looks a lot like the old route 51
- n/a (2 mentions)
- No
- Not at this time.
- Nothing

- Stops and buses will need to be accessible.
- The north LRT route proposal is confusing and lacking
- The Westbrook LRT station is a giant homeless shelter/drug market. No visible security ever. Fix that before you do anything else please.
- Will have to try it first to know for sure
- Would like to know how this will impact the existing route 19 which provides similar service