



Bus Rapid Transit (BRT) Review

Route 38

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 38

What do you like about the proposed route?

- 38 goes all the way to Brentwood - that's definitely helpful.
- Better crosstown connect - without transering between 38 and 72/73. Late night service!
- Can go from Temple to UofC with one bus. Same as 72 and 73.
- Continues service along the former circle routes between 52 St. NE and Brentwood Station.
- CROSSTOWN east and west
- Daughter has regular check ups at Foothills so this is great because I don't have to worry about parking
- Easy access to Senator Patrick Burns School
- genesis, downtown, library
- Goes both directions now
- Good frequency and I like that route is same as 72 and 73. Also like the connection to Temple before turning around, it's much better than just turning around at Whitehorn station.
- Good idea for a route. Many people used to get off the bus when it got to Brentwood or Whitehorn anyway so splitting the Circle route into this section makes sense.
- Good route!
- Great idea!
- I'll be able to take this one bus from Temple to the UofC without needing two buses. Hopefully less delays since route is much shorter than the 72 and 73.
- It was good
- It's still the same route so it's fine.



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- Keeps the same route between Brentwood and Whitehorn as the Circle Routes. Good frequency and extends to Temple area making it easier to those residents to get to NW.
- Less possibilities for delays - I don't all of a sudden take the wrong bus - 72 or 73
- Like the increased frequency. Likes the route.
- Like trip from Centre Street to U of C
- Likes it, just needs to remember the new numbers; live in North Temple.
- Nice idea for replacing the north part of the 72/73. Like that it's an extension of the Whitehorn/Temple feeder bus.
- No longer having to worry if bus will go out of service at Brentwood
- Nothing
- Replacing 72 super long route
- Same as north part of old Circle Route. Whitehorn and Temple have good access to NW without needing to transfer.
- Should be efficient for E/W travel.
- Solid replacement for 72/73
- Thank you
- Thank you for preserving at least THIS stretch of the venerable and dearly-missed 72/73 route. It gets me to my doctor in Crowfoot via Brentwood Station.
- The extended service to the NW
- This is a good secondary route for me to NX or LRT. I also like how I can get to other north YYC locations with it
- This route will be replacing the 72 and 73 bus that I normally take. I like that the route is shorter now. I think the problem with the 72/73 routes is the length, many times they would be late probably due to traffic.

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

- 38 and 57 should both run longer.
- 68th St. N-S route on 68th - Coral Springs Monterey Park
- Adds time to my commute because runs less in non-rush hour
- Continuing service to the Children's Hospital. I live right along the 72/73 route and now there is no direct way for me to get to work at the hospital. Many patients and families will be affected by this route being removed and not for the better
- Crowfoot to Banff would be great - would be good to have greater signage than pilot project and online registration for this.
- Don't eliminate Whitehorn Dr route for 38 and 25 ..
- Frequency needs to be increased
- Getting rid of the 72/73 is an awful, inconvenient idea. Having more transfers is not what transit goes need, it is a bigger hassle and increases travel times due to missed connections
- Go past Brentwood to Children's hospital as this change means at least one transfer where I have a direct route now. Less frequent service too.



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- Going along the whole length of Northmount Drive.
- Hope it goes to no frills
- Hope you consider the customers using this route who will not benefit from losing their bus routes and who will not be fit from this change.
- I am at loss why you are completely eliminating whitehorn Dr NE from service route, it used be served by 38 and 25 now you are providing no service.
- I don't like it
- I suggest you could connect Temple, Whitehorn and part of Rundle in this route to be more efficient or leave it the same because it already serves several communities which is perfect.
- I think it is really smart of you thinking of new ways how to make Calgary Transit more efficient and effective but please keep in mind the CT riders, you have to make it easy for everybody to get around meaning don't make bus routes too long. Thank you!
- I think it would need to be run more frequently both on and off peak.
- I would like the 38 bus to stop at Sunridge mall
- If east leg through Temple is retained, consider clockwise routing into Monterey Park via eastbound 37 Av. NE/68 St. NE/Laguna Way/westbound 43 Av. NE.
- Increase Stops
- Increased weekend frequency
- It is terrible idea. we used to be service by 38 and 25 now you are eliminating both on some routes , I am going to write to our Alderman and will ask other to do so. There is seems to be no service on Whitehorn DR NE
- Keep the 38 the way it is now do not remove it from Monterey Park
- Less waiting at time points
- Maybe extend to the hospitals on West side.
- More frequency during before school hours
- More predictable times
- No changes needed.
- No changes on the route needed. It's just a number changes so it's good and don't change the route!!
- Not going through the middle of Whitehorn? Why?
- Nothing (2 mentions)
- Please, do not make the 38 route this long, trust me this will not work. I take this route to Whitehorn station just like all my other neighbours in Temple and Whitehorn and we are satisfied with it but this change will ruin it.
- Possibly a routing to include Sunridge Mall
- Prefer to have a one access bet bus from deep nw communities to senator pativk burns School.
- Should have a bus along Whitefield Dr in Whitehorn like the existing Circle Route bus. Either this or the new 43 should still stop along there.
- Some travel North and south too route 72/73 did have many going a long way.
- The 38 or the 43 should use Whitefield Dr to maintain that existing service.
- the left turn at Whitefield drive @36th works better than the left turn @44th to 36th.



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- The route is fine, but I disagree that the 72/73 route needs to be split into so many new routes. There is nothing wrong with the current route
- The route is unclear. Does it make a stop at the university? If not, it should since the 72/73 used to.
- There are conduct issues on the bus that makes the experience uncomfortable. Drinking alcohol, playing loud music etc
- want to get a more direct route to grocery stores
- West terminus should be within the University of Calgary; strongly question the east leg at Temple Dr. NE to 68 St. NE. Service frequencies increased for north Whitehorn/Temple at expense of Whitehorn Dr./south Temple Dr./Monterey Park commuters.
- Would be nice if it went right to U of C
- Yes listen to what people want and do not remove route 38 from Monterey and leave only 1 bus which won't work

Is there anything else you think we should know?

- 36th to 44th left turn backs up during rush hours/school drop-off. Signal arm doesn't work
- I'm not sure
- It's same route so it will not impact my taking this new #38
- Maintains existing route between Whitehorn and Brentwood
- not much, about the same as today. Used to ride the 145 - liked that route
- The time for the 38 is listed as 25:00. Umm, there are only 24 hours in a day. So what time does it actually run until?