SAFETY, CRIME & NOISE

We want to hear your thoughts on safety, crime and noise related to the BRT program.

Safety, crime and noise related to the Bus Rapid Transit (BRT) program are topics we've heard Calgarians would like to discuss. You'll find some information about these topics and the opportunity to provide feedback below.

Pipelines

Major utility infrastructure is under nearly every major roadway in Calgary. The City of Calgary routinely works with major utility companies to ensure services are delivered in a safe and reliable manner, be it gas, water or electricity.

The City is working closely with utility companies including ATCO Gas and ATCO Pipelines to gather information about underground utilities and identify how to best coordinate road construction with utility work. All utility work and road work will be done in an efficient, coordinated and safe manner.

For more information about ATCO utilities and this project, visit ATCO Gas.

Crime

Calgary Transit operates a very safe transit system. A Bus Response Team is dedicated to bus issues, including responding to unruly customers. With radio access to the Bus Control Centre, on-board video cameras constantly recording, and bus locations tracked by global positioning satellite, customers are very safe on the bus system.

One of the most common misconceptions regarding public transit is the idea that criminals use public transit to commit crime. Transit is not a common mode of transport for those committing crime, primarily because if a criminal is looking to steal items from a home, they need a vehicle large enough to carry the stolen items.

Another factor that inhibits 'traveling criminals' is the presence of a bus driver who ultimately controls access to a bus and, more importantly, reports suspicious situations. This is the single most effective deterrent to transit-facilitated crime.

To learn more about how Calgary Transit keeps customers safe, visit CalgaryTransit.com

Noise

It is City policy to conduct a traffic noise analysis for all major roadway projects. Such studies analyze the current traffic noise adjacent to a roadway and assess the impact that a proposed project would have to the existing noise levels. A noise study is currently underway on the Southwest BRT corridor. Check the Southwest BRT project page for more information and updates.

Please visit calgary.ca for more information on The City's Surface Transportation Noise Policy.

Do you have any thoughts on safety, crime and noise related to the BRT program that you'd like us to consider?

Comment Submission Guidelines

Feedback provided is moderated to ensure a productive, positive and respectful space for everyone. All questions and comments are welcome but keep in mind that the submissions are being moderated and any comments that are insulting, rude or dismissive of others ideas are subject to removal. If you disagree with an idea or comment you are encouraged to have a discussion about the content and to do so in a way that is respectful and talks about the ideas not the person.

This forum is monitored 24/7 to ensure all submissions comply with the above Comment Submission Guidelines. Questions will only be monitored and addressed during regular business hours. Thank you for your understanding.

Add Message

Adding new posts is disabled for this conversation.

87 Messages

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Nervous | Posted on May 20, 2016

Will the City please publish the Crime stats the Calgary Police have assembled wrt to crimes committed in proximity to LRT Stations? My understanding is they demonstrate that criminal activity increases as much as 80% as opposed to areas not impacted by transit stations.

What will we do with your feedback?

Questions will be answered as soon as possible, either in the discussion forum or through a Frequently Asked Questions report back. Additional feedback will be compiled and we will produce a 'What We Heard' report back as soon as possible.

Links

- BRT Engagement Home Page
- More Information About BRT

Andrea | Posted on May 15, 2016

I find it uncomfortable having to share a train with someone who is so drunk that they are disruptive and rude to other passengers I think calgary transit needs to have more cops on calgary transit any side of the city day and night their are kids and parents on the train I don't believe children should be subjected to things like that. Not only that but some people also being beer in the trains and spill their beer by dropping the cans it is vandilization and I'm appuled by the fact that calgary transit allows such behaviors I don't feel safe.

CityofCalgary | Posted on May 18, 2016

Hi Andrea – thanks for this input. We understand having safety concerns. A bus will be somewhat different from the train because one of the most immediate deterrents to this sort of behaviour is the presence of the bus driver who ultimately controls access to a bus and, more importantly, reports suspicious situations. This is the single most effective deterrent to transit-facilitated crime.

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Hi Noota – thanks for your insights into public transit from having lived in another city! You're correct, by implementing a reliable, frequent and rapid service, we will attract more transit riders. As you may have seen in our reply to you on the **Getting to and From BRT Stations page**, there is Civic Census data from 2014 indicating that by 2024 over 380,000 Calgarians will live or work within a 10-minute walk (600 metres) of one of the planned BRT stations.

We hope this is useful!

Roberta | Posted on May 13, 2016

can you confirm if the articulated buses for the BRT routes will be using natural gas? I've heard conflicting information that City of Calgary can only access articulated buses that run on diesel.

CityofCalgary | Posted on May 18, 2016

Hi Roberta – thanks for your question. We are slowly rotating natural gas vehicles into our fleet. Our intention is to have a mixed fleet of diesel and natural gas vehicles.

Stella | Posted on Apr 24, 2016

I had posted earlier about have you considered and environmental impact statement for the marshlands that run along side of the 14th street - you haven't replied to that.

> What if anything have you completed to protect the wetlands that are along side 14th Street on the west side from litter/construction damage and more disruption to that marsh?

You also haven't replied to my statement about the increase noise for residents that live along 14th Street without a sound barrier in Haysboro?

> What if anything have you considered to protect the residents from the increase noise from the buses along that route for the future if this is a transportation corridor? Currently there is just a chain link fence. This is big picture thinking which you haven't address - continued focus on the "beauty and function" of a city. Putting up stone walls isn't making things beautiful - it makes for cement tunnels for cars? What if anything are you going to do to address noise and make sure this new roadway is beautiful to future generations?

What have you considered or proposed to allow for our elderly residents in Haysboro/Southwood (we have a high concentration of elderly people) to access the grocery store and amenities like the lab/Dr's offices/swim at CJC etc.)?

> How will the seniors get across the considerable larger roadway safely now? Many of the local's walk across 14th street now to the shops - what is your plan for continued walk-ability and safety?

Why do we not see any people on the buses in the morning right now? Driving to work I have been paying close attention to people waiting at the bus stops - there are very few people waiting. The buses that I see in the traffic at 7:30, 8:00, 8:30 am are not even 1/4 full?

> Why do you feel we need bus lanes on 14th when during rush hour the buses are empty? They may pick up riders later in the route but not from around here. I watch every morning - I have yet to see a full bus on 14th street.

Please directly address ridership numbers. Compare those numbers to areas like Beddington for example which is the same distance to downtown.

> What are the ridership numbers for those areas compared to our SW. Because they don't have LRT trains nearby probably high. We have a train system so most people to the train then downtown. We don't need a BRT to get people to college.

Please address pollution.

> What impact with all the buses and new transportation corridor have on individuals living close to that roadway? What if any consideration does the City undertake to try and preserve air quality when creating transportation corridors near people and well established neighbourhoods?

CityofCalgary | Posted on Apr 26, 2016

Hi Stella – thanks for posting this again, we are sorry we have not had a chance to reply yet! We are putting together some additional information for you and hope to it for you shortly. In the mean time, we have included some useful details below which you may find interesting.

The SW BRT alignment falls within an existing transportation corridor where previous geotechnical and environmental studies would have been completed with the development of both 14th Street and the Glenmore Causeway. Most recently, work was completed that involved widening 14 Street between 90 Avenue and Heritage Drive S.W., which included environmental components.

As the SWBRT project has yet to finalize design, any necessary environmental assessment and management activities would be undertaken as design and construction activities advance.

Environmental Site Assessments are not required by the Province as we are not acquiring any new property for the project, but we will undertake a Biophysical Impact Assessment and a historical environmental review as part of the design process for the project.

As we move into construction, we will also be preparing tree protection plans, erosion and sediment control plans, and an Environmental Construction Operations (ECO) plan.

Captain Moderate | Posted on Apr 23, 2016

Perceived safety will help ridership which will help actual safety. Good system and shelter maintenance and high quality appearance will help with this.

Algoma | Posted on Apr 21, 2016

Crime is a problem at our existing stations so I don't understand how these will be better. I am not worried about people using the LRT to steel my TV, I am worried about vandalism, some homeless people squatting in Fish Creek Park due to easy access and violent crimes. The city gave up replaing windows at Anderson station years ago because vandalism could not be controlled.

I would like to see this route ended before reaching Glenmore Reservoir. I think this is an example of bennifitting the few at the cost of many.

CityofCalgary | Posted on Apr 26, 2016

Hi Algoma – The City understands citizens having concerns about safety and public transit. Calgary Transit operates a very safe transit system. A Bus Response Team is dedicated to bus issues, including responding to unruly customers. With radio access to the Bus Control Centre, on-board video cameras constantly recording, and bus locations tracked by global positioning satellite, customers are very safe on the bus system.

We realize you seem to be more concerned about vandalism and transience being introduced to your community but having a bus driver controlling access to the bus is a great deterrent to people using bus services to reach areas for these purposes. Bus drivers are also able to react to and report activity or behaviour that is out of the ordinary which is a proven preventative measure when it comes to preventing crime.

There is a good deal of data and information available for you online at Calgarytransit.com where you can learn more about the ways Calgary Transit works hard each day to keep customers and Calgarians safe.

J | Posted on Apr 15, 2016

There have been so many submissions in this area, wasn't sure if my additional questions from April 11th had been seen.

"Thanks for your responses on the pipelines and utilities. I have seen lots of work going on. Do you have anything to share yet on what has been uncovered?

I have every confidence that the City will ensure that Emergency vehicles can access the Rockyview Hospital.

My question had more to do with the almost daily accidents we see on Glenmore Trail or 14th St SW. When these happen during peak periods, it can be challenging for First Responders to reach the accident site. I can envision that being difficult with the narrow wall to wall lanes, concrete barriers, and no shoulders proposed on parts of this roadway. How will first responders reach accident sites on the road?"

CityofCalgary | Posted on Apr 19, 2016

Thanks for following up, J. Sorry we missed your earlier additional question!

In the case of an accident, emergency vehicles will access the site the same way they would on any other roadway, except that they can also make use of the dedicated bus lanes when applicable.

Ann | Posted on Apr 15, 2016

You're right, these accidents don't always happen in the intersections. From your description of the roadway design between intersections, it could be a challenge to get to these accident sites if more than one or two cars or lanes are involved

SM | Posted on Apr 14, 2016

The new BRT stations will introduce crime into communities. It's outrageous that the City/Calgary Transit continue to deny this.

Speaking to residents in other communities who have had new bus stops/LRT stations introduced into their communities, they confirm this is the case (as do Calgary Police officers and CPS crime stats). If someone lives along the SWBRT route, they should be prepared for an increase in theft, b&e, vandalism, assaults and other crimes if the project moves ahead. That is the reality.

CityofCalgary | Posted on Apr 19, 2016

Hi SM - Calgary Transit operates a very safe transit system. A Bus Response Team is dedicated to bus issues, including responding to unruly customers. With radio access to the Bus Control Centre, on-board video cameras constantly recording, and bus locations tracked by global positioning satellite, customers are very safe on the bus system.

One of the most common misconceptions regarding public transit is the idea that criminals use public transit to commit crime. Transit is not a common mode of transport for those committing crime, primarily because if a criminal is looking to steal items from a home, they need a vehicle large enough to carry the stolen items.
Another factor that inhibits 'traveling criminals' is the presence of a bus driver who ultimately controls access to a bus and, more importantly, reports suspicious situations. This is the single most effective deterrent to transit-facilitated crime.
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Colin | Posted on Apr 26, 2016

Dear CityofCalgary.

Please allow me to respond to your comments. Transit IS a common mode of transport for those committing crime. I used to live in Southwood within walking distance of the Anderson CTrain station. Our house was broken into and the very nice police officer insisted that his experience indicated that most likely the perpetrators used public transit to come into the area and leave. How could he possibly know this other than through past experience. In my experience the criminals did not steal 'large items' that needed a vehicle to transport. Their target of opportunity was small valuables, jewellery, portable electronics, cash and alcohol and to transport they took one of my gym bags. To the average bus driver a person carrying a gym bag would not look out of place and most likely would not question the contents. As far as your comment about 'traveling criminals' please tell me where the 'bus driver' is on a Ctrain, which would be the preferred method of travel into the surrounding area.

With respect, I have to call you out on your comments you somewhat naive position that Calgary Transit is not a 'vehicle' for criminals. It most certainly is and one should be aware of the inherent risks when living within walking distance of transit.

toodaloo | Posted on Apr 12, 2016

Do you know what a hotbox is? It's when you roll up the windows on your car & smoke pot. I think heated bus stops are providing the perfect alternative for hotboxers without cars. I am concerned about crime at the bus stops resulting from people loitering/sleeping at the stops throughout the year. What additional policing budget is there to support 18 or so bus stops and the resulting vandalism, drug use & vagrancy for 24/7 365?

I am very concerned about noise pollution. How can the city continue to insist this project is going to go through with so many important questions unanswered? I feel like the city doesn't care at all about the impact this project is going to have on our community in the short term (4 yrs of construction traffic) or long term (the overall aesthetic impact is UGLY -more concrete & roadway-, slower then existing transit options -except for the 5 min improvement on students travelling from Woodbine from MRU!- the negative impact on vehicle traffic & accident victims safety (shorter turn lanes & concrete barriers between all lanes without any boulevard or green space to move accident vehicles to) and the crazy intersection in front of the hospital (the city is working with the hospital to resolve every problem- we know!). I am tired of all the gloss the city is using to buff up a turd. The entire project needs to be reconsidered based on the development of the ring road and the impact that will have on traffic in this corridor coupled with the 4th train on the LRTs. Other route options must be considered.

buss shelters are constantly being smashed. I would prefer that the city have more security patrols of the existing transit system.

The last thing we need is an express route from criminal activity. And if the current lack of security is any indication, there won't be anyone responsible for monitoring the system or if there is initially it will be cut once the cost comes in.

Sleepless in Calgary | Posted on Apr 11, 2016

When will we get to see the results for the noise assessment? As a resident backing onto the west side of 14th street, we are concerned with how low of a priority the noise assessment has been to date. Bus traffic patterns have already shifted with the South Crosstown BRT and we are already being impacted by the increased noise throughout the night by both busses and the new flight patterns of aircraft from YYC. The noise baseline assessment would have been more representative back in 2010/2011 when this concept was being explored. Aside from perhaps rebuilding the existing noise wall, what other measures is the City willing to take to minimize the noise impact this traffic will have upon the residents? We keep asking for clarification on this matter and the City of Calgary transit department has remained non responsive to this issue. We are citizens **directly impacted** by this project and are tired of being dismissed as insignificant.

CityofCalgary | Posted on Apr 12, 2016

Hi Sleepless - the noise analysis is currently underway, and we are expecting to be back with more information about the results later this month. Watch the South Crosstown BRT web page for more info!

Moresmoke | Posted on Apr 14, 2016

Dear City, I've been hearing that noise analysis is "under way" for the past 4 months but have yet to see any proof of this. As a directly impacted property owner, I would think someone from the city would have contacted me by now. This is not the way organizations build cooperative and trusting relationships! I cannot understand why people along the SWBRT would have to search the South Crosstown BRT website for "more info".

Ann | Posted on Apr 12, 2016

I went and checked the South Crosstown BRT web page as suggested regarding this noise issue and noticed something that has me confused about the bus only lanes. This site states that "Bus-only lanes are not planned for the South Crosstown BRT project, except between Richard Road and Heritage Drive" on the SW Transitway. My understanding was the bus only was Heritage Drive to 75th Avenue. I went back to the SW Transitway webpage and noticed that this map showing the bus only routes are different from the South Crosstown BRT map's bus only routes. Which map is correct

Ann | Posted on Apr 12, 2016

I guess it might be helpful to distinguish between what is transitway on these maps and what is BRT. My understanding is that transitway is dedicated to transit use only? So it would be a bit of a misnomer to label the entire route of the SWBRT a transitway

chattykathy | Posted on Apr 8, 2016

While I am glad for the current safety features, I feel that adequate lighting, call boxes directly linked to the Police are a must in the BRT stations. Hiring extra security personnel would be a welcome addition !

sam | Posted on Apr 8, 2016

need more security personnel (not just cameras) on buses & around stations to ensure public safety and discourage vandalism. This will increase ridership as well.

Concerned citizen | Posted on Apr 7, 2016

We believe that there is no need to increase the size of 14th st SW and add a bus lane, making it effectively a 4 lane road each way, basically a highway! The noise level is already too much for us (we live in Pumphill and have no desire to move) and we DO NOT want more noise. The endless construction would make it difficult for us to drive our children around. The traffic on 14th st is not a concern for us and the street should not be made wider.

Mark | Posted on Apr 7, 2016

I don't believe the BRT poses ant greater risk than current infrastructure. I have no concerns.

Ironbear | Posted on Apr 7, 2016

unless your going to post on duty security at high risk terminals, the way it is now is Small "a" adequate.

Danielle | Posted on Apr 7, 2016

I am excited to be able to travel faster from woodbine to mru. Thanks for this initiative Calgary! I am hopeful this will make drive times less for those who drive and travel times less for everyone as fewer cars will be on the road, which also reduces pollution! I lived in Europe and loved using transit and hope that for our family this means we can have one vehicle instead of two!

craigroad | Posted on Apr 4, 2016

RE: Pipelines

What kind of construction is required to change the pipelines from high pressure to low pressure? Does this get done before the new lanes are built?

CityofCalgary | Posted on Apr 6, 2016

Hi craigroad - The City is working closely with utility companies, including ATCO Gas and ATCO Pipelines, to gather information about underground utilities and to identify how to best coordinate road construction with utility work. All utility work and road work will be done in an efficient, coordinated and safe manner.

As for how the details of how pipelines are transitioned from high-pressure to low-pressure, the ATCO Gas website might be able to provide more information - http://www.atcogas.com/

unbeliever | Posted on Apr 11, 2016

Would that be the same kind of working closely for an efficient, coordinated and safe manner as was achieved on the reconstruction of Elbow Drive and on 8th Ave at the start of the west LRT? Oh boy, can't wait!!

cj | Posted on Apr 3, 2016

Please make sure the bus stops are located in areas that are well lit. That there is universally designed accessible sidewalks that help residents get to and from the bus stop safely. Put the bus stops near businesses that are open to the public 24/7 so that in case something happens people can go into those businesses to call 9-1-1 or Calgary Transit if needed regardless of the time of day. For example the bus#1 stops at 9 Ave SE in front of the Blackfoot Truckstop. That resteraunt is open 24/7. I know as a transit user I can go into that resteraunt to ask for help when needed in an event of an emergency. I can also go into the Petro Canada station next door as well.

Have a plug in at the bus stop- especially if the stop is in an isolated area so that transit users can plug in their cell phones if needed to ensure they can call for help in an event of an emergency without worrying about the battery dying. Put Calgary Transit's customer service phone number and EMS (9-1-1) phone number on the Bus sign or bus shelter at all the stops so people know who to call when they need help. Add free wi-fi to all the stops (both bus and train stops) so that people can use Wi-Fi services to call for help even if they don't have their own cell phone provider on their mobile device.

Have a bus shelter that is heated and hard for vandals to break.

Gary | Posted on Apr 2, 2016

first of all Calgary Transit does have a fairly safe system compared to the gun culture in the United States.

I am taking public transportation for well over 20 years and have seen some horrendous incidents on buses and LRT trains. Not all of us were raised with manners and not all of us care that there is a camera watching us on a bus.

I'd like to see undercover Transit Police and I understand they have them in transit systems in the United States. They wear regular clothes and they ride the system everywhere that's their job. I know they can't be everywhere more eyes and ears might help when you've got an aggressive passenger and passengers who were concerned for their own safety to get involved.

The other thing that bothers me is fare collection. There are countless number of people I've talked to over the years who think it's perfectly ok to take transit for free. They don't have to pay a single Cent and have I seen Transit Police at the University Station with the new disbursement.

This is all leading to the issue of Transit Gates. Vancouver has realize that they have been ripped off for years with revenue losses from people who simply don't care to pay a fare. How is that fair to me where I have a lower income and yes I am worried about getting a ticket. Not everybody gets caught by Transit Police. When I discuss this issue with the transit coordinator he told me that Calgary works on the honor System and that tells me he is not using the train. So I am asking Calgary Transit to install Gates because I am sick and tired of paying my own fare and watching someone brag they got it for free. I've even seen girls wiggle their breasts in front of Transit officers to get out of a ticket. Install fare Gates like the rest of the country.

CityofCalgary | Posted on Apr 3, 2016

Thanks for your thoughtful and insightful response, Gary.

We have looked at various methods of improving fare evasion, with varying successes. The fare evasion rate is quite low with Calgary Transit at around 2-2.5 percent. A report will be presented in the near future with our latest evasion

It would be very difficult it implement gates given our open stations. We have not found a positive return when we consider the capital and operating costs of an elaborate gate system. We don't see it dropping below 1% even on a gated system.

Erin | Posted on Apr 1, 2016

"One of the most common misconceptions regarding public transit is the idea that criminals use public transit to commit crime." I have never worried about this - I certainly hope this bizarre misconception does not impede improving transit in Calgary! I enjoy many safe bus rides and am sure I will continue to do so with the B.R.T.!

robdickinsonAB | Posted on Mar 31, 2016

First, I would like to recognize Calgary Transit driver Amandeep Hunjan for his efforts in assisting the young woman who was recently a victim of sexual assault: http://www.metronews.ca/news/calgary/2016/03/23/ca...

Pipelines - I am confident that the City will work closely with ATCO and other utility providers in the area to ensure that construction occurs in a safe manner and that the ultimate built form exists in a manner that is safe. I realize that City roads run close to and over top of various utility lines throughout the city. Also, with ATCO planning on removing the high pressure lines along 14th and replacing them with low pressure ones, coordinating that work at the same time is ideal. I know people bring up the fact ATCO had to dig up the newly built Elbow Drive section, my understanding is that was due to an unforeseen emergency situation and ATCO was circulated and aware of the opportunity to do work along Elbow in conjunction with that rebuild, as were other utility companies.

Crime - it is important that the bus stations are well lit, have access to HELP phones or something similar, plus having cameras on site. This will deter criminal activity, help passengers feel safe and in the event of criminal activity or a health emergency it provides opportunity to call for help, and video evidence of the incident. I do not believe that a significant number of criminals travel by bus. Also, active spaces reduce the likelihood of criminal behavior. The more well used these new bus stations are, the less likely criminal activity will occur. I am comfortable with Calgary Transit and Calgary Police's approach to crime around transit locations and if the bus stations are built with various safety features in mind there should be minimal incidents.

Noise - a noise study is currently underway for the Southwest BRT corridor. In general, since noise is measured from the backyard of a residence, the people living on the west side of 14th street could actually see a reduction in overall and continuous noise. Since, the 6 lanes of higher volume and noisier vehicle traffic will actually move closer to the east side slightly. The buses running down the west side will not be as frequent as regular vehicle traffic so I don't expect a significant issue with noise along this section. On the east side there is significant park space, the off-leash dog park, that will not be impacted and homes don't back onto 14th street there, so again impact should be minimal. The east section of homes between Heritage Dr and 75 ave SW may be the most likely to be impacted by noise. Though, there is not a lot of room to move vehicles too much closer to the already existing sound wall and I am not fully familiar as to the location of their backyards in relation to 14th street and the existing wall. All this said, ultimately the noise study underway by the City should provide some data on this topic.

I agree with another writer, that the bus stations real time bus information does not need to be announced over a speaker system. In fact, digital real time information of bus arrivals may not be necessary depending on cost, given the frequency the BRT will be arriving. Though I think the frequency needs to be increased from 10 minutes peak time to closer to 7 minutes peak time.

General Road Safety - I would like to see improvements to pedestrian crossings along the 14th street SW section. Even though pedestrians cross at traffic lights at both 90 avenue and Heritage Drive the crossing is not very user friendly and still puts people in conflict zones. Pedestrian overpasses, though not directly part of this project, should be considered a priority along this road section.

Traffic lanes won't be reduced, though lane width will be reduced slightly and will still be well within the national safety range, as I understand it. In fact, narrower lanes that are still safe to drive at the posted speed have been shown to be safer in studies. They discourage speeding and people are more inclined to pay attention to their driving behavior.

Bus Noise | Posted on Apr 11, 2016

As a resident backing onto the west side of 14th Street SW, my personal experience with bus noise is that it is louder and more apparent than regular vehicle traffic. The combination of acceleration and deceleration as the buses approach Rockyview Hospital & Heritage Park along with brake noise is very apparent. The intent of the City of Calgary utilizing bus only lanes is not to have periodic buses, but rather a constant flow of buses utilizing this corridor. The City has also expressed plans to utilize these lanes for emergency vehicle access as well, so when we get a brief moment of reprieve from the bus traffic, we can look forward to concentrated noise from the emergency vehicles. A baseline noise assessment should have been completed before the bus traffic patterns changed along 14th Street SW. We are already experiencing increased bus activity, including bus traffic which is noticable at 5:40 am. It wouldn't be so bad if there were actually people on the buses.. but being woken up throughout the night as empty buses tour by is completely unnecessary.

redrover | Posted on Mar 31, 2016

My biggest concern for safety is when I am waiting for buses or trains at a stop or station. Stations being well lit, monitored by cameras, placement of stations in areas that are not isolated, and high frequency of buses arriving all go a long way to making me feel comfortable using transit during dark winter evenings.

Concerned Resident | Posted on Mar 31, 2016

All the Safety issues have been raised over and over again and not addressed. I am concerned about the practical issues -- the driving lanes are going to be reduced at a time when many people in these suburban neighborhoods are diving SUV's or being Calgary large pickups - we don't need smaller lanes. The issue of the pipeline is an extremely concerning one that has been raised over and over again but no clear resolution. As many people have mentioned we are concerned about the safety around these planned stations -- in neighborhoods where people walk lots given the suburban nature of the area. What is the safety of drivers with more buses, ambulances turning into the hospital, and all the buses and cars funneling into the same lanes on Glenmore -- what about all the back up, frustrated drivers, etc.

I could go on and on but all the issues have been so well raised in all the forums and in the notes from those open houses, and in documents sent by the "Ready to Engage" committee. Issues have been raised over and over again -- and i feel they have been dismissed. ***I don't feel heard at all -- just feel placated by being told to write comments and not being listened to - just rationalizations. Where is the real engagement*** **- to be listened, to be told perhaps that more investigation will be taking place, with so much concern perhaps there is a hold on things, etc.** I know we must thing to the future - but there may be better ways than this 6 year old plan.

CityofCalgary | Posted on Apr 3, 2016

Thanks for voicing your perspectives, ConcernedResident.

We have indeed heard several of the items you note; however, we have also heard comments from several citizens who are excited and eager to get this project built. The City has the obligation to heard all of the voices, with all the perspectives, and then make the most appropriate decision. We acknowledge that this may not please everyone all the time, but decisions are made in the best interests of the greater public good, not just in response to individual perspectives.

In response to your comments regarding traffic lanes:

The traffic lanes on 14 Street S.W. will be narrowed by just under 8 inches, or 0.2 metres. The existing lanes are 3.7 metres wide, and will be 3.5 metres after the transit-only lanes are constructed. Lanes with a width of 3.5 metres are found on many major roadways in Calgary, are safe for motorists in SUV's and trucks, and are well within Transportation Association of Canada standards.

In response to your comments about Pipelines:

The City is working closely with utility companies, including ATCO Gas and ATCO Pipelines, to gather information about underground utilities and to identify how to best coordinate road construction with utility work. All utility work and road work will be done in an efficient, coordinated and safe manner.

Thanks for participating!

Concerned Taxpayer | Posted on May 8, 2016

City of Calgary

I am sure you have had some positive commentary but the vast majority has been negative. The negative commentary that I have read appears to be from property owners (read taxpayers) that will have the quiet enjoyment of their property interrupted while having their taxes go sky high. The positive commentary seems to be from younger people many of whom are students (read living at home - not taxpayers).

Is there any amount of negative commentary or is there anything that any group of people could say to stop this "project"?

2014 City Census | Posted on Apr 11, 2016

When you say for the greater good, 78% of the residents within the affected neighbourhoods rely on non-transit modes of transportation to get to work. Why take Census data and then not use it?

dh | Posted on Mar 31, 2016

unsubstantiated, non-supportable at great expense (taxes up again) and highly intrusive with TOD

LD | Posted on Mar 30, 2016

I would also like to extend my sincere thanks to the hardworking employees of the City of Calgary who have been working on this project and engaging Calgarians for years on this topic. Please know that you are appreciated!

LD | Posted on Mar 30, 2016

My husband and I both look forward to the BRT and plan to take it to work on a daily basis (MRU and downtown). As part of the construction of the project, I think it is very important sound walls be built the full length of Haysboro. It is very noisy in the community already from normal noise on 14th Street. I am confident that if the City was to come measure the noise level during rush hour, we would already be over the threshold required for a noise wall. With the addition of the BRT, this sound barrier will be increadibly important to ensure quality of life in the community.

CityofCalgary | Posted on Apr 5, 2016

Thanks for your comments, LD.
http://www.calgary.ca/Transportation/TP/Pages/Envi...

LK | Posted on Mar 30, 2016

I'd like to see sound walls along the south side of 14 street adjacent to Haysboro. The adjacent communities have sound walls, why doesn't Haysboro have one?

CityofCalgary | Posted on Apr 3, 2016

Thanks for your post, LK. The City of Calgary responds to citizen requests for noise barriers as dictated by Council's Surface Transportation Noise Policy. This Council Policy outlines the guidelines for determining and constructing noise barriers due to traffic noise. For more information, please see: http://www.calgary.ca/Transportation/TP/Pages/Envi...

SB | Posted on Mar 29, 2016

I have **zero confidence** in the city working well with ATCO to sort out how the road running parallel over top of the ATCO line will be handled. Currently the ATCO pipeline is to be decommissioned and left in place in the its pipeline corridor. The fact that the city doesn't have a game plan in place to sort out what to do with ATCO shows that proper thought and due diligence has not gone into planning the 14th street BRT.

Who is going to foot the bill of (I assume) demolishing and removing the pipeline. The total estimated cosst for this BRT are very under estimated.

The city has had very little transparency about what they are doing regarding the 14th street BRT. When the Glenmore Elbow overpass was being constructed the city was open with correspondence about what they were doing, the schedule and how we would be impacted. I haven't seen any information such as this for the 14 street BRT. This is unacceptable. We most certainly will be affected by the construction and operation of this BRT. Something stinks with how this being handled.

CityofCalgary | Posted on Apr 3, 2016

Thanks for providing your input, SB. The City is working closely with utility companies including ATCO Gas and ATCO Pipelines to gather information about underground utilities and identify how to best coordinate road construction with utility work. The City is in the process of performing exact locates of all utilities by exposing them with a hydrovac truck and then surveying them. All utility work and road work will be done in an efficient, coordinated and safe manner.

The specific construction staging plans haven't been developed yet. Once the design is complete, The City works with the contractor to determine the best construction staging plan to keep Calgarians moving throughout construction. The construction staging details will be shared with the public when they are ready. Watch the program web page for details as they become available: http://www.calgary.ca/Transportation/TI/Pages/Tran...

Concerned Taxpayer | Posted on May 8, 2016

So, is this the same level of communication and cooperation that caused ATCO to have rip up a newly paved Elbow Drive to replace pipe that could have been done all at once?

Ann | Posted on Mar 29, 2016

ATCO's costs will get passed along to the consumer and the rest will be covered by taxpayers.

CityofCalgary | Posted on Mar 29, 2016

Thanks for all of the feedback! There have been a lot of great questions and comments. We're currently connecting with the technical and subject matter experts to get your questions answered. We'll get back to you as soon as we can. We appreciate your patience.

Not happy resident | Posted on Mar 29, 2016

This project was started way before the residents of Woodbine even were aware of it. This transit system project should of been communicated to the residents of Woodbine and Woodlands before it was started not a few years into the project. There are other better placement locations for this. Why not build it in the empty field right by Anderson road? It would make better sense there. That is a field that doesn't see much use.This transit system will be practically in my back yard and others. It is sad how this project is going to be destroying beautiful fields that our children safely use and not to mention the wild life around here yet again will see less land. There will be an increase in crime,noise and pollution. There needs to be meetings to see who in Woodbine and Woodlands actually want this transit system built here. It should not be built smack dab in the middle of a beautiful community with houses all around. Move it to an location that is less intrusive. We don't want it in Woodbine in the fields that see a lot of use. This is just sickening.

CityofCalgary | Posted on Mar 30, 2016

Hi there. Thanks for your comment, NHR. We want to clarify that nothing is being built in the parks you mention in Woodbine. In fact, all construction for the SW BRT project happens in existing road right-of-way, and no parks will be impacted. The construction happening in Woodbine will include a BRT station along 24 Street (on the boulevard of the road, not in a park) and a roundabout at the intersection of 24 Street and Woodpark Blvd S.W. to allow the buses to turn around at the end of the route. More information about the plans for the SW BRT project are available at Calgary.ca/SWBRT.

Not happy resident | Posted on Apr 1, 2016

There is going to be a huge ugly BRT station platform built among homes. Nobody wants to look out there window to see this big intrusive platform. I did not buy a home here in Woodbine to be next to a BRT station. Find a better location for this BRT station and take the soon to be crime, noise and pollution to the new location as well.

bob | Posted on Mar 29, 2016

say something

Mike C | Posted on Mar 28, 2016

Well lit stations and cameras help prevent crime. The SW brt is absolutely needed. Get it done!!

Robyn in Woodbine | Posted on Mar 28, 2016

In my personal opinion, I expect noise from a city of 1.2 million people, and growing. I know that we are projected to be a city of 2.6 million people by the 2070s. The noise bylaw should curtail excessive noise, but if anyone is expecting a peaceful, serene, and quiet city, well then they've moved to the wrong place!!! Move to the country if that's what you expect! In terms of safety, the stations should be well lit, minimize crime prevention through design, and ensure the safety of all patrons.

Concerned | Posted on Apr 11, 2016

People buy into a community expecting a certain amount of noise. When the City makes changes to the communities that cause a **major shift** rather than a **gradual shift** in noise, people will be upset. Adding two more lanes of traffic is a **33% increase in the existing roadway**. The anticipated number of buses utilizing this section of 14th street is a **night and day difference** with the current traffic patterns. A more meaningful approach would have incorporated a gradual increase in frequency of adjusted routes so that communities could adapt to the change more gradually rather than being forced to embrace this insanity all at once.

Robyn in Woodbine | Posted on Apr 25, 2016

@Concerned - two additional lanes of traffic is for buses only, PLUS it is conceivable that more people using the BRT would result in less use of cars, thus reducing some traffic on 14th, PLUS with the southwest ring road coming, a lot of traffic will be diverted. So I don't buy that in the long run it will be a night and day difference. I just don't feel sorry for anyone who is complaining about the "effects" of a metropolitan city, including traffic, noise, and density. If you wanted a quiet, serene property, you shouldn't have bought your home near 14th St.

Lea | Posted on Mar 28, 2016

Need to make sure stations are monitored in order to keep the station and the people safe.

Mary-Anne | Posted on Mar 28, 2016

I don't believe the City will effectively be "working closely with utility companies including ATCO Gas and ATCO Pipelines to gather information about underground utilities and identify how to best coordinate road construction with utility work." If the recent Elbow Drive fiasco - dug up, refinished, then dug up all over again for utility work - is any example of working closely with utility companies, it's a disaster. All our money spent twice because of incompetence.

jp81 | Posted on Mar 27, 2016

keep a closer eye on people who think its fun to get drunk on a bus and the other ignorant people who like to put there wet feet after or during a rain or snow day on the seats. I have to take the bus all the time because of a medical problem and have been punched in the face for asking someone during the stampede a few years ago not to pound back a beer in front of a few little kids, and don't want to sit in the seats after seeing someone put there feet on it not knowing if they have just maybe walked in dog crap

CalgaryAGT | Posted on Mar 27, 2016

It looks like you've considered crime and underground utilities and noise carefully and have ensured appropriate measures are in place to ensure safety. I support the Southwest BRT.

LeMoN | Posted on Mar 25, 2016

Great considerations and I have no concerns with what is stated.

Owl | Posted on Mar 25, 2016

Once the SW BRT is built there will be TOD. Transit oriented development means high density and high rise buildings being built at certain bus stations such as Glenmore Landing. Along with increased density comes increased traffic and more crime. Increased density results in a decrease in quality of life.

Stella | Posted on Mar 25, 2016

As an observer in my neighbourhood here is what I know..........

1. Near bus stops there is increased garbage, and the city doesn't always supply bins. In fact, at one stop on Heritage Drive a citizen has installed their own garbage can and then also empties that bin themselves

2. People who are waiting around for buses like to carve their names in things, they like to break things and also spray paint things. Smoke and drop their butts everywhere. How many times have the bus shelters been broken on Heritage Drive - lost count.

3. Well know fact is that the LRT and associated buses routes are used by thieves as their escape route. Ask any employee at Super Store and they will tell you they steal purses, wallets then jump on the train and just flow into the crowd to get away. The bus system in Calgary is not as wholesome as you may think.

4. On many occasions individuals have been severely beaten and robbed at the platforms in SW Calgary as reported by the multiple news articles. In fact crimes against visible minorities, teens and others have resulting in life changing head injuries and serious body harm at our sweet little Haysboro LRT station. Everyone here knows for a fact---- you NEVER go on to the platforms at night or any where near there as the people who are travelling on the trains are not just trying to get around - they have other ideas about what they want to do. So now you are increasing access and likely no extra surveillance at these new bus shelters..........you can't keep up with what you have already.

5. I run and walk in our neighbourhood extensively. I have never, ever seen a crowd at a single bus stop. Early morning, afternoon, evening - I have never seen a line of people trying to get on the bus? My son took the bus to MRU for 2 years (2012-2014) and he got on the bus and sat down. Where are the crowds you are talking about? They don't exist. He would make jokes about riding the largest personal limo ride to school everyday. (My runs can be up to 2-3 hours at a time - I cover a lot of ground in the 16 + years of living here) Don't know where you get your facts from but honestly they are wrong.

6. Further, if there was such a crush of people needing transportation solutions you would see them on the bike path to the College. I run in the evening and from downtown along that very pathway to MRU and the Hospital. I NEVER see young people with backpacks riding their bike from MRU. Ever. I see people going downtown and coming back from work, but never students. I don't see them walking - zero and yet the pathway goes right to MRU. Seriously I have never seen it. I see the on the odd occasion an employee still in scrubs walking home, but certainly no giant group of people trying to get around.

7. Buses are noisy. At night with our windows open we can hear the traffic on 14th Street until well into the night. Especially when it is raining the tires on the water makes the traffic noise even louder. The buses are loud and when they stop and take off from the stop - obviously it increases. Forward thinking cities think of the people FIRST and we should avoid building a Los Angles where cars/buses rule. Next to the most beautiful marsh, wet land and natural setting - before you know it will be filled with garbage and cigarette butts. Between Glenmore Landing and Heritage Park those wetlands are alive. Before Heritage Park expanded their parking lot in the very dead of the night- when things are at their most peaceful- you could hear the frogs, and night creatures at work. Now, almost nothing. They built up that parking lot and somehow caused the pond to go dead.

Just in the last year or so, it has recovered and you can hear the those sounds once again. You should include this in your impact assessment - increase human presence has a negative impact and why is it that this community should have a new affordable housing complex at Glenmore Landing, a new high rise tower on the 90th and now this? Get the ring road open - get the cars away from people, preserve beauty, value calm and quiet by respect those that live near roadways. Why are we to shoulder the sins of over development, a city gone wild?

Did you know that those trees there has one of the largest crow rookeries in Calgary? They come at night into those trees for shelter.

Did you know that Bald Eagles, Woodpeckers, Deer, Bobcats, Blue Jays and even bears move through that area.....please value things.

J | Posted on Mar 24, 2016

Councillor Pincott was in the Metro and the article was mentioning the ATCO pipeline being repurposed or decommissioned within 5 years or so. City information had said the SW BRT would be complete by 2018. Is this then delaying the project or could you clear up how this will affect timelines?

As well how are you handling the other underground utilities and water main?

In this past year there were issues with the water main on 14th, necessitating much work on the grassy median, as well as limited lane closures, which snarled bus and car traffic along the corridor. I am concerned about how this will be accomplished in the future when there are wall to wall lanes separated by concrete barriers. What is the plan for this?

With the wall to wall lanes,concrete barriers and no shoulders on parts of 14th, when accidents inevitably will happen within this busy corridor, how will first responders access the site?

CityofCalgary | Posted on Mar 31, 2016

Hi J. We are currently working with ATCO Pipelines to coordinate their planned work with the SW BRT Project. More details on construction scheduling and staging will be available as this coordination progresses.

Standard hydrovac investigations are currently underway on 14 Street to confirm precise locations of existing utilities before preparing a utility management plan. More details on utility work will be available as they become available.

Regarding first responders, we are working with Rockyview Hospital and Alberta Health Services to ensure emergency access to the hospital at all times. Emergency vehicle use of the bus lanes is one of the items we are discussing with the hospital and AHS.

Thanks for your feedback and all your questions!

J | Posted on Apr 11, 2016

Thanks for your responses on the pipelines and utilities. I have seen lots of work going on. Do you have anything to share yet on what has been uncovered?

I have every confidence that the City will ensure that Emergency vehicles can access the Rockyview Hospital.

My question had more to do with the almost daily accidents we see on Glenmore Trail or 14th St SW. When these happen during peak periods, it can be challenging for First Responders to reach the accident site. I can envision that being difficult with the narrow wall to wall lanes, concrete barriers, and no shoulders proposed on parts of this roadway. How will first responders reach accident sites on the road?

KH | Posted on Mar 24, 2016

Not looking forward to the increase in crime, decrease in personal safety and an increase in noise that the SWBRT will bring to the neighbourhoods that are near and along the SWBRT route and stations.

Noise mitigation | Posted on Mar 24, 2016

It is a well known fact that noise studies are inconclusive and generally provide information regarding exisitng conditions and not future conditions. It is also a well know fact that mitigation measures (noise walls) only address noise adjacent to roadways and in fact move the sound upward and further into communities. What has or is the city willing to do or consider as alternatives to present concrete wall solutions? Are you considering green walls or plant material to absorb sound rather than redistribute the sound?

CityofCalgary | Posted on Mar 31, 2016

Hi there Noise Mitigation, and thanks for your feedback. Please refer to the City of Calgary's Noise Barrier Program webpage at: http://www.calgary.ca/Transportation/TP/Pages/Environment/Noise-Barrier-Program.aspx. Plant material in the past has not been found to be effective noise attenuation measure as there are limited sound absorption and does not block the noise.

Holleit | Posted on Mar 24, 2016

There needs to be better lighting so people can be seen more, so of an assault goes on someone can witness it and come to help before it becomes too serious.

Holleit | Posted on Mar 24, 2016

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A.R. | Posted on Mar 24, 2016

Crime is definitely a concern and I am surprised to see it minimized.

In 2013 for example, there were 252 victims of a personal assault on the C Train system, 208 victims of property crimes,nine reported sex crimes on Calgary Transit property,18 robberies took place on the northeast line.

In 2014 there were 234 crimes against person, 31 of those sex crimes, 41 robberies, the rest assaults.

The quote below is from a report from the City of Calgary.

"In 2014 there were no homicides or attempted homicides. The majority of 'person crimes' consisted of low level assaults and the vast majority of sex crimes involved 'groping' or up-skirt photography (voyeurism)"

MF | Posted on Mar 24, 2016

As someone that formerly lived near a C-Train stop; these statistics obviously don't include all the crime & vandalism that happens in the neighbourhoods around the stations.

Jillian | Posted on Mar 24, 2016

No concerns whatsoever. Crime can happen anywhere

JG | Posted on Mar 23, 2016

I do not have any concerns.

D | Posted on Mar 23, 2016

Stops should be comfortable and safe, of course, but the presumption that transit brings crime should not be given credibility. Taking transit is one of the safest activities people do on a daily basis all around the world. One is significantly more likely to be injured in an automobile collision than be the victim of a crime at a transit stop or at the hands of someone who happens to have taken transit.

Ann | Posted on Mar 23, 2016

This could be very reassuring to some. Do you have any statistics to support this.

Peter Arato | Posted on Mar 23, 2016

"One of the most common misconceptions regarding public transit is the idea that criminals use public transit"

Opportunity creates crime. People standing at BRT stations alone at night. People followed as they get off the bus and need to walk long distances to get home.

House burglary, carting off belongings is not the only crime of concern... mugging, sexual assault are often opportunistic.

About

You see the results of decisions made by The City of Calgary every day – in your roads, drinking water, parks and much more. Get involved and provide your input on City projects and programs. Together we can build a better community!

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Have questions or want to learn more about a project, contact us below:

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