



# Bus Rapid Transit (BRT) Review

## Route 8

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 8

What do you like about the proposed route?

- 123 to Hidden Valley transfer fewer. Happy with changes.
- Access to the Nose Hill Library from the West Campus
- Adding more stops
- As long as the replacement routes are as direct as the original I do not have any issues.
- Brent to Foothills.
- Brentwood to Foothills. Good.
- Bus now goes to the same side of Brentwood station going both directions.
- Bus will extend from North pointe all the way to Foothills
- Can get from North Pointe to the two hospitals. The 8 comes very often so good access to the people trying to get there.
- Connecta Varsity and UofC to Northland mall, St. Lukes Church, Nose Hill Library and Churtchill Pool
- connects a lot of communities together.
- Connects North Pointe to the two hospitals. High frequency means easier connections from other buses at major hubs like Brentwood or Foothills.
- COVERS MORE AREA
- direct access to the foothill's and children's hospital
- Don't need to switch buses to get to foothills now
- Easier access from North Pointe area to Foothills. Awesome
- Evanston Road.. Happy with changes.
- everything . It would cut down the time it takes for me to get to school everyday



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- Everything, I take the number 8 currently from almost the beginning of North Pointe and go to Foothills Medial Centre 5 days a week for work
- Excellent route
- Excited about 8 extending all the way to the hospital. Evanston to North Pointe 20 mins. 6:30am start time.
- extension to FMC
- Extension to Foothills Medical Center from the University
- Frequency is good
- Gets me to Foothills from Brentwood (replaces 91 route)
- Goes around any personally important places
- Goes directly to foothills, very handy. I wont have to switch buses to reach the hospital anymore (saves 30-45 min per day)
- Goes directly to hospitals.
- Goes to university and hospital
- Good
- Good access from Hidden Valley to Foothills
- Good for university students to access both campuses
- great. Would limit the amount of buses that I need to take to get to my desinatiln
- Happy with extension. Good change. No transfer.
- i have to take the bus from ACH to Senator Patrick Burns as i have to go to work with my mom in the morning and you have no decent option from my neighbourhood so any options from ACH is great
- I like it
- I like it. I will take this route directly from Hidden Valley to Foothill. Very convenient. I will absolutely use the bus instead of driving to work.
- I like that it connects the farther northern suburbs to the rest of the city more.
- I like that it now includes the foothills and Alberta children's hospital
- I like that the route goes to Foothills.
- I like the fact that people can now go directly to the FMC without the need to change buses.
- I live in Panorma Hills and work at Foothills Hospital, so it is nice to have to only take one bus
- I use the buses from Brentwood to FMC and ACH. Routes 91, 20, and 73 are my norm, and it appears 8 will be my replacement which is nice to see that I will not be inconvenienced, nor will the other daily travelers on these routes!
- I would like this change
- It connects close to my home, and goes to Brentwood easily. Therefore there's access to a ctrain station and the university.
- It is almost perfect when the 420 is still exist. I live in Evanston and my kids go to MRU and University of Calgary and I worked at Foothills Hospital. We used to catch bus #8 at hidden valley. Now bus 420 is gone and replaced by
- It stops at North Pointe and the train station
- its good
- like it
- Like that it connects North Central Calgary to the Foothills Hospital. I live close to North Pointe and commute to



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the Foothills Hospital daily, so this would mean I would only have to take two (2) buses to work each day.

- More options from foothills
- More routes connecting Foothills to Brentwood station is a good thing.
- More than just service to STATION good access to far North East part of city.
- New extension to Foothills/Children's.
- Nothin
- Nothing it's perfect
- Nothing. It is perfect.
- Now goes to FMC
- One bus to go home (north pointe), work (children's hospital), and school (university of calgary and foothills medical centre).
- Please do this! Will save so much time for university students. Thank you so much!
- Quicker to Foothills.
- Route frequency is good.
- Service between FMC, ACH and UofC main campus.
- Serving the ACH and FMC is making more sense than only ending the line at Brentwood Station.
- Shorter by about two minutes
- Stops close to FMC easy and ? Times running. Need evening until 23:45/STA 7/ weekend.
- Takes me directly to FMC
- That it goes to the foothills
- That it hits all the major University of Calgary/AHS's insitutes (Foothills Campus, UofC main campus, Research Park at Brentwood Station, and the Children's Hospital)
- That it stops at the university.
- The fact that it services FMC, ACH and UofC Main Campus.
- there will be more university of Calgary staff to use this route directly to work.
- This route will be good if it starts early enough
- This route will make me walk even less to arrive at the bus stop
- Transfer reduced from 2 to 1
- Travels to FMC!
- Very direct
- very good
- Very happy about extending 8 route. Frequency is great
- works ok to get from hospital
- YES MAKE THIS ROUTE EXIST

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

- A lot of people use this bus route, so using larger buses during peak hours would be greatly beneficial
- Access to Lion's Park Station
- Actually run the bus when employees at major points could use it. MANY MANY shift start and end times.
- Add a stop near Edgemont Blvd
- Also, the frequency of Route 46 is definitely unacceptable. That's why Route 89 should have better service to cover the area.
- As an employee of Alberta Health Services I would need to take this bus to



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and from work - many shifts start at 6 am and end at midnight. Please make this bus available for those times as there is no other for me to take. Many employees feel the same.

- As long as there are enough buses to run a high frequency service, no objection.
- As this route replaces the 91, it would be great if the 8 route could be spaced with the others so that the various buses don't go through the same route/stops all at once (when the 91 & 40 stopped at Lions Park to go to Foothills - came at the same time)
- Bus might take longer if it circles foothills - already a pretty long ride
- bus needs to be running early in the morning (5 am) in both directions
- Consider how often buses would run with the extended bus route
- Could this route in North area be semi express? Every other stop at rush hour. Many other routes and stops nearby does all buses need to make ALL STOPS ALL DAY
- Downtown and Beltline need a through bus to Foothills Hospital like former 419. Sick people cannot stand for all the transfers and CTrain hassles.
- During peak times, using articulated buses would be beneficial. The 8 often fills up very quickly due to the large number of students that rely on the bus.
- Early start time @ 5:30 minimum
- Edit the 9 and the 8 so that the 8 takes the more direct route to the FMC. The U of C needs the capacity offered by the 8 in the Churchill/Brentwood/Craigie Hall/Westmount Charter/FMC corridor.
- End of route should be on Lions Park not on Foothills
- Even if you do not extend this route please send a longer bus at peak times sometimes the school bus doesn't show up for some schools causing about 40 kids to get on the 8 get off half way and in the process prevent university students from using the bus.
- For the Route 8, if it can pass through Edgement Blvd, Edgebrook Dr and Edgebrook Blvd then go back to Shaganappi, it will be save a lot people an extra transfer.
- FREQUENTLY USED ROUTE BY ELEMENTARY SCHOOL CHILDREN AND PARENTS ON NORTHLAND DR AND BRISEBOIS DR. ALSO FOR NOSE HILL LIBRARY.
- GO to Lion's park
- Going to the Brentwood C-train station requires I travel backwards to get a southbound train. I also do not feel safe waiting there after dark.
- Having it go down south to RGH or at least along Crowchild Trail.
- Having the route go south to MRU or RGH along Crowchild Trail.
- Hopefully there aren't too many stops in between each institute to make it a fast loop within the University/Hospital loop
- I can't tell from this map if the route still goes along Brisebois. I hope that it does.
- I don't like this new route.
- I live in the SW and work at FMC. The proposed changes to the 20 will tale



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away transit as a feasible option for my commute. I currently use transit daily.

- I often miss the connecting bus and I barely make it to work on time when I take the first route 8 bus weekday mornings. I see this happening to many other people in the morning as well. And only one bus going home too would be great.
- I work at FMC. I would only use this route to attend meetings at ACH or UofC Main Campus. This would only be helpful if the timing between buses is less than 10 min. Otherwise it would almost always be quicker to walk.
- I would send a large bus at peak times because already this bus crosses 4 neighborhoods and 10 schools which causes people to have to wait for multiple buses at peak times as certain bus stops because the bus gets so full.
- If the bus could run later for late shifts for FMC workers
- Infrequent
- It does not connect me to the west end, and decreases the frequency of the old 91. I would also rather have the West Campus connected with the West LRT rather than the deep north. Flip with the new route 9 in the west campus!
- just make sure the bus runs frequently
- Live in Brentwood close to Northland Dr. Mom liked to go to shopping centre from hospital, 8 stopped right by her place, but now it won't
- Longer routes are never the answer for passengers. Perth, Australia had incredibly long routes while I lived there and taking transit was a chore because

you never knew when the bus would turn up.

- Make it closer to Airdrie.
- Make sure the northbound route will still pass along Brentwood Rd NW in front of the Co-op.
- Marker Mall to Foothills. Recommending a route to 8 North Cross Town to go to Shaganappi and 32 Ave to make easier.
- Make a shorter route, there's way too much distance covered here
- More 8 lots of school kids, students cannot get on at Hidden Vallera Drive
- more frequent buses but I know that that may not be possible
- More service during the day
- More service from FMC to Brentwood (20 is being removed and was very frequent)
- Move it from the ACH to the Brentwood/Craigie Hall/FMC corridor and make use of articulated busses. The route is already too full at rush hour and during the day, and going to the FMC will worsen this.
- Need better frequency and span from Kincora North to U of C
- Need to be at work by 7:00 a.m.
- Need to consider the increased number of people taking this route if it goes to hospitals. The current route already has capacity issues. Articulating bus could resolve however the route has a lot of steep hills.
- No more Arbor.
- Not all staff members get off work at 11pm. Please don't cut late night service on this route. Many of us have to Brentwood to catch the LRT.



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- Nothing (2 mentions)
- Nothing as long as the frequency is good
- Nothing. Hope that service levels do not change
- Only leaving the 8 and the NX as an alternative to the 91, then making the NX difficult to reach from FMC, and the 8 not reach Lion's Park does not allow people living in the SE to effectively commute.
- Or increase the frequency of Route 89, and extend it to Foothills or U of C Craigie Hall.
- Peak times need to consider the eight schools this bus passes and that it connects university kids too.
- Perhaps be conscious of the frequency? During winters and peak time, the 8 is already very packed.
- Please make sure the buses all stop at the same place at Foothills. The reason I never took the 91 to Brentwood is the stop was too far from the other buses.
- Please take care the North Central communities too. Route 89 is not enough for serving those areas - increase its frequency AND adjust the route (at least extend to U of C).
- Route 8 is not a route that can be experimented with. Hundreds of students and other individuals rely on the service from this bus, and it feels already that route 8 service should be increased. The proposed change will not do that!
- Route 8 is one of the most crowded routes in the city. The proposed route will increase travel time for the students that travel from and to the University of Calgary.
- Run more frequently or incorporate an express bus from North Pointe to Brentwood station along the same route. Too many riders from north neighborhoods, bus is always packed to the door throughout the morning. I've often waited 2 to 3 buses to get on.
- Shorter route so that it runs on time.
- skip going through panorama and hidden valley, or skip the # of stops through those areas.
- Something that could work would be extending current route 181 to North Pointe current route 181 to North Pointe (can alleviate riders off routes 8/20 both to/from UofC and MRU)
- Sometimes there is heavy traffic on Shaganappi Trail between John Laurie Blvd and Edgemont Blvd
- Split a new route (suggested #108) for South Hidden Valley, Sandstone, MacEwan residents, eventually connect to either Sandstone or 78 Av terminal. This area is lack of direct service to U of C and Foothills area.
- Stops close to FMC easy and ? Times running. Need evening until 23:45/STA 7/ weekend.
- Swap the 9 and the 8 and use an articulated bus on the 8.
- That you will encourage many to avail the route as it will have Foothills, Children Hosp, Market Mall, University Family Housing (32 Ave) Brentwood LRT
- The 8 already gets extremely busy due to university students and Churchill



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- students getting on the busses- adding more stops from the Foothills Medical Centre would make this route more inefficient and much too crowded.
- The frequency of buses on this route would need to be increased, as the length of the route would be extended significantly. The risk of delays/disruptions is also high. Accordion busses should be used to accommodate the increased ridership numbers.
  - The proposed route is not connecting to very important junction Lions Park. Commercially it would be ideal to connect Lions Park, Market Mall, 32 Av, University to Brentwood LRT.
  - The road through west campus of U of C, there are many stop signs and considered a smaller road. May be slow for travel time
  - The route is very very long
  - The route should be left the way it is. The proposed route only increases time travel while everyone can walk to the current station near the university in minutes. Please consider the people that travel a long way from Panorama Hills.
  - The stop for the 8 should be the same one for the 9 at Brentwood and Foothills. Not sure if this is the case by looking at the map.
  - This is very ill conceived idea to close Route 91. I think planners are have myopic vision for route rationalizing!
  - This route doubles the distance for me to travel home as of right now. I likely won't use it for going to work or outings either
  - This route has experienced major issues during snowfall/icing events (through Hidden Valley section). I strongly recommend creating a response plan or alternate snow route to minimize disruption to service and impact on high ridership numbers.
  - This route is very overcrowded during the day, and I think this will negatively impact any individuals with wheelchairs and strollers trying to get to the ACH or FMC. Increase the bus size, or but a lower ridership route in the corridor, like the 9.
  - This route will be travelling a lot of hills. Need to consider weather and increased delays on this route which will affect reliability and backlog of passengers during delays.
  - TIMING SHOULD BE APPROPRIATE FOR SCHOOL DISPERSAL TIME (MON-THURS, 9.00-3.50 AND FRI, 9.00-1.20)
  - Traffic during peak will likely make the time consistently late leading to longer wait times at the bus stops, compared to the 91 route being replaced
  - University students from Airdrie would like a better/closer bus route please.
  - Wants extended accordion bus but road geometry in hidden valley won't work
  - Woul like it if they made it more frequent if making route longer
  - Would like it if they kept the route the same as it is
  - Your making it difficult for me to get to work from the gym in the morning



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Is there anything else you think we should know?

- Add a new route for South Hidden Valley, Sandstone/MacEwan communities. #20 is always overcrowded for serving U of C, Foothills and Brentwood during weekdays. Maybe split a new route for these areas?
- Anticipated ride time would be nice for public to know.
- Don't know if I like it. This map appears to have deliberately abstracted certain portions of the route. I want to know if the northbound route will still pass along Brentwood Rd NW in front of the Co-op.
- Existing 8 route is always packed to the door as it leaves Hidden Valley going to Brentwood station and as it leaves the University back up to North Pointe. Peak ridership appears to be 7:30 to 10:30 in morning and 3:30 to 6:30 evening. Lots of students.
- I use the 91 regularly to travel between Foothills Hospital and Alberta Children's Hospital. I also use it for onward travel to Brentwood for the #40 and to Lions Park for shopping and the LRT to Crowfoot.
- I used the existing 91 to travel to ACH and then onwards to Brentwood at the end of the day; I use it regularly in the opposite direction to Lions Park for shopping and then LRT to Crowfoot.
- It looks as though the number 8 will still allow me to go from Hidden Valley to Brentwood and back which is my route.
- It's unhelpful to ask for feedback on a proposed route when critical portions of that route aren't specified.
- Make the changes clearer and communicate them in multiple ways as these changes seem major!
- No more shuttles on this route
- Off peak time has van buses - standing room only on van bus - feels uncomfortable. Shaganappi/ John Caurie very bumpy
- Please use text to describe the changes. How will Foothills be connected to Lions Park? Explain using different modalities as all of us parse information differently.
- Thank you for alerting staff at FMC of the proposed changes. Although panic sets in when reading about the deleted routes, I appreciate the careful planning so that staff still has bus service at FMC.
- the change that would appear to affect me the most are those to the number 8 bus which I use twice a day. Will it still pass through Hidden Valley?
- This train needs to go right into the bus turnaround at Brentwood LRT station and it's not clear from your map if it will do this or if it's routed north of the station making it necessary to negotiate the pedestrian overpass.
- transfer point tricky
- Unlcear
- You state route 8 will go t FMC, what time frame, how often, from where and where will it drop off patrons?