



# Bus Rapid Transit (BRT) Review

## Route 23

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.

### Route 23

What do you like about the proposed route?

- A bus that goes from the northeast to the deep SE areas without needing to take the train downtown first.
- About time! A normal route on 52nd is needed
- Amazing new North South route saving lots of time
- Big positive change
- Bus is frequent. Very straight and direct route. Connects Mckenzie Towne to NE and industrial areas.
- Connecting to SE without rerouting to downtown
- Connection from the NE to the SE run thats outside of rush hour.
- Connects the deep SE with the NE
- Connects the NE to the deep SE and the industrial areas further south. Bus will have decent frequency.
- Connects the NE to the deep SE. Good frequency.
- Crosstown service-great!
- Direct route to 17 Ave SE from Saddletowne.
- direct to friend's house on 52nd - satisfied
- Drives through my community
- Excellent idea of connecting the NE and SE via 52nd Street. Hopefully travel times will be ideal.
- Foot Hill industrial area.
- Frequency seems pretty good. Having a direct bus from the NE connecting to the SE.
- Frequent, consistent crosstown service. This route is amazing!
- Glad to see a bus is finally going from Mckenzie then down 52 st



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- Good frequency. Can get from NE to deep SE without needing to take LRT to the south.
- Good to see a bus finally going all the way down 52 street, especially for industrial workers!
- Happy - a lot quicker.
- Happy about the 23 because I can get to my jobs
- Happy with route. Going straight to work.
- I like how simple and straight the route is. It seems to come often as well. Adds a bus from Mckenzie Towne to the industrial.
- I like it. It will take me directly to work without having to worry about the time of day when I would be travelling. I take the 176 and it is limited to how many runs it makes
- I like that it still goes to Falcon Ridge
- I take this bus to the gym at Genesis
- I would like it to start earlier than Route 72/73 to catch the any of the bus going to the nearest CTrain Station.
- Like that it goes straight.
- Looks good so far. Will cut down the commute.
- means that I don't have to run across Glenmore anymore which is dangerous. It's frequent.
- More service along the full length of 52nd St.
- New falconridge + martinwood bus is right by my house (N Crosstown + 17th ave) will be better. Good to me at Marlborough
- Now takes the 72/73. Likes the route. Doesn't mind the transfer.
- People have been waiting forever for a direct route down 52nd St...Excellent!!
- Straightest route in the city! Connects the NE with SE as well as industrial area. Every 12 minutes in rush hour is good.
- The bus will service places along 52St that had no service before. Will be more direct when going from Marlborough to Mackenzie Town when travelling to the South Health Campus - #23 to Mackenzie, then #302 to SHC.
- The new route going straight through is great. Most people take 23 or 72/73 to get to my factory (owner). 1/3 of our staff take transit. Now it will be 43 (its good at peak time). With the 23 they will have to walk a bit.
- This is awesome!!
- This route goes by The Mustard Seed, and is very important to those who live there.
- to chinook should be faster
- Very happy - access to industrial + faster
- Very straight! Connects the NE to the deeper SE residential and industrial areas. Good frequency.
- Very straight-forward.
- Way better. I can get to restaurants in Saddletowne
- Will help me get home from work. It's good that it goes up and down 52nd b/c before it was the 176th and it was infrequent and stopped early.
- Will take me straight down 52nd
- Would facilitate going to airport from Quarry Park



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

- 14 St - McCall. Needs a route on McKinght - Silversprings, Buntwood.
- 30 minute service during off hours is pushing it since its the only bus available in the portion of the foothills industrial park i use.
- Bus should keep existing route on 36 ST between 50 Ave and 17 Ave. The same section of road on 52nd Street doesn't even have many homes.
- Buses in front of mall entrances.
- By moving the bus route I no longer have a way to easily get to and from work. My commute time would increase greatly to about an hour by this change.
- Change it back to the 176 which is a very busy and popular bus and no need to walk over 1/4 mile to get to work and freeze to death in the winter? Where's the convenience? Tired of paying taxes for no service!!!
- Consider adding some detours/loops off of 52nd in the industrial areas where it makes sense since not all workplaces are adjacent to 52nd St. All the industrial buses come from the red line now so less options for people from NE.
- Do not like that bus no longer travels on 36 ST like the 23 does currently. I would keep the route on 50 Avenue and use 36 St so it can continue to stop by Dover community. It can then go back to 52nd Street somewhere north of 17 Avenue.
- Does not have enough time points. @rundlehorn its running early - tough for someone to know how early you need to get to the stop. By the time it gets to next point it could be running too fast. It is always early. Depends on the driver. Worse to have bus early than late. Need recovery @saddletowne
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- Don't change the route.
- During the weekday sometimes I saw 3 #23 bus comes but #42 only comes later, 1 remember I have been waiting for #42 bus took me 1 hour and 30 mins
- Extend weekend hours
- Frequent during off peak time. 10-15 mins all day.
- Have the route continue to service Marlborough Station before returning to 52nd St. A lot of us in the NE use that as a quicker connection to Marlborough Stn, rather than having to transfer, especially non-peak hours when connections could be 30 mins.
- I believe that if you are taking the 23 away from 36th you need to replace it with another bus that goes to the foothills industrial area at the same availability that we have now with the 23.
- I believe that this bus should stay on 36th. Changing its route will make getting to work/school difficult for a large



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number of people that i see daily on this route.

- I catch it on 36 st.
- I currently commute to and from work from 23rd ave and 36 St SE to Falshire Dr and Falconridge Blvd NE. This is one bus 32 minutes or so. The new route will require I take 2 buses and will take longer.
- I do not agree with the proposed route change. It angries me and worries me.
- I don't
- I don't like anything about it. Nothing about the proposed route change helps me in any way. I have been taking the same route for years without any issues.
- I don't like that it no longer goes from Chinook. I really hate that it no longer travels down 36st and crosses over to 52nd St. It cuts access to Village Square Leisure Centre. So many people on the 23 are riding it to Marlborough. I used to directly get to 52nd in one bus but now have to take 3!! I am not sure there is the ridership demand to re-route the 23 all the way down to McKenzie town insted of Chinook. There is a bus that does the trip 4 times a day (2 times each way) but if there was more demand wouldn't there be more trips scheduled for that route?
- I don't like that it no longer goes from Chinook. I really hate that it no longer travels down 36st and crosses over to 52nd St. It cuts access to Village Square Leisure Centre. So many people on the 23 are riding it to Marlborough. I used to directly get to 52nd in one bus but now have to take 3!! I am not sure there is

the ridership demand to re-route the 23 all the way down to McKenzie town insted of Chinook. There is a bus that does the trip 4 times a day (2 times each way) but if there was more demand wouldn't there be more trips scheduled for that route?

- I thought the route was fine the way it was. Getting a great deal of worker and students to where they need to go.
- I use the 72/ 73 routes EVERY DAY! The route takes me from the door of my house in Whitehorn to the door of my work, in Forest Lawn. With the new changes I will now need to walk at least 15 minutes to my workplace from 52nd. This is not convenient.
- I work for [personal contact information removed] an agency that supports disabled individuals. Many clients, including mine, take the 23 from our office (across from Marlborough Mall) to Village Square Library/Leisure Center. Many of these individuals have mobility issues so 2 buses is much worse than one. Some clients can travel by themselves because it is a simple route. They might not be able to do the trip alone if it required 2 buses.
- I would love for the Route 48 or 34 to start earlier so that we will be able to arrive at Rundle Station by 5 a.m on the weekdays & 6 a.m on weekends with the bus making a complete circle around the route.
- I would modify the route to connect to the Blue Line, maybe through Marlborough, and also a connection with the #43 would be great



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- I'd prefer the 23 to move over to 36 St for a bit especially south of Memorial Dr kind of like the existing 23 route. People that get on the 23 on 36 St currently will have to take more buses to get to work on 52 St with this new route.
- If it wouldn't add too much time to route, servicing some of the side roads in the industrial areas instead of staying only on 52 St. Otherwise, have to transfer buses unless your workplace is close to 52 St.
- It is hard to get to police headquarters - either train + 20 min walk or 23 with 20 min walk
- It should still run through the industrial area, there is no proposed route to service where the 23 "used to". It should still run down 36th and if not at the very least still go to chinook station.
- It sucks. Now i'll have to take 2 buses instead of 1 to work? Really? How is that efficient and convenient? Leave the 176 alone. Many people thought there should have been more 176 buses. Now I have to work quite a ways to get to work from my stop!!
- Leave the 176 alone. There should have been more of this bus during the day. Whoever decided on deleting this route obviously doesn't take a bus to work. Remember it gets cold in the winter!
- Lose the direct connection from Blue line LRT to industrial area
- Make sure transfers are timed correctly at industrial and NX transfer points.
- Marlborough to McKenzie Town: @6am and midnight I have to walk an hour downtown to get a bus home. The bus must run until 12am for me to get home
- My partner rides 23 to work & will have to take 2 or 3 buses instead of 1. his commute is already 40 mins! I don't think there is enough transit riders to warrant re-routing it to Mckenzie instead of Chinook. 3 buses is too slow! screws students along 23.
- Need a route from Saddletowne straight to North Pointe
- Need more time on the road.
- No obvious ones. Perhaps a limited stop service during peak times only should demand warrant.
- Not too much
- nothing (3 mentions)
- Nothing about route 23. Depending on where the bus stops are, a person may have to walk over a 1/4 mile or so to get to work from their stop in -25 C with a windchill of -35C? Now have to take 2 buses instead of one!! Why?
- Nothing.
- Nothing. I use the 23 to go from my home in Marlborough to my work near Chinook station. If the 23 no longer does so I will have to use the CTrain, causing a significantly longer walk on both ends and massive worry about whether or not I will get a seat
- Still leave a bus route from Marlborough to Chinook station so I can get to work without using the CTrain or transferring busses, as doing so is very difficult and confusing for me.
- Stop placement at McKnight. 52 a safety issue.



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- Take a bus once in a while to see how frustrating it can be especially in the winter when temps and windchill are crazy! Seriously! Take a bus then see what changes need to be made. Stop eliminating routes. We need more bus routes!!!
- Take a bus to see how far away you have to walk to get to work or see how many buses/trains you need to take. It can take over 1-1/2 hrs to get from the SE to the NE by bus because the lack of buses and the areas they don't cover!
- The bus should go through Dover on 36 ST. There aren't even any houses along 52nd ST.
- The bus should go to the South Health Campus, making it so that a lot of people only have to take that one bus, or two busses, not 3 like I would have to take - #42 to #23 to #302.
- The existing service along 50 Ave and 36 St south of 17 Ave should be maintained. Besides stopping on the edge of Erin Woods and a few sparse businesses, service along 52nd between 17th and Peigan wouldn't have much benefit.
- The way I see the map I will have to take more buses from Chinook to get to where I can take the new 23 to get me to 52 & 86Ave SE-
- There isn't many homes south of 17 Ave SE along 52 St compared to the existing route along 36 St. I think it'd be better for the bus to turn to 36 St for a bit before returning to 52 St along this stretch.
- There's not really much potential ridership between 17th Ave and Peigan Tr. I would have the bus take 17th Ave to 36 St and then down to 50th Ave before returning back to 52nd St. Route wouldn't be straight but would be more useful for people along 36 st
- These changes specifically re-routing/cancelling of the circle route of 23 are going to drastically affect the transit experience of everyone who lives/uses transit along 36st and 52nd. Don't cut off DIRECT access to schools, libraries, health centres!!!! Taking 3 buses rather than one will be very very very slow! I think the 23 should cut across 8 Ave where the circle route used to go to allow access to libraries/leisure Centre etc.
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- This no longer takes me to Marlborough Mall, Canadian tie or the gym.
- This route should not be changed. There needs to be more routes that run down 36th street SE
- Why cut off access to Marlborough Mall/Forest Lawn from up north on 52nd? 1/2 the people on every 23 I take



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are going to the mall or Forest Lawn. I need access to Village square leisure centre. This new routing means i have to take 3 buses instead of 1.

- Why fix what's not broken - alot of the buses you are getting rid of are very busy! you should try and listen to the actual drivers for once!
- Would prefer to see the route stay on 50 Ave and 36 St instead of staying entirely on 52nd Street kind of like the existing

#23. Maybe it could use 17 Avenue to go between 36th and 52nd to provide additional curbside service along 17 Ave.

- Your supposed "improvements" to the 72/ 73 route will now make it much worse for me, especially during winter or in the rain. It's not accessible for those with disabilities. I will be driving instead of making a long trek or waiting for multiple buses.

Is there anything else you think we should know?

- An estimation of travel times would be greatly helpful, so that people gets a better idea of how the new route would benefit them and whether it would be a real alternative.
- Does it connect to any c-train station?
- Goes out of service
- Just make sure it will still run as often up 52nd street and I will be very happy. I work in the industrial area so buses in and out are a challenge
- More detail is needed in schedule
- N/A
- Nothing's coming up on this page.
- Route needs garbage cans and seating in industrial park.
- Span intill 25:00 ?? Do you mean 24:00
- That the top half of the Route stays the same, past Marbank Drive to Saddletowne.
- Transit priority measures along 52nd.
- Would it be too much to ask to call this Route 52?