

Calgary



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019





2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

- The Project.....4
 - Project Background*4
 - Project Overview*4
 - Engagement Purpose*.....4
- Engagement Overview4
- Engagement Promotion.....5
- Engagement Phase One Overview7
 - Engagement Background*7
 - Engagement Objectives*.....7
 - Engagement Implementation*8
 - Who We Heard From*.....8
 - Participation and Technique Summary*8
 - Engagement Questions*10
 - Demographic Data: Who Participated*.....11
 - Number of Respondents Per Route*.....16
 - Which Themes Developed - Codes Emerging from Input*.....16
 - Evaluations*.....17
- Next steps18
- Summary of Input – Phase One19
 - Route 6.....20
 - Route 722
 - Route 9.....24
 - Route 13.....25
 - Route 16/84 (Including Route 16 and Route 84)27
 - Route 18.....29
 - Route 20.....31
 - Route 22.....33
 - Route 39.....35
 - Route 45.....36
 - Route 4738



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

- Route 51 39
- Route 56 41
- Routes 79 and 80 43
- Route 81 44
- Route 84 45
- Route 93 46
- Route 94 48
- Route 95 49
- Route 99 51
- Route 101 53
- Route 106 53
- Route 112 54
- Route 125 57
- Route 126 58
- Route 132 59
- Route 141 60
- Route 149 61
- Route 302 62
- Route 411 63
- Route 414 64
- MAX 65
- Out of Scope Routes with Under 20 comments received 68
- Targeted Session at Developmental Disabilities Resource Center of Calgary Summary 69
- Targeted Feedback from Sonshine Centre Summary 69
- Engagement Phase Two Overview 71
 - Engagement Background* 71
 - Engagement Objectives* 71
 - Engagement Implementation* 72
 - Participation Overview: Who We Heard From* 72
 - Participation and Technique Summary* 88



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

| | |
|---|-----|
| <i>Engagement Questions</i> | 90 |
| <i>Demographic Data: Who Participated</i> | 92 |
| <i>Number of Respondents Per Route</i> | 93 |
| <i>Outreach: How Stakeholders heard about Engagement</i> | 94 |
| <i>Which Themes Developed - Codes Emerging from Input</i> | 94 |
| Next steps..... | 94 |
| Phase Two: Summary of Input | 96 |
| <i>Route-specific Summaries</i> | 96 |
| Originally Proposed Route 13 | 97 |
| Originally Proposed Route 22 | 98 |
| Originally Proposed Route 51 | 99 |
| Originally Proposed Route 93 | 100 |
| Originally Proposed Route 132 | 100 |
| Originally Proposed Route 141 | 100 |
| Revised Proposed Route 13 Altadore | 101 |
| Revised Proposed Route 22 Richmond Road..... | 102 |
| Revised Proposed Route 66 Lakeview | 104 |
| Revised Route 93 (Existing) | 105 |
| Route 414 (Existing) | 106 |
| Route 18 Lakeview | 108 |
| Route 47 Lakeview | 109 |
| Route 63 Lakeview Express | 109 |
| Route 107 South Calgary | 110 |
| Route 112 Sarcee Road | 111 |
| Out of Scope Routes with Under 20 comments received | 112 |
| Targeted Session at Alice Bissett Place Horizon Housing..... | 112 |
| Targeted Session at Glamorgan Community Association | 112 |
| Targeted Session at Horizon View..... | 113 |
| Verbatim Comments..... | 114 |



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

The Project

Project Background

Since Calgary is a growing and evolving city, travel patterns are constantly changing. With new developments, schools, employment centres and demographic change in communities, some bus routes no longer meet customer needs. Therefore, periodic reviews of the bus network are required.

Project Overview

Calgary Transit is reviewing existing bus services to develop a more effective and efficient bus service network for Calgarians. The goal of this review is to implement a revised network supporting the new MAX Bus Rapid Transit (BRT) network. The scope focuses primarily on routes near the MAX Southwest (opening 2019) and MAX Teal BRT lines.

The 2019 Transit Service Review proposed changes to 20 routes in the Southwest of the city to come into effect when the MAX southwest service starts this fall.

The existing bus service network will be revised based on the following objectives:

- To provide routes that are more direct and easier to understand;
- To reduce travel time;
- To operate more frequently with a longer span of service on some routes;
- To provide better service to key destinations;
- To reduce duplication of service.
- To increase ridership;
- To implement a high quality MAX rapid transit route that more customers are able to conveniently connect to; and
- To leverage capital investment in MAX infrastructure (e.g. MAX stations, queue jumps, dedicated lanes) by increasing the routes and customers who can benefit from it

Engagement Purpose

The Calgary Transit 2019 Transit Service Review will revise many local routes in order to provide better connections to the new Max Southwest line. The purpose of the engagement was to raise awareness and receive feedback on the proposed route changes to ensure that they support a positive transit experience for riders, and so that Calgary Transit can share information as a way of effectively managing this change and supporting riders in using the new routes.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Engagement Overview

In March and April of 2019, Calgary Transit conducted engagement on the 2019 Calgary Transit Service Review, engaging Calgarians on proposed route changes that will link into the MAX routes in the city. The goal was to provide transit riders with the opportunity to learn about the proposed changes and to gather their input to ensure that the new or modified proposed bus routes would meet their needs.

A review of the initial feedback found that in order to address certain concerns, a more significant level of route revisions in a section of the project area would be required. This was centred primarily around areas served by today's Routes 13, 18, and 112. In June, 2019, Calgary Transit returned to this area for additional engagement opportunities with revised route proposals based on this feedback. This second engagement phase provided an opportunity for residents and customers to share whether the new revisions would meet their needs, whether it addressed the concerns previously shared about revised routes and was also designed to understand and mitigate any new concerns that might have arisen. It also collected feedback on whether the original or new proposed route changes would better meet the needs of participants.

Over the course of the full engagement period, ten open houses and five targeted sessions were held, while an online engagement portal was open for six weeks. The engagement process reached close to 17,000 Calgarians, with more than 15,000 online visitors and over 1,600 in-person participants. Altogether, more than 3,800 comments were received.

Engagement Promotion

The engagement promotion and outreach was designed to reach a broad audience of Calgarians including current transit riders, institutional stakeholders where route changes are proposed, community associations and councillors, as well as potential transit riders living, working and visiting areas in southwest Calgary.

Promotions for the in-person and online engagement opportunities included printed signage and onboard notices, social media campaigns, online information on the Calgary Transit website as well as mobile applications and the City of Calgary's engage portal.

An information package was sent for each phase of the engagement to a broad range of stakeholders.

Original engagement (Phase one):

- a. City of Calgary stakeholders and partners;
- b. Institutional stakeholders – including post secondary institutions, school boards, and social service providers;
- c. 49 Community Associations and their corresponding City of Calgary liaisons; and
- d. Private stakeholders – including seniors care providers, community organizations, business improvement areas, and recreation facilities.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Additional engagement (Phase two):

- a. Institutional stakeholders – including post secondary institutions, school boards and social service providers;
- b. 11 community, residents and neighbourhood associations; and
- c. Private stakeholders – including seniors care providers, community organizations, business improvement areas and recreation facilities.

Packages included information on which existing and proposed routes would be affected by the route changes, maps of the proposed route changes, and a poster with the engagement open house dates and locations.

In the course of the engagement, several stakeholders were identified as requiring additional engagement to get a better understanding of their specific needs or impacts as a result of the proposed changes. The project team made additional efforts to contact these stakeholders and offer targeted sessions. Specifically contacted were:

1. The Developmental Disabilities Resource Centre
2. Carewest Royal Park
3. Carewest Sarcee
4. Glamorgan Community Association
5. Horizon Housing Society
6. Lake Bonavista Retirement Residence
7. Marda Loop BIA
8. Rutland Park Community Association
9. The Sonshine Centre

For reporting and clarity purposes, we will refer to the original engagement period in March and April as “phase one” while the subsequent additional engagement in June will be referred to as “phase two”.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Engagement Phase One Overview

Engagement Background

In March and April of 2019, the City of Calgary and Calgary Transit engaged Calgarians on proposed route changes that will link into the MAX routes in the city. The goal was to provide transit riders the opportunity to learn about the proposed changes and to gather their input to ensure that the new or modified proposed bus routes would meet the needs of riders.

Engagement Objectives

Based on the International Association for Public Participation (IAP2) protocol for authentic engagement, as adapted by Calgary ENGAGE the engagement objectives were to:

1. **Inform/communicate** route improvements in a way that stakeholder groups and riders understand what specific opportunities there are to change the new routes.
2. **Inform/communicate** with stakeholders and the general public how service improvements will impact their routes and travel times.
3. **Inform/communicate** where stakeholder groups and the general public can obtain information about the 2019 Transit Service Review.
4. **Inform/communicate** with stakeholders on how they can engage in discussions about necessary route changes.
5. **Listen & learn** from stakeholder groups, riders and non-riders living in the Calgary's southwest who may be impacted by route changes to determine if and what information they may have that Calgary Transit has not considered as they design service improvements.
6. **Consult** with the community to learn about their priorities that contribute to a positive transit experience, so they can be incorporated into the revised plan.
7. **Consult** with stakeholders to obtain their feedback on how the revision routes meet or fail to meet their travel needs.
8. **Inform/communicate** what was heard in terms of information gaps supporting the route improvements.
9. **Inform/communicate** how any new information influenced modification to the new routes.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Engagement Implementation

Phase one of the 2018 Transit Service Review Engagement was implemented through both on-line and in-person engagement methods including:

- An online engagement survey
- In-person outreach consisting of:
 - Seven Open House and Pop-Up Information Sessions
 - Two Targeted Sessions
 - A survey sent to one targeted group

Who We Heard From

During phase one, the engagement reached 13,570 Calgarians. The online portal was visited by 12,159 participants, while the in-person events included 1,356 participants - 1,323 at the Open House and Pop Up Sessions and 73 individuals were engaged at the targeted sessions.

Online, 12,159 distinct visitors made a total of 2,536 contributions. In addition, 607 in-person comment card submissions were submitted at Open House events, as well as 49 pieces of input from the targeted sessions.

Summaries of what was heard from all engagement channels combined can be found in the Summary of Input section.

Participation and Technique Summary

1. Online Engagement Portal

From March 18 to April 18, 2019, the project's engagement site on the City of Calgary's engagement page was active and received 28,357 views by 12,159 distinct visitors. In total there were 1,735 contributors and 2,536 contributions submitted via the forms designed for feedback on specific routes.

On the website, in addition to a project background and a list of which proposed new routes corresponded to existing routes, a section entitled "What is Happening to My Route" listed 20 Route Modifications (6, 7, 13, 16, 18, 20, 39, 47, 56, 79, 80, 81, 84, 93, 94, 112, 149, 302, 411, 414) and instructed

"Click on each tab to learn more on how each of these routes have been modified. On these maps the dotted line is the current route and the coloured line is the proposed route."

Another section entitled "Proposed Routes" listed 22 routes (6, 7, 13, 20, 22, 45, 51, 56, 81, 93, 94, 95, 99, 101, 106, 125, 126, 132, 141, 149, 302, MAX) and instructed:

"Click on the route number to provide your comments below."

Participants were further instructed: *"Please provide your input on a NEW proposed bus route."*



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Participants were asked about demographic information, route-specific feedback, as well as to rank of the importance of five factors pertaining to travel on transit. (Specific Questions below)

2. Open Houses

From March 27 through to April 13, 2019 seven open houses were held at the following locations:

1. North Glenmore Park Community Association - March 27 (115 people engaged)
2. Mount Royal University – March 28 (420 people engaged)
3. TRICO - April 4 (84 people engaged)
4. New Central Library – April 6 (229 people engaged)
5. Nicholls Family Library – April 9 (133 people engaged)
6. Rockyview General Hospital – April 10 (106 people engaged)
7. Southland Leisure Centre – April 13 (236 people engaged)

There were over 1,300 participants and over 600 people who provided written input, resulting in 1045 route-specific comments.

The open houses provided information on the current routes and corresponding proposed routes, as well as route-specific information in the form of a gallery of boards. Several transit experts were available to provide further information and answer questions on general and route-specific questions. Attendees were able to provide their comments on specific routes, in the form of both ranking the importance of certain aspects of transit travel, as well as providing comments on how routes did or did not meet their needs.

3. Targeted Sessions

Two targeted sessions were held with groups of stakeholders from 10 to 33 people. These were identified groups with concerns about the proposed route changes for whom a session was designed to better understand their specific needs or the impacts as a result of the proposed changes. Attendees provided their comments on specific routes with staff or facilitators primarily capturing input on notepads, and some participants completing comment cards. Additionally, one targeted group received surveys via email and returned 20 completed surveys via email to due to the confidential nature of their location

Targeted Session One

On March 12, 2019 a stakeholder session was held at the Annie Gale Boardroom, Administration Building from 1 p.m. to 2:30 p.m. 10 people were engaged at the session, including representatives from Alberta Health



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Services, the Calgary Municipal Land Corporation, the MS Society, the City of Calgary and the Calgary Board of Education.

The session provided a presentation on the current routes and corresponding proposed routes near the MAX Southwest (opening 2019) and the MAX Teal BRT lines, as well as route-specific information in the form of a gallery of boards. Following the presentation there was an opportunity to discuss the routes and speak with a Transit Planner.

Targeted Session Two

On April 11, 2019 a targeted session was held at the Developmental Disabilities Resource Centre of Calgary ("DDRC") from 10 a.m. to 12 p.m. 33 people were engaged at the session, contributing input captured by facilitators.

The targeted session provided information on the current routes and corresponding proposed routes, as well as route-specific information in the form of a gallery of boards. 2 transit experts were available to explain and provide further information and answer questions on general and route-specific questions. Attendees provided their comments on specific routes with staff or facilitators capturing input on notepads, and some participants completing comment cards.

This session gave Calgary Transit the opportunity to better understand the needs of those in attendance and delve into the details of why certain changes would or would not work for them.

For a detailed summary of the input that was provided, please see the Summary of Input section.

Targeted Session Three

During the week of June 17th, the Sonshine Centre provided 20 pieces of input from its residents.

Because of the confidential location of the residents, questions were sent and returned by email. The questions answered by residents focused largely around one specific route and included information on their transit use including: how transit is used, routes used, places that residents need to get to, times and frequency of use, priorities for transit use and concerns with newly proposed routes.

The information gave Calgary Transit the opportunity to better understand the needs of this group and consider the details of why certain changes would or would not work for them.

For a detailed summary of the input that was provided, please see the Summary of Input section.

Engagement Questions

At all phase one engagement sessions and online, participants were asked:

1. Please tell us Your Postal Code.
2. What Community do you live in?



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

3.What ROUTE are you commenting on?

4.Please RANK the following in importance to you, with 1 being the most important and 5 being the least:

- Frequency (How often the bus comes.)
- Service Span (The time of day a route starts and ends.)
- Walkability (How far/easy is the walk to the bus/train?)
- Do I Need A Transfer (Do I need to get on another bus/train?)
- Comfort (Is there a bench/shelter at my stop? How crowded is the bus/train?)

5.When thinking about how you answered question 4, how does this route MEET or NOT MEET, your travel needs?

For the online questions, a section entitled “What is Happening to My Route” listed 20 Route Modifications (6, 7, 13, 16, 18, 20, 39, 47, 56, 79, 80, 81, 84, 93, 94, 112, 149, 302, 411, 414) and instructed:

“Click on each tab to learn more on how each of these routes have been modified. On these maps the dotted line is the current route and the coloured line is the proposed route.”

A section entitled “Proposed Routes” listed 22 routes (6, 7, 13, 20, 22, 45, 51, 56, 81, 93, 94, 95, 99, 101, 106, 125, 126, 132, 141, 149, 302, MAX) and instructed:

“Click on the route number to provide your comments below.”

Participants were further instructed: “Please provide your input on a NEW proposed bus route.”

Demographic Data: Who Participated

Below is a summary of input received in the online and Open House forms that specifically pertained to community and postal code. This is not a representation of those who responded to route-specific, general or evaluation forms, nor can it be extrapolated to any other group of people, such as Calgarians as a whole.

For phase one of the engagement, 172 communities and 48 postal codes were represented. There were also 25 entries for which it was not possible to identify a specific community for the location specified. Additionally, there were 8 mixed communities submitted. These have been listed separately below.

The following communities were represented in the geographic data:

| | | |
|--|--------------------|--------------------|
| Abbeydale | Altadore | Aspen Woods |
| Acadia | Applewood | Auburn Bay |
| Airdrie (Note: Outside Calgary) | Arbour Lake | Bankview |



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

- Bayview
- Beddington
- Beltline
- Bowness
- Braeside
- Brentwood
- Bridgeland
- Bridlewood
- Cambrian Heights
- Canyon Meadows
- Capitol Hill
- Carrington
- Castleridge
- Cedarbrae
- Chapparral
- Chestermere (Note: outside Calgary)
- Chinook Park
- Christie Park
- Citadel
- Cityscape
- Cliff Bungalow
- Coach Hill
- Copperfield
- Coral Springs
- Cougar Ridge
- Country Hills
- Coventry Hills
- Cranston
- Crescent Heights
- Currie
- Dalhousie
- Deer Ridge
- Deer Run
- Discovery Ridge
- Douglas Glen
- Dover
- Downtown
- Downtown West End
- East Village
- Edgemont
- Elbow River Drive
- Elboya
- Elgin
- Erin Woods
- Evanston
- Evergreen
- Fairview
- Falconridge
- Forest Lawn
- Garrison Green
- Garrison Woods
- Glamorgan
- Glenbrook
- Glendale
- Glengarry
- Glenmore
- Hamptons
- Harvest Hills
- Hawkwood
- Haysboro
- Heritage Pointe (Note: outside Calgary)
- Hillhurst
- Huntington
- Huntington Hills
- Inglewood
- Inner City
- Killarney
- Killarney/Glengarry



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

| | | |
|------------------------------------|---------------------|----------------|
| Kincora | Monterey Park | Riverbend |
| Kingsland | Mount Royal | Rockyview |
| Lake Bonavista | New Brighton | Rosedale |
| Bonavista Downs | Nolan Hill | Rosemont |
| Lake Bonavista (Lake Fraser Drive) | North Glenmore Park | Rosscarrock |
| Lakeview | North Haven | Royal Oak |
| Legacy | Oakridge | Rundle |
| Lincoln Park | Ogden | Rutland Park |
| Lincoln Park (MRU) | Palliser | Saddle Ridge |
| Livingston | Panorama Hills | Sage Hill |
| Lower Mount Royal | Park Royal | Sandstone |
| Lynnwood | Parkhill | Scenic Acres |
| MacEwan | Parkland | Shaganappi |
| Mahogany | Patterson | Shawnessy |
| Manchester | Penbrooke Meadows | Sherwood |
| Maple Ridge | Pineridge | Sienna Hills |
| Marlborough | Pump Hill | Signal Hill |
| Martindale | Radisson Heights | Silver Springs |
| McKenzie Lake | Ranchlands | Silverado |
| Mckenzie Towne | Redstone | Skyview Ranch |
| Midnapore | Renfrew | Somerset |
| Millrise | Richmond Knob Hill | South Calgary |
| Mission | Rideau Park | Southwood |



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Springbank Hill

Spruce Cliff

Strathcona Park

Sunalta

Sundance

Sunnyside

Taradale

Temple

Thornccliffe

Triwood

Tuscany

Tuxedo Park

University of Calgary

Upper Mount Royal

Varsity

Walden

West Hillhurst

West Springs

Westgate

Whitehorn

Wildwood

Willow Park

Windsor Park

Winston Heights

Woodbine

Woodlands

T1M

T1S

T1X

T1Y

T2A

T2B

T2C

T2E

T2G

T2H

T2J

T2K

T2L

T2M

T2N

T2P

T2R

T2S

T2T

T2V

T2W

T2X

T2Y

T2Z

T3A

T3B

T3C

T3C

T3D

T3E

T3F

T3G

T3H

T3J

T3K

T3L

T3L

T3M

T3N



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

T3P

T3S

T4B

T3R

T3W

T4T

TOJ

T3Z

T8E

Mixed Communities or Location Unspecific to Community/Non-Community:

130th SE

Fishcreek

Saddletowne

17th Av SW

Glenmore

SE

Bel-Aire Mayfair

Glenmore Garden

Southwest

Buena Vista

Heritage

SW

Burma Road

Inner City

University Drive

Calgary

Marda Loop

Westbrook

Chinook

NE

Westside

Elbow Park

NW

Fairmont

Park Royal

Mixed Communities: Currie/Rutland; Glamorgan/Rutland Park; Killarney/Knob Hill; Richmond Hill/Sienna Hills; South Calgary/Marda Loop; West Springs/Coach Hill; Westhills/Glenbrook; Woodlands/Woodbine.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

Number of Respondents Per Route

The following is a breakdown of the number of respondents by route, from the most commented upon to the least:

| Route | # of Respondents | Route | # of Respondents | Route | # of Respondents | Route | # of Respondents | Route | # of Respondents |
|-------|------------------|-------|------------------|-------|------------------|-------|------------------|-------|------------------|
| 112 | 572 | 81 | 138 | 99 | 49 | 80 | 27 | 106 | 11 |
| 13 | 235 | 6 | 132 | 45 | 47 | 51 | 25 | 414 | 11 |
| 20 | 220 | 132 | 119 | 79 | 43 | 125 | 23 | 411 | 10 |
| 18 | 213 | 22 | 108 | 39 | 34 | 9 | 17 | 149 | 7 |
| 56 | 208 | 7 | 98 | 302 | 30 | 126 | 14 | 16/84 | 7 |
| MAX | 177 | 94 | 98 | 16 | 29 | 79/80 | 13 | 63 | 7 |
| 93 | 145 | 47 | 78 | 95 | 29 | 84 | 13 | 167 | 6 |
| | | | | | | | | 98 | 6 |

Routes with five or fewer respondents: 1, 2, 3, 4, 10, 11, 12, 14, 15, 24, 28, 29, 35, 37, 41, 44, 52, 53, 57, 58, 59, 62, 65, 70, 72, 73, 78, 82, 91, 92, 96, 101, 105, 111, 114, 122, 124, 129, 141, 145, 147, 150, 153, 156, 164, 168, 195, 301, 402, 404, 406, 421, 422, 453, 499, 556, 776, 827, 877, Ctrain.

For a summary of the input that was provided for each route, please see the Summary of Input section.

For a verbatim listing of all the input that was provided, please see the Verbatim Responses section.

Which Themes Developed - Codes Emerging from Input

From the online and open house data, several codes were identified and used to code the input and determine how frequently certain themes arose in the data. Codes identified were:

- General dislike/unhappiness
- General like/happiness
- Do not change route/keep as-is
- Frequency - positive/improved/ more frequent
- Frequency - negative/worse/ less frequent/capacity concerns (crowded)
- Transfers – positive/fewer, more direct
- Transfers – negative/more, less direct



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Length - longer /adds time/slower to destination
Length - shorter/reduces time/faster to destination
Placement of stops - good/positive
Placement of stops - worse/negative
Coverage - better/goes to more places/goes where I need it to go
Coverage - worse/not going where it used to go/where it should go
Span of service – better
Span of service – worse
Waiting time - positive/improved/shorter
Waiting time - negative/worse/longer/more
Number of stops - positive/improved
Number of stops - negative/worse
Meets my travel needs
Does not meet my travel needs
Walkability – positive
Walkability – negative
Comfort – positive
Comfort – negative
Size of bus – negative
Safety concerns – negative (due to weather/stop placement/transfers)
Importance of Connections Lining Up – General
Will no longer take transit

Other-Negative comment
Other-Positive comment
Other-Suggestion/Question

Other
Don't know/refused

Evaluations

Open Houses were designed to generate high visibility and exposure and as such open locations were chosen, in contrast to a typical open house. This made it difficult to collect evaluations and only 37 evaluations were received from the 1378 engaged at the in-person sessions. As such, these were too small a sampling to be representative of the group and were not analyzed for inclusion in this report.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Next steps

The input collected from the in-person and online portal has been analyzed and reviewed in the creation of this report.

Feedback received in phase one was considered and incorporated into revisions and adjustments to the plan. There were certain areas where in order to incorporate the feedback received that a higher degree of change to the plan was required, affecting both customers responding to the initial plan and other routes not previously part of the review. For this reason, Phase 2 of the engagement took place in June, to present revisions to the route modifications, receive additional feedback and to provide originally affected and newly affected stakeholders with an opportunity to comment on whether the changes would better meet or not meet their needs, as well as whether any new impacts were raised from the proposed revisions, and lastly inviting suggestions.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Summary of Input – Phase One

Route-specific Summaries

This section will discuss the feedback received on the 2019 Transit Service Review’s proposed route changes. Feedback is summarized by route. Each section includes the results of both a ranking exercise as well as a high-level summary of the comments received by Calgary Transit through the online survey and at the in-person open house sessions. Approximately 4% of the total ranking responses received did not rank all five of the listed criteria, or did not use a 1-5 ranking system, and were considered spoiled and excluded from the ranking analysis.

Summaries are provided below for feedback on all routes that are either new or changed under the newly proposed plan, as well as any other routes where more than 20 stakeholders provided feedback.

For those routes that are beyond the scope of the project and had less than 20 stakeholders providing feedback, the feedback was sent to planners for their consideration but not analyzed due to the small sample size (1-6 comments per route) and the fact that these routes are outside of the scope of the project

All feedback received by Calgary Transit was reviewed by Calgary Transit staff and will be taken into consideration when further refining and finalizing the City’s Transit Plan.

We received many comments on the new proposed routes, as well as comments on existing routes. They are all presented in numerical order for ease of reference. The new proposed routes do not overlap identically with the existing routes, and one route may be replaced by several routes. As such, you may wish to look at the results of certain routes together. The chart below may assist you in located related route comments.

| If you are interested in feedback about changes to existing Route... | Then you may have related feedback under Routes: |
|--|--|
| 6 - Killarney 26 Ave | 6, 132 |
| 7 - Marda Loop | 7 |
| 13 - Mount Royal | 13, 22 |
| 16 – Palliser | 16, 95, 99, 125, 126 |
| 18 – Lakeview | MAX, 13, 18 |
| 20 - Heritage/Northmount | 20 |
| 39 – Acadia | 39, 106, 149 |
| 47 – Lakeview | MAX, 13, 47 |



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

| | |
|-----------------------------|----------------------|
| 56 – Woodbine | MAX, 56 |
| 79 - Acadia / Oakridge | 79, 95, 99, 125, 126 |
| 80 - Oakridge / Acadia | 80, 95, 99, 125, 126 |
| 81 - Macleod Trail | 81 |
| 84 – Palliser | 84, 95, 99, 125, 126 |
| 93 - Coach Hill / Westbrook | 45, 93 |
| 94 - Strathcona / Westbrook | 6, 94 |
| 112 - Sarcee Road | 22, 93, 112, 132 |
| 149 - Point Trotter | 149 |
| 302 - BRT Southeast | 302 |
| 411 - East Calgary | 101, 411 |
| 414 - 14 Street Crosstown | 51, 141, 414 |

All comments can be found as they were submitted in the Verbatim Responses section.



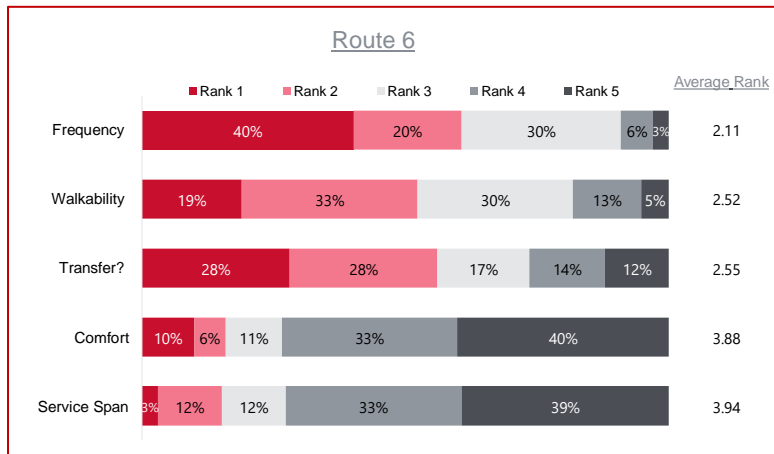
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 6

The Existing Route 6 would be modified with the proposed Route 6 extending to Westhills Shopping Centre along 26 Av SW, 51 St SW and Richmond Road SW.



Findings from the ranking exercise show that for Route 6, stakeholders most often ranked frequency of the busses as either the most important (40%) or the second most important (20%) consideration when taking public transit. The route’s walkability (19% ranking most important, and 33% ranking second most important), and the need to transfer to other routes (28% ranking most important and 28% ranking second most important) were also often ranked as (very) important considerations, while comfort and service span were generally seen as less important.

Most comments on this route were from residents of the Glenbrook, Bankview and Killarney neighbourhoods. While there were some who felt this new route would meet their needs better than the current route, many said that they would not like to see this route change.

“i am very happy with the change of the number 6 bus route.” (Bankview resident)

“The proposed route is great. That’s how it used to be. I can finally go shopping in Westhills again without a headache switching at the train.” (Connaught resident)

“It meets my needs perfectly now, as I prefer that it continues to go to Westbrook Mall. I don't want to have to transfer at 37th St, especially in winter.” (Bankview resident)

“Currently route 6 is perfect. If you change it the way you proposed it complicates the bus ride by requiring us to take two busses instead of one to the closest shopping centre (westbrook mall).” (Killarney resident)

In the comments, the most common theme was that of displeasure with additional transfers that would be required with the proposed route, particularly to get to Westbrook Station (and Mall), which would now no longer be served with a direct link through this route. Some also said that getting to downtown would take longer.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

“Changes to Route 6 will make getting to Westbrook Mall to shop for my daily needs as a senior much more difficult. Westhills Mall is not senior friendly and changing busses to get to Westbrook will make my life more difficult.” (Richmond resident)

“This plan leaves the most population dense parts of Glenbrook without direct access to any of the local train stations...Without this direct access, many residents will stop considering transit a viable option especially in winter conditions.” (Glenbrook resident)

“It does not meet it. I am forced to either transfer twice (#6 bus to MAX bus to train) to get to downtown or walk 15 minutes to get down to one transfer(#45 bus to train) or stay on the 6 through traffic to get downtown. And on the way back from downtown is always more difficult with stop timing and traffic so my half hour trip home will be longer. If this is what I have to do to take transit to work I will drive instead. It is not convenient or an effective use of time.” (Glenbrook resident)

In addition, there were many comments on the proposed frequency of this revised route, expressing worries that it would not come often enough, especially during rush hour, with one bus every 15 minutes often seen as not sufficient.

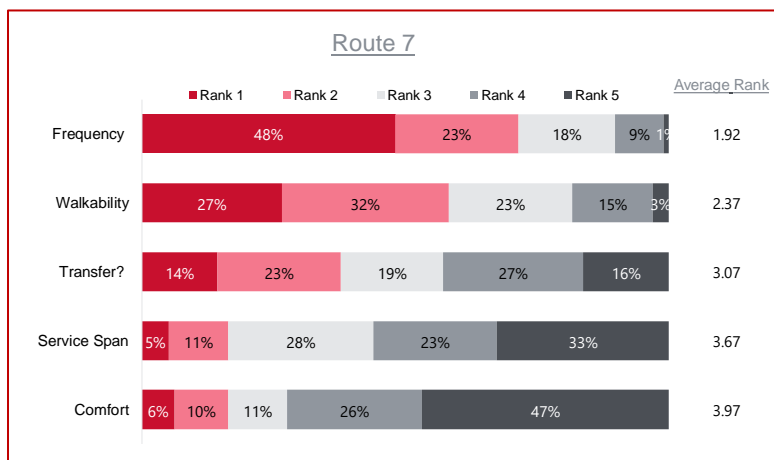
“Prefer frequency of every 10 minutes on peak hours as it’s a commuter route and I have no other transit options.” (Knob Hill resident)

“In rush hour 15 minutes are not acceptable.” (Bankview resident)

“This route traditionally met my needs with 15 minute service. The move to 18, 25 and then 30 minute service especially on weekends has driven me back to my car though - Too bad.” (South Calgary resident)

Route 7

The existing Route 7 would be modified in the downtown area to improve operations, with existing service along 8 Av SW and 7 Av SW between 8 St SW and 4 St SW being rerouted along 5 AV SW and continuing along 1 St SW.





2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

For almost half of respondents (48%), frequency of the busses on this route was the most important consideration, with another quarter (23%) ranking it second-most important. Walkability came in second place overall, with 27% ranking that aspect most important and 32% ranking that aspect second-most important.

Residents of Altadore and Marda Loop were the most common stakeholders commenting on this route, followed by residents of Bankview.

Many who commented on this route referenced that it met needs quite well and that the proposed changes would not be beneficial.

"I love the #7 Route, please keep it the same, I have stops within a block of my place and it gets me to where I need to be easily or if I need to transfer I can hook up with the other transit easily. Thanks [redacted.]"(Bankview resident)

"It perfectly meets my needs currently, I would not want it to change." (Bankview resident).

"7 Route is a fast & easy access along 20th St to reach downtown .Please don't change route to reach downtown" (Altadore resident)

Reflecting what was seen in the ranking exercise, frequency was often mentioned, with many saying that the frequency should be higher than it currently is.

"The 7 doesn't come often enough and is really far apart in the evenings. I use it to get to and from work. I need it to run more frequently or I have to wait up to half an hour or more before I can start home. It would be nice if it came every 15 minutes all the time and more at rush hour. (Inglewood resident)"

"It's pretty good but I would like if the bus came more often." (Beltline resident)

The route's destination and the corridors it travels were also often mentioned. For example, access to downtown without the need to transfer was a theme, particularly from Marda Loop. Many commented specifically on certain sections of the route that they felt should remain on the streets it currently travels.

"The proposed change to Route 7 I feel is fairly ignorant of the people it actually serves in the SW which is the theme of all the proposed routes. I use this route all days of the week for multiple reasons end to end. It takes me to work, from work, to the grocery store, etc. Many seniors use it to access Marda Loop from downtown or 17th Ave. There is no feasible way to access the area without several transfers adding complexity, wait time, walkability definitely." (Bankview resident)

"The change to the #7 route completely baffles me! Living in Beltline it appears that for me to get to cSpace or Marda Loop I will need to walk to the C-Train, take a C-Train to Lions park, then transfer on a #51 and backtrack all the way through Kensington (West Hillhurst) before arriving at 14th Street & 30th Avenue SW or Marda Loop. This is completely unmanageable for a senior with limited mobility at any time of year and beyond reasonable accommodation." (Beltline resident)

"There will no longer be service along 8 Ave SW and onto 4 Street SW. This is making transit inaccessible for those with limited mobility. In addition routing all the buses down 1st SW is ridiculous as you are now requiring people to walk numerous blocks to get to where they need to go or transfer to the train. Not all of your trains are



2019 Calgary Transit Service Review

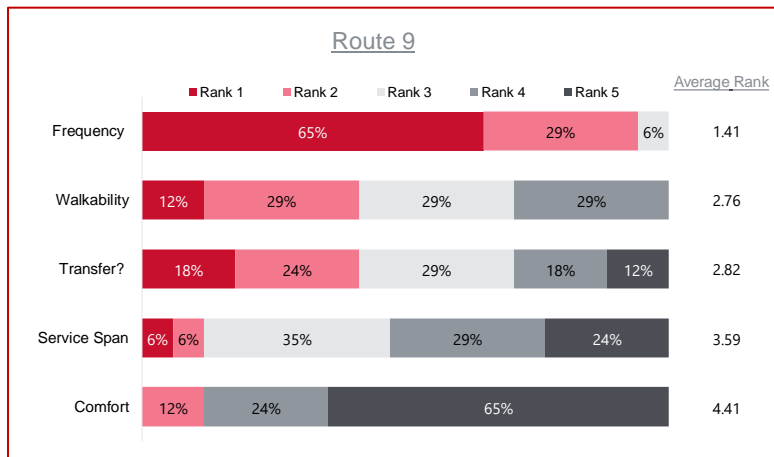
Stakeholder Report Back: What We Heard

August 2019

accessible despite claims. The traffic problems along 1 Street SW. You are not taking into account how many more routes are going to be affected by an accident.” (Connaught resident)

Route 9

Route 9 was not proposed to be modified under this bus service review. However, it received a relatively high number of comments.



When looking at the ranking exercise results for Route 9, it is clear that frequency was by far the most important consideration, with almost all respondents ranking it either as their most important factor (65%) or their second-most important factor (29%). Walkability had only 12% of respondents rank it as their most important consideration, with most respondents ranking this as their 2nd (29%), 3rd (29%) or third important (29%) consideration. The need to transfer had only 18% of respondents rank this as their most important consideration, with most respondents ranking this as their 2nd (24%), 3rd (29%) or fourth (18%) consideration.

Feedback on this route often pertained to earlier route changes, which respondents indicated have made travel time longer and stops more inconvenient, for example for those traveling to the University of Calgary. There were also some comments on the need for better alignment at transfer points, where the wait is long for some. A few commented specifically on now having to walk across the Crowchild Trail in order to get to Chinook Station for a transfer, which is seen as not safe or accessible.

“the route is longer than it’s predecessor the 72/73 and it now takes double the time to get to the University of Calgary from Westbrook LRT Station. This has impacted the ease of transport for many students who would take the train from 69 Street Station (for example) and get off at Westbrook to take the bus to the university. With the new route, it takes the same time or even longer than the train (40 minutes for me now vs 15 minutes before route change).” (Spruce Cliff resident)

“It suits my trek to the university just fine, although it seems more prone to delays as compared to the 20 before the change. I don’t like the addition of 10-15 minutes to the route time from Westbrook to U of C, but I understand the savings of not having two buses going to essentially the same spots.” (Spruce Grove resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

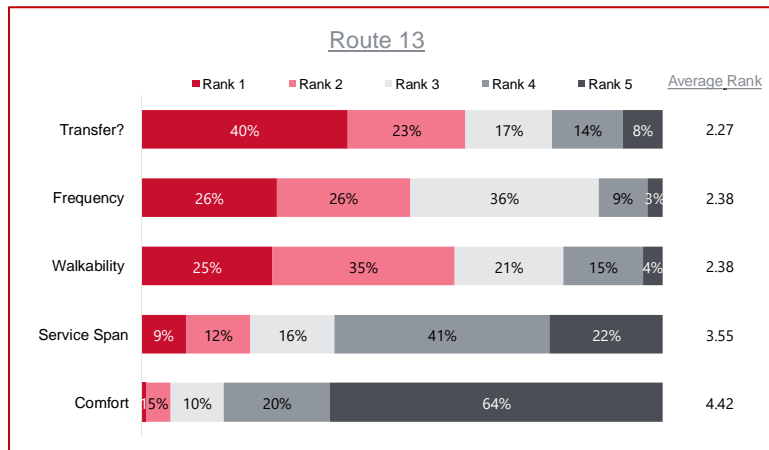
“1. Too far to walk to the stop. 2. Hard to change routes with Chinook direction: bus stops scattered in space, no crosswalk across Crowchild Trail, schedules are not synchronized. 3. Absolutely insufficient frequency: buses overcrowded even outside of rush hours, ignore passengers waiting on the stop. not following schedules. And it is with a community bus (#47) still in place, what when that one closes and its passengers start to use this route instead. Frequency vs Coverage doesn't work here. (Rosscarrock resident)”

“Align transfer times better to get to MRU” (Coventry Hills)

“Concerned about having to cross Crowchild Tr overpass in order to get to Chinook (transfer) Not good accessibility for elderly/handicapped.” (no community indicated)

Route 13

The existing Route 13 is proposed to be modified, with the new Route 13 providing revised service to Lakeview. Part of the existing Route 13 service on Richmond Road would be replaced by the proposed 22.



Findings from the ranking exercise show that for this route, stakeholders most often ranked the need to transfer as either the most important (40%) or the second most important (23%) consideration when taking public transit. The route’s frequency and walkability were also often ranked as (very) important considerations. Frequency saw 26% of respondents rank this as their most important consideration, and 26% of respondents ranked this as their second most important consideration. Walkability saw 25% of respondents rank this as their most important consideration and 35% of respondents ranked this as their second most important consideration.

Almost half of the comments received on this route came from residents of Lakeview, Altadore and Beltline.

The changes to this route were often mentioned in the same context as the discontinued Route 18, saying that it would impact university students and staff, as well as high school students.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"The new 13 does not replace the old 18 and 47, both the 18 and 47 had different purposes...the 18 for Downtown/MRU... Now everyone getting out of Lakeview outside peak hours must take the 13, and it will become much more crowded. This is... a problem for U of C and MRU students." (Lakeview resident)

The main theme that emerged on the proposed changes was regarding concerns that there would be more transfers for many riders, which was generally not appreciated and seen as a step back from the current options. This was consistent with the ranking exercise that saw 40% of respondents indicating that the need to transfer was their most important consideration. Many comments were specifically related to the changes creating diminished, or more cumbersome, access to Mount Royal University, Chinook Station, high schools and the Westhills Shopping Centre.

"Not liking the idea of having to take a transfer to get downtown." (Lakeview resident)

"The convenience of getting on the 47 and directly going to Chinook Station is GONE! I am not happy about that... I now need to take 2 buses in the COLD of winter!" (no community indicated)

"The proposed changes to route 13 are a slap on the face to the Mount Royal University Community. Due to the changes, MRU students, faculty, and staff who live in areas south of 12 avenue and east of Crowchild (e.g. lower Mount Royal, Marda Loop, even Bankview, etc) will have no direct bus route to the university." (Lower Mount Royal resident)

"You have eliminated the a critical/direct/efficient east to west route allowing bus service (with no need for transfers) from Altadore to MRU and West Hills shopping centre for people who don't have access to cars. This is not acceptable for students and seniors in the area." (Altadore resident)

Two other important themes that are related to the new need for many to transfer, were that of the route or trip length, with participants expressing displeasure with the proposed changes adding travel time to their destination. There were many who said the route no longer goes where it used to – often again mentioning that MRU is no longer along the route they usually take or that their route no longer travels downtown.

"I used #18 to get efficiently downtown. Now I will have to take #13 to 54th Ave and transfer. This will mean a longer journey time to/from downtown. Taking #13 downtown is not feasible, due to it's long winding route." (Trico Centre Open House visitor - no community indicated)

"How do Lakeview residents get to Mount Royal University? And U of C?" (Lakeview resident)

Secondary themes for the proposed changes included safety concerns, mainly due to the additional number of transfers and potential wait times, especially in bad or cold weather, and especially for elderly and disabled passengers; concerns with diminished frequency; and concerns about walkability.

"I take the 13 to and from Mount Royal 5 days a week. With the planned changes I will no longer be able to take that bus without walking over 1KM to the east gate. As I use a guide dog this can be very hard, and dangerous if there is no sidewalk for us to walk the rest of the way to MRU." (Beltline resident)

"Waiting is a concern in winter." (Altadore resident)

Many participants also said that they did not want the existing Route 13 to be changed, or that the proposed Route 13 would no longer meet their travel needs, without further explanations.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

On the other hand, some were pleased that Lakeview would be more connected to other areas with this new route.

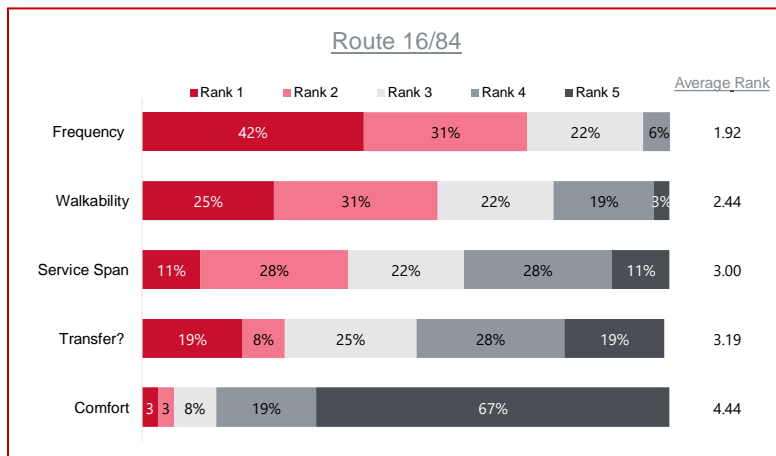
“I think the route 13 revisions are awesome! Great to have a route connecting Lakeview to its neighbouring community, Altadore. Also good that it will provide easy access to downtown. Plus it’s convenient for Lakeview high school students commuting to Central Memorial or Western Canada.” (Lakeview resident)

“I like the extension of 13 into Lakeview, since it joins me to the communities in which I mostly visit as well as goes downtown. I favour this, since Lakeview has received the bad end of the stick with the MAX- cuts through our neighbourhood but has not stops.” (Lakeview resident)

“The proposed route change to include Lakeview would work well for me as it will make my commute from Lakeview into the Beltline much easier. Would basically be door to door and should be a faster trip to and from work.” (Lakeview resident)

Route 16/84 (Including Route 16 and Route 84)

Existing Routes 16 and 84 are proposed to be discontinued and replaced by Routes 95, 99, 125 and 126.



For stakeholders commenting on Routes 16 and 84, frequency often ranked as the most important (42%) or the second-most important (31%) factor they consider when taking the bus. Walkability ranked second overall, with just over half (56%) ranking this in their top two.

More than half of the comments on this route were from Cedarbrae residents, with a smaller, secondary group from Palliser. Residents from these areas for the most part did not welcome the proposed changes.

Comments varied, but a few themes emerged. While some respondents said that the new route would be more direct and shorter for them to get to their destination if it bypasses Palliser, the loss of the Cedarbrae-Palliser connection was not endorsed.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"Avoiding Palliser cuts my travel time..... Thanks." (Cedarbrae resident)

"The change to the route negatively impact me. I am trying to get to/from work near stampede station. I would like a direct route to the ctrain. I am unhappy to need to do transfers in order to get to the c train. Having a line that went all along southland to the current end would be better for cedarbrae." (Cedarbrae resident)

"Stop doing this. With new proposal bus 16 and 84 direct lines from Cedarbrae to Palliser runs are changed into two bus rides. Its stupid and ridiculous" (Palliser resident)

There was also mention of the change requiring additional transfers for students who use this route (St. Cecilia, St. Cyril and Louis Riel schools), which was not appreciated.

"I attend St. Cyril School and takes bus 16 going home after school. The proposed change will require me to take 2 buses to get home safely and conveniently." (Palliser resident)

"The 16 and 84 meet the needs of my children to take the bus to and from Cedarbrae to Louis Riel school when it is very cold in the winter." (Cedarbrae resident)

Another theme in the feedback received for these routes was that users would like to see higher frequency, more Sunday service and more/earlier morning service.

"First bus needs to come a hour early" (Cedarbrae resident)

"Not frequent enough." (Cedarbrae resident)

"I do NOT support this service change to the 16/84 and it will cause a major disruption to the neighborhood of Cedarbrae! it increases travel time and therefore subsequent connections to other routes. we would much more benefit from getting the 16 to ACTUALLY run on time and running earlier and later in the day!" (Cedarbrae resident)



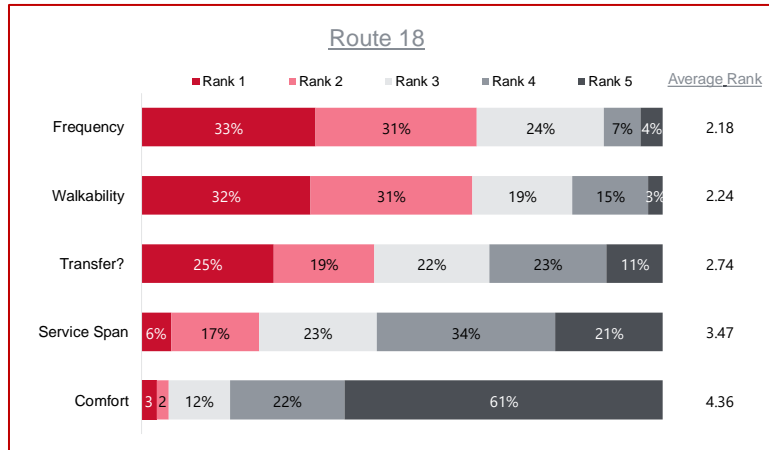
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 18

The existing Route 18 is proposed to be discontinued. The route would be replaced in large part by the new MAX Southwest, as well as the proposed modified Route 13 in Lakeview and North Glenmore Park.



For Route 18, 33% of respondents ranked frequency as their most important consideration, and a further 31% ranked frequency as their second most important consideration. Very close in the rankings was walkability, where 32% of respondents ranked this as their most important consideration, and 31% ranked this as their second most important consideration. Together, more than half of stakeholders ranked frequency and walkability as most or second-most important. The need to transfer saw 25% of respondents indicating that this was their most important consideration, and 19% indicating that this was their second most important consideration.

Many comments on this route came from the Lakeview area, and those traveling to and from MRU, including university students and staff.

“Just heard the 18 is being discontinued. In my opinion that is not right. Many students (including me) take the 18 to go to Mount Royal. Right now it takes about 1 1/2 hours just to get to the university and removing the 18 will even make it more difficult and frustrating just to get there. I know I am not the only one getting affected by this as many other students from different communities take the 18 to get to the university.” (Harvest Hills resident)

The main sentiment about the current Route 18 was that it met needs, with many respondents not providing a lot of specific detail on how it does. Moreover, many specifically mentioned that it should not be changed or discontinued and that the Route 18 met the needs of its riders “as is”.

“The 18 bus is fine. I prefer it does not change.” (Lakeview resident)

“do NOT discontinue route 18” (Raddison Heights resident)

“works great now.” (Lakeview resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

In terms of how it met those needs, or is a convenient choice for riders, it was for example mentioned that it was a good one-bus option (without transfers) to get downtown or to MRU or that it had a decent or good frequency.

"meets needs very well. Excellent way to go downtown. Comfortable, clean buses and fine drivers!" (Trico Centre Open House visitor - no community indicated)

"..With the 18, I just take one bus to work downtown. Without it, I have to take two busses to the train, or walk a long distance. I have a lot of equipment I take to and from my work so these changes are way less than ideal for me." (Lakeview resident)

"Route 18 is perfect for my commute to Mount Royal University. It's also the route that gets me to MRU quicker. I don't have to walk much and the bus frequency is decent" (Saddleridge resident)

"I have been taking route 18 for as long as I know. The route itself is convenient, as I also attend Mount Royal University. The bus takes me directly from my condo building straight to school. This route should not be change, as many others are in the same situation. Route 18 is reliable and quick, knowing that I will be at school in time for my classes. It's fast and efficient, as the route should not be changed."(Downtown Calgary resident)

"Route 18 is perfect for my commute to Mount Royal University. It's also the route that gets me to MRU quicker. I don't have to walk much and the bus frequency is decent. On my way home, I can take the same bus and not have to worry about switching. Right now with route 18, my commute is very easy with me taking taking 1 train to get to the Route 18 stop on first street. Please do not discontinue this route." (Saddleridge resident)

"The 18 is a good route from the city center to MRU. It comes frequently enough in the mornings that I can make it to school on-time no matter when classes start. I disagree with the proposed changes to this route - it's perfectly efficient as it is, changing it would disrupt the schedules of too many MRU students that take it. I see little reason to make changes to it." (Panorama Hills resident)

As was seen for the proposed Route 13, the proposed discontinuation of Route 18 raised concerns about the addition of transfers and adding more travel time for many users, again often commenting on travelling between home and (downtown) work and between home and MRU.

"Do not want to transfer busses to go for 5 minutes from Lakeview to Mount Royal." (Lakeview resident)

"The fact that you are thinking of cancelling this is CRAZY! To have to take 2 buses to get from Lakeview to MRU which is a ten minute bus ride is ridiculous. Why do you keep making it so hard?" (Lakeview resident)

"No transfer. Why is this being discontinued? There are many students in Lakeview who to go to MRU and Bishop Carroll. Having to transfer for such a short distance is ridiculous. You're increasing driving by removing direct MRU/Carroll access to Lakeview. It may look good in your numbers but it is much less efficient as a rider and will decrease ridership." (Lakeview resident)



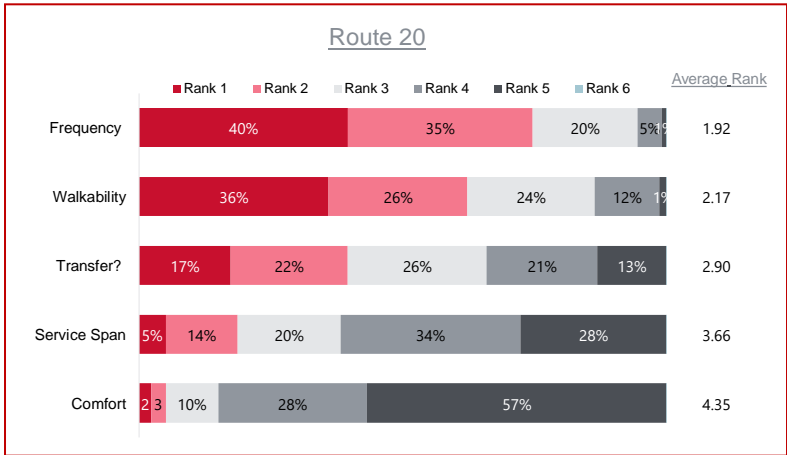
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 20

A modification is proposed for the existing Route 20. The proposed Route 20 would be revised at Mount Royal University to stop at the MAX Stations.



The frequency of this route was a very important consideration for many respondents, with three quarters of respondents ranking it either first (40%) or second-most important (35%). A majority also ranked walkability either most important (36%) or second-most important (26%).

Respondents on this route came from a wide variety of neighbourhoods. The preference for many was to keep the route unchanged.

Many stakeholders were students, who often commented that they did not like that the proposed route does not enter the Mount Royal University. This meant they would have a longer walk to their bus stop or to/from the MAX Teal route, which some especially saw as a hurdle in cold winter weather, and for those with mobility issues. This reflected the ranking exercise which indicated walkability ranked as a most important consideration for 36% of respondents.

“The proposed changes @ MRU do not work for me. Crossing the 4 lanes of traffic doesn’t make any sense or help anyone but transit. I see no advantage to that.” (Acadia resident)

“As a Mount Royal Student having to walk farther just to take the 20 is not ideal, especially when the weather gets cold or when it gets dark out.” (Country Hills resident)

“I recognize that the stop will move only a block away. For individuals like myself with mobility and chronic pain issues, that block can be incredibly difficult after walking around Campus all day. It is important to consider the perspectives of not just the able-bodied transit users, but the ones who deal with restrictions. I do not believe the change is necessary.” (Tuscany resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Some commented that they already commute from quite far to get to the University, and that this change would add significant time to their commute, either because of the walking distance, the need to transfer, their routes no longer aligning when they need to transfer, and other variables such as weather, traffic, or the ability to (safely) cross busy roads in order to get to their stops and catch the bus.

"If the route 20 changes I will have to transfer Buses to make it to Mount Royal University. The 20 bus is the most convenient bus for the people who live in the north to get to Mount Royal." (Northwest Huntington resident)

"There's no shelter at University Station, and we will have to walk farther in the winter to get to school. 18 took 30 min to get to school. The 20 now takes an hour and 40 mins." (Edgemont NW resident)

"This route no longer meets my needs!! I used to get to work in 20-30 minutes when taking the 20 - now it takes 60-70 minutes ONE WAY - this is unacceptable! Either the 9 "direct" to the Foothills or 20 with a transfer the time is the same. I would like to see your ridership stats for the 9 and 20 since the change as every time I see these buses (I take the as little as possible now) they are virtually empty - once a change is made, it can't be unmade?? VERY UNSATISFIED!!" (North Glenmore Park resident)

"it barely meets my needs. the route takes a while to take me to university. with the new bus route propositions, I may not be able to make it to uni or it will take me double the time. it already takes me an hour, and I dont think 2 hours is fair" (Beddington resident)

There was also concern that the proposed route did not service Foothills Hospital. As part of Calgary Transit's 2018 Transit Service review, Route 20 was realigned to no longer serve Foothill Medical Center. From the comments received, some customers still felt the need to comment on this change from last year, and asked for this change to be reversed.

"I purchased in Marda Loop because Route 20 offered direct access to Rockie View Hospital and Foothills. With the changes that took place in the fall, route 20 no longer goes directly to foothills. Transferring is not a viable option; it adds a significant amount of time to my travel and isn't safe when I have to be at the hospital before 7am or after 11pm. Please restore route 20 FMC. I prefer transit but until service is restored driving to foothills and paying for parking is my only option." (Marda Loop resident)

"I would prefer this route goes to the FMC as it was before." (Palliser resident)

"This route no longer meets my needs since removing foothills hospital from the route in Nov. It changed my commute time from 10min off crowchild and 26 ave to fmc to 40 min because I now have to transfer to another bus to get to foothills hospital." (Marda Loop resident)

"It doesn't. Please reroute this bus so that it stops at the Foothills Hospital again." (Lincoln Park resident)



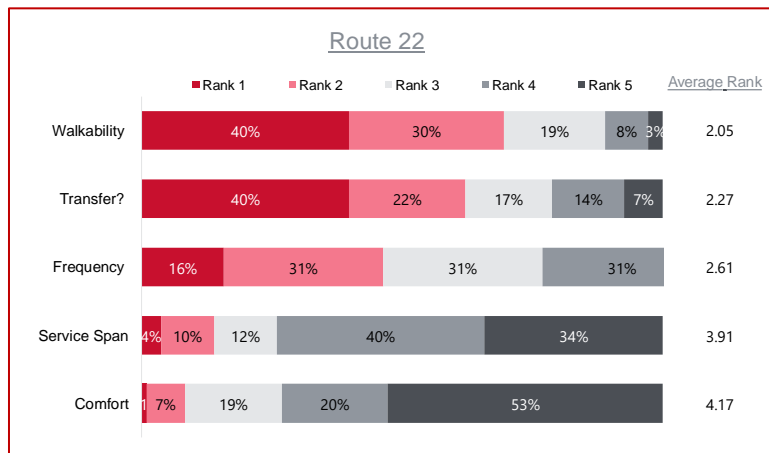
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 22

Route 22 is a proposed new route that would run from the City Centre through Scarboro, Shaganappi, Richmond/Knob Hill and South Calgary down Crowchild Trail SW and then follow Richmond Road SW through Rutland Park/Killarney and Glenbrook/Glamorgan.



Walkability was the most important or second-most important consideration for 70% of stakeholders who commented on the new Route 22, with 40% ranking it #1 and 30% ranking it #2. The need to transfer was not far behind in second place, with 40% giving it their #1 rank and 22% giving this their #2 rank.

Most comments on this route came from residents of Glamorgan and Rutland Park.

Many respondents indicated that the current Route 112, which is proposed to be discontinued, better met their needs and that they did not want to see this proposed change. There were many comments related to the fact that the bus stop on the proposed new Route 22 that people would have to get to in order to catch that bus, is further away from their home than the stop on the current Route 112. Getting to their destination, often downtown, without the need to use another bus (and thereby adding a transfer) or to walk very far to catch this bus, was important to many, reflecting the high priority placed on the need to transfer evidenced by the ranking exercise. This was something that the current Route 112 was said to deliver.

Concerns with the proposal centered around the idea that the changes would negatively affect walkability as people would have to walk further (too far for many) to get to their new Route 22 stop (on Richmond Road), and that the new route thereby would pose safety concerns. This was of particular concern to the many elderly residents who lived in this area and typically used the current Route 112. It was also mentioned more often than average by residents of Glamorgan.

“This route does not meet my travel needs. There is no longer a direct route downtown unless I take this route, but it is too far to walk during our harsh winters.” (Glamorgan resident)

“Proposed Route 22 does not meet my travel needs. Routing it down Crowchild Trail makes transferring unsafe!”



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

I would have to climb down stairs to an underpass and wait on a highway where vehicles are speeding by. At more than 80 years of age, I will not do that, especially not in winter. I need to go to Richmond Square Centre for medical appointments concerning my CPAP machine.” (Bankview resident)

“Keep 112. Do not create the 22. Prefer to keep the 112 as it services hundreds of Rutland Park residents easily to downtown and it serves 3 nursing homes on Sarcee Rd. The elderly do not need to transfer to get downtown nor walk up to Richmond Rd.” (Rutland Park resident)

The addition of transfers was also of concern for many participants whose stop would now be further away.

“I currently take the 112 downtown. With the new changes, I will have to either walk 15 minutes to Richmond Road, or take the number 9 to Richmond Road and catch the 22. Or Take the 9 to Westbrook. Or take the 9 to MRU and catch the Max. Either way will have to take 2 buses or a bus and ctrain to get downtown. As will a lot of transit users in Glamorgan. Explain to me how this is more convenient!” (Glamorgan resident)

“The proposed route ... is serious step backwards for this community. I have lived in this part of town my entire life, with a bus into downtown that offered excellent access for Glamorgan and Rutland Park. We have lots of new development now, in Currie - marketed as 'inner city living', now, no close easily accessible direct route to DT. The 112 route also gave access to many senior's housing facilities now the walk or transfer to train will keep them at home.” (Rutland Park resident)

“22 needs to go through glamorgan, other options require transfers, longer travel, a long walk for people with disabilities and seniors, why not keep the 112, it gives good service to down town, quick.” (Glamorgan resident)

There was some positive feedback indicating that the new Route 22 worked for those residents as a direct route downtown, appearing to restore some of the old Route 102 that was convenient for them in the past.

“for the new 22...it looks like it's the old 108...EXCELLENT i.e.; we were very upset when the 108 ended as it was a very popular bus and a lot closer to our home...and as a result when it ended...we opted to drive to work as it went from a 2 block walk to the bus stop to a 7 block walk to the 112 off of Richmond road...very challenging in the cold winter!! My only concern is 'where' the bus stops on Richmond Road...east of 37th street. We hope you bring back the old stops from the 108 thanks!” (Killarney resident)

“This new route is great and would meet a lot of downtown workers' requirements.” (no community indicated)

“Route 22 will finally give us back a direct route between downtown and Westhills. From the map it's difficult to tell whether it will go to Signal Hill Shopping district as well. I hope so. Calgary Transit took away the #108 bus that went along a similar route, which caused us to have to transfer buses or take the #112 all the way around and through Glamorgan area. We have been waiting for years to get a direct route between downtown and Westhills.” (Rutland Park resident)



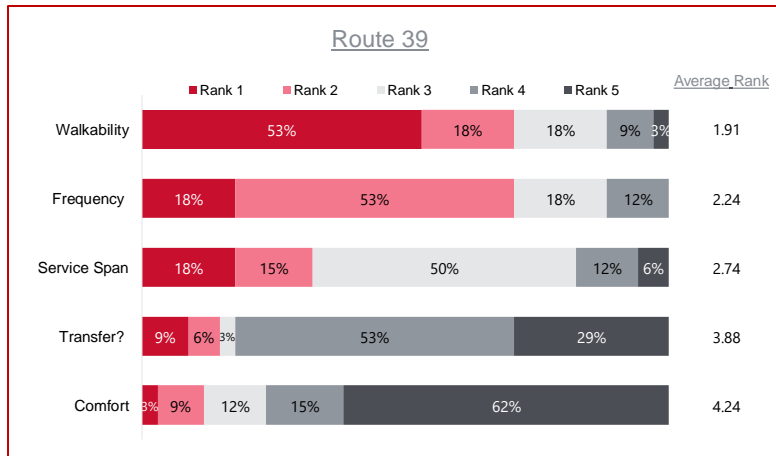
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 39

ROUTE DESCRIPTION: The existing Route 39 is proposed to be discontinued and replaced by routes 106, 149 and 99.



The findings from the ranking questions show that walkability was the foremost important factor for 53% of respondents with a further 18% ranking it second. Frequency was also important to many, with 18% ranking this factor as their number one consideration, and 53% ranking it second.

Virtually all feedback on this route was from Acadia residents, who by and large opposed the discontinuation of this route and would like to see it left in place.

“This route meets my travel needs. route 39 is very important to me as I have Multiple Sclerosis and on bad days it would be hard for me to catch another bus. I have lived in Acadia for 19 years and this bus has always been convenient for my daily commute to and from work. Please don't get rid of this route.” (Acadia resident)

“The route is perfect the way it is now. Leave it [redacted]” (Acadia resident)

One of the most frequently mentioned reasons for opposition was that they would now have to walk too far to catch Route 106 instead.

“I live right next to a bus stop, and this proposed route takes out any stops close to me and makes me walk 20 minutes, that's not convenient at all.” (no community indicated)

“The 39 is a very convenient route that was been around for many years. It provides the transport I need to use the transit system. The new proposed routes 99 and 106 are no where near this line. I live on Ashworth RD and would have to walk to Fairmount (15min walk) or to Acadia Dr (20min walk) to catch a bus. This might no seem like much but in bad weather there would be no way of making it to one of those routes. I work downtown and the 39 is an important part of my commute to the downtown” (Acadia resident)

“Route 39 is the only bus that passes my street. The proposed bus stops are distant and out of the way. It would be very inconvenient if the route became discontinued. Please do not discontinue route 39.” (Acadia resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

“The 39 stops closest to me (by 6th street and Acadia DR) do not have benches. However they are the closest to my home and have been consistently reliable in getting me where I need to go. As someone who doesn't drive and has a few physical impairments, the removal of this route would be quite devastating as the new proposed routes are not close enough and have inconvenient routes. Please consider either keeping the 39 route or reworking the new routes. Thank you.” (Acadia resident)

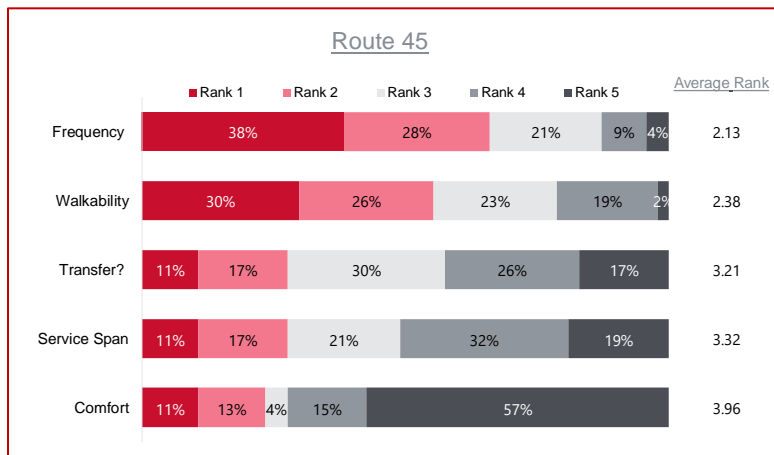
Secondly, it was mentioned often that the span of service was not sufficient, with busses not running late enough in the evenings and there being no Sunday service.

“I wish it ran later so I could work longer hours downtown.” (Deer Ridge resident)

“Only some. I would have to take either route 149 or 410, as 39 wouldn't go to my area anymore. My main issue is that there wouldn't be any buses on sundays. I wouldn't be as convenient because i need to take the bus to go to work especially on the weekend (would take the train at heritage station after).” (Frobisher Boulevard resident)

Route 45

The east side of the existing Route 93 is proposed to be replaced by Route 45. The new route 45 would travel from Bow Trail SW up Spruce Dr SW and follow 45 St SW through Rosscarrock/Westgate, Glendale and Glenbrook, turning West on Richmond Rd SW.



Frequency ranked as the most important consideration overall, with 38% of respondents indicating this was their most important consideration and 28% of respondents indicating this was their second most important consideration. The second most important consideration was walkability, with 30% of respondents ranking this as their most important consideration, and 26% ranking this as their second most important consideration.

For this route, most comments came from residents of Glenbrook, Westgate and Wildwood.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

There was some appreciation that the new route would provide a more direct connection to the Westhills Shopping Centre. Seniors in particular were pleased with this (Option 2).

"I like this route - more direct connection from Wildwood/Spruce Cliff to Westhills." (Wildwood resident)

"Access to Westhills Shopping Centre on a single bus ride meets my needs. Continued service to 45 St LRT also meets my needs. Route numbering makes much more sense. Thanks". (Glenbrook resident)

However, the most frequently cited theme in the feedback on the proposed route was that it would reduce frequency, thereby adding wait/commute time. Related to frequency, there were also those who felt that the route should have bigger busses to help overcrowding, especially with reduced frequency. However, on the other hand, some who lived in the communities this route traveled through specifically mentioned that they appreciate the smaller busses.

"I feel overall it would suit most of my regular transportation needs. I would like to see a greater frequency though which also helps with overcrowding. Or perhaps larger vehicles. Thanks for the opportunity." (Spruce Cliff resident)

"45 replacing 93 but reduced frequency - a step being taken on a number of routes. Add the increased walk time to get to the bus, transfer to LRT = increased overall travel time/day. Certainly not encouraging satisfaction or ridership. Overall this would add another 30 to 40 min /day to commute..." (Glenbrook resident).

"Expansion of the Comfort question - from a community perspective - we need to keep the small quieter buses - the switch to the smaller size bus (post 2012) made a huge positive community liveability impact - we still have many older houses that front onto the route - they are not as sound proof as new builds - we also have painted line bike lanes - being passed by a little vs big bus is a significantly different experience. (Spruce Cliff resident)

There were also quite a few comments about the fact that the new proposed route would be a long and winding route.

"The proposed new route 45 has the same flaw the old 93 route had - that long winding time consuming route through Wildwood/Spruce Cliff areas for those of us going south of 17 Ave on 45 St. A better route would follow the existing 94 route but turning south on 45 St (off of 26 Ave) to Richmond Rd then west to Signal Hill area (preferably to stop in front of Superstore or the Signal Hill library. That would be the ideal route. Hope you give it a consideration." (Glenbrook resident)



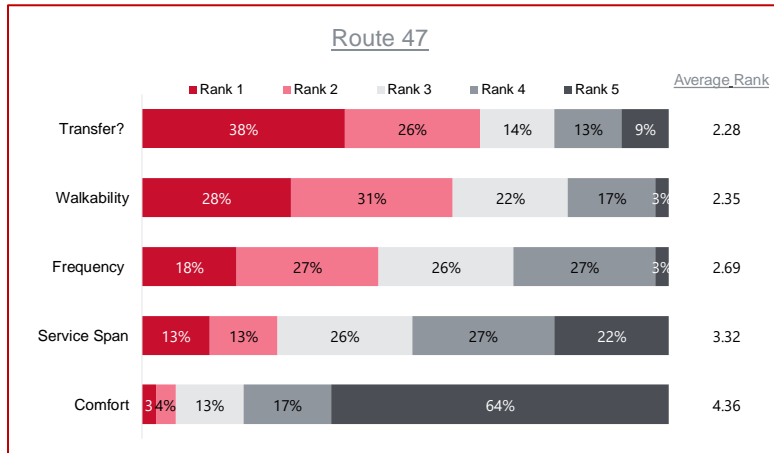
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 47

It is proposed that the Route 47 be discontinued and replaced by the proposed 13 and 93.



When looking at the ranking exercise for Route 47, a clear hierarchy can be seen, with the need to transfer receiving the highest overall rank. Four in ten (38%) respondents ranked the need to transfer as their most important consideration, and 26% of respondents ranked this as their second most important consideration. This was closely followed by walkability with 28% of respondents ranking this as their most important consideration, and 31% ranking this as their second most important consideration. Frequency was the third most important consideration with 18% of respondents ranking this as their most important consideration and 27% ranking this as their second most important consideration.

Virtually all comments on this route received were from Lakeview residents, who by and large did not support the proposed cancellation of this route. Many commented in particular about elderly residents of this neighbourhood often relying on the current Route 47.

Feedback received showed that the main reason for opposition to this change was because of the additional transfers. It was often said that it would be very inconvenient to no longer have the direct route from Lakeview to Chinook Station. The new options (Routes 13 and 93) are said to be less direct and add a lot of travel time.

“The removal of route 47 and 18 no longer meet many of the needs of the Lakeview community, as we are losing direct access to the LRT and major activity centre at Chinook, as well as a rapid route into downtown. The 13 does not satisfy requirements as it spends lots of time winding through the inner-city. I think you will be forcing many residents to switch to driving. Replacing the 18 with MAX SW makes sense, however the loss of the 47 does not, as we cannot take the bus and train downtown.” (Lakeview resident)

“Removing the 47 and replacing with the 93 means that everyone wanting to go to Chinook LRT will now have to take 2 buses instead of just one. For the people who work in the industrial districts or anywhere that depends on the LRT it is going to increase their travel time, which supposedly is the opposite of what the Transit is trying to do. This is detrimental to our neighborhood.” (T3E postal code)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

“The proposed route eliminations of 47 & 18 area terrible changes for residents in Lakeview. We will now have to take 2 buses to get the Chinook Centre, and for my daughter to get to Central Memorial she will have to also take 2 buses. You are isolating Lakeview residents and ensuring that Calgary Transit is not a viable options for us. PLEASE reconsider this plan asap.” (Lakeview resident)

“For over 20 years I have taken the 47 to get to Chinook and now there won't be a bus that would head towards and back there anymore directly from the community. To get to that area, I would have to go north on route 13, get off on 54 Ave, walk across an overpass then take another bus to head back south then east. What used to take 10-15 minutes with the 47 would most likely triple in time.” (Lakeview resident)

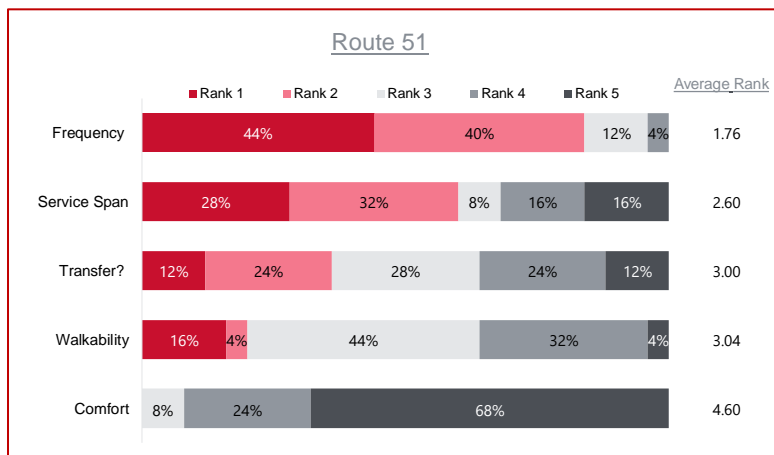
Related to the transfers were comments about walkability – including having to walk further or up a hill to catch a bus or to transfer to another bus, and accessibility and safety concerns.

“I rely 85% on transit for transportation. Having my transfer stop at the top of a hill on a freeway is extremely scary for me. My transfer point to Chinook is on the Crowchild flyover to Glenmore. I have to climb a big hill, stand on a highly exposed area in the wind and weather, not to mention two lanes of speeding trucks and cars zooming past me continuously. I find this completely contradictory from the perspective of the City trying to increase ridership. this is a gross impediment.” (Lakeview resident)

“We are parents of a child with a disability who relies on the 18 and 47 buses on a daily basis. He has been able to use these these for direct routes to work, school and the C Train. He will no longer be able to use public transport safely or effectively. The ill-conceived and unsafe bus stop on the top of the Crowchild and Glenmore trail interchange is not safe when returning to the community from Chinook C-Train. It will only get worse. You have taken away effective access from Lakeview.” (Lakeview resident)

Route 51

Route 51 is a proposed new route, serving Garrison Green, Mount Royal University, Marda Loop, 14 Street SW, Kensington, SAIT, North Hill Mall and Lions Park LRT Station. Route 51 turns into Route 141 at Lions Park; Route 141 turns into Route 51 at Lions Park.





2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Frequency of the busses was the most important factor as seen by the ranking exercise for those who commented on Route 51. It received the number one rank from 44% of respondents and the number two rank from another 40%. Service span came in second overall, with 28% ranking this as their most important consideration and 32% ranking this as their second most important consideration.

Comments on this route came from a variety of communities. Many respondents had positive feedback on this change, indicating for example that MRU and the North Hills Mall would be better and more directly served. Some said that a good connection to Route 89 would make it most valuable to them.

"Pros: Direct access to North Hill Mall without going to CTrain or walking up hill; access to west end of 17 Ave. SW & Marda Loop without transferring downtown or in Parkdale." (no community indicated)

"This route is an awesome change! Providing a direct route from Lion's Park to Garrison Green opens up public transportation to a part of the city - including MRU - that has been very difficult to reach since the 72/73 route was discontinued..." (Hounsfield Heights Briar Hill resident)

"This is the best proposed route in the entire service review. MRU needs a direct bus route that serves the 14 Street NW/SW area for many years. Ensuring the new route can effectively connect with #89 during rush hours would be perfect." (Garrison Green resident)

"The best proposal in this review. Frequent service and good connection with Route 89 would be perfect." (Bankview resident)

Some feedback was received about the limited service span, indicating that it was a major drawback that the route did not run past 6:30PM and did not start early enough on weekends. Others mentioned that it did not come frequently enough or that walkability to the new stops was not ideal, especially for seniors and in winter time.

"This route ends at 6:30, even though there are places along the route, like the Jubilee Auditorium that have regular evening events, and all other routes to access neighbourhoods around North Hill from the SW go through downtown, which extends the time to and from areas that are really not that far geographically to a very lengthy trip." (no community indicated)

"Rt 51 would be more useful if it connects to Blue Line at Sunalta. Start service earlier on Sunday - Church is at 8am. Rt 2 on 8 St across from Safeway at Atco building. Please bring bench back. Hard to stand with groceries." (Bankview resident)

"The times in between each bus are too far apart in my opinion, I'm either an hour early to school or half an hour late, there isn't any inbetween, most often I have to walk to a further stop to catch a different bus route." (Somerset resident)

"Frequency of 51 seems low, just like the 414 was. This was the main reason I did not try to catch the 414 often." (Altadore resident)



2019 Calgary Transit Service Review

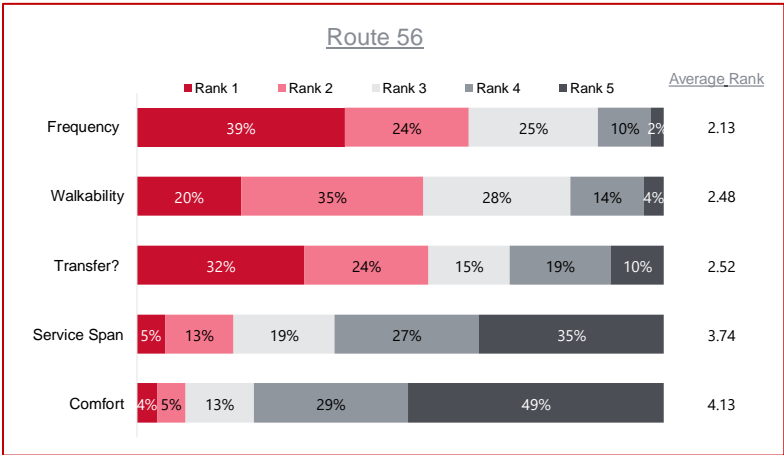
Stakeholder Report Back: What We Heard

August 2019

“16A St SW. - Bankview subsidized seniors. Taking #414 away. Need to take bus to North Hill for groceries. Too far to walk to new 51. Significant hill on 17 Ave. Tough winter conditions for mobility devices. Current #414 is great to serve seniors.” (Bankview resident)

Route 56

Route 56 is an existing route for which a modified Route 56 is proposed. The new proposed Route 56 would be revised to connect to Heritage LRT Station via 90 Avenue SW, and be a partial replacement for Route 79/80, which is proposed to be discontinued.



Frequency was the most important consideration for respondents, with 39% ranking this as most important. A further 24% ranked frequency as their second most important factor. The need to transfer was the second most important consideration. Most comments on this route came from Woodlands and Woodbine residents. Generally, respondents indicated that the proposed modifications would not meet their needs, for a variety of reasons.

A lot of feedback was received from students and parents of students who go to John Ware school; they were not pleased with this route change. The top theme was that of the need for additional transfers on this proposed revised route to get to the school, as well as to Southland Station and to the Southland leisure centre. Others said that it would require a further walk to a direct bus, or to their stop.

“The proposed new route means that all the children in Woodbine who have their default junior high at John Ware will now have to transfer each way and/or have much longer walk times with limited shelter options. There are already bottlenecks on the buses that this could exacerbate at choke points of transfer to the Max. It also lessens security for the youngest independent transit users (transfers, more street crossings of busy arteries, exposed waiting). This is a significant step backwards.” (T2W postal code resident)

“The 56 has been available to Woodbine residents for many many years and provides us accessibility to the Southland Leisure Center. The new Max line is not anywhere close to our home to be accessible for us. My



daughter also attends John Ware School and is dependant on the 56 to get her to and from school. There is also a far more lower economic population taking the 56 along Southland Dr, rerouting the 56 along 90th Ave is not needed for demographics of people who take transit.” (T2W postal code resident)

“The changed route does stop near John Ware school. Most important thing is our kids safety- with this change kids and parents would experience huge inconveniences, safety issues, cold weather impacting if they need to walk. Please support middle class parents who may need to quit their jobs to help out their kids!!!!” (Woodbine resident)

Frequency was also an important theme, with respondents indicating that every 17 minutes at peak hours was not frequent enough, and also mentioning off-peak frequently not being sufficient. This would lead to longer wait times and travel times.

“The every 17 mins during rush hour will take adjustments to my son’s & daughter’s trip to school. Are they renovating Anderson station to make it mobility friendly, shelter during bad weather etc. Every 35 mins in evening/non peak times will be troublesome for those that work evenings. I never like taking bus from Anderson in eve as I do not feel safe there. Buses are far from the building....” (Woodlands resident)

“17 mins at peak time only works if the buses come on time. More often than not in the morning I’m finding that two will come back to back and then it’s more like 25-30 mins for the next bus”. (Woodbine resident)

“Not frequent enough, it’s tough waiting for a bus off peak that comes just every 35 minutes” (Bayview resident)

Many also commented on the shift from Southland Station to Heritage Station, which was for the most part was seen as having a negative impact on commutes, making it longer for many.

“Route 56 will not go directly to Southland Station. I live where I live because I shop, visit my doctor, get my haircut etc. and rely on transit all at various points along Southland Drive. I moved here because of transit. Now you will take me out of my way to Heritage Station and force me to move because I do not drive. It will be very inconvenient to stay. Many of my neighbours take bus #56 to the train and it will be a much longer ride for them too.” (Palliser resident)

“There is no good route now that goes directly to the nearest ctrain station. The new route would mean transferring at least twice with a longer walk to get to Southland station. Turning the 56 into a longer meandering route just makes it less useful for most people. long routes through neighbourhoods are not what people want, quick feeder routes past MAX and the ctrain should be emphasized.” (No community indicated)



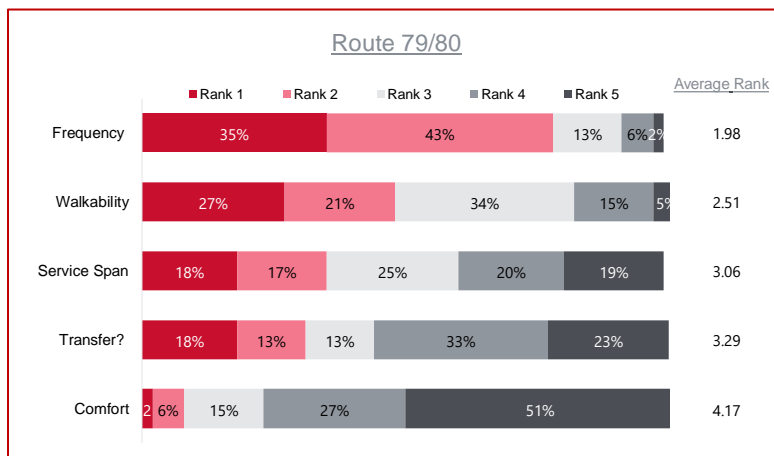
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Routes 79 and 80

The existing Route 79 and Route 80 are proposed to be discontinued. The new proposed routes that would replace these routes are the proposed new or revised routes 56, 95, 99, 125 and 126.



Feedback on the ranking question shows that frequency was highly important to many respondents, with the majority of respondents ranking this as their number one (35%) or two (43%) factor. Almost half ranked walkability in their top two, with this being the most important factor for 27% and second-most important factor for 21% of respondents.

Many comments on the discontinuation of this route were received from Oakridge residents, as well as from the Braeside and Acadia communities.

The overarching sentiment was that respondents did not want to see this existing route discontinued, as it served those who currently take it to their destinations. They were worried about a number of issues with the replacement of this route by a variety of other options, including walkability to new stops/routes, safety, service span and frequency.

“Current route 79 generally meets my needs, while none of the proposed new routes will meet them” (Palliser resident)

“Bus 80 totally meets my needs. It takes me to Southland train & Southcentre Mall” (Cedarbrae resident)

“For a person who does not have the privilege of driving, I rely [sic] on transit to take me to the hospital where I volunteer. With the walkability and frequency of route 80/79 it changes my ability to continue volunteering at the hospital. In addition, moving the stops creates a challenge to the high number of seniors and students who rely on the route 80/79 to get to school, doctor, or grocery store. Think about when you’ll need to rely on transit and it fails you.” (Oakridge resident)

“The removal of this route is a mistake. The people along west oakridge near 90th are now left stranded, with a 15-20 minute walk to the nearest routes, which then require multiple changes and transfers to go towards



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

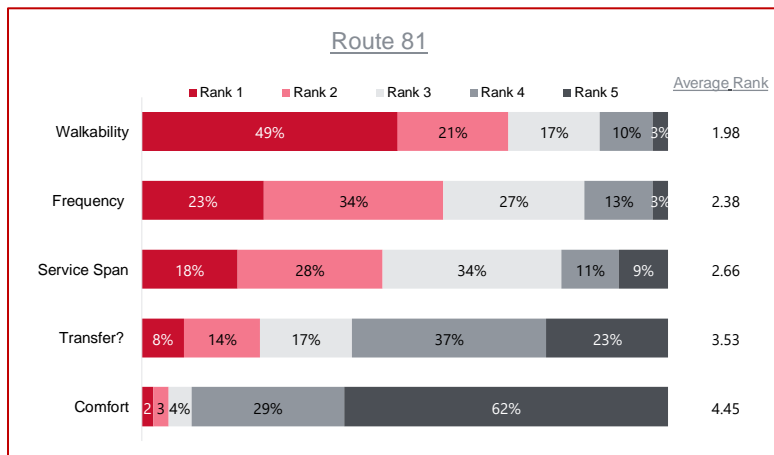
downtown. Keeping the 79 (and 80) allows for a more consistent system, we don't have to get rid of the routes in order to implement these new ones” (Oakridge resident)

“I believe the route 79 should start earlier in the morning. 6am is not a very early start time and many people in that area depend on cabs to make it to trains early in the morning because the route doesnt start early enough” (Pumphill resident)

“During off peak hours every 1/2 hour is not often enough. More often than not the bus is late.” (Acadia resident)

Route 81

The existing Route 81 is a route for which modifications are proposed. Service South of Anderson is to be discontinued. The new proposed 81 would be revised between Heritage and Chinook to serve Kingland, traveling along Elbow Dr SW from Heritage Dr SW to 75 Ave SW and traveling along 44 St SW between 71 Av SW and Glenmore Tr SW.



For respondents commenting on this route, walkability most often received the highest ranks in terms of importance, with 49% giving this their number one rank and another 21% ranking it second. This was followed by frequency, with 23% of respondents ranking this first and 34% ranking this second. Ranked third in terms of most important was service span with 18% of respondents ranking this their most important factor, and 28% ranking this their second most important factor.

Comments on this route were most commonly from the Lake Bonavista area, with a secondary group from the Kingsland community.

Most comments received were regarding negative impact on travelers by the change away from the Lake Fraser Drive route it currently takes.

“I live on Lake Fraser Dr. and when it's really cold in the winter, I use this bus to go from my apartment to the canyon meadows station, to avoid the 20 minute walk. There's an old folks home across the road from me, and



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

if the 81 stops running on this road, they'll have no walkable transit access. I can understand that this route is probably not very busy, and I can see why you'd need to trim it, but I'll be sad to see it go" (Canyon Meadows resident).

"I'm sad that the Lake Fraser Way, SE section of this 81 S bus route is ending since there are a lot of seniors' residences along that route, and the pedestrian pathway to the LRT is a long distance and not easy to navigate in the winter." (Bonavista resident)

Many riders, including many seniors and residents with mobility issues, rely on this route, and said they would instead have to walk to the train station, which would be too far for many in that area. Some also mentioned that taking Route 35 instead would be inconvenient as it is not frequent or close enough.

"The proposed changes will greatly impact my commute. I currently take the 81 from Lake Fraser Drive to Heritage Station (and vice versa) Monday to Friday where I catch another bus to get to work. I have accessibility issues (bad ankle from slips on ice and PTSD) and this proposed change will force me to walk farther in icy conditions and also take a train as well as two buses. This change may prevent from working in the winter. I will also not be able to get to Safeway/Walmart. Quality of Life!" (Lake Bonavista resident)

"If the 81 is being stopped at Anderson and no longer traveling down Lake Fraser Drive, this will negatively impact a great many people. There are senior's residences at the end of Lake Fraser Drive, and many of their residents need the bus to take them to the train station as they cannot walk that far. Additionally, there are a good number of mobility-impaired persons who regularly use this route who cannot walk the 20-minute walk to the train station from the end of Lake Fraser Drive." (Lake Bonavista resident)

"I take this bus everyday, as walking from the train is too hard on my knees. But with the proposed changes, I'll have to walk to the train. Taking the 81 totally out of Bonavista is unbelievable. I'm too far to catch the 35 or the 29 and also too far to walk to the train. You're eliminating a bus service that half of Bonavista has to use to get anywhere. It was already a far walk but now I can't get anywhere" (Lake Bonavista resident)

Route 84 – Please see Route 16 for summary. Routes 16 and 84 have been summarized together.



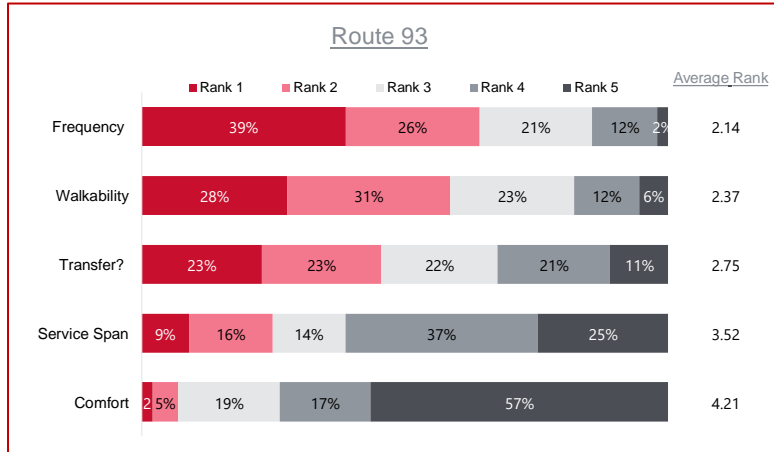
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 93

The existing Route 93 is a route for which modifications are proposed. The new Route 93 would be revised east of Westhills to connect Mount Royal University and the Chinook LRT Station. The existing east side of the existing Route 93 would be replaced by the proposed Route 45.



Frequency was the highest ranking factor overall for those commenting on Route 93, with 39% ranking this the most important factor and 26% ranking this the second most important factor. Frequency was closely followed by walkability and the need to transfer. Walkability had 28% of respondents indicating this was their most important consideration and 31% indicating it was their second most important consideration. The need to transfer was chosen as the most important factor by 23% of respondents and the second most important factor by 23% of respondents.

Many comments on this proposed route revision were received from the Lakeview, Glamorgan, Signal Hill, Coach Hill and Spruce Cliff communities.

Feedback on this route was often related to changes to other routes servicing these communities. The current Route 112 and Route 47 were often said to be more convenient and service these areas better than the new proposed routes, including the revised Route 93.

“I do not like that neither of the proposed bus routes through Lakeview (13 or 93) will be going to Chinook. The 47 was an excellent route because it provided easy access to Chinook Station and Chinook Mall. With the proposed bus routes, trips to mall (where I buy many of my necessities) as well as getting to Chinook Station (where I could easily hop on the Bridlewood train to access the south end of the city) will be much more time-consuming and inconvenient commutes.” (Lakeview resident)

“112 sarcee gives me more frequency than the 93. The 112 has no transfer get downtown which means shorter travel times to get downtown because no transfers needed . I am a disabled senior who has issues with using up too much energy while travelling. A direct route makes a big difference! I also used this route for 4 to 5 years to get to work downtown. It was great! I don't think it will help working people to get downtown. It will take them at least 10 minutes more. Please keep 112. Thx.” (Glamorgan resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

The additional transfer(s) now required, for example from the 93 to the 13 or vice versa in order to access Chinook Station were often mentioned as a negative impact. In this context, the difficulty of using the overpass on Crowchild, particularly for seniors and those with limited mobility, was also mentioned. It was also mentioned that the Westbrook Station would no longer be on a direct route. Access to downtown was also said to be diminished, with additional transfers to that destination and a more indirect route adding commute time.

*"I will now need a transfer from 13 to 93 to get to Chinook Station - NOT HAPPY about that! INCONVENIENT!!"
(no community indicated)*

"Concerned about having to cross Crowchild Tr overpass in order to get to Chinook (transfer) Not good accessibility for elderly/handicapped." (no community indicated)

"This is a poor substitute for the 47 to Chinook from Lakeview. It turns a direct 15 min trip to a transfer (13 to 93) trip that could take up to two hours in off peak hours. This needs work." (no community indicated)

"#93 is one of the reasons I moved into the Boardwalk Apartments in Spruce Cliff. This bus takes me to the Westbrook Station and saves me in February when it was so cold! Going north, it takes me to the Coop on Richmond Road and to the movie theatre at Westhills. It also connects me to the 45th street station when I want to go to Aspen Landing (with one transfer). It is a great route and I would hate to see the route changed away from Spruce Drive." (Spruce Cliff resident)

"This route will add unnecessary bus transfers as I am working in the NE, this would not benefit any of us residents especially the elderly and the disabled. Unlike the 112 which is the best and efficient alternative for the 3 years I have been using it every morning. Please reconsider your plan!" (Glamorgan resident)

"This route has been suggested as an alternate route to the 112, however, it does not meet my needs. This bus would still serve to get me to West Hills, but not to the downtown core, my two common destinations, but I would need to transfer to it from another bus as it is too far from my residence. The proposed 93 is completely useless to me. The current 112 suits my needs far better as it is less than a two-minute walk from my residence and goes both to West Hills and downtown." (Rutland Park resident)

The frequency of the proposed new route was also quite often mentioned as being insufficient.

"Would be nice to see higher frequency to connect Lakeview to train (@ Chinook)" (no community indicated)



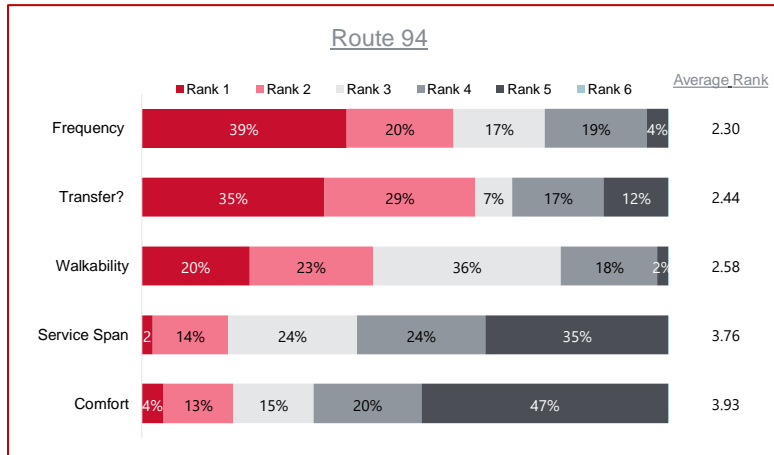
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 94

The existing Route 94 is a route for which modifications are proposed. The east side of the existing Route 94 would be replaced by Route 6 which follows along 51 St SW to 26 Av SW and continues to downtown.



Frequency of the bus service and whether a transfer would be needed to get to their destination were both seen as quite important for stakeholders commenting on this proposed route change. Four in ten (39%) ranked frequency as their top priority, with another 20% giving this their number two rank. A third (35%) said that the need to transfer was most important, while 29% gave this their number two rank. Walkability came in third place, with 43% of respondents ranking this in their top two.

Many of the respondents for this route came from the Glenbrook area.

The main theme for this route was that stakeholders were not pleased that they would no longer be able to take one bus to the Westbrook Station (and Mall), mainly from Glenbrook but also from Westhill. This affected many seniors and families in this area. This was also an issue for the Signal Hill – Westbrook connection.

“Right now the 94 is a good bus for me, it takes about 5 minutes to get to work (Westbrook Mall) or home from work. With the proposed route changes I will have to take two buses, or walk an extra 5 blocks to get to Westbrook, which will double or triple my travel time. I am unsure why you would want to change the route 94, as it is always extremely busy during peak times. This indicates, at least to me, that a lot of people find this route very convenient.” (Glenbrook resident)

“This route meets my needs perfectly. To remove access to Westbrook Mall, remove quick access to the Westbrook LRT, adding in a transfer is simply wrong. I look at all the seniors that have easy access and use Kerby Centre. You are removing their social inclusion in its quick access to running around the city. It is difficult for a lot of us to get out, but knowing we don't have to walk far from bus to LRT makes it easier. Please don't forget about SENIOR SOCIAL INCLUSION! Don't cut us off!” (Glenbrook resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

“I frequently take this bus from Richmond terminal to the Signal Hill library. It will take more time if I have to transfer from the 6. If the 94 extended to the Richmond Terminal that would be very helpful.” (Glenbrook resident)

The additional transfer(s) in particular were the main issue, while frequency on this route was also often mentioned, with feedback about busy (morning) rush hours without sufficient frequency as well as about the off-peak frequency being too low.

“Completely misses the mark. Travelling from Westbrook to my home in Glenbrook (currently a very convenient 10 min trip) will now require a transfer.” (Glenbrook resident)

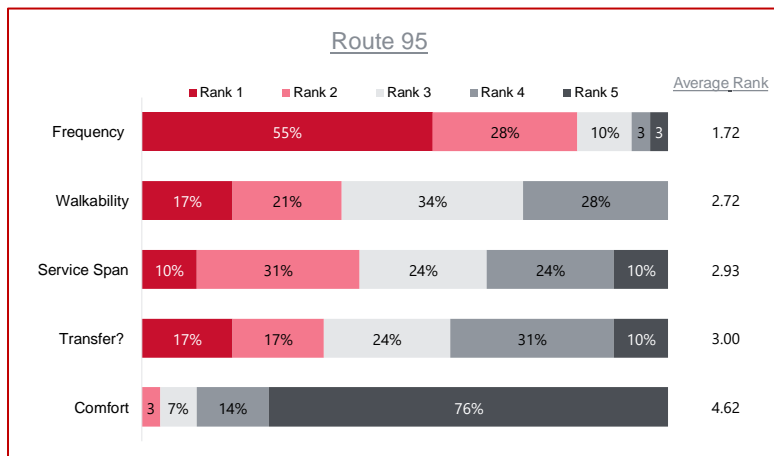
“I would like to see increased frequency during morning peek [sic] periods - 5:30 am to 8:30 a.m. 15 min instead of 20 min wait times. An Earlier bus weekdays and weekends as well would be ideal between 5:00 a.m and 5:30 a.m.” (Signal Hill resident)

“94 is infrequent and always full/packed in the morning and evening” (Glenbrook resident)

“94 only comes every 30 minutes. I come from downtown quickly on the train and then wait and wait, sitting on an outside bench in the cold for the next 94 bus...” (Glenbrook resident)

Route 95

Route 95 is proposed to replace part of the existing Routes 16/84 and travel counter-clockwise along Southland Dr SW to Oakwood Dr SW and along Palliser Dr SW. It would also be a partial replacement for Route 79/80, which is also proposed to be discontinued.



By far, route frequency was the most important consideration for those who commented on Route 95. More than half of respondents (55%) ranked this as their most important factor, with another 28% ranking it second-most important. Walkability, service span and the need to transfer were in the top two for about 40% of respondents. Walkability had 17% of respondents indicating it was their most important consideration, and 21% indicated it was their second most important consideration. Service span had 10% indicating it was their most important consideration and 31% indicated it was their second most important consideration.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Most comments on this route came from the Oakridge and Palliser areas.

Some customers noted that the proposed route would make it less convenient for riders to get to certain destinations, with Heritage Station being the most often mentioned as now needing a transfer where there currently is none.

“Removing the route to Oakridge from Heritage needlessly increases complexity when transferring from a 20 or 3 bus. The current ability to get off a train at either Heritage or Southland stations to get to Oakridge is advantageous and this replacement removes that option which will inherently lead to perceived delays if not actual delays.” (Oakridge resident)

“95 does not provide easy access to Glenmore Landing, one of the two major shopping centres Glenmore Landing and Co-op. It provides good access to Co-op with service by 95 as well as MAX. This effectively favours Co-op over Safeway and makes access to the medical and government offices of Glenmore Landing more difficult to reach. Glenmore Landing also has a much greater variety of shops and services not available at Co-op and this will be damaging to the operators and their clients.” (Oakridge resident)

Quite a few respondents also commented on frequency being too spaced out, both during peak and off-peak hours, as well as on service span, with comments about the lack of Sunday service and evening service to the neighbourhood.

“32 minutes between busses even on peak times does not seem sufficient for this route. No Sunday service seems insufficient as well...”(Oakridge resident)

“With regards to routes 95, 99, 125 and 126, both the 95 and 126 will run along Southland Drive between Oakfield Drive and Palliser Drive going east towards Southland Station and BOTH these routes are slated to not run on Sundays so travelers using these routes along that stretch of Southland Drive will need to take a circuitous route before getting to Southland Station. Please change so that one of these WILL run Sundays and people won't need to take a roundabout trip to Southland LRT.” (no community indicated)

“This new route does not meet my needs at all! How do I get out of my neighborhood in a Sunday to [ge]t to southland leisure centre if there is no bus stop within 15minutes of my house? why does Oakridge no longer have evening service past 9 on a weeknight or 6 on a Saturday? How is this any kind of service? my needs have been sacrificed for others. I now do not have any real bus service.” (Oakridge resident)



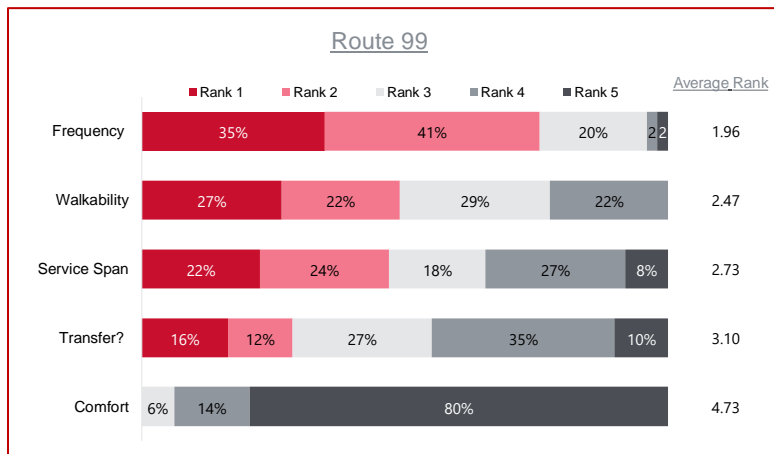
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 99

Route 99 is proposed to replace the part of existing Route 39 that follows Acadia Dr SE and part of Heritage Dr SW which would pick up at the Heritage CTrain station, follow Heritage Dr SE, then follow Bonaventure Dr SE to Acadia Dr SE to continue to the Southland CTrain Station. Route 99 is proposed to replace part of the existing Routes 16/84 and travel clockwise along Southland Dr SW to Oakfield Dr SW and down Palliser Dr SW, and be a partial replacement for Route 79/80, which is proposed to be discontinued.



For those providing feedback on Route 99, frequency came out of the ranking exercise as the topmost important consideration. Three quarters ranked this either as their most important (35%) or second-most important factor (41%). Walkability came in second in importance when looking at the average rankings, with 27% indicating it was their most important consideration; followed by service span, with 22% indicating it was their most important consideration.

Feedback on this route was mainly received from residents of Acadia, Mapleridge and Oakridge.

A number of themes were touched on in the feedback on this proposed route. Adding additional transfers was brought up, including for students of various schools in the area. There were also those who said that the wait for a connection at the station would be longer, or that they would have to walk further to their stop than they used to when taking Route 39. Some also said that Southland Station would be a better destination than Heritage Station. There was also mention that this route should travel both clockwise and counter-clockwise, instead of only in one direction.

“Currently my 12 year old uses the 79/80 to get to and from school. This is one bus that takes about 20 minutes. Looks like for her to get to David Thompson school it will now take either much longer (99) or require a transfer (56 to 99). My younger daughter will be doing this in the fall. She will be 10. Transfers at the train station are intimidating for kids. The proposed changes make getting to school take longer for these girls.” (Palliser resident)



"The new proposed 99 bus route, meets my needs as it continues the same route as the 79/80. However the frequency does not. 18mins peak/30mins off peak times needs to be improved. Often the schedule doesn't correspond with time the train schedule coming from downtown during peak times. More often then not, as the train arrives the bus is leaving. The connecting isn't smooth, forcing one to wait another 18 mins. Bus drivers should maybe wait for passengers on that train before leaving the station. (Acadia resident)

"This proposed route is not even close to my current stop. As someone who has issues walking long distances this route creates no easy access to a bus stop without walking long distances." (Acadia resident)

"In the morning the 99 will be the same, just like the 79, I will take the 79 bus in the morning, and then I get off at southland station to take the c-train. But at the end of the day, I would need to get off at heritage station and take 99, instead of the 80 bus at southland station. This bus ride is equivalent as getting on the 79 at heritage and riding the bus home getting off around Willingdon bv, which increases my time going home by 20-25mins. I would like a counter clockwise 99, like 80." (no community indicated)

"How can you remove an entire direction of travel. The 99 will only go clockwise from heritage to southland. So now we can't go counter clockwise. How do we get to acadia pool, Beaverbrook HS, the Arc, the dentist and doctor offices near heritage st Matthews, David Thompson, or any of the other locations we can access counter clockwise? We already have low walkability and access you are making it worse." (Mapleridge resident)

"I use the 79/80 to travel both clockwise and counterclockwise. The new 99 will meet my needs for the counterclockwise trips, but I don't see a route running from Heritage station, clockwise, down Bonaventure Drive. If there isn't one, I can no longer take a bus from Heritage station to Co-op or London Drug and this will be a real hardship for me, as I use this route about twice a week." (Kingsland resident)

As was seen with feedback on Route 95, there was a sense that many potential Route 99 users would like to see more frequent busses, running later at night and also on weekends.

"It doesn't run often enough" (Acadia resident)

"The current 79 only runs from 6:15 in my neighborhood, and if the first 99 on weekdays started prior to 6:45 the commute would be much easier and a lot more convenient." (no community indicated)

"I know I'll always have to transfer at least once to get downtown but it will be nice to have longer service on weekend nights. Right now the 80 ends at 6pm and the 79 ends in our area by 10 pm. Later service means I can go out downtown and use transit to get home responsibly without taking a \$40 cab ride" (Maple Ridge resident)

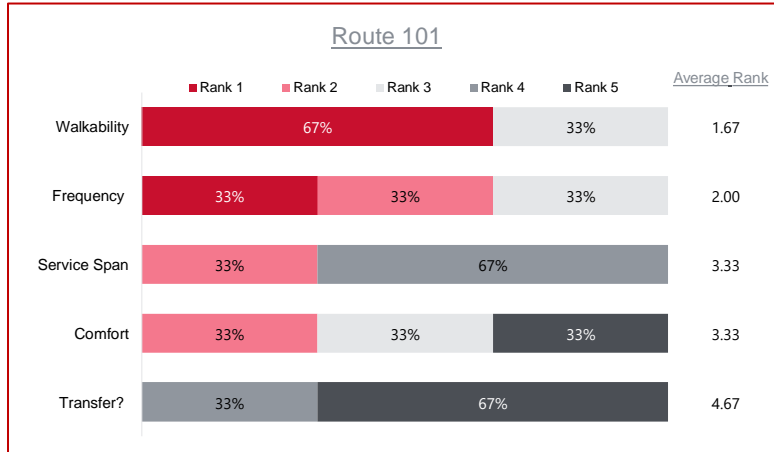


2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

Route 101

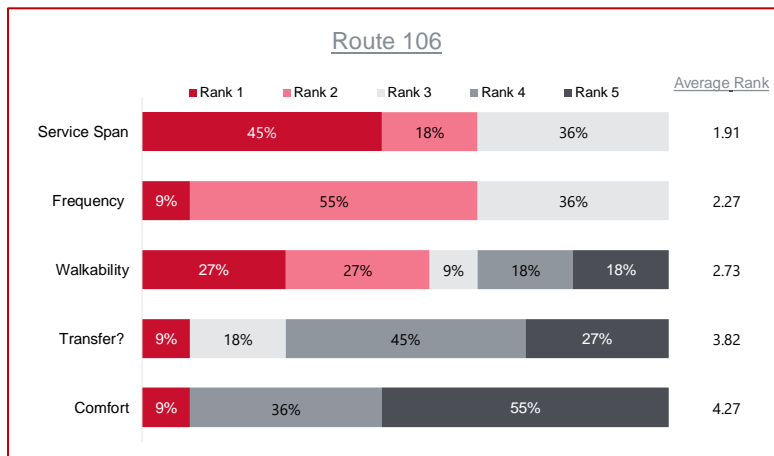
The new proposed Route 101 would follow the same route as the discontinued Route 411 in Inglewood but would have revised routing compared to the old Route 411 between 6 Av SE and 9 Av SE and 5 St SW and 1 St SW.



Only a handful of comments were received on this route. Caution must be exercised when interpreting the results of the ranking questions. Comments on this route can be found in the Verbatim Responses section.

Route 106

Route 106 is a proposed new route. It is proposed to serve Southland LRT Station, Southland Drive SE, and Deerfoot Meadows Shopping Centre.



Limited feedback was received on this route. Service span was most often ranked first (45%) or second-most important (18%), with frequency coming in second with 9% of respondents ranking this as their most important



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

consideration and another 55% giving it their second priority, followed by walkability with 27% of respondents ranking this their most important consideration and another 27% ranking this their second most important consideration.

More than half of the comments on this route were from Acadia residents, many of whom take the current Route 39, which is proposed to be discontinued. Reactions to this route were generally not very positive, and some questions and suggestions about the proposed routing were raised. Span of service was mentioned a few times, with respondents asking for the route to run later. Others said they would have to transfer.

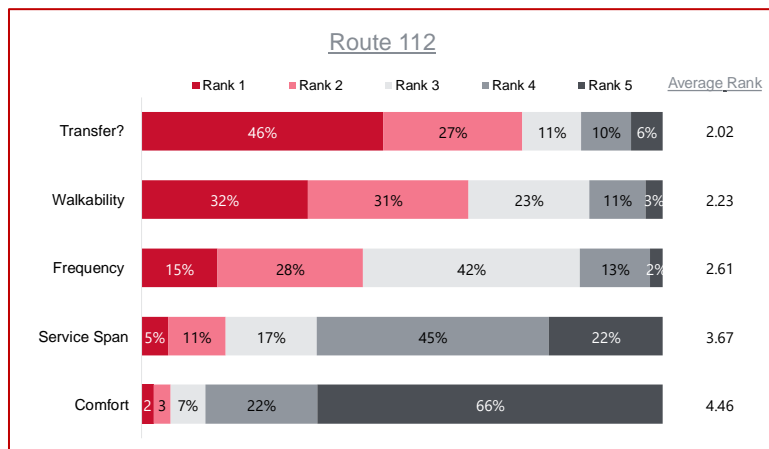
“Along Blackfoot Trail route, are there new bus stops WITH pedestrian access into Acadia residences that will be built? Can service end by 9 pm or later due to late arrival from office or evening use of commercial area like Deerfoot Meadows ? I commute carrying groceries. I mostly commute for errands past 6 pm. If there will be no access to Acadia from Blackfoot Trail, I prefer to keep the existing route 39. Access to Andrew Davison School? I do not want to force myself to drive a car.” (Acadia resident)

“The down side is, I would have to catch the train one stop. Right now, I can catch the 39 than connect to my other bus at heritage station. This route could add 10 to 15 mins to my commute in the morning. This may not be a good thing since I can barely find a bus that will get me to work on time as it is, since the city likes to adjust the times, thus forcing me to leave earlier and earlier. Assuming the bus will be running earlier. later is not an option.” (Acadia resident)

“With the discontinuation of Route 39, it creates a service gap in the NE quadrant of Acadia. Rerouting the proposed 106 through Acadia along the Existing Route 39 alignment would address this. (Acadia resident)

Route 112

Route 112 is proposed to be discontinued. The route would be replaced by proposed Routes: 22 from the City Centre through to South Calgary, 93 servicing Currie and Glamorgan (including Mount Royal University) to Westhills Station, and Route 132 servicing Killarney, Rutland Park and Glamorgan.





2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

For Route 112 users, the need to transfer was a very important consideration for many when looking at the responses to the ranking exercise. Almost half (46%) gave this their #1, or most important, ranking, with another 27% putting it in second place. A majority also ranked walkability highly, with 32% giving this their #1 rank and 31% giving it their #2 rank.

The existing Route 112 received the most comments in this consultation. Neighbourhoods heavily represented were Glamorgan, Rutland Park and Currie.

The proposal for this route was met with quite some resistance. Many respondents did not want to see changes to this route, meaning they did not want to see it discontinued and replaced by the options currently being proposed. As was seen in the feedback received on related routes (13, 18, 22, 132), the current Route 112 was generally said to meet riders' needs, particularly for those traveling from their neighbourhoods to downtown and MRU.

"I love this route is the only bus I take to go downtown and get home . I do not want to see this route disappear"
(Glamorgan resident)

"The current route 112 is excellent and I would hate to see it changed" (Killarney resident)

"Current 112 route is excellent in terms of getting to downtown Calgary. It is faster than driving a car and involves no transfers. Serves the needs of seniors on the route as well as care center workers." (Glamorgan resident)

"Route 112 aces it: Transfer: None for key destinations -- downtown or Westhills" (Rundle Park resident)

Riders often brought up increased transfers, increased travel time, safety and walkability issues as their main concerns with the new route options being proposed to replace Route 112. Many seniors who take this route in particular expressed their concerns. Concerns around transfers and walkability were consistent with the concerns prioritized in the ranking question.

With regard to concerns about increased transfers required by routes proposed to replace Route 112, participants indicated that the new proposed routes would not serve locations such as Marda Loop, Downtown and Westhills without requiring transfers. Often the difficulty of transfers in cold weather and for seniors was referenced.

"Eliminating 112 eliminates a direct bus line to Marda loop and downtown, there is no other direct route for us to access a majority of services and I am opposed" (Altadore resident)

"Keep the 112 route as is, easy access to Westhills and downtown without having to switch busses - in the winter, cold, rain. Lots of seniors rely on this route as is." (Glamorgan resident)

With regard to concerns about increased travel time created by routes proposed to replace Route 112, participants indicated that their travel time would increase significantly, with many indicating it would double.

"Route 112 is extremely important for commuters to downtown during the week.... Right now it takes me 20 minutes to get to work, travel time for me is going to increase and taking transit might not be an option because"



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

it's not convenient for me anymore. I've had to take the 93 route at times and it's inconsistent and takes another 15 minutes to my time waiting for the train and bus." (No community listed)

"Route 112 has made getting downtown so very easy. If this route disappears, it means my travel time will double what it is right now." (Rutland Park resident)

"The current route for 112 is brilliant. It takes me downtown quickly. Your website says that you are revising routes to provide routes that are more direct and reduce travel time. By changing this route so that I no longer can get directly downtown, and forcing me to the C-train station, you are doubling my commuting time. I will now have an extra 40 minutes of commuting each day. I feel very frustrated!" (Glamorgan resident)

With regard to safety considerations arising from the routes proposed to replace Route 112, participants indicated that the new proposals were not as safe as Route 112, often referencing the need to transfer as reducing safety, as well as specifically mentioning concerns about transferring at the Westbrook station:

"Since removal of 108, the 112 has become my lifeline transit to Westhills/Signal Hill to do my grocery shopping at Superstore, my doctor's office, Richmond Square, and Canada Diagnostic in Westhills.. It also takes me straight downtown. I am a 72 year old senior and the least transfers I have to make is extremely important. On the 112 I now have to either transfer to the 94 or 93 to take me to the Signal Hill Library and Superstore, or walk across icy road/high traffic-very dangerous for Seniors." (No community listed)

"The 112 takes me straight to the DDRC. I work there, and being able to access it in a short period of time is huge for me. Not only myself, but the people that I work with need this route and depend on it. It's safer for them and easy for them to access from downtown as well. Changing this route in any way would be a disservice to myself and the people who rely on it." (Beltline resident)

"I no longer have a direct route to work you will be forcing me to take a bus to a station that is technically backtracking and catch a train to get somewhere I used to need one direct bus to. Additionally I have safety concerns about the Westbrook station and feel much less comfortable with my overall commute. This is an atrocious plan and does not encourage transit use by making it more difficult." (Rutland resident)

With regard to walkability concerns arising from the routes proposed to replace Route 112, participants indicated that the new routes proposing to replace Route 112 would require significantly more walking time. Often the cold weather and consideration for the elderly transit users were referenced:

"This route is very accessible to my home as I use a cane to walk and am not able to walk much further than I already have to. Only have to use this one bus to get to and from my work and any amenities that I may need. If this route was to be discontinued I would not be able to get to my job in a timely manner. It would take me three times as long to get to work with having to take a bus then the train and so much more walking that I am not able to do. Please consider all the elderly people." (Glamorgan resident)

"Getting rid of bus 112 is a huge mistake. Some will have to walk far to catch a bus when it's -20/-30 it's not a good thing to walk half hr to a bus stop because the 112 bus does not exist anymore" (Glenbrook resident)

"If the route is changed it will be too far for me to walk to the new bus stop especially during winter season. As I am old I can't walk fast." (Currie resident)



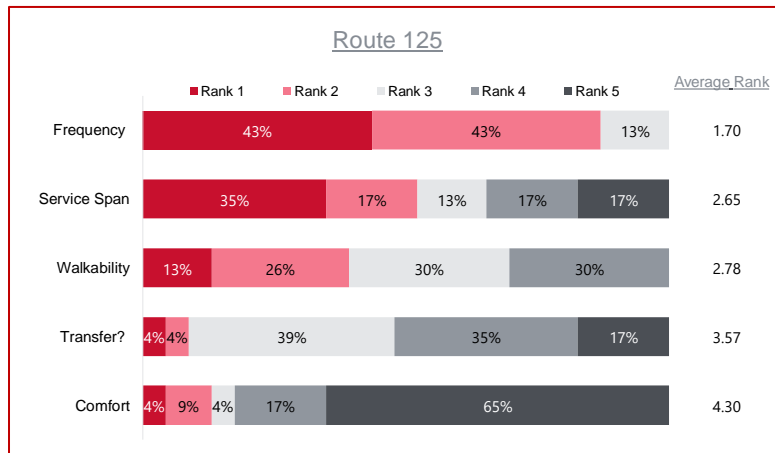
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 125

Route 125 is proposed to replace part of the existing Routes 16/84, 79/80 and 56. The proposed Route 125 would travel counter-clockwise along Southland Dr SW, South on Cedarille Dr SW, East on Oakfield Dr SW across 24 St SW and continuing east on Braeside Dr Sw and then North on Palliser Dr SW.



For respondents commenting on the proposed Route 125, frequency received the highest overall importance rank, with 43% ranking it first and another 43% ranking it second. Service span came in second, with 35% ranking this their most important consideration and 17% ranking this their second most important consideration. Walkability ranked as the third-most important consideration overall, with 13% ranking this the most important factor and 26% ranking this the second most important factor.

The few comments received on this route were mostly from Cederbrae / Braeside residents.

There was some positive feedback on this proposal, with indication that, in combination with other proposed routes in this area, it would meet needs for some users, often mentioning that it would provide a direct route for them to Southland Station.

“Coupled with proposed route 126, this route adequately meets my needs” (Cedarbrae resident)

“This is good that it offers a direct route to Southland.” (Braeside resident)

Feedback showed frequency to be the main worry related to this route. As was seen for the other proposals for revisions to other routes in this area, stakeholders mentioned that the various busses should have staggered departure times from Southland Station in order to provide more frequent options. As well, there was concern that some areas do not have adequate service span, citing insufficient weekend service, especially on Saturday evenings and Sundays.

“Coming only twice an hour during am 'peak' times is not acceptable. Should be every 10-15 mins in the morning” (Braeside resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

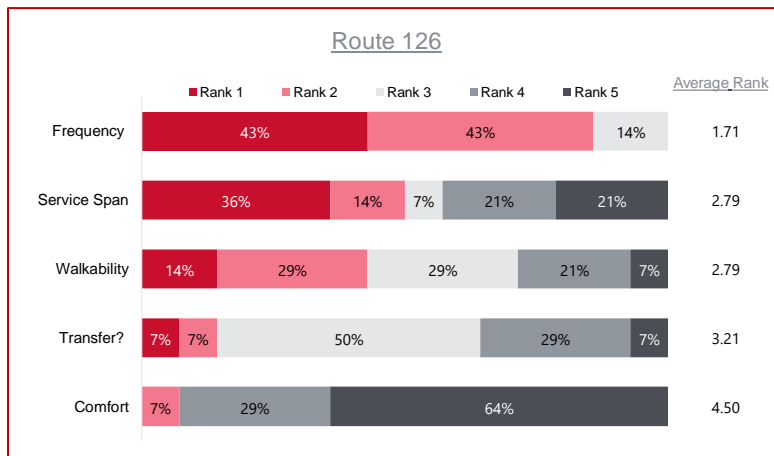
“As most of the population on the route lives on the west and south side 125 (counterclockwise) should be more frequent in the morning rush and less in the evening rush. Not many people getting on in the morning on Southland between Braeside Drive to the west. 126 (clockwise) should be more frequent in the evening rush for above reasons.” (Braeside resident)

“Schedule routes so they don’t leave Southland Station at same time, but are more spaced apart/composite headway.” (no community indicated)

“This route needs to run on weekends later then 9 pm because of people like me that don’t drive it’s very hard to get to point a to point b without transportation instead of paying for a cab that’s super expensive that people like me can’t afford” (Cedarbrae resident)

Route 126

Route 126 is proposed to replace part of the existing Routes 16/84, 79/80 and 56. The proposed Route 126 would travel clockwise, West on Southland Dr SW, south down Palliser Dr SW to travel west on Braeside Dr SW across 24 St SW continuing west down Oakfield Dr SW, then north on Cedarille DR SW and east along Southland Dr SW.



As was seen in the feedback to Route 125, for potential Route 126 riders, frequency of service was the most important consideration overall, with 43% of respondents ranking this their most important consideration and another 43% ranking it their second most important consideration. This was followed by service span, with 36% of respondents ranking this their most important consideration and 14% ranking this second in importance. Walkability ranked third with 14% of respondents ranking this their most important consideration, and 29% ranking this second most important.

The few comments received on this route were again mostly from Cederbrae / Braeside residents.

Comments reflected closely what was seen for Route 125, with some positive feedback and others saying that frequency and service span (weekends) in particular would be pain points.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

“The route path would suit my needs better than the current routes available. The frequency of service is acceptable, but the service span for weekends is terrible. No service on Sunday would leave only 1 bus option, which would actually reduce the amount of service. I would want the 126 to be equal to the 125 in its service span and frequency. The idea here is better service, not losing service. The buses travel in opposing directions, so I would need both to get to my destinations. (no community indicated)

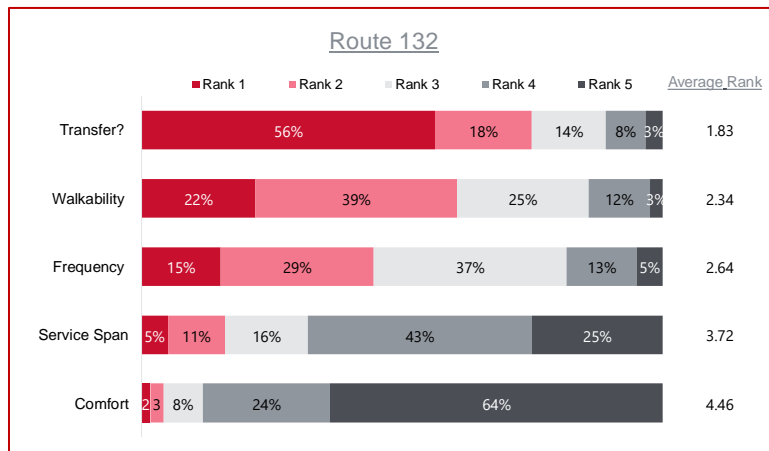
“Needs to run every 10-15 mins for 'peak' PM times” (Braeside resident)

“As long as routes 99/125 and 99/126 schedule is staggered. What happens is the schedule for previous routes (56, 80, 16) is the same and they arrive at the station at the same time. This causes arriving Ctrain super busy when all 3 busses come to Southland station, next train is empty more or less. For me it would make sense if the buses arrive 7-10 min apart.” (Braeside resident)

“The 126 lacks the necessary service that I need. I work for Alberta Health Services and cutting out this bus on Sunday provides me with less service. I rather keep the service I currently have. Also, this route does not access the areas of interest from my home. The 16 covers my needs better. It may be a shorter travel time to Southland station, but that's irreverent if it doesn't run early on weekend mornings. I need this bus to travel from Cedarille Drive at 6am on Saturday and Sunday.” (Cedarbrae resident)

Route 132

Route 132 is a proposed new route to run from Westbrook Station through Shaganappi/Killarney via 17 Avenue SW and 29 Street SW to Rutland Park/Currie and down 46 Avenue SW into Glamorgan.



As was seen with the related Route 112, those who completed the ranking exercise and commented on the new Route 132 most often ranked the need to transfer as the most important (56%) or second-most important consideration (18%). Walkability came in as second most important overall, with 22% giving it their #1 ranking and 39% giving it their second spot.

Most participants who commented on this route were from Glamorgan, Rutland Park and Currie.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Comments on this route echo what was heard in the consultations about Routes 112 and 22 – that the current Route 112 better meets riders’ needs than the proposed new Route 132.

“Please keep 112! It will be a huge inconvenience to have to take 132 instead.” (Coventry resident)

Again, the additional transfers needed were a particularly sore point, as was the additional time it would take to get to destinations.

“Richmond Rd wins and current 112 riders lose. Change to 112 using 22 and 132 instead doesn’t achieve objectives on the website - directly service, faster travel time. Concern about lower frequency on 132 as compared with 112. Concern with no direct connection to downtown for Currie, Glamorgan or Rutland Park. Goes against objective of connecting Currie to downtown (in meantime before MAX yellow moves)” (Mount Royal University Open House visitor – no community listed)

“This route requires a transfer, and could potentially double my transit riding time (including waiting for the transfer). This route also runs much less frequently than my current bus route (112). Comparing to the “goals of the project”, this route: Does not simplify, does not reduce travel time, does not operate more frequently, does not provide better service to downtown, and doubles the number of buses passed my house (93 and 132)... So it fails in all regards for me.” (Glamorgan resident)

“This proposed route is now further away (worse); runs less frequently (worse); no direct route from MRU to downtown - (poor). For my kids to get to their schools (Western and Elboya) they may now have up to 1 hour each way... These changes are service reductions, not improvements.” (Rutland Park resident)

Secondary themes for feedback on this new route were that of diminished frequency, safety concerns, and that it no longer travels through or to the same areas as it used to.

“The 13 does not come frequently especially during rush hour so it does not currently meet my travel needs.” (Lower Mount Royal resident)

“Safety with transfers is a concern. Will there be cameras and good lighting at transfer points, elements.” (Cliff Bungalow resident)

“This bus replacing the 18 is awful. It doesn’t appear to make any sense to get to/from Lakeview outside of the 4/5 buses during rush hour. It doesn’t seem to interact with any more direct routes either. It’s as if the intention is to remove Lakeview from any access to public transit.” (Lakeview resident)

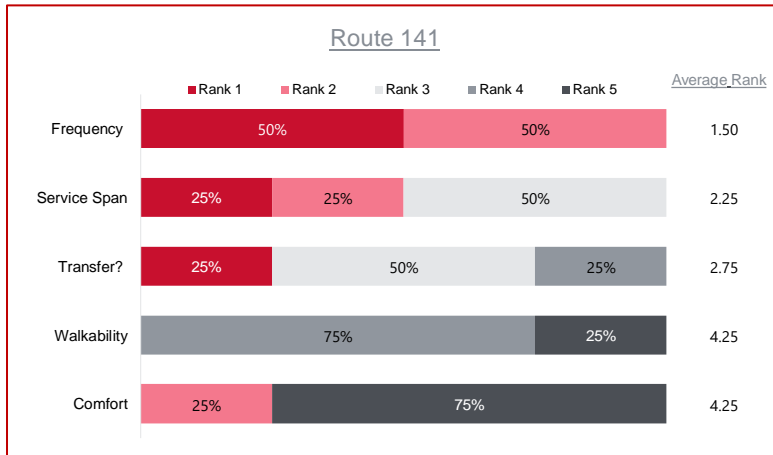
Route 141

Route 141 is a proposed new route that would replace the North portion of the 414 which is proposed to be discontinued. The proposed Route 141 runs along 14 St NW through Capitol Hill/Rosemont and Collingwood/Cabrian Heights as far as 48 Av NW in North Haven. Route 141 turns into Route 51 at Lions Park.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

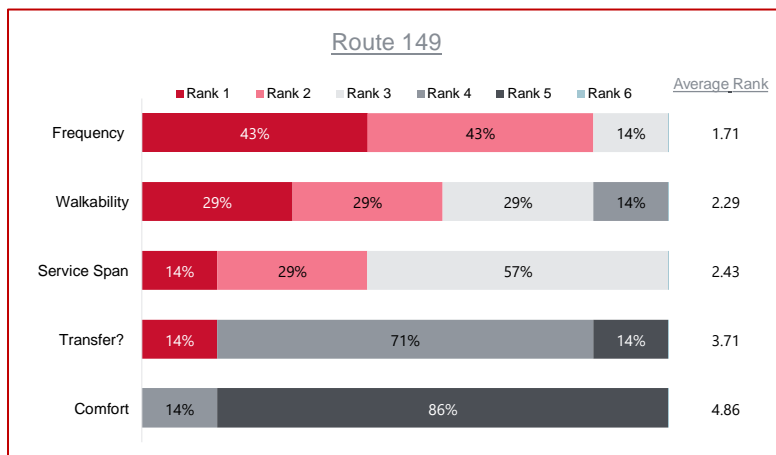


Only a handful of comments were received on this route. Caution must be exercised when interpreting the results of the ranking questions.

Comments on this route can be found in the Verbatim Responses section.

Route 149

The existing Route 149 is a route for which modifications are proposed. The new proposed Route 149 is revised to extend to Heritage LRT Station via Deerfoot Meadows. The part of the Route 39 that runs along Heritage Drive SE would be replaced by the proposed new Route 149 which would run along Heritage Dr SE from the CTrain to follow the MAX Teal route.



Fewer than ten stakeholders provided feedback on this route. Frequency ranked as the most important consideration, followed by walkability and service span.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Half of the comments on this route were from Acadia residents. While the comments showed that this route would be suitable for some, others expressed concerns about walkability/distance to their new stop, additional transfers, or the proposed routes not servicing the areas that people need to get to

“It’s much better than the current route....” (Acadia resident)

“Good but missing people on Ashworth Road SE during rush hour”(no community indicated)

“Meets needs: Deerfoot Meadows needs the additional service so that is great. Great to connect Deerfoot Meadows to Heritage via Heritage Dr is logical. Train to airport would be ideal.”(Legacy resident)

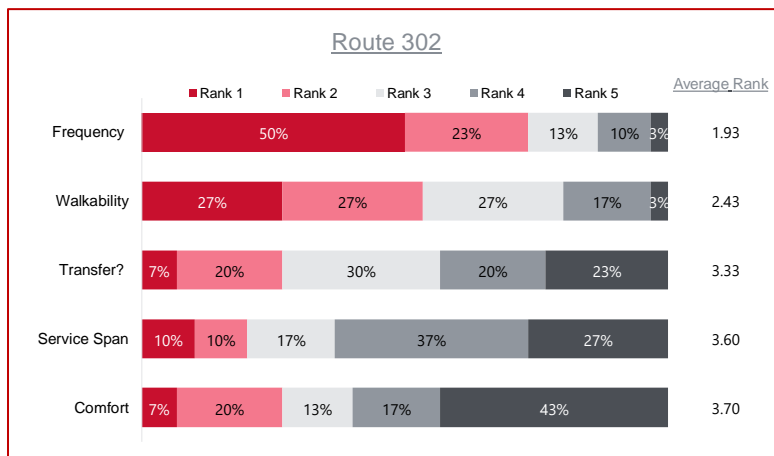
“It’s a no. Takes me 35 minutes to get on 90ave. Take now the 29 then 150 then 23 and walk to my work at 90 ave”. (Deer ridge resident)

“I need the bus to go down southland drive. This route would not. It would only help people looking to go to the industrial park. This route is not going to help the majority of the people in acadia that take the 39. Most of the people that get on the 39 do not live close enough to heritage drive for it to be an option for them. I take the 39 often. This is what I have observed.” (Acadia resident)

“New proposed routes are nowhere near where I need to get on the bus. As someone who has troubles walking long distances this is a very big concern for me!” (Acadia resident)

Route 302

The existing Route 302 is a route for which modifications are proposed. The new proposed Route 302 would be revised in the East Village to improve operations and connections to the LRT, with the new proposed route running along 3 St SE between 6 Av SE and 9 Av SE.



Half (50%) of respondents ranked frequency as their most important consideration for Route 302 and another 23% ranked it second. Walkability also proved top-of-mind, with it landing in the top two for the majority of respondents – ranking number one for 27% and number two for another 27%.

Feedback on this route came from a variety of communities.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Reactions on this proposed change were mixed, with some sense that it would suit needs, either because it would not change much, or anything, for some commuters, or because it provided a faster or more direct route to downtown.

“Changes little” (community not indicated)

“Looks good to me. You betcha” (New Brighton resident)

“Reducing the travel time is very helpful in the morning, because the 302 is deserving a lot of Southeast communities, which means it is late very often. The fact the bus is late in the morning also means it can get very crowded sometimes. I think that for now, route 302 is good, but a LRT will definitely do a better job with more frequent, time-efficient route and better frequency.” (Inglewood resident)

On the other hand, some said that the downtown trip would take them too long. Quite a few riders commented on the bus stop locations, with some saying they should move to serve people better, or that there should generally be more in certain areas. Walking distance to stops was in those cases said to be too far.

“I actually have other concern. If we could have a bus stop (302) along 52st and McIvor st. There is a bus stop available but 302 doesn't stop on that particular area only 406. People from Copperfield and McKenzie Towne have to walk far to the terminal at Sobeys area. Its hard for us specially during winter. Please take a look at this matter. Thank you so much - [redacted]” (Copperfield resident)

“It meets my need great, however working downtown and leaving between 4-5 pm it's often crowded with people standing the length of bus. I'm blind in one eye with very poor night vision. The proposed route change means I have further to walk in the dark of winter. Please keep the stop at 6th ave and 2nd Street. There's quite a few people get on /off from there and around the block to 9th. Thanks.” (Auburn Bay resident)

Route 411

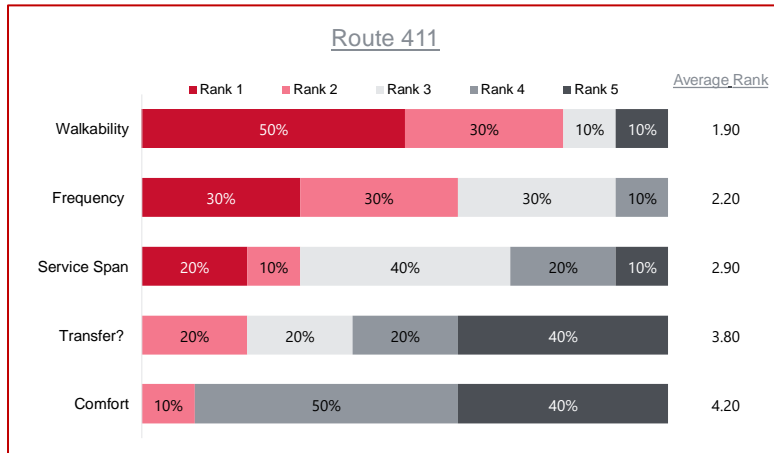
The existing Route 411 is proposed to be discontinued and replaced by the new proposed Route 101, following the same route in Inglewood and revised routing between 6 Av SE and 9 Av SE and 5 St SW and 1 St SW.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019



Ten stakeholders provided rankings on the proposed discontinuation of Route 411. Walkability was of the topmost concern for 50%, with another 30% ranking this their number two factor. This was followed by frequency, which was in the top two for 60% of respondents – with 30% ranking this as their most important consideration and 30% ranking this as their second most important consideration.

All comments on this route were from Inglewood residents. Feedback was quite positive on the new route for the most part, with some suggestions for bus stop locations to serve elderly and disabled residents using this route in particular. Frequency, or lack thereof, was mentioned a few times as well.

“This route is great and the new proposed route (101) will be even better.” (Inglewood resident)

“It meets mine. Thank you for streamlining the return route to Inglewood, esp once Loblaws opens up. Pleased it will still provide much needed service for the elders at the Alex...”(Inglewood resident)

“First of all the city is, once again, forgetting about - or simply ignoring the needs of the elderly and mobility challenged. You are making us walk further than before. This happened with the Max Purple and the number 1 and now it is happening with the 411. ... Again, you are ignoring seniors and people with mobility issues.” (Inglewood resident)

“The current route does not come frequently enough during peak periods.” (Inglewood resident)

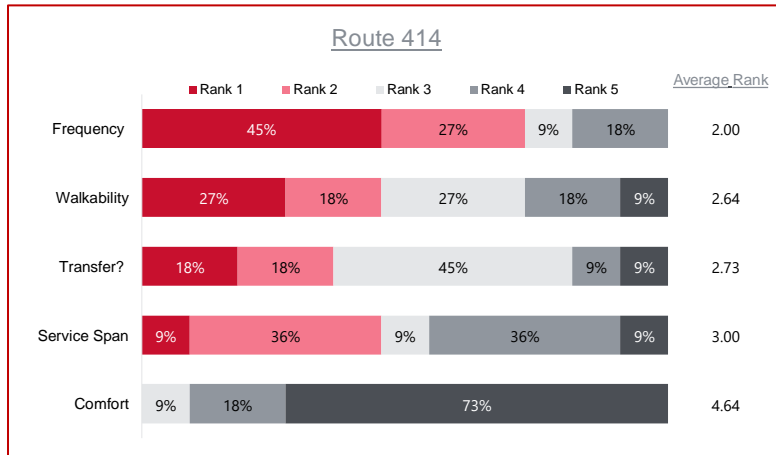
Route 414

The existing Route 414 is proposed to be discontinued. This route would be replaced in South of Lions Park by the proposed new route 51 and North of Lions Park by the proposed Route 141.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019



Limited feedback was received on this route. Frequency was most often ranked first (45%) or second-most important (27%), with walkability coming in second with 27% of respondents ranking this as their most important consideration, followed by the need to transfer with 18% of respondents ranking this their most important consideration and 18% ranking this their second most important consideration.

Almost all comments on this route were from Bankview residents. Reactions to this route being discontinued was mixed.

“It does meet my travel needs, although it could run more frequently” (Bankview resident)

“The present route meets my needs perfectly, please don't take it away. For seniors with mobility issues it's the perfect way to get out shopping to Northhill Centre. We can't walk to 14th St, especially in winter when the streets and sidewalks are icy. Crossing 17th Ave to catch the #2 or #6 is also dangerous, especially in winter. The residents of Bankview House [redacted] rely heavily on the 414. In North Haven the new route will still provide service to seniors, why take it way from us?” (Bankview resident)

“Will meet some needs. Can get to North Hill Centre but must cross intersection. Can get to Home Depot, but must cross 2 intersections”. (no community indicated)

MAX

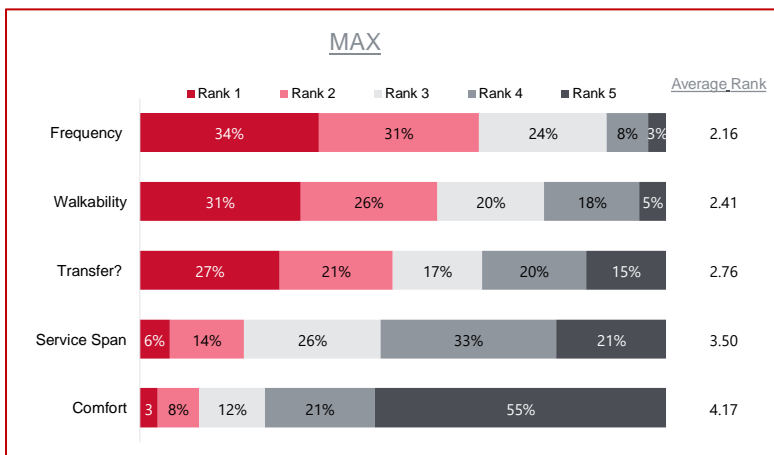
No changes are proposed for the MAX, however, a significant number of comments were received for this route.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019



Results from the ranking exercise show that for MAX users, frequency was on average the most important consideration, followed by walkability and the need to transfer.

Comments on this route came from a large variety of communities.

A large number of themes were seen in the feedback on this route. While for some, the MAX routes met needs, a number of concerns were also voiced. Many comments made reference to the routes that were slated to be discontinued (Routes 18 and 112, for example), often mentioning that they served users better.

“Yes! My needs are met :-)” (Rundle resident)

“I really like the new proposed MAX Southwest route!” (Garrison Woods)

“Max bus NOT near my house. Yes to 112.” (Glamorgan resident)

“Using the MAX Southwest as a replacement for the 18 is unacceptable as the MAX Southwest does not even stop in Lakeview when the route goes through the community. Lakeview residents need a transit option that goes directly from Lakeview to downtown via Crowchild trail. This route will require a transfer or unreasonable walking distance from Lakeview to the nearest stop.” (Lakeview resident)

“I used #18 to get efficiently downtown. Now I will have to take #13 to 54th Ave and transfer. This will mean a longer journey time to/from downtown. Taking #13 downtown is not feasible, due to it's long winding route” (no community indicated)

“I am filing [sic] this survey out on behalf of my dad who lives in Glamorgan. Again your survey question missed the mark on what is most important, that being total commute time. Eliminating 112 increases his commute time due to how much further he needs to walk from his home to the nearest stop at Richmond Road Co-op. He is also very negatively impacted and the “proposed alternative routes” leave him worse served by Calgary Transit.” (Glamorgan resident)

Walkability to the stops (being farther than previous stops) was a main theme, as was frequency (less), transfers (more) and length of travel (longer). Examples of feedback on these main themes are below.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Walkability:

"My 112 bus is being cancelled. The MAX TEAL stop is a 10 minute walk and requires a connection at Westbrook. The MAX SW is even worse. I would have to walk from Rutland Park, across Sarcee Road, then all the way through Currie Barracks to catch a bus on Crowchild Trail? So instead of 1 minute walk to the 112 stop I would walk 30 minutes to Crowchild Trail? It's insulting that this is even being presented as an alternative. I take 112 every day for medical appointments downtown. This ruins me." (Rutland Park resident)

"Walkability - 54th avenue is too far to walk, please add a stop at the intersection of Crowchild and Glenmore." (Lakeview resident)

"In order to avoid transferring, my walking distance is doubled under the proposed routes." (Currie resident)

Frequency:

"I hope the frequency of the Max route can be more, and can add more stops in downtown because this change will affect my most convenient bus stop. And this MAX route is going to the university, so there will be quite a lot of people to take the bus every weekday. The frequency of the new route is the most important. Thank you!" (Downtown resident)

"Higher frequency on weekends would be good ... ex every 22 minutes instead of 27" (Woodbine resident)

"Route does not look to be frequent enough to be a true MAX/BRT service. Similar frequency to c-train is required, e.g. 5 minute PEAK, 10/15 minute off-peak frequency. Higher frequency would enable users to not need to rely on timetable, and increase confidence in connections" (Garrison Woods resident)

Transfers:

"Removing a direct route (18) to MRU that is full every day and making people take the train to transfer to a different bus is beyond dumb. This proposal will increase the commute time by half and have the max bus too full to handle the volume. The routes to MRU are already full and you want to reduce the options people have to get there? Now anyone leaving the core has to take one and only one route? Changes should improve service, not make it much much worse." (East Village resident)

"This route will add unnecessary bus transfers for me. Working in the NE, this would not benefit any of us residents. Unlike the 112 which is the best and efficient alternative for the 3 years I have been using it every morning. Please reconsider your plan!" (Glamorgan resident)

"I'd hate to be someone who needs to transfer from MAX SW to routes 95/126 since they have to walk from the leisure centre to Palliser/Braeside Dr just to catch their route to avoid having to ride all the way around on the 99/125" (Oakridge resident)

Secondary themes were:

Length of travel:



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"This route proposal would drastically increase the amount of time I spend on transit, by forcing me to go into the downtown core to travel to the northwest. This route proposal makes it more difficult to get to where I am going. I feel that the need of efficiency and reduced travel time are not being addressed by the city. Also the idea to move the MRU stop to the street denies students the ability to keep warm indoors while they wait for their bus in winter. I urge you to NOT make these changes." (Dalhousie resident)

"Since it hasn't been implemented it is hard to say. Right now to take a bus from home to work would take 1.5 hours even though it is a 15 minute drive, which is just ridiculous. If this new MAX line could cut that down I would seriously consider taking the bus to work. My history with Calgary Transit has been frustrating trying to get anywhere that isn't downtown takes forever and you transfer multiple times often in the wrong direction and with long waits in-between. Hopefully change is coming." (Woodbine resident)

Service no longer going where it used to/where people wanted it to go:

"I'm losing 3-4 blocks x2 with it no longer going down 1st St" (no community indicated)

"Does not run to city hall which at this moments limits access for those who transfer there, etc. The access to the area means more transfers." (Coral Springs resident)

Placement of stops (not being convenient):

"Could a stop be added on 37 St SW at 41 Ave (both sides). This would help a lot for many people, myself included." (no community indicated)

"Concern buses not going into Mt Royal Circle. Long walk for students (concerned for others)" (Parkhill resident)

"Need a stop on 50th and Richard Rd." (no community indicated)

Safety:

"The overpass situation is not safe - for seniors or teenagers. To [sic] far to walk. Long sidewalk - too long, must be cleared in winter, stop on flyover, too dangerous. Should be a stop by a cell tower." (Lakeview resident)

"Please upgrade the Southbound stops on Crowchild to MAX stations including better access (stairs, icy)" (no community indicated)

Out of Scope Routes with Under 20 comments received

Routes: 1, 2 3, 4, 10, 11,12, 14, 15, 24, 28, 29, 35, 37, 41,44, 52, 53, 57, 58, 59, 62, 63, 65, 70, 72, 73, 78, 82, 91, 92, 96, 98, 105, 111, 114, 122, 124, 129, 145, 147, 150, 153, 156, 164, 167, 168, 195, 301, 402, 404, 406, 421, 422, 453, 499, 556, 776, 827, 877, C-Train.

All verbatim comments can be found as they were submitted in the Verbatim Responses section.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Targeted Session at Developmental Disabilities Resource Center of Calgary Summary

The main themes to emerge were as follows:

With regard to transit routes in general, participants raised the importance of predictability and reliability with a view to ensuring routes are easily understood to those with developmental disabilities. It was expressed that when routes are changed, it is important that stops and timing remain the same as before. Clients at the DDRC go through extensive training to use the bus and some will not be able to re-train and learn the new changes, and will not be able to come to the center. This general worry about new changes was combined with the fact that there have been recent changes and clients are just getting used to the MAX changes. It was also mentioned that numbers are generally better than words for training and educating clients on new routes.

Route 112 was described as a route that works well for those with disabilities. The main theme to emerge was concern about the transfers required for the proposed routes replacing Route 112, particularly safety concerns. Transfers raised concerns on multiple levels, including:

- a concern about lack of safety for those who are vulnerable waiting for transfers at bus stops;
- a concern about the lack of safety due to cold weather for those waiting for transfers at bus stops;
- a concern about transfer times not matching up well and this creating problems with the tracking of clients for their safety; and
- a concern about the fact that many clients have mobility issues and cannot walk far.

Additionally, there were concerns with stop placement and safety: for example, requiring clients to cross busy crosswalks to get to another bus. A secondary theme was concern around the extra travel time that would be required with the proposed transfers - for both clients of the DDRC as well as staff community to the center.

There were also some comments on Routes 18/47 that pertained to reduced service. These routes were perceived as reducing service to Lakeview with no direct access to Mount Royal and the LRT. They were also seen as reducing the options from the West, for example access to the Military Museum

There was also general commentary on the CT Access regarding its lack of timeliness and the impact that this has: when the CT Access is late, DDRC often misses its programming.

Targeted Feedback from Sonshine Centre Summary

Please note that while all input received has been considered by transit planners at Calgary Transit, some specific details have been on times, routes used and locations frequented have been removed from this report in the interests of the privacy and safety concerns of the Sonshine Centre residents.

Twenty responses were received from residents of the Sonshine Centre, answering questions on how they used transit, the routes they currently used, the frequency of their transit use, the places that they needed to get to and from, and their key priorities and their concerns with the new transit routes. The main concern cited



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

was a concern for the increased walking distance to bus and train stops due to route changes in the Westbrook area.

With regard to the purpose of transit use, almost three quarters of respondents indicated that they used transit to get to work. Using transit for getting school was cited by almost as many respondents. The third most common use of transit was for recreational purposes. Other uses included: groceries or shopping, medical appointments, court or other meetings, errands, childcare and visiting friends.

The priorities for this group of respondents were (1) a shorter walking distance to bus stops and (2) a shorter commute time. A third priority was a route that does not have transfers. A subtheme evident in both the shorter walking distance and route without transfers themes, was that of safety. Several residents indicated that they were concerned for their safety either due to being followed during a long walk to or from the bus or train stop, or due to severe cold weather with the long walk and need to transfer required by the current transit routes. Many residents also indicated that their desire for a shorter walking distance was due to the difficulty of walking with young kids or strollers in winter and extreme weather. Other priorities mentioned included: space for strollers, no shelter at specific stops, cool transit on hot summer days, and no parking by the CTrain.

The vast majority of residents use transit daily, in the morning and afternoon. There was also some indication of use on the weekends, again, with a morning and afternoon use.

The place that respondents most often indicated that they travel to was downtown. Several respondents indicated that they used transit to travel everywhere.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Engagement Phase Two Overview

Engagement Background

After completing the initial public engagement and hearing from thousands of customers online and at open houses, it was determined that in much of the plan area the most significant concerns could be accommodated through smaller changes and revisions.

In one part of the plan area, primarily served by today's Routes 13, 18, and 112, it was determined that addressing the most significant concerns would require a greater degree of change to the proposed routes. This made it imperative to return to the community for additional engagement.

This second round of engagement provided an opportunity for residents and customers to share whether the revised plan would meet their travel needs, and if they addressed concerns previously shared. It also provided an opportunity for Calgary Transit to hear and understand any new concerns that may arise, and ultimately to whether the originally proposed route changes, or the new revised routes would better meet the needs of participants.

The second round of engagement primarily included customers already affected by proposed changes; however, two additional routes not previously proposed to change were now also included.

This second phase of engagement took place between June 3 and 19 and included open-houses, targeted sessions and online comment opportunities.

Engagement Objectives

Based on the International Association for Public Participation (IAP2) protocol for authentic engagement, as adapted by Calgary ENGAGE, the engagement objectives specific to stakeholders for Routes 13, 18, 47, 63, 93, 107, 112, 414 and those customers and/or residents impacted by the originally proposed and currently proposed new routes, were:

1. To **build awareness (inform/communicate)** of newly proposed route changes and the opportunity to provide input with a broad reach of stakeholders.
2. To **consult** with stakeholders to get input on whether the concerns they had with the previous proposed routes have been solved and if there are any new impacts with the new proposed routes.
3. To **consult** with stakeholder groups that have requested sessions and those that have not yet had their voices heard.
4. To **demonstrate responsiveness** through sharing what has been heard on these routes through the first phase and how this new proposal incorporates that feedback.
5. To **be transparent** with the decisions that have been made and why.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

6. To **de-escalate** the emotional responses from Transit customers that came out during the first phase of engagement through listening.

For stakeholders from the study area of the project that are impacted by different routes:

1. To **inform/communicate** why there is no more engagement for the other routes.
2. To **inform/communicate** about when stakeholders will be able to see the What We Heard report and the finalized routes.
3. To **consult** with identified stakeholder groups that have not yet had their voices heard in this engagement process.

Engagement Implementation

Phase two of the 2019 Transit Service Review Engagement was implemented through both on-line and in-person engagement methods including:

- An online engagement survey;
- In-person outreach consisting of:
 - Three open house sessions; and
 - Three targeted sessions

Participation Overview: Who We Heard From

During phase two, the engagement reached 3,383 Calgarians. The online portal was visited by 3,067 participants and generated 637 comments. In-person events had 316 participants (283 at open houses, 33 at targeted sessions) and resulted in 247 comment cards being filled out.

Summaries of what was heard from all engagement channels combined can be found in the Phase Two: Summary of Input

Route-specific Summaries

This section will discuss the feedback received on phase two of the 2019 Transit Service Review's proposed route changes. Feedback is summarized by route. Each section summarizes the results of two closed questions on the extent to which the proposed route revisions meet the needs of participants, whether the previous or new proposed routes better or equally meet participants' needs, as well as a high-level summary of the comments received by Calgary Transit through the online survey and at the in-person open house sessions. Where too few comments were received to theme the results, this is indicated.

Summaries are provided below for feedback on options listed on which to provide feedback. Additionally, summaries are provided below for feedback on several related existing routes.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

All feedback received was reviewed by Calgary Transit staff and will be taken into consideration when further refining and finalizing the transit network.

We received many comments on the newly and originally proposed routes. These are presented in three sections: (1) Revised Proposed Routes (2) Originally Proposed Routes and (3) Existing Routes. Within these sections, routes are presented in numerical order for ease of reference. The new proposed routes do not overlap identically with the existing routes, and one route may be replaced by several routes. As such, you may wish to look at the results of certain routes together. The chart below may assist you in locating related route comments.

If You Currently Take Route....

- 13 - Mount Royal
- 18 - Lakeview
- 63 - Lakeview Express
- 93 - Coach Hill/Westbrook
- 107 - South Calgary
- 112 - Sarcee Road
- 414 – 14 Street Crosstown

You May be Interested in Proposed Route...

- 13 – Altadore, 22 – Richmond Road
- MAX Southwest, 66 – Lakeview
- 66 - Lakeview
- Route Reinstated
- 7 – Marda Loop (Existing), 22 – Richmond Road
- 13 – Altadore, 22 – Richmond Road, 66 – Lakeview
- Route Reinstated

Summaries below are for in-scope routes. Those with fewer than ten comments are held brief. All comments can be found as they were submitted in Appendix 2: Phase Two Verbatim Responses section.

Originally Proposed Routes

Originally Proposed Route 13

Fifteen individuals commented on the originally proposed Route 13. Almost half of those indicated that this proposal would not meet their needs. These respondents were split on whether this proposal or the revised proposal would be better for them.

Comments included those indicating that it would take more time or would add transfers for commuters to get to their destination, whether that is for example to downtown, West Hills or to Chinook Station.

“The original suggested changes did not meet my needs fully and would likely have add another 30-45 minutes to my commute each day. This would have also made winter travel very difficult.” (Beltline resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"The proposed route revisions for the 112 is insufficient. The revisions will increase commute times drastically. Don't fix things that aren't broken. The 112 is very busy and serves a wide range of communities. Please keep it. Listen to the riders who use these services daily." (Currie resident)

"I am very disappointed that this route will no longer provide me with direct access to West Hills without requiring a transfer from another bus. You are also changing the 112 which is my only other direct route to West Hills. You are effectively increasing my travel time to West Hills which I go to more often than downtown." (Rutland Park resident)

"My only concern is that there's no bus going to the Chinook LRT, that's where I connect to the C-Train and other buses." (Lakeview resident)

A number of Lakeview residents in particular once again noted that this route would not meet their needs in their community. Some also commented that if Route 63 would be retained, it would give them more options that would meet their needs better.

"#13 won't go to Lakeview. None of them meet my needs." (Lakeview resident)

"Too long, not direct. Punishes Lakeview. Does not meet goals to be direct and improve service... Define the requirements and design a solution that meets the needs of the citizens. Neither meet needs. Retain the route 63." (Lakeview resident)

"As long as the 63 stays in service." (Lakeview resident)

A few commented that the routing itself meets their needs, but that frequency, timing, or service span (evenings, for example) would not be ideal.

"I take route 13 from DownT. to William Reid School. Current route meets absolutely my needs, but in morning hours the area is really crowded by parents' cars and it is very difficult for bus drivers to pass school zone. If you change schedule in 5 min earlier, we can walk from Council Way." (Downtown West End resident)

"Currently I work in Signal Hill and live in Lincoln Park. I work until 8 pm and because I am not able to get to the bus stop on Richardson fast enough, I have to wait until 8:40 pm. I am aware I could take the 66 if I miss the 93 and walk from Richardson and 37th however 37 is not lit well and isn't safe for a women, like myself. My employer has once before shortened my hours weekly because I have made comments about the bus. And that's hard for a single parent. If the bus 93 were to come at example 8:15 or 8:45 it would be so much better as I have friend to that take transit and our shifts always end at either 8:00 p.m. or 8:30 p.m." (Lincoln Park resident)

"I'm fine with the 30 min frequency of service but would like to see hours extended later into the evening on Route 13." (Upper Mount Royal resident)

Originally Proposed Route 22

Seventeen individuals commented on the originally proposed Route 22. The majority of respondents who commented on this route indicated that it would meet their needs. Overall, they preferred this proposal over the revised Route 22.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Some positive comments noted that this route now would connect people where they would hope the route would go, for example, to Marda Loop or downtown.

"I love that the 22 will now connect us with Marda Loop. We just need to make sure that there is a stop at 33 Ave and 29 St SW. Thanks." (Rutland Park resident)

"It creates better access between downtown and other areas I frequent." (Downtown West End resident)

"The addition of Route 22 meets my needs. It is convenient to catch and provides timely transportation to work downtown. It will be a welcome change to a neighbourhood that was disadvantaged when the west LRT came in. I look forward to a reduced commute time on Route 22. Thanks!" (Glamorgan resident)

On the other hand, some respondents mentioned that Route 112 would provide better service to downtown, as Route 22 would require them to make a connection.

"Route 22 does not meet my needs to get downtown without connections. 112 meets my needs as I don't need connections. 112 is always a busy route that covers the community perfectly to get you between Signal Hill and downtown without having to change buses." (Glamorgan resident)

Some indicated concerns around the routing of the proposed Route 22 and offered suggestions for specific routing changes or bus stop locations to improve their commute.

"As someone who drives during Rush hour down 14th Street often. The delays on 14th due to left turning vehicles headed Southbound on 14th at 16th Ave, 15th Ave and 14th Ave cause significant delays. Add to that the lack of snow removal on 14th South of 17th. Reduces 14th to one lane adding additional delays. The number of lights on 14th from 17th to 33rd and Rush hour traffic delays in Marda Loop means the 30 minute estimate to get to Westhills will most definitely be incorrect making the route useless from downtown and to downtown in the morning. Crowchild was the correct way for this route to be of use. (Rutland Park resident)

"Route 22 must have a stop at 33 Ave + 29 Street!!" (Rutland Park resident)

"OK for replacing the 112 but would ideally loop down 50th street and back up 45th so as not to strand residents to the south and overly increase walking distance. If that change was made the route would be perfect." (Glamorgan resident)

A number of individuals commented on Route 107 in this context, stating that they did not want that route to be changed or cancelled.

"Please please please don't cancel Route 107, unless Route 22 is also going to have no Beltline stops. The 107 allows many people to get to and home from work quicker than a route with many stops, allowing more time to sleep in or spend with family." (South Calgary resident)

"Please keep the 107. The 107 is needed to get any working individuals to downtown who live South of 33 Ave. (North Glenmore Park resident)

"The change of service (cancel 107) and the proposed alternative will not meet my commuting needs in terms of getting to core each day with out significant impact to my family life. Will have to reorganize day/child care



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

that we have currently in place. Additionally, do not understand how a route that runs 2x morning and 3x afternoon that is 100% at capacity is not proving the value of the route and City of Calgary Public Transit" (Garrison Woods resident)

Originally Proposed Route 51

Only six responses were received about the originally proposed Route 51. In general, the (limited) feedback on this route was positive, and most preferred the original proposal over the new proposal.

Comments on this route can be found in Appendix 2: Phase Two Verbatim Responses.

Originally Proposed Route 93

Seven individuals provided feedback on the originally proposed Route 93. Feedback was generally positive, saying that the route would provide better service than alternative options in this area.

Comments on this route can be found in Appendix 2: Phase Two Verbatim Responses.

Originally Proposed Route 132

Ten people provided feedback on this route. Overall, the overwhelming sense was that this route does not meet their needs, and that the original service plan would serve them best.

Feedback received on this route touched on a variety of issues, including the impact of additional transfers on riders and walkability. Some made mention of other routes (2, 6, 112) and the impact of proposed changes in this context.

Comments on this route can be found in Appendix 2: Phase Two Verbatim Responses.

Originally Proposed Route 141

Three participants commented on the originally proposed Route 141 at 14th Street North West. They all said this proposal would meet their needs, but they did not all agree on whether the original proposal or the newly proposed revisions would suit them better.

Comments were generally positive.

Comments on this route can be found in Appendix 2 Phase Two Verbatim Responses.

Revised Proposed Routes



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Revised Proposed Route 13 Altadore

The revised Route 13 was one of the most discussed routes, with 75 engaged stakeholders leaving comments. Among those who commented, the majority said this revised route met their needs. When compared to the original proposal, most responses indicated that their needs were better or equally met by the revised proposal

Positive comments outweighed negative ones on this revised proposal.

"These changes will work for my needs" (no community indicated)

"The revisions meet needs as still easy to access" (Elbow Park resident)

"I take transit when it's convenient and drive my car when it's not. The latest proposed route changes will help me and my neighbour get to one of my favourite parks without having to drive. I really like the new route change proposals." (Rutland Park resident)

Access to Mount Royal University in particular was received positively by many, with some mention of the same for Westmount,

"Route 13 must have a Mount Royal University connection since there is no other access via bus from Altadore. Glad to see that second proposal will keep MRU on #13 route." (Garrison Woods resident)

"I moved to the lower mount royal area to take advantage of #13 to go to work at MRU. The original proposal was creating stress on me. Thank you for bringing #13 back to the MRU and Westmount community!!" (Rutland Park resident)

"I am very happy to see that the 13 will continue to service Mount Royal University. This is a very important route for staff, students, and faculty. I would like to see the new revised route move forward. (Beltline resident)

"It is important for #13 to connect lower mount royal to MRU and Westmount. The latest revision to keep that service is brilliant! Thank you! (Lower Mount Royal)

However, there were still those who felt that the original Route 112 met their needs better and should not be cancelled. Often, it was said that both the Route 13 options would require a transfer that was not necessary with Route 112, and that no matter what, time would be added to their commute.

"I am very disappointed that this route will no longer provide me with direct access to West Hills without requiring a transfer from another bus. You are also changing the 112 which is my only other direct route to West Hills. You are effectively increasing my travel time to West Hills which I go to more often than downtown." (Rutland Park resident)

"Right now I am taking 1 Bus the 112 to get downtown and with the proposed I will be taking 2 buses and c-train. How is this making ridership go up????? (Glamorgan resident)

"Don't break what is not broken (route 112). I either have to walk 7 blocks to 37st and 4 the ave to take 66, or spend a long time looking at Mount Royal on my way to/from work." (Glamorgan resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Revised Proposed Route 22 Richmond Road

Route 22 garnered a high level of feedback, with just under 100 stakeholders commenting on this revised route proposal. This group was split on whether or not this proposed route would meet their needs. They were also split on which proposal would serve them better. This split appeared to depend on the origin (i.e. where they lived) and destination of the stakeholders who commented.

Among those who objected to the proposed revised route, added travel time was a major theme. Having the route run through Marda Loop was often identified as a likely cause. One of the destinations most often mentioned in this context was for those who said their downtown commute will be longer.

“Going through Marda Loop will take too long with too many stops.” (no community indicated)

“The expediency of the route is a major factor, running it down 14th Street will only slow it down. I don't see the point in connecting Westhills with Marda Loop. The 108 was the most commonly taken transit route for a reason, the efficiency. Replacing it as closely as possible to what it was before is the best option.” (Rutland Park resident)

“Neither meets my needs. I need a bus to go directly downtown in a decent amount of time with no transfers to get to work...” (Glamorgan resident)

At the same time, there were those who were appreciative of this access to Marda Loop.

“It is great that there will be a bus (22) on Richmond Rd going to 33, Marda loop and then downtown. Formerly there was nothing on Richmond Rd from 37 to 33 and then Marda Loop. (Glenbrook resident)

“This massively improves access to mardaloop with the removal of the 107. Everyone that takes the 107 has been wanting this to be an “all day” service and glad it's finally being proposed in the revision. The less # of stops are crucial for a quick route to downtown.” (no community indicated)

Others who liked this new proposal cited access to Westhills and Richmond Road as a positive.

“I like that this route goes directly downtown and directly to West Hills however it is not within walking distance of my home...” (Rutland Park resident)

“I use a lot of the services in the Westhills area including vet, dentist, blood services and shops. I also work in Marda Loop and attend conferences downtown. I will get great use out of the service from Richmond Road to Marda Loop.” (Glamorgan resident)

“Both Westhills Shopping Centre and downtown are frequent destinations for me, so the new 22 is perfect. I will be using it instead of the 13 and 7 which I had used previously” (Altadore resident).

There were a number of comments from those who previously used Route 107, who were not pleased with its cancellation and its replacement by Route 22. They often said it would make their commute longer, and/or would require additional transfers.

“The proposed 22 to replace the 107 cutes off everyone living South of 33 Ave SW. Alternate of taking #7 out of downtown at the end of the day does not work because the bus goes east first and is not an express bus (which



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

at least doubles my commute). Is the #22 an express bus? The #107 has high usage (standing room @ the end of the day, so why cancel a route that is so well used?" (Garrison Woods resident)

"I am very concerned with the lack of express option to get down town for the Altadore and Garrison Woods neighborhoods. These needs are currently met by the 107 option which is has great ridership and a very high occupation rate in the morning and the afternoon." (no community indicated)

"I do not support cancelling the 107 bus. I'm a downtown commuter and changing to the 7 bus will greatly increase my commute time to 1st St & 6th Ave SW. The 107 bus is almost half full before it gets to 33rd Ave, so it's obviously relied upon by Garrison Woods, Altadore and North Glenmore." (Garrison Woods resident)

Besides comments on Route 107, there were also a number of comments describing why the original Route 112 would still meet their needs better, get them to their destination quicker or with fewer transfers.

"The revised 22 route for replacing the 112 will take a lot longer to get downtown. It is not a suitable replacement for the 112 or the 107 and stopping at all the same stops as the 7 is redundant. The previous 112 proposal involved a much farther walking distance for Glamorgan residents but at least the route was more direct. Neither proposals are a good replacement for the 112. (Glamorgan resident)

"If you remove the 112, I will not have any bus to take to Westhills/Signal Hill to do grocery shopping, visit the library, nor a direct route to downtown. Leave the 112 alone." (Killarney/Glengarry resident)

"The new proposed routes 22 and 13 would meet my needs of commuting downtown. However, they do make my commute longer. Both of these routes would add 5 to 15 minutes on my daily commute depending on the rush hour traffic. 112 still remains the fastest and most convenient route to downtown for myself." (Glamorgan resident)

Secondary themes included walkability issues and concerns about frequency.

"Route 22 is on Richmond Rd. I am on Sarcee Rd. Its too far to walk to Richmond Rd". (Rutland Park resident)

"Route 22 does not run often enough and is now too far away for those with mobility issues to easily access." (Glamorgan resident)

Revised Proposed Route 66 Lakeview

With 450 stakeholders providing feedback, this revised route was the most-discussed proposal. Feelings about this revised proposal were mixed, with similar proportions of stakeholders saying their needs would be met or not met, and similar proportions preferring either the previous proposal or the new proposal.

Some who liked this revision commented that it would be faster and without transfers for them to get downtown, mainly from Sarcee Road. This was appreciated by many senior citizens in particular. There was also a sense from those who were happy with this proposal that it would be an adequate replacement for Route 112.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"meet = direct route to downtown from steps on Sarcee Road!" (Currie resident)

"I am very happy with this new route that still goes down Sarcee Rd with a direct route to downtown." (Rutland Park Sarcee Meadows resident)

"I love this new route! I can drop my kids at their school bus stop and take the city bus downtown from the same stop! Makes my life so much easier! A great improvement." (Currie Barracks resident)

"The newly proposed route 66 meets my need to be able to continue to travel along Sarcee Road from Glamorgan to downtown and return. The new route 66 would be closer than the proposed 22 along Richmond Road. Thank you for adding route 66!" (Glamorgan resident)

However, there were those who said that access to their destinations, such as Westhills and Chinook (both from Lakeview) would be made more difficult by this proposed change.

"...it does not give me direct access to West Hills as the 112 does now. You are also taking away the 13 which is my only other route to West Hills..." (Rutland Park resident)

"Route 66 is a poor compromise. Currently 112 route has service to downtown and West hills (shopping area)...In case that we need to go to West Hills we would need to transfer buses." (Currie resident)

"Revision is better for bus routes in general but 66 is not adequate for those going to Chinook. Because I now have to climb the hill to get to the overpass where Crowchild connects to Glenmore going East. Difficult for me to get on transit to Chinook, if you want a direct route to Chinook. Challenging for seniors especially in winter. Very icy hill." (Lakeview resident)

"Makes it very difficult for seniors to get to Chinook Shopping Centre and C-Train. The new proposal will add significant travel time plus transfers." (Lakeview resident)

Many comments were very specific on why another route that was proposed to be modified or discontinued and replaced by Route 66, was better at meeting riders' needs.

"Was 5 min walk to bus stop with #112 EB Now 10 min walk to catch #66 downtown. Worse, not better for me..." (Glamorgan resident)

"Disappointed at the loss of bus #47 to Chinook as a direct route from Lakeview. Otherwise the increase in frequency is great. Good work." (Lakeview resident)

Many in particular commented that there would be increased travel time for them on Route 66 as opposed to the discontinued Route 63.

"66 is an ok alternative to 18, but much poorer alternative to 63 which is a great bus service" (Lakeview resident.)

"...super duper annoyed that the time to get from downtown to Lakeview has increased 50% over the 63 route." (Lakeview resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Another major theme was one particular new routing proposal. Many respondents mentioned that 34th Street would not be the most appropriate street for this route, in particular due to safety considerations, but also due to the fact that this route would be slower, with suggestions that 37th Street would be better suited for bus traffic.

"Please reconsider the new route. It endangers the children, pedestrians and bicyclists in our neighbourhood. You have the new run north on 34th St instead of 37th Street. That is not wise because of: it is a street with more parked cars, houses, school, playground, community events, block parties, road hockey games, kids travelling to school, it's a slower route compared to going north on 37th Street, it will cost the city more funds and you will have less riders (slower, you miss Tsu Tina riders, have to establish new bus stops)" (Lakeview resident)

"34 St not made for buses. Long walk from 37th St to 34 St as there are no cut through streets on lower 37th St." (Lakeview resident)

"The new proposal is ok, with the huge exception that you chose to run the bus route on a smaller street through the community. 34 St SW is not suitable for buses. 37th St SW only has housing on one side, only parked cars on one side, no school, and no playground. It is a much better street for buses. It is also a faster route through the community. Having the bus run through on 34th Street makes the trip to downtown much slower..." (Lakeview resident)

Revised Route 93 (Existing)

Twelve individuals provided feedback about the idea of the original Route 93 being reinstated for Coach Hill/Westbrook. For most of these respondents, this would meet their needs, and for the most part, this option would be better, or equal to, the previously proposed revisions.

Positive feedback was often general, with some specifically mentioning this original route meets needs of senior citizens.

"My parents who are seniors use this route everyday. They do their grocery shopping at Walmart (Westbrook) and take this route to come to Sicoe Blvd directly. They love it. It helps them be active and meets their needs. Thank you for reinstating this route. God bless." (Signal Hill resident)

"Thanks so much for reinstating 93 route. My parents (in their 80s) use this route on a daily basis and can stay active and happy because they don't drive. They send their regards and appreciation to you all. Thank you so much". (no community indicated)

"Glad to see the original Route 93 reinstated. It completely meets my needs. I like to have options of either getting off at 45th St Station or 69th St Station depending on time of day and what errands I have to do." (Signal Hill resident)

Others felt this route would be too long, not direct enough, or not frequent enough:



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"This route is very long and does not meet my needs. I think that 3 shorter routes would work better than the one long route." (Coach Hill resident)

"My issue is I work evening shifts so taking the bus takes too long when I get to the train station; I walk home faster than the route 93 roughly 20 minutes. If there could be a better match up on the 69th street train at 45th station at night to the bus would be great". (Wildwood resident)

"Having a direct Route to the south spine of the Red Line is preferred as is the directness to a major shopping centre (Chinook). In the former plan, Glamorgan customers still retained service along 45 St to 45 Street Station with a different bus route." (Glamorgan resident)

"The existing route 93 which would be reinstated does not meet travel needs as it is too infrequent of service. The route should get rid of detours (Windermere Rd SW), and reduce number of bus stops (bus stops 150m apart do not add value if the bus comes every 30 minutes) to increase bus frequency." (Wildwood resident)

Route 414 (Existing)

Ten participants commented on reinstating the previous Route 414. The majority said this would meet their needs, either completely or somewhat. Respondents who commented on this route were split on whether they would be better served by the newly proposed route or by the previous proposal.

General positive feedback included:

"You seem to have reinstated the 414 bus stop on 16th St.&19 Ave. On behalf of neighbours who don't have computer/can't get out to meetings, we are truly grateful. During snow+freeze/thaw mo. it's too risky to use 16 St & 17 Ave. stop or to walk downhill. Need to get to North Hill Centre. Thanks!" (Bankview resident)

"Maintaining route 414 along 14 street to Lions Park Station and North Hill Centre is important. I use it a few times a week." (Sunalta resident)

"My understanding is the new proposed route revisions for #414 crosstown bus is going to remain the same as it is now and #51 and #141 would be removed. If the bus continues to turn around at 16 St, that would be wonderful, particularly in the winter months." (Bankview resident)

Some made suggestions for bus stops or shelters, rerouting, frequency of schedule, or different bus sizes:

"I want the 414 reinstated as transit is my only mode of transport and the 414 is the route I use most often; to take 2 buses (51/141) to get from 17th Ave SW to Northmount Dr NW would be onerous. The only thing not entirely satisfactory with the 414 is the infrequent 60 minute off-peak schedule." (Beltline resident)

"Shelter needed on 26 Ave @ 37th St SW for those transferring from Westbrook. 414 needs to be kept in Bankview to serve seniors. Shelter 16 A St @ 17 Av SW - North Side WB location. Hedge needs to be trimmed. 414 also serves SAIT students." (Currie resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"The route 414 would greatly benefit (in terms of ridership) with additional southern destinations provided along 33rd Ave. and at MRU. Please consider reinstating this proposed change. I think the "service hours demanded by Lakeview are excessive when considering the region." (no community indicated)

"Please consider using one size up bus from the community shuttle during morning rush hour as bus can be packed with students going to SAIT. Also please consider running the bus every half hour even during off peak times as hourly can be inconvenient, as well as running later." (Hillhurst resident)

Others were not very pleased with this proposal, mainly because they felt it did not connect or extend to MRU:

"The previously proposed rte 141 was helpful as it provided a connection from the NW to both Marda Loop and to MRU. I think the extension would have added ridership on more northern parts of the route. The new alignment is unhelpful as it does not extend to key southern destinations." (South Calgary resident)

"The route 414 will continue to be a waste of money without the extension to MRU. People living in Garrison Green should also not have to suffer." (Citadel resident)

Existing Routes

Route 18 Lakeview

Fourteen stakeholders commented on Route 18. Overwhelmingly, respondents indicated that their needs were not met by this. Previously proposed revisions were more often chosen as preferable.

However, many respondents felt that their needs were not met with either of the service proposals.

"None of the above (meets my needs). This change and the Nov 2018 change has drastically reduced the level of service for neighbourhoods along the South Crowchild corridor. We are a 1 family car and both us take transit to work, we are now considering both driving which means 2 extra cards on the road - more congestion, more pollution..." (Garrison Woods resident)

"Neither the old or new proposed routes meet my needs. Direct bus to downtown has been eliminated from stops btw 50th and 33rd. I now have to go 2 stops and switch buses to get downtown. If you kept the #63 why couldn't it stop at Flanders? Bus stops in Garrison Woods no longer have direct access." (Garrison Woods resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Specifically, there was mention of lack of access to Mount Royal University (from downtown).

"I need to get to Mount Royal University from downtown and none of these bus routes go into MRU at all...." (Rosedale resident)

"Less central = less convenient downtown. Re MRU - bus no longer comes into campus, forcing riders to cross very busy road. MRU already disadvantaged - no LRT access (Uof C has both LRT & buses which come into the campus. MRU = trek to & from campus Is aim to reserve campus for vehicles & parking?" (Capital Hill resident)

When it comes to the MAX Southwest as its replacement, some commented that this would not meet needs because its stops are not convenient.

"I can't answer question 5) because I request to keep bus 18. Max Southwest doesn't work for me. I have to walk to the closest Max bus stop for 30 minutes or Take two buses which will be very inconvenient and I may have to wait for next bus when the bus is full. I can't arrive at work on time." (Garrison Woods resident)

"The Max route is useless. It does not have stops anywhere near where lots of people get off - you expect us to walk 2 or 3 kms from the bus, to get home? Stop pushing your agenda, while messing with people's day-to-day lives. It is hard enough working and taking transit, don't make it worse." (no community indicated)

Route 47 Lakeview

A total of 17 comments were received about the discontinuation of Route 47. The overwhelming majority was not pleased with this, indicating it did not meet their needs. About two thirds preferred the original proposal and one third the revised proposal for replacements.

The main concern was the loss of a route from Lakeview to Chinook Station that did not require a transfer, which was mentioned in virtually all comments received.

"Reinstate the 47. The new proposal is ridiculous. The one before you changed everything better meets needs." (Lakeview resident)

"The 47 is a necessary route for the citizens of Lakeview. Without it there is no direct access to Chinook LRT and Centre. The only option will be to climb a steep and dangerous path in winter to the ramp on Glenmore and Crowchild causing much difficulty for seniors and people with mobility issues." (Lakeview resident)

"No. 47 - For elderly people who want to go to Chinook Shopping Centre, this change is going to be a real hardship." (Lakeview resident)

"Route 47 should not be cancelled. The route provides quick access to chinook center and chinook c-train station. There should not be a transfer required from Lakeview to Chinook c-train station considering the close distance between Lakeview and the c-train station." (Lakeview resident)

"Removing direct access from Lakeview and Chinook, isolates the community from the Red line and Chinook centre" (Lakeview resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 63 Lakeview Express

Seven stakeholders, almost all from Lakeview, commented on the discontinuation of the Route 63 express. Virtually all indicated that their needs would not be met, and all preferred the previous proposal that did not include this change, as they used this route to get downtown.

Comments on this route can be found in the Appendix 2 Phase Two Verbatim Responses. Route 63 was also frequently mentioned by stakeholders commenting on the proposed Route 66.

Route 107 South Calgary

Just over 30 stakeholders commented on the proposed discontinuation of Route 107. Virtually all said that this did not meet their travel needs, and that they disagreed with this cancellation.

Route 107 was also often mentioned by stakeholders commenting on Route 22.

Many respondents gave specific reasons why the proposed replacement Route 7 would not suit their needs. The most commonly mentioned theme was that commutes would become much longer on Route 7 than it was using Route 107.

"I work in the north central part of the downtown core, and live in the middle of Altadore. The alternatives 13 or 7, will add 15 min or more each direction to my commute, not to mention the greater walking distance to the starting timepoint over on the east side of the core." (Altadore resident)

"107 is a express bus I use every day for commuting to work. Discontinuing this route will waste a lot of my time everyday as I have to catch the alternative that has several stops on crowded 17th Avenue". (Garrison Woods resident)

"The 107 express is the best way to commute from downtown to Marda Loop. The existing route does not serve our needs as the last bus out of downtown leaves at 5:20. The city should add 107 routes. Marda Loop has 2 new condos with people who commute downtown - why take away the only viable commute?" (Lower Mount Royal resident)

As well, there were those questioning the reasoning behind the cancellation of a particularly popular route, given that this bus is well-used and often full.

"This does not meet my needs. The 107 is full all the time, maybe cut back on the 7 coming every 2 mins." (Altadore resident)

"It is critical to have a express bus that services the residential population in South Calgary. The route is well used during the peak times it runs. Making bus transfers in this congested of a quadrant just doesn't make sense." (Altadore resident)

"107 has been amazing since I moved to the area. It's direct, it's simple, it's efficient, and it's heavily used. By the time it gets to 33rd it's 85% full and standing room by the time it's half way down 14th Street. For me the other options are terrible (I live by 40th Ave SW). Not close, slower." (Altadore resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 112 Sarcee Road

Just over 40 stakeholders commented on the proposed discontinuation of Route 112, with the vast majority saying this did not meet their needs.

Many said that none of the proposed alternatives would meet their needs, and simply called for Route 112 not to be discontinued.

"Do not get rid of the 112, it makes it so easy for us who live in the neighbourhood to get downtown. Getting rid of it would inconvenience so many who work downtown and rely on the bus." (Glamorgan resident)

"Please keep the 112. It is very useful and covers some of the only routes that dont require transfers of getting to shopping centers and downtown (Killarney/Glengarry)

Overall, concerns were regarding added time to their commutes if using alternatively proposed routes.

"I live on Glamorgan Dr. and the 112 route as it is gets me downtown in 15 minutes. All of the proposed route changes would at least double that commute time. I have Parkinson's disease and impaired mobility and the proposed route changes would make getting downtown more challenging for me." (Glamorgan resident)

"It adds significant time to my commute and the walk to the bus stop from my house is much farther. I know we can all agree that we all work much more than we should. Life is far to short to be spending more than an hour on a bus and commuting to and from work. I want to be home with my family." (Glamorgan resident)

Another often-mentioned issue was a newly introduced need to connect to other routes.

"Main concern is/was taking only one bus to downtown, as well as Westhills and lab in Glenbrook SW 51 St" (Rutland Park resident)

A further walk to their bus stop (particularly an issue for some stakeholders with disabilities) was also mentioned frequently.

"I have very limited mobility. Making a transfer or walking more than 2 blocks one way or going uphill is too much..." (Glamorgan resident)

"The route remains the same for me but may changes for other individuals in different neighborhoods. The only difference is I will have to walk further to a different bus stop." (Lincoln Park resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Out of Scope Routes with Under 20 comments received

A few dozen comments were received on routes that were not included in this phase of the engagement. They included Routes 7, 20, 33, 75, 79/80, 94, 159 and the MAX routes. General comments were also received that were not specifically linked to a route.

All verbatim comments can be found as they were submitted in Appendix Two: Phase Two Verbatim Responses.

Targeted Session at Alice Bissett Place Horizon Housing

Much of the targeted session at Alice Bissett Place was informational with stakeholders asking questions about the proposed new routes and transit planners providing responses.

The route most discussed was Route 101, and residents were mostly interested in any differences of Route 101 compared to the existing Route 411 that stops outside their complex.

Specific concerns and comments included:

- Concerns about walkability. This included a concern about the downtown routing for Route 101, with the stakeholder indicating that with the proposed routing, people would have to walk an additional two blocks to get to the Bay.
- As well, there was a suggestion that there should be a stop for Route 101 at 8th Ave connecting to Route 1 where riders could disembark and the bus could then continue on.
- A desire for later service on weekends for Route 101.
- Comments indicating participants were pleased with the changes for both the Route 101 as well as the Route 63 changing to the Route 66. One participant noted that this latter Route would provide access from Inglewood to certain grocery stores, including Eidleweiss
- Many comments and questions about frequency of Route 101 and other routes in their area.

There were also some general comments on transit use in general including: identifying a need for better signage; inquiring why the City Access does not accept Senior passes; and inquiring why these passes are not delivered by mail.

Targeted Session at Glamorgan Community Association

Much of the targeted session at Glamorgan Community Association was informational with stakeholders asking questions about the proposed new routes and transit planners providing responses.

As there were so few participants, it was not possible to theme the comments. Some of the concerns identified were the same as for the feedback received from other stakeholders including: concern around transfers or about having to walk to transfer as required with the newly proposed 13 particularly in poor winter weather. clearly stating that a direct route without transfers was more important than travel time during winter. Relatedly on the theme of transfers, importance of good connections was also raised.

Unique comments included:



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

- A concern regarding the passenger load leaving downtown and Westhills, and the fact that the 13 can often be full.
- The importance of having a route for Glamorgan that serves downtown and that serves Westhills.

Targeted Session at Horizon View

Much of the targeted session at Horizon Housing's Horizon View was informational, with stakeholders asking questions about the proposed new routes and transit planners providing responses.

As there were so few participants, it was not possible to theme the comments. Some comments were the same as for other stakeholders with regard to Routes 13 and 112. For example, it was said that the newly proposed Route 13 would likely work for those traveling from Glamorgan to downtown, with one participant expressing a strong desire to keep Route 112 or re-route Route 13 on to Crowchild. There were also multiple questions around the frequency of the proposed Route 13, including requests for more frequent service on nearby bus routes, or for a greater service span.

Unique concerns included:

- Two requests for off-peak routing for the 13 down to 50th Ave SW – as well as an expressed desire to have that routing all day and reference to the future road being built in this area.
- One request for a heated shelter at 46 Av & 49 St SW.
- Some questions on what had happened to the proposed Route 132. When Calgary Transit planners explained that riders' priorities were to get to downtown over Westbrook, participants agreed that this was the priority.

Participants also asked questions about trips that required transfers – for example, to Crowchild and 26 Ave, to Airdrie, to the Hillhurst United Church, or to "Ability Hub". Participants indicated that they were ok to make these transfers. section.

Participation and Technique Summary

1. Online Engagement Portal

From June 3 to June 17 The City's engage portal page was active and received 6,603 views by 3,067 distinct visitors. In total, 637 contributions were submitted via the forms designed for feedback on specific routes. On the website, in addition to project information and information on the engagement events, a section entitled "What is Happening to My Route" listed eight routes (13, 18, 47, 63, 93, 107, 112, 141) and instructed:

"Click on the tab to learn more about how each of these routes have been modified. On these maps the dotted line is the current route and the coloured line is the proposed route."



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Another section entitled “Revised Routes” listed three new proposed routes (13, 22, 66). It also included two subsections that provided additional information for geographic areas to be served by these proposed routes:

1. “What Does This Mean For”: demonstrated how the revised routes addressed the feedback received during the original engagement in March-April.
2. “Additional Information”: contained additional information that could be helpful to participants in considering the new routes. These varied by area, but could include travel times, stop locations, walk distances, why specific streets or route changes were included, among others.

The survey section was entitled “Provide Your Input” and participants were asked to provide their input (see engagement questions below).

2. Open Houses

Three open houses were held, as follows:

1. North Glenmore Park Community Association – June 6: 6:00 p.m. to 8:00 p.m.
(88 participants)
2. Rutland Park Community Association – June 13: 6:00 p.m. to 8:00 p.m.
(137 participants)
3. cSPACE King Edward Studio Theatre – June 15 10 a.m. – 12:00 p.m.
(49 participants)

At these sessions, 247 participants provided comment cards.

The open houses provided information on the newly proposed routes and how existing routes would be impacted, as well as route-specific information in the form of a gallery of boards. Several transit experts were available to explain and provide further information and answer questions on general and route-specific questions. Attendees were able to provide their comments on the proposed routes, indicating to what extent the proposed route revisions met their needs, whether the previous or newly proposed routes better met their needs, and providing comments on how the proposed routes met or did not meet their travel needs.

3. Targeted Sessions

Three targeted sessions were held with groups of stakeholders from five to 21 people, engaging a total of 33 people. These were identified stakeholder groups with concerns about the proposed route changes for whom a session was designed to better understand their specific needs or the impacts as a result of the proposed changes. Attendees provided their comments on specific routes with staff or facilitators primarily capturing input on notepads, and some participants completing comment cards. Additionally, one further targeted session was scheduled but had to be cancelled by the group due to unforeseen circumstances.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Targeted Session One

On June 7, 2019 a stakeholder session was held at Horizon Housing's Alice Bisset Place for residents and staff from approximately 1:30 p.m. to 3:00 p.m. 21 people were engaged at the session.

The session provided an opportunity to discuss the routes and speak with a Transit Planner. An engagement expert took notes of the questions and comments for this targeted group.

Targeted Session Two

On June 14, 2019, a targeted session was held for those seniors who were unable (for example, due to mobility issues or difficulty of travel) or uncomfortable attending an open house in a neighbouring community. The session was held at Glamorgan Community Association from 6 p.m. to 8 p.m. Five people were engaged at the session. Two engagement experts took notes of the questions and comments for this targeted group.

The targeted session provided information on the current routes and the corresponding originally and newly modified proposed routes in their area, as well as route-specific information in the form of a gallery of boards. Two transit experts were available and delivered a presentation explaining the newly proposed route changes, followed by questions and answers; Two transit experts and two engagement experts were available throughout to provide further information and answer ongoing questions on general and route-specific questions. The engagement experts recorded comments on the newly and originally proposed routes.

Targeted Session Three

On June 18, 2019 a targeted session was held at Horizon Housing's Horizon View from 1:45 p.m. to 3:00 p.m. Seven people were engaged at the session.

The session provided information on the current routes and corresponding originally and newly modified proposed routes in their area in the form of a gallery of boards. Following the presentation there was an opportunity to discuss the routes and speak with a Transit Planner. An engagement expert took notes of the questions and comments for this session.

Engagement Questions

At all phase two in-person engagement sessions and on the online portal, participants were asked:

1. What Community do you live in? [ONLINE: LIST TO SELECT FROM WITH OPEN-ENDED OTHER OPTION; COMMENT CARDS: OPEN ENDED QUESTION]
2. How did you hear about Calgary Transit's Route Review project and the proposed route revisions? [*Please select all that apply*]
 - Social Media
 - Road Sign
 - Flyer on transit bus



- Calgary Transit driver
- Digital signs at bus shelters
- Calgary Transit website
- Poster at bus stop
- Calgary Transit app
- None of the above

3. Which proposed bus route are you commenting on? *[Please select ONE]*

- REVISED | 13 ALTADORE
- REVISED | 22 RICHMOND ROAD
- REVISED | 66 LAKEVIEW
- REVISED | 93 COACH HILL / WESTBROOK (Existing)
- REVISED 414 14 STREET (Existing)
- ORIGINALLY PROPOSED 13 ALTADORE
- ORIGINALLY PROPOSED | 22 RICHMOND ROAD
- ORIGINALLY PROPOSED | 51 51 GARRISON GREEN / LIONS PARK GARRISON GREEN / LIONS PARK
- ORIGINALLY PROPOSED | 93 COACH HILL / CHINOOK
- ORIGINALLY PROPOSED 132 KILLARNEY 29 ST SW
- ORIGINALLY PROPOSED 41 14 STREET NW4
- ORIGINALLY PROPOSED | 141 14 STREET NW
- Other route (please specify:)

4. To what extent do the proposed route revisions meet your needs? *[Please select ONE]*

- Meets my needs completely
- Meets my needs somewhat
- Does not meet my needs

5. There is still some work that can be done to make sure the proposed route revisions meet the needs of as many transit users as possible. (There is still opportunity to make modification to the proposed routes).

The Calgary Transit planning team has two options:

1. Move ahead with the new proposal (and make slight modifications as necessary)
2. Go back to the previous proposal (and make slight modifications as necessary)

With that in mind, which proposal/route modification better meets your needs *[Please select ONE]*

- The previous proposed route revisions



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

- The new proposed route revisions
- They both equally meet my needs

6. Please explain briefly how these proposed route revisions MEET, or do NOT MEET, your travel needs [OPEN END]

Demographic Data: Who Participated

Below is a summary of input received in the online and open house forms that specifically pertained to a community. This is not a representation of those who responded to route-specific, general or evaluation forms, nor can it be extrapolated to any other group of people, such as Calgarians as a whole.

For phase two of the engagement, 56 communities were represented. In total, 797 respondents indicated their community, as follows:

| Community | # of Respondents |
|---------------------|------------------|
| Lakeview | 285 |
| Glamorgan | 125 |
| Rutland Park | 98 |
| Altadore | 42 |
| Currie | 41 |
| Garrison Woods | 30 |
| Killarney/Glengarry | 19 |
| Beltline | 12 |
| Garrison Green | 12 |
| Glenbrook | 12 |
| Lincoln Park | 12 |
| South Calgary | 10 |
| North Glenmore Park | 9 |
| Elbow Park | 8 |
| Signal Hill | 8 |
| Lower Mount Royal | 7 |

| Community | # of Respondents |
|-------------------|------------------|
| Glendale | 3 |
| Lake Bonavista | 3 |
| Marda Loop | 3 |
| Capitol Hill | 2 |
| Downtown West End | 2 |
| Evergreen | 2 |
| Oakridge | 2 |
| Rideau Park | 2 |
| Riverbend | 2 |
| Sunalta | 2 |
| Wildwood | 2 |
| Christie Park | 1 |
| Citadel | 1 |
| Chestermere | 1 |
| Cityscape | 1 |
| Coach Hill | 1 |

| Community | # of Respondents |
|-----------------|------------------|
| Inglewood | 1 |
| Kingsland | 1 |
| Legacy | 1 |
| MacEwan Glen | 1 |
| Maple Ridge | 1 |
| Mayland Heights | 1 |
| Midnapore | 1 |
| Mission | 1 |
| Palliser | 1 |
| Parkhill | 1 |
| Renfrew | 1 |
| Rosedale | 1 |
| Saddle Ridge | 1 |
| Sage Hill | 1 |
| Silver Springs | 1 |
| Southwood | 1 |



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

| | |
|-----------|---|
| Bankview | 6 |
| Richmond | 6 |
| Hillhurst | 4 |

| | |
|--------------------------|---|
| Downtown Commercial Core | 1 |
| Eau Claire | 1 |
| Highwood | 1 |

| | |
|-------------------|---|
| Upper Mount Royal | 1 |
| Westgate | 1 |
| | |

Number of Respondents Per Route

The following is a breakdown of the number of respondents by proposed route:

| Route | # of Respondents |
|--------------------------------------|------------------|
| Revised 66 Lakeview | 450 |
| Revised 22 Richmond Road | 96 |
| Revised 13 Altadore | 75 |
| Originally Proposed 22 Richmond Road | 17 |
| Originally Proposed 13 Altadore | 15 |
| | |

| Route | # of Respondents |
|--|------------------|
| Revised 93 Coach Hill/ Westbrook (Existing) | 12 |
| Revised 414 14 th Street (Existing) | 10 |
| Originally proposed 132 Killarney 29 th Street SW | 10 |
| Originally proposed 93 Coach Hill / Chinook | 7 |
| Originally proposed 51 Garrison Green / Lions Park | 6 |
| Originally proposed 141 14 th Street NW | 3 |

Other routes that received feedback:

| Route | # of Respondents |
|--------------------|------------------|
| 112 | 44 |
| 107 | 32 |
| MAX | 18 |
| 47 | 17 |
| 18 | 14 |
| 63 | 7 |
| Revised 13, 22, 66 | 7 |

| Route | # of Respondents |
|-------|------------------|
| 20 | 4 |
| 94 | 4 |
| 79/80 | 3 |
| 75 | 2 |
| 7 | 1 |
| 33 | 1 |
| 159 | 1 |

In addition, 28 general comments not attributed to one of the routes were received.

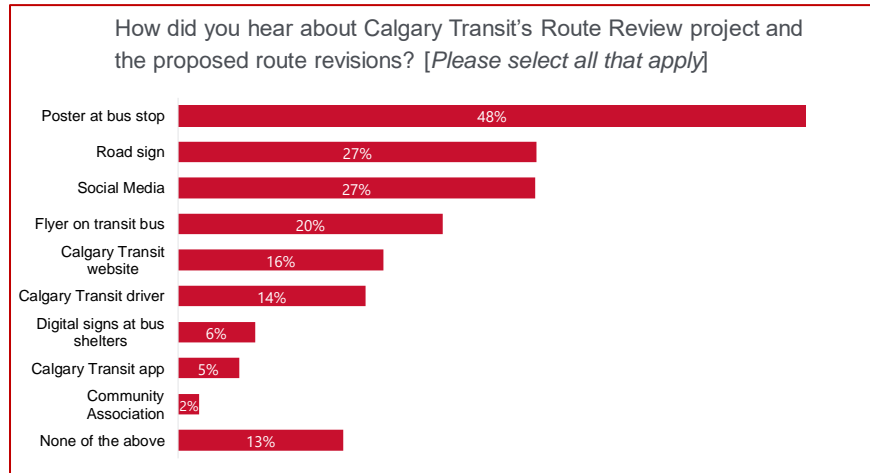


2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Outreach: How Stakeholders heard about Engagement



Stakeholders heard about this engagement and the proposed route revisions from a variety of sources, and often from more than one. Almost half (48%) indicated they saw a bus stop poster, while a quarter (27%) saw a road sign and/or heard about it on social media. Secondary sources were a flyer on the bus (20%), the Calgary Transit website (16%) and drivers (14%). Fewer respondents heard about it from digital shelter signs (6%) or the Calgary Transit app (5%). In one open house, a number of participants, totalling 2% of responses, indicated that they heard about it from their community association (2%). This was however not a choice option in the questionnaire, but rather a written-in response.

Which Themes Developed - Codes Emerging from Input

The themes applied to the online and in-person participant input for phase one of this engagement were the same as the themes developed and applied for phase two of the engagement.

Next steps

The input collected from the in-person and online portal has been analyzed and reviewed in the creation of this report.

- Late Summer: Plan and Finalize Routes: Routes will be planned and finalized
 - Over the summer, Calgary Transit will review the information and assess how the proposed routes might be modified to address key concerns of the public based on the following criteria:
 - i. Does it meet the design criteria?
 - ii. Does it align with the budget?
 - iii. What is the impact on how many riders?



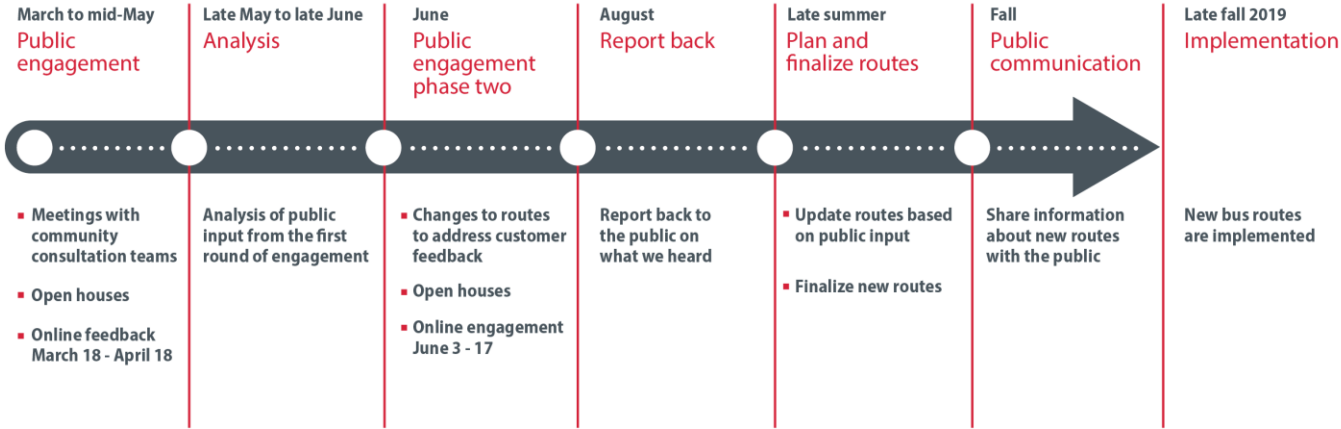
2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard
August 2019

- Public communication: There will be further public communication in the fall sharing information about the new routes with the public
- Implementation: In late fall 2019 the revised routes will be implemented

Project timeline

We heard from our customers the proposed route changes needed some more work, and we are here to check back with you. This second phase of engagement is based on feedback received. It affects customers on Routes 13, 18, 47, 63, 93, 107, 112 and 414.





2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Phase Two: Summary of Input

Route-specific Summaries

This section will discuss the feedback received on phase two of the 2019 Transit Service Review’s proposed route changes. Feedback is summarized by route. Each section summarizes the results of two closed questions on the extent to which the proposed route revisions meet the needs of participants, whether the previous or new proposed routes better or equally meet participants’ needs, as well as a high-level summary of the comments received by Calgary Transit through the online survey and at the in-person open house sessions. Where too few comments were received to theme the results, this is indicated.

Summaries are provided below for feedback on options listed on which to provide feedback. Additionally, summaries are provided below for feedback on several related existing routes.

All feedback received was reviewed by Calgary Transit staff and will be taken into consideration when further refining and finalizing the transit network.

We received many comments on the newly and originally proposed routes. These are presented in three sections: (1) Revised Proposed Routes (2) Originally Proposed Routes and (3) Existing Routes. Within these sections, routes are presented in numerical order for ease of reference. The new proposed routes do not overlap identically with the existing routes, and one route may be replaced by several routes. As such, you may wish to look at the results of certain routes together. The chart below may assist you in locating related route comments.

If You Currently Take Route....

- 13 - Mount Royal
- 18 - Lakeview
- 63 - Lakeview Express
- 93 - Coach Hill/Westbrook
- 107 - South Calgary
- 112 - Sarcee Road
- 414 – 14 Street Crosstown

You May be Interested in Proposed Route...

- 13 – Altadore, 22 – Richmond Road
- MAX Southwest, 66 – Lakeview
- 66 - Lakeview
- Route Reinstated
- 7 – Marda Loop (Existing), 22 – Richmond Road
- 13 – Altadore, 22 – Richmond Road, 66 – Lakeview
- Route Reinstated

Summaries below are for in-scope routes. Those with fewer than ten comments are held brief. All comments can be found as they were submitted in Appendix 2: Phase Two Verbatim Responses section.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Originally Proposed Routes

Originally Proposed Route 13

The originally proposed route was a modification to the existing route. Service east of Crowchild Trail would remain the same, while the route would be revised to serve Lakeview. Service west of Crowchild Trail would be provided on proposed Routes 22 and 93.

Fifteen individuals commented on the originally proposed Route 13. Almost half of those indicated that this proposal would not meet their needs. These respondents were split on whether this proposal or the revised proposal would be better for them.

Comments included those indicating that it would take more time or would add transfers for commuters to get to their destination, whether that is for example to downtown, West Hills or to Chinook Station.

"The original suggested changes did not meet my needs fully and would likely have add another 30-45 minutes to my commute each day. This would have also made winter travel very difficult." (Beltline resident)

"The proposed route revisions for the 112 is insufficient. The revisions will increase commute times drastically. Don't fix things that aren't broken. The 112 is very busy and serves a wide range of communities. Please keep it. Listen to the riders who use these services daily." (Currie resident)

"I am very disappointed that this route will no longer provide me with direct access to West Hills without requiring a transfer from another bus. You are also changing the 112 which is my only other direct route to West Hills. You are effectively increasing my travel time to West Hills which I go to more often than downtown." (Rutland Park resident)

"My only concern is that there's no bus going to the Chinook LRT, thats where I connect to the C-Train and other buses." (Lakeview resident)

A number of Lakeview residents in particular once again noted that this route would not meet their needs in their community. Some also commented that if Route 63 would be retained, it would give them more options that would meet their needs better.

"#13 won't go to Lakeview. None of them meet my needs." (Lakeview resident)

"Too long, not direct. Punishes Lakeview. Does not meet goals to be direct and improve service... Define the requirements and design a solution that meets the needs of the citizens. Neither meet needs. Retain the route 63." (Lakeview resident)

"As long as the 63 stays in service." (Lakeview resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

A few commented that the routing itself meets their needs, but that frequency, timing, or service span (evenings, for example) would not be ideal.

"I take route 13 from DownT. to William Reid School. Current route meets absolutely my needs, but in morning hours the area is really crowded by parents`cars and it is very difficult for bus drivers to pass school zone. If you change schedule in 5 min earlier, we can walk from Council Way." (Downtown West End resident)

"Currently I work in Signal Hill and live in Lincoln Park. I work until 8 pm and because I am not able to get to the bus stop on Richardson fast enough, I have to wait until 8:40 pm. I am aware I could take the 66 if I miss the 93 and walk from Richardson and 37th however 37 is not lit well and isn't safe for a women, like myself. My employer has once before shortened my hours weekly because I have made comments about the bus. And that's hard for a single parent. If the bus 93 were to come at example 8:15 or 8:45 it would be so much better as I have friend to that take transit and our shifts always end at either 8:00 p.m. or 8:30 p.m" (Lincoln Park resident)

"I'm fine with the 30 min frequency of service but would like to see hours extended later into the evening on Route 13." (Upper Mount Royal resident)

Originally Proposed Route 22

The originally proposed Route 22 would run from the City Centre down Crowchild Trail SW and then follow Richmond Road SW to Westhills Shopping Centre.

Seventeen individuals commented on the originally proposed Route 22. The majority of respondents who commented on this route indicated that it would meet their needs. Overall, they preferred this proposal over the revised Route 22.

Some positive comments noted that this route now would connect people where they would hope the route would go, for example, to Marda Loop or downtown.

"I love that the 22 will now connect us with Marda Loop. We just need to make sure that there is a stop at 33 Ave and 29 St SW. Thanks." (Rutland Park resident)

"It creates better access between downtown and other areas I frequent." (Downtown West End resident)

"The addition of Route 22 meets my needs. It is convenient to catch and provides timely transportation to work downtown. It will be a welcome change to a neighbourhood that was disadvantaged when the west LRT came in. I look forward to a reduced commute time on Route 22. Thanks!" (Glamorgan resident)

On the other hand, some respondents mentioned that Route 112 would provide better service to downtown, as Route 22 would require them to make a connection.

"Route 22 does not meet my needs to get downtown without connections. 112 meets my needs as I don't need connections. 112 is always a busy route that covers the community perfectly to get you between Signal Hill and downtown without having to change buses." (Glamorgan resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Some indicated concerns around the routing of the proposed Route 22 and offered suggestions for specific routing changes or bus stop locations to improve their commute.

“As someone who drives during Rush hour down 14th Street often. The delays on 14th due to left turning vehicles headed Southbound on 14th at 16th Ave, 15th Ave and 14th Ave cause significant delays. Add to that the lack of snow removal on 14th South of 17th. Reduces 14th to one lane adding additional delays. The number of lights on 14th from 17th to 33rd and Rush hour traffic delays in Marda Loop means the 30 minute estimate to get to Westhills will most definitely be incorrect making the route useless from downtown and to downtown in the morning. Crowchild was the correct way for this route to be of use. (Rutland Park resident)

“Route 22 must have a stop at 33 Ave + 29 Street!!” (Rutland Park resident)

“OK for replacing the 112 but would ideally loop down 50th street and back up 45th so as not to strand residents to the south and overly increase walking distance. If that change was made the route would be perfect.” (Glamorgan resident)

A number of individuals commented on Route 107 in this context, stating that they did not want that route to be changed or cancelled.

“Please please please don't cancel Route 107, unless Route 22 is also going to have no Beltline stops. The 107 allows many people to get to and home from work quicker than a route with many stops, allowing more time to sleep in or spend with family.” (South Calgary resident)

“Please keep the 107. The 107 is needed to get any working individuals to downtown who live South of 33 Ave. (North Glenmore Park resident)

“The change of service (cancel 107) and the proposed alternative will not meet my commuting needs in terms of getting to core each day with out significant impact to my family life. Will have to reorganize day/child care that we have currently in place. Additionally, do not understand how a route that runs 2x morning and 3x afternoon that is 100% at capacity is not proving the value of the route and City of Calgary Public Transit” (Garrison Woods resident)

Originally Proposed Route 51

The originally proposed Route 51 would serve Garrison Green, Mount Royal University, Marda Loop, 14 Street SW, Kensington, SAIT, North Hill Mall and Lions Park LRT Station. Route 51 turns into Route 141 at Lions Park; Route 141 turns into Route 51 at Lions Park.

Only six responses were received about the originally proposed Route 51. In general, the (limited) feedback on this route was positive, and most preferred the original proposal over the new proposal.

Comments on this route can be found in Appendix 2: Phase Two Verbatim Responses.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Originally Proposed Route 93

East of Westhills, the originally proposed 93 was proposed to connect to Mount Royal University and the Chinook LRT Station. The existing portion of the 93 west of Westhills was proposed to be replaced by the proposed route 45.

Seven individuals provided feedback on the originally proposed Route 93. Feedback was generally positive, saying that the route would provide better service than alternative options in this area.

Comments on this route can be found in Appendix 2: Phase Two Verbatim Responses.

Originally Proposed Route 132

The originally proposed Route 132 is a proposed new route to run from Westbrook Station through Shaganappi/Killarney via 17 Avenue SW and 29 Street SW to Rutland Park/Currie and down 46 Avenue SW into Glamorgan.

Ten people provided feedback on this route. Overall, the overwhelming sense was that this route does not meet their needs, and that the original service plan would serve them best.

Feedback received on this route touched on a variety of issues, including the impact of additional transfers on riders and walkability. Some made mention of other routes (2, 6, 112) and the impact of proposed changes in this context.

Comments on this route can be found in Appendix 2: Phase Two Verbatim Responses.

Originally Proposed Route 141

The originally proposed Route 141 would replace the North portion of the 414 which is proposed to be discontinued. The proposed Route 141 runs along 14 St NW through Capitol Hill/Rosemont and Collingwood/Cabrian Heights as far as 48 Av NW in North Haven. Route 141 turns into Route 51 at Lions Park.

Three participants commented on the originally proposed Route 141 at 14th Street North West. They all said this proposal would meet their needs, but they did not all agree on whether the original proposal or the newly proposed revisions would suit them better.

Comments were generally positive.

Comments on this route can be found in Appendix 2 Phase Two Verbatim Responses.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Revised Proposed Routes

Revised Proposed Route 13 Altadore

The revised modified Route 13 would serve Westhills Shopping Centre, Mount Royal University, Altadore, Beltline and downtown.

The revised Route 13 was one of the most discussed routes, with 75 engaged stakeholders leaving comments. Among those who commented, the majority said this revised route met their needs. When compared to the original proposal, most responses indicated that their needs were better or equally met by the revised proposal

Positive comments outweighed negative ones on this revised proposal.

"These changes will work for my needs" (no community indicated)

"The revisions meet needs as still easy to access" (Elbow Park resident)

"I take transit when it's convenient and drive my car when it's not. The latest proposed route changes will help me and my neighbour get to one of my favourite parks without having to drive. I really like the new route change proposals." (Rutland Park resident)

Access to Mount Royal University in particular was received positively by many, with some mention of the same for Westmount,

"Route 13 must have a Mount Royal University connection since there is no other access via bus from Altadore. Glad to see that second proposal will keep MRU on #13 route." (Garrison Woods resident)

"I moved to the lower mount royal area to take advantage of #13 to go to work at MRU. The original proposal was creating stress on me. Thank you for bringing #13 back to the MRU and Westmount community!!" (Rutland Park resident)

"I am very happy to see that the 13 will continue to service Mount Royal University. This is a very important route for staff, students, and faculty. I would like to see the new revised route move forward. (Beltline resident)

"It is important for #13 to connect lower mount royal to MRU and Westmount. The latest revision to keep that service is brilliant! Thank you! (Lower Mount Royal)

However, there were still those who felt that the original Route 112 met their needs better and should not be cancelled. Often, it was said that both the Route 13 options would require a transfer that was not necessary with Route 112, and that no matter what, time would be added to their commute.

"I am very disappointed that this route will no longer provide me with direct access to West Hills without requiring a transfer from another bus. You are also changing the 112 which is my only other direct route to West Hills. You are effectively increasing my travel time to West Hills which I go to more often than downtown." (Rutland Park resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

“Right now I am taking 1 Bus the 112 to get downtown and with the proposed I will be taking 2 buses and c-train. How is this making ridership go up????? (Glamorgan resident)

“Don't break what is not broken (route 112). I either have to walk 7 blocks to 37st and 4 the ave to take 66, or spend a long time looking at Mount Royal on my way to/from work.” (Glamorgan resident)

Revised Proposed Route 22 Richmond Road

The revised proposed route 22 Richmond Road would serve Westhills Shopping Centre, Richmond Road, Marda Loop, Beltline and downtown.

Route 22 garnered a high level of feedback, with just under 100 stakeholders commenting on this revised route proposal. This group was split on whether or not this proposed route would meet their needs. They were also split on which proposal would serve them better. This split appeared to depend on the origin (i.e. where they lived) and destination of the stakeholders who commented.

Among those who objected to the proposed revised route, added travel time was a major theme. Having the route run through Marda Loop was often identified as a likely cause. One of the destinations most often mentioned in this context was for those who said their downtown commute will be longer.

“Going through Marda Loop will take too long with too many stops.” (no community indicated)

“The expediency of the route is a major factor, running it down 14th Street will only slow it down. I don't see the point in connecting Westhills with Marda Loop. The 108 was the most commonly taken transit route for a reason, the efficiency. Replacing it as closely as possible to what it was before is the best option.” (Rutland Park resident)

“Neither meets my needs. I need a bus to go directly downtown in a decent amount of time with no transfers to get to work...” (Glamorgan resident)

At the same time, there were those who were appreciative of this access to Marda Loop.

“It is great that there will be a bus (22) on Richmond Rd going to 33, Marda loop and then downtown. Formerly there was nothing on Richmond Rd from 37 to 33 and then Marda Loop. (Glenbrook resident)

“This massively improves access to mardaloop with the removal of the 107. Everyone that takes the 107 has been wanting this to be an “all day” service and glad it's finally being proposed in the revision. The less # of stops are crucial for a quick route to downtown.” (no community indicated)

Others who liked this new proposal cited access to Westhills and Richmond Road as a positive.

“I like that this route goes directly downtown and directly to West Hills however it is not within walking distance of my home...” (Rutland Park resident)

“I use a lot of the services in the Westhills area including vet, dentist, blood services and shops. I also work in Marda Loop and attend conferences downtown. I will get great use out of the service from Richmond Road to Marda Loop.” (Glamorgan resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"Both Westhills Shopping Centre and downtown are frequent destinations for me, so the new 22 is perfect. I will be using it instead of the 13 and 7 which I had used previously" (Altadore resident).

There were a number of comments from those who previously used Route 107, who were not pleased with its cancellation and its replacement by Route 22. They often said it would make their commute longer, and/or would require additional transfers.

"The proposed 22 to replace the 107 cutes off everyone living South of 33 Ave SW. Alternate of taking #7 out of downtown at the end of the day does not work because the bus goes east first and is not an express bus (which at least doubles my commute). Is the #22 an express bus? The #107 has high usage (standing room @ the end of the day, so why cancel a route that is so well used?" (Garrison Woods resident)

"I am very concerned with the lack of express option to get down town for the Altadore and Garrison Woods neighborhoods. These needs are currently met by the 107 option which is has great ridership and a very high occupation rate in the morning and the afternoon." (no community indicated)

"I do not support cancelling the 107 bus. I'm a downtown commuter and changing to the 7 bus will greatly increase my commute time to 1st St & 6th Ave SW. The 107 bus is almost half full before it gets to 33rd Ave, so it's obviously relied upon by Garrison Woods, Altadore and North Glenmore." (Garrison Woods resident)

Besides comments on Route 107, there were also a number of comments describing why the original Route 112 would still meet their needs better, get them to their destination quicker or with fewer transfers.

"The revised 22 route for replacing the 112 will take a lot longer to get downtown. It is not a suitable replacement for the 112 or the 107 and stopping at all the same stops as the 7 is redundant. The previous 112 proposal involved a much farther walking distance for Glamorgan residents but at least the route was more direct. Neither proposals are a good replacement for the 112. (Glamorgan resident)

"If you remove the 112, I will not have any bus to take to Westhills/Signal Hill to do grocery shopping, visit the library, nor a direct route to downtown. Leave the 112 alone." (Killarney/Glengarry resident)

"The new proposed routes 22 and 13 would meet my needs of commuting downtown. However, they do make my commute longer. Both of these routes would add 5 to 15 minutes on my daily commute depending on the rush hour traffic. 112 still remains the fastest and most convenient route to downtown for myself." (Glamorgan resident)

Secondary themes included walkability issues and concerns about frequency.

"Route 22 is on Richmond Rd. I am on Sarcee Rd. Its too far to walk to Richmond Rd". (Rutland Park resident)

"Route 22 does not run often enough and is now too far away for those with mobility issues to easily access." (Glamorgan resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Revised Proposed Route 66 Lakeview

The newly revised proposed Route 66 Lakeview would serve Lakeview, Sarcee Road, Crowchild Trail and downtown.

With 450 stakeholders providing feedback, this revised route was the most-discussed proposal. Feelings about this revised proposal were mixed, with similar proportions of stakeholders saying their needs would be met or not met, and similar proportions preferring either the previous proposal or the new proposal.

Some who liked this revision commented that it would be faster and without transfers for them to get downtown, mainly from Sarcee Road. This was appreciated by many senior citizens in particular. There was also a sense from those who were happy with this proposal that it would be an adequate replacement for Route 112.

"meet = direct route to downtown from steps on Sarcee Road!" (Currie resident)

"I am very happy with this new route that still goes down Sarcee Rd with a direct route to downtown." (Rutland Park Sarcee Meadows resident)

"I love this new route! I can drop my kids at their school bus stop and take the city bus downtown from the same stop! Makes my life so much easier! A great improvement." (Currie Barracks resident)

"The newly proposed route 66 meets my need to be able to continue to travel along Sarcee Road from Glamorgan to downtown and return. The new route 66 would be closer than the proposed 22 along Richmond Road. Thank you for adding route 66!" (Glamorgan resident)

However, there were those who said that access to their destinations, such as Westhills and Chinook (both from Lakeview) would be made more difficult by this proposed change.

"...it does not give me direct access to West Hills as the 112 does now. You are also taking away the 13 which is my only other route to West Hills..." (Rutland Park resident)

"Route 66 is a poor compromise. Currently 112 route has service to downtown and West hills (shopping area)...In case that we need to go to West Hills we would need to transfer buses." (Currie resident)

"Revision is better for bus routes in general but 66 is not adequate for those going to Chinook. Because I now have to climb the hill to get to the overpass where Crowchild connects to Glenmore going East. Difficult for me to get on transit to Chinook, if you want a direct route to Chinook. Challenging for seniors especially in winter. Very icy hill." (Lakeview resident)

"Makes it very difficult for seniors to get to Chinook Shopping Centre and C-Train. The new proposal will add significant travel time plus transfers." (Lakeview resident)

Many comments were very specific on why another route that was proposed to be modified or discontinued and replaced by Route 66, was better at meeting riders' needs.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

*“Was 5 min walk to bus stop with #112 EB Now 10 min walk to catch #66 downtown. Worse, not better for me...”
(Glamorgan resident)*

“Disappointed at the loss of bus #47 to Chinook as a direct route from Lakeview. Otherwise the increase in frequency is great. Good work.” (Lakeview resident)

Many in particular commented that there would be increased travel time for them on Route 66 as opposed to the discontinued Route 63.

“66 is an ok alternative to 18 , but much poorer alternative to 63 which is a great bus service” (Lakeview resident.)

*“...super duper annoyed that the time to get from downtown to Lakeview has increased 50% over the 63 route.”
(Lakeview resident)*

Another major theme was one particular new routing proposal. Many respondents mentioned that 34th Street would not be the most appropriate street for this route, in particular due to safety considerations, but also due to the fact that this route would be slower, with suggestions that 37th Street would be better suited for bus traffic.

“Please reconsider the new route. It endangers the children, pedestrians and bicyclists in our neighbourhood. You have the new run north on 34th St instead of 37th Street. That is not wise because of: it is a street with more parked cars, houses, school, playground, community events, block parties, road hockey games, kids travelling to school, it’s a slower route compared to going north on 37th Street, it will cost the city more funds and you will have less riders (slower, you miss Tsu Tina riders, have to establish new bus stops)” (Lakeview resident)

“ 34 St not made for buses. Long walk from 37th St to 34 St as there are no cut through streets on lower 37th St.” (Lakeview resident)

*“The new proposal is ok, with the huge exception that you chose to run the bus route on a smaller street through the community. 34 St SW is not suitable for buses. 37th St SW only has housing on one side, only parked cars on one side, no school, and no playground. It is a much better street for buses. It is also a faster route through the community. Having the bus run through on 34th Street makes the trip to downtown much slower....”
(Lakeview resident)*

Revised Route 93 (Existing)

The existing Route 93 Coach Hill/Westbrook would be reinstated, with the feedback still being reviewed to determine the routing in the Westgate community.

Twelve individuals provided feedback about the idea of the original Route 93 being reinstated for Coach Hill/Westbrook. For most of these respondents, this would meet their needs, and for the most part, this option would be better, or equal to, the previously proposed revisions.

Positive feedback was often general, with some specifically mentioning this original route meets needs of senior citizens.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

“My parents who are seniors use this route everyday. They do their grocery shopping at Walmart (Westbrook) and take this route to come to Sicoe Blvd directly. They love it. It helps them be active and meets their needs. Thank you for reinstating this route. God bless.” (Signal Hill resident)

“Thanks so much for reinstating 93 route. My parents (in their 80s) use this route on a daily basis and can stay active and happy because they don't drive. They send their regards and appreciation to you all. Thank you so much”. (no community indicated)

“Glad to see the original Route 93 reinstated. It completely meets my needs. I like to have options of either getting off at 45th St Station or 69th St Station depending on time of day and what errands I have to do.” (Signal Hill resident)

Others felt this route would be too long, not direct enough, or not frequent enough:

“This route is very long and does not meet my needs. I think that 3 shorter routes would work better than the one long route.” (Coach Hill resident)

“My issue is I work evening shifts so taking the bus takes too long when I get to the train station; I walk home faster than the route 93 roughly 20 minutes. If there could be a better match up on the 69th street train at 45th station at night to the bus would be great”. (Wildwood resident)

“Having a direct Route to the south spine of the Red Line is preferred as is the directness to a major shopping centre (Chinook). In the former plan, Glamorgan customers still retained service along 45 St to 45 Street Station with a different bus route.” (Glamorgan resident)

“The existing route 93 which would be reinstated does not meet travel needs as it is too infrequent of service. The route should get rid of detours (Windermere Rd SW), and reduce number of bus stops (bus stops 150m apart do not add value if the bus comes every 30 minutes) to increase bus frequency.” (Wildwood resident)

Route 414 (Existing)

The existing Route 414 14 St Crosstown would be reinstated.

Ten participants commented on reinstating the previous Route 414. The majority said this would meet their needs, either completely or somewhat. Respondents who commented on this route were split on whether they would be better served by the newly proposed route or by the previous proposal.

General positive feedback included:

“You seem to have reinstated the 414 bus stop on 16th St.&19 Ave. On behalf of neighbours who don't have computer/can't get out to meetings, we are truly grateful. During snow+freeze/thaw mo. it's too risky to use 16 St & 17 Ave. stop or to walk downhill. Need to get to North Hill Centre. Thanks!” (Bankview resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

"Maintaining route 414 along 14 street to Lions Park Station and North Hill Centre is important. I use it a few times a week." (Sunalta resident)

"My understanding is the new proposed route revisions for #414 crosstown bus is going to remain the same as it is now and #51 and #141 would be removed. If the bus continues to turn around at 16 St, that would be wonderful, particularly in the winter months." (Bankview resident)

Some made suggestions for bus stops or shelters, rerouting, frequency of schedule, or different bus sizes:

"I want the 414 reinstated as transit is my only mode of transport and the 414 is the route I use most often; to take 2 buses (51/141) to get from 17th Ave SW to Northmount Dr NW would be onerous. The only thing not entirely satisfactory with the 414 is the infrequent 60 minute off-peak schedule." (Beltline resident)

"Shelter needed on 26 Ave @ 37th St SW for those transferring from Westbrook. 414 needs to be kept in Bankview to serve seniors. Shelter 16 A St @ 17 Av SW - North Side WB location. Hedge needs to be trimmed. 414 also serves SAIT students." (Currie resident)

"The route 414 would greatly benefit (in terms of ridership) with additional southern destinations provided along 33rd Ave. and at MRU. Please consider reinstating this proposed change. I think the "service hours demanded by Lakeview are excessive when considering the region." (no community indicated)

"Please consider using one size up bus from the community shuttle during morning rush hour as bus can be packed with students going to SAIT. Also please consider running the bus every half hour even during off peak times as hourly can be inconvenient, as well as running later." (Hillhurst resident)

Others were not very pleased with this proposal, mainly because they felt it did not connect or extend to MRU:

"The previously proposed rte 141 was helpful as it provided a connection from the NW to both Marda Loop and to MRU. I think the extension would have added ridership on more northern parts of the route. The new alignment is unhelpful as it does not extend to key southern destinations." (South Calgary resident)

"The route 414 will continue to be a waste of money without the extension to MRU. People living in Garrison Green should also not have to suffer." (Citadel resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Existing Routes

Route 18 Lakeview

The existing Route 18 is proposed to be discontinued. The route would largely be replaced by the new MAX Southwest. In Lakeview it would be replaced by the proposed Route 66.

Fourteen stakeholders commented on Route 18. Overwhelmingly, respondents indicated that their needs were not met by this. Previously proposed revisions were more often chosen as preferable.

However, many respondents felt that their needs were not met with either of the service proposals.

“None of the above (meets my needs). This change and the Nov 2018 change has drastically reduced the level of service for neighbourhoods along the South Crowchild corridor. We are a 1 family car and both us take transit to work, we are now considering both driving which means 2 extra cards on the road - more congestion, more pollution...” (Garrison Woods resident)

“Neither the old or new proposed routes meet my needs. Direct bus to downtown has been eliminated from stops btw 50th and 33rd. I now have to go 2 stops and switch buses to get downtown. If you kept the #63 why couldn't it stop at Flanders? Bus stops in Garrison Woods no longer have direct access.” (Garrison Woods resident)

Specifically, there was mention of lack of access to Mount Royal University (from downtown).

“I need to get to Mount Royal University from downtown and none of these bus routes go into MRU at all....” (Rosedale resident)

“Less central = less convenient downtown. Re MRU - bus no longer comes into campus, forcing riders to cross very busy road. MRU already disadvantaged - no LRT access (Uof C has both LRT & buses which come into the campus. MRU = trek to & from campus Is aim to reserve campus for vehicles & parking?” (Capital Hill resident)

When it comes to the MAX Southwest as its replacement, some commented that this would not meet needs because its stops are not convenient.

“I can't answer question 5) because I request to keep bus 18. Max Southwest doesn't work for me. I have to walk to the closest Max bus stop for 30 minutes or Take two buses which will be very inconvenient and I may have to wait for next bus when the bus is full. I can't arrive at work on time.” (Garrison Woods resident)

“The Max route is useless. It does not have stops anywhere near where lots of people get off - you expect us to walk 2 or 3 kms from the bus, to get home? Stop pushing your agenda, while messing with people's day-to-day lives. It is hard enough working and taking transit, don't make it worse.” (no community indicated)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 47 Lakeview

It is proposed that the Route 47 be discontinued and replaced by the proposed Routes 13 and 93. Service in Lakeview would be provided on the proposed Route 66. Customers continuing to Chinook would do so by connecting to Route 9.

A total of 17 comments were received about the discontinuation of Route 47. The overwhelming majority was not pleased with this, indicating it did not meet their needs. About two thirds preferred the original proposal and one third the revised proposal for replacements.

The main concern was the loss of a route from Lakeview to Chinook Station that did not require a transfer, which was mentioned in virtually all comments received.

“Reinstate the 47. The new proposal is ridiculous. The one before you changed everything better meets needs.” (Lakeview resident)

“The 47 is a necessary route for the citizens of Lakeview. Without it there is no direct access to Chinook LRT and Centre. The only option will be to climb a steep and dangerous path in winter to the ramp on Glenmore and Crowchild causing much difficulty for seniors and people with mobility issues.” (Lakeview resident)

“No. 47 - For elderly people who want to go to Chinook Shopping Centre, this change is going to be a real hardship.” (Lakeview resident)

“Route 47 should not be cancelled. The route provides quick access to chinook center and chinook c-train station. There should not be a transfer required from Lakeview to Chinook c-train station considering the close distance between Lakeview and the c-train station.” (Lakeview resident)

“Removing direct access from Lakeview and Chinook, isolates the community from the Red line and Chinook centre” (Lakeview resident)

Route 63 Lakeview Express

It is proposed that the Route 63 express bus be discontinued. The 63 would be replaced by the Route 66 Lakeview and MAX Southwest.

Seven stakeholders, almost all from Lakeview, commented on the discontinuation of the Route 63 express. Virtually all indicated that their needs would not be met, and all preferred the previous proposal that did not include this change, as they used this route to get downtown.

Comments on this route can be found in the Appendix 2 Phase Two Verbatim Responses. Route 63 was also frequently mentioned by stakeholders commenting on the proposed Route 66.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 107 South Calgary

It is proposed that the Route 107 be discontinued and be replaced by the Route 7 Marda Loop (which is an existing Route) and the Route 22 – Richmond Road

Just over 30 stakeholders commented on the proposed discontinuation of Route 107. Virtually all said that this did not meet their travel needs, and that they disagreed with this cancellation.

Route 107 was also often mentioned by stakeholders commenting on Route 22.

Many respondents gave specific reasons why the proposed replacement Route 7 would not suit their needs. The most commonly mentioned theme was that commutes would become much longer on Route 7 than it was using Route 107.

"I work in the north central part of the downtown core, and live in the middle of Altadore. The alternatives 13 or 7, will add 15 min or more each direction to my commute, not to mention the greater walking distance to the starting timepoint over on the east side of the core." (Altadore resident)

"107 is a express bus I use every day for commuting to work. Discontinuing this route will waste a lot of my time everyday as I have to catch the alternative that has several stops on crowded 17th Avenue". (Garrison Woods resident)

"The 107 express is the best way to commute from downtown to Marda Loop. The existing route does not serve our needs as the last bus out of downtown leaves at 5:20. The city should add 107 routes. Marda Loop has 2 new condos with people who commute downtown - why take away the only viable commute?" (Lower Mount Royal resident)

As well, there were those questioning the reasoning behind the cancellation of a particularly popular route, given that this bus is well-used and often full.

"This does not meet my needs. The 107 is full all the time, maybe cut back on the 7 coming every 2 mins." (Altadore resident)

"It is critical to have a express bus that services the residential population in South Calgary. The route is well used during the peak times it runs. Making bus transfers in this congested of a quadrant just doesn't make sense." (Altadore resident)

"107 has been amazing since I moved to the area. It's direct, it's simple, it's efficient, and it's heavily used. By the time it gets to 33rd it's 85% full and standing room by the time it's half way down 14th Street. For me the other options are terrible (I live by 40th Ave SW). Not close, slower." (Altadore resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Route 112 Sarcee Road

It is proposed that the Route 112 Sarcee Road be discontinued and be replaced by Routes 13 Altadore, 22 Richmond Road and Route 66 Lakeview.

Just over 40 stakeholders commented on the proposed discontinuation of Route 112, with the vast majority saying this did not meet their needs.

Many said that none of the proposed alternatives would meet their needs, and simply called for Route 112 not to be discontinued.

"Do not get rid of the 112, it makes it so easy for us who live in the neighbourhood to get downtown. Getting rid of it would inconvenience so many who work downtown and rely on the bus." (Glamorgan resident)

"Please keep the 112. It is very useful and covers some of the only routes that dont require transfers of getting to shopping centers and downtown (Killarney/Glengarry)

Overall, concerns were regarding added time to their commutes if using alternatively proposed routes.

"I live on Glamorgan Dr. and the 112 route as it is gets me downtown in 15 minutes. All of the proposed route changes would at least double that commute time. I have Parkinson's disease and impaired mobility and the proposed route changes would make getting downtown more challenging for me." (Glamorgan resident)

"It adds significant time to my commute and the walk to the bus stop from my house is much farther. I know we can all agree that we all work much more than we should. Life is far to short to be spending more than an hour on a bus and commuting to and from work. I want to be home with my family." (Glamorgan resident)

Another often-mentioned issue was a newly introduced need to connect to other routes.

"Main concern is/was taking only one bus to downtown, as well as Westhills and lab in Glenbrook SW 51 St" (Rutland Park resident)

A further walk to their bus stop (particularly an issue for some stakeholders with disabilities) was also mentioned frequently.

"I have very limited mobility. Making a transfer or walking more than 2 blocks one way or going uphill is too much..." (Glamorgan resident)

"The route remains the same for me but may changes for other individuals in different neighborhoods. The only difference is I will have to walk further to a different bus stop." (Lincoln Park resident)



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Out of Scope Routes with Under 20 comments received

A few dozen comments were received on routes that were not included in this phase of the engagement. They included Routes 7, 20, 33, 75, 79/80, 94, 159 and the MAX routes. General comments were also received that were not specifically linked to a route.

All verbatim comments can be found as they were submitted in Appendix Two: Phase Two Verbatim Responses.

Targeted Session at Alice Bissett Place Horizon Housing

Much of the targeted session at Alice Bissett Place was informational with stakeholders asking questions about the proposed new routes and transit planners providing responses.

The route most discussed was Route 101, and residents were mostly interested in any differences of Route 101 compared to the existing Route 411 that stops outside their complex.

Specific concerns and comments included:

- Concerns about walkability. This included a concern about the downtown routing for Route 101, with the stakeholder indicating that with the proposed routing, people would have to walk an additional two blocks to get to the Bay.
- As well, there was a suggestion that there should be a stop for Route 101 at 8th Ave connecting to Route 1 where riders could disembark and the bus could then continue on.
- A desire for later service on weekends for Route 101.
- Comments indicating participants were pleased with the changes for both the Route 101 as well as the Route 63 changing to the Route 66. One participant noted that this latter Route would provide access from Inglewood to certain grocery stores, including Idleweiss
- Many comments and questions about frequency of Route 101 and other routes in their area.

There were also some general comments on transit use in general including: identifying a need for better signage; inquiring why the City Access does not accept Senior passes; and inquiring why these passes are not delivered by mail.

Targeted Session at Glamorgan Community Association

Much of the targeted session at Glamorgan Community Association was informational with stakeholders asking questions about the proposed new routes and transit planners providing responses.

As there were so few participants, it was not possible to theme the comments. Some of the concerns identified were the same as for the feedback received from other stakeholders including: concern around transfers or about having to walk to transfer as required with the newly proposed 13 particularly in poor winter weather. clearly stating that a direct route without transfers was more important than travel time during winter. Relatedly on the theme of transfers, importance of good connections was also raised.

Unique comments included:



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

- A concern regarding the passenger load leaving downtown and Westhills, and the fact that the 13 can often be full.
- The importance of having a route for Glamorgan that serves downtown and that serves Westhills.

Targeted Session at Horizon View

Much of the targeted session at Horizon Housing's Horizon View was informational, with stakeholders asking questions about the proposed new routes and transit planners providing responses.

As there were so few participants, it was not possible to theme the comments. Some comments were the same as for other stakeholders with regard to Routes 13 and 112. For example, it was said that the newly proposed Route 13 would likely work for those traveling from Glamorgan to downtown, with one participant expressing a strong desire to keep Route 112 or re-route Route 13 on to Crowchild. There were also multiple questions around the frequency of the proposed Route 13, including requests for more frequent service on nearby bus routes, or for a greater service span.

Unique concerns included:

- Two requests for off-peak routing for the 13 down to 50th Ave SW – as well as an expressed desire to have that routing all day and reference to the future road being built in this area.
- One request for a heated shelter at 46 Av & 49 St SW.
- Some questions on what had happened to the proposed Route 132. When Calgary Transit planners explained that riders' priorities were to get to downtown over Westbrook, participants agreed that this was the priority.

Participants also asked questions about trips that required transfers – for example, to Crowchild and 26 Ave, to Airdrie, to the Hillhurst United Church, or to "Ability Hub". Participants indicated that they were ok to make these transfers.



2019 Calgary Transit Service Review

Stakeholder Report Back: What We Heard

August 2019

Verbatim Comments

The verbatim comments can be found posted to engage.calgary.ca/routereview under the “*Important Documents*” section.

The comments are as they were submitted by participants attending the events and on the online portal page. No edits have been made but personal information or offensive language is removed with an indication that this has happened.

All comments were reviewed and used to create the themes included in this report.