



Verbatim comments

Below are all of the verbatim responses received during the SW BRT 2010 engagement. They are broken down by questions. All comments are verbatim.

Question 1: In your opinion, what are the benefits of proposed SW BRT concept?

Faxed Forms
A: It's a bus route that goes in a straight, predictable route without too many stops. Routes 8 & 20 are slow and winding. It runs frequently all times of the day. Route 18 is infrequent. Actually, so are 7 & 20 in the evenings.
Have we done any study on who will ride this BRT? Kids in Pumphill, Eagle Ridge, Oakridge, Bayview & Chinook Park get cars from their parents to go to High School. Why not make this just a bus route? Why a BRT?
Easy access to Downtown and ability to avoid traffic congestion.
Event Location: Southland Leisure Centre
Absolutely none - idea may be good - but not this area on our ONLY main road - we have LRT service & good connecting buses.
Less cars on road
N/A
More options to DT; Separate cars & buses
Getting vehicles off the road. Improves access to MRU except for SE residents
Reduce one transfer to get downtown
Easier access to Rockyview Hospital - downtown. Prefer to take transit then drive a car as parking expensive & can read on bus.
Fewer cars on crowchild / 14th; more capacity on LRT for southern communities
Convenience / going green, don't need to drive to LRT
Avoiding a ring road
Potential for fewer cars on road at rush hour; linking Mt. Royal and Rockyview to downtown
NONE
There is no benefit and such a project based on very little in terms of needs surveys, or surveys of who would use it. Adding more buses could be used instead. How can you justify this solely on a few hundred who turn out and have little ridership evidence; workplace surveys, etc. are vague.
Faster transit times downtown and to Mount Royal University
Improved travel time in the corridor, decreased traffic, increased transit ridership in the communities surrounding the proposed route.
NONE
Move traffic - less people in cars
Lighten the traffic load on 14th, 90th, Crowchild.
Get cars off the streets and provide a reasonably efficient commute to downtown.
Increased options to downtown for SW people.



The basic idea is acceptable. But the route is the problem. Use this concept as a feeder to LRT at suitable locations.
May take some cars off our congested roads
Minimal to communities only south of 90th Ave
More transit, less congestion, lower emissions
It will be a great alternative for those working at the Rockyview General Hospital or attending Mount Royal University
Hopefully improved ridership
Take people out of cars into transit which would be faster. It uses existing roads - so cost is much lower than building new highway (soon would also be congested). Less stress for someone riding a bus on a snowy day than driving!
Easy access to Downtown & Mt. Royal; more relaxing than driving, more direct
A (hopefully) quick and reliable way of getting downtown
Absolutely no benefits. You are only going to cause more congestion. This route is not ideal for your concept.
Less traffic hopefully on 14St & 90Ave during peak times?
No it will congest traffic
Could ease up traffic, LRT might not be so crowded at peak times
None or very limited
Fast way to downtown that's not the train. No \$3.00 parking fee.
Give one more option for me to get around if I can't drive anymore
Nil
Provides quick access to Rockyview / MRU for those who need it; could be a quick way to downtown if you don't use LRT; some current LRT users could switch to BRT
Probably won't impact me
NONE
An alternate to travelling LRT or less directly by bus especially during busy/rush hour
Getting cars off 14th Street
Get all the people going downtown & to all the featured stops out of my way so I can go to work. I drive West to East so the BRT is useless to me & so is the C-train
I think it would help the flow of traffic specially in the morning while the ring road problem is solved
NONE
Faster, less stops
Less traffic, smaller commute times, less pollution
NONE
There are no benefits. It's a waste of taxpayers' money. (the rest of this comment was removed due to inappropriate content)
Lots of capacity for people who don't drive, or can't park
Less congestion, possibly quicker than bus & LRT. Less pollution, more direct, special lanes for transit.
To get to the GWTP from Oakridge by bus would take 1.5 hours - a ten minute drive



Availability and accessibility
Less driving in traffic.
Fast way to downtown - NOT the train
Uses roads we've already built; should be faster for everyone
These communities will be able to travel quickly without being stuck in the south of fish creek traffic.
None
Not sure. Possibly no advantage for commuting to downtown and for getting to Mount Royal. Dedicated bus lane on 14 Street would help the 79/80 route.
There are very few benefits of this concept
Isn't going to work - Buses never go where I need to go.
Faster better opportunity to use transit in a timely manner. I believe the proposed stops are excellent
Help move people from the SW
A way to avoid the C-Train. Since 1987 C-Train can be full, from Southern stations when I would arrive at Southland platform to go downtown.
Direct Route, less hassle trying to catch bus than train
2 Lanes for buses that will have minimal affect on regular traffic except to take more cars off the road, hopefully
NONE
Better transit options; quicker service
NONE
C-Train access is limited, and frequently seems to stop working in cold weather. The SW has no other options, creating unacceptable commute.

Question 2: In your opinion, what, if any, are the drawbacks of the proposed SW BRT concept?

Faxed Forms
A: The bus should go all the way to Fish Creek Park like the #3 does.
We still have only 14 Street as a way out of SW. We still need the 37 St commuter road. \$50 million is a lot of money to build a BRT which we don't know people will use in the SW. 14 St still bottlenecks at either end on the ramp in the N & on Canyon Meadows Dr in the S. it's not going where I need to go. Ill-conceived. More construction for nothing.
Most of my concerns were answered however I would like to see the impact on the west side of 14 Street South of Heritage Park minimized due to the park like setting currently in place.
Event Location: Southland Leisure Centre
More money wasted! Get trucks and autos off of 14th & Glenmore
An interference of current existing traffic during construction
None.
None!
parking from the people taking the bus
you are still bottlenecked at Glenmore



Many of the drawbacks that have manifested from the SE BRT. Long travel times to down town, poor connections with feeder routes, poor crosstown service
Increased congestion in and around the Rockyview
Traffic disruption during construction @ 14th Street & 90th / Heritage.
I have major concerns about construction. It is a nightmare to get anywhere on 14th Street as it is, so I am really concerned about the construction (time frame, adjustments made to current traffic patterns). I don't want another Glenmore construction situation, construction period was awful and the final product leaves much to be desired.
bottleneck @ Glenmore / 14th
None
Increased traffic in woodbine, delays during construction on 14th
It only helps transit users. Those who drive are still stuck in traffic.
Appeasing all the "NIMBY"s
Increased crime associated with bus stations in Eagle Ridge. More traffic noise, reduced lane sizes
No drawbacks other than need a designated bus lane.
will people use it without parking?
Access to stops - stops poorly placed - if there is an accident on Crowchild going North - traffic stops on Glenmore special buses without special lanes will go nowhere - cost of extra lane on Glenmore would be extreme - also people will use buslanes when there is an accident - they even drive on sidewalks
ROW during winter (snow) is there room
Potential unfunded operating cost
Budget / taxes
In my wildest dreams I can't see it as serving as a viable alternative route to downtown Calgary. The travel time can't compare to taking the LRT.
This puts another project on 14 St and seems to justify doing nothing on 37 St. The mayor and our aldermen have wrapped themselves in the Lakeview/N. Glenmore mantra who have rebuffed for years anything being done on 37 St to ease traffic congestion in the SW. A transportation corridor (not a dog run) have existed in 37 St for 30 years.
I personally feel the downtown is easily accessed by bus & LRT from my neighborhood (30 min in good weather). I would prefer to see other areas like the NW more accessible. Also construction at 90th will be a nightmare.
To me the biggest concern is that it will travel west on Glenmore in regular traffic which is a major bottleneck.
construction disruption, if any
Lengthy construction - poor construction - poor road and traffic planning *case in point Glenmore Trail
No drawbacks - no concerns. Obviously we're going to have to try to sway the NIMBY's
This route is used not only by people from Evergreen area & further to SW, but Willowpark, Bonavista, Sundance, Canyon Meadows, Southwood, Haysboro, etc. All use it to go west to Hwy 1, also to U of Calgary. Therefore, the route is already carrying more traffic than it is designed to.
traffic issues, less bus breakdown
N/A



not enough stops, but that would defeat the purpose of an express bus.
will congest traffic going west on Glenmore to Crowfoot
A bit of hesitation on impact of 90th Avenue outlet on to 14th Street
The City of Calgary is stuck in the 70's for transit; unreasonable wait times for buses.
We do not have decent or alternative roads out of Oakridge, Cedarbrae, South of FishCreek. 7 of last 10 years we endure construction delays that do nothing to help this area. More construction for little gain is very, very unappetizing.
Added buses could interfere with traffic. Could have more direct express route.
entrance into Heritage park...Go straight to downtown!
No BRT only roadway @ 14th / Glenmore
if you eliminate existing car lane for bus it will add more congestion to the roads.
None; Good idea bus and train are the way to go!
Cost & will not help the traffic situation
Undecided whether it was help & east is a great concern also parking
I like the idea; the big issue is to convince people to use the BRT - how do you convince Council?; costs may be a factor; consider using regular buses initially & phase-in articulator buses; construction on 14th Street could create more bottlenecks in the interim
You will not move all the traffic with your proposal. The bottleneck at 14th Street and Glenmore Trail will still exist. In fact, it may get worse for cars exiting onto Glenmore Trail.
14th Street dead ends - is always busy - 24/7 - what happens when you get to Glenmore - already overburdened - isn't there already bus service to Rockyview & MRU from Heritage LRT and also Heritage Park??
using up valuable car lanes not enough room for us to travel now! Our streets are too small as it is.
Possibly slower than feeder bus / LRT to downtown especially with diversions to Heritage Park, Rockyview, Mount Royal; still have to get to the bus stops, eg. Southland Leisure Centre - would more parking be provided or would feeder bus routes be changed?
Drawbacks - only in rush hour?? What about mid-day could help us retired types in getting downtown or MRU or RGH; concerns - schedule enough to be a good alternative.
It would take a long time to get downtown
Misuse of bus lanes, fewer buses
Fairly small infrastructure cost can hlep considerable amount of traffic movement
I was concerned that cars would use the bus lane like they do on Crowchild Trail but I see a concrete divider in the mock-up.
Travel time - although not presented a guess would be 40 minutes from Southland Leisure Centre to downtown.
I think that this is a temporary solution not permanent. I expect a better solution in the near future for the communities in South Fist Creek.
Traffic downtown
Private car traffic will not decrease; There will be no room for expansion on 14th Street; If no parking is found, only people at walking distance from bus stop will use the BRT
minimizes space for 14th Street expansion in the future



congested traffic on 14th
What is the cost? 32 million!! A waste of money!
none except cost increase
more congestion on 14th street; construction near my home at 14th and 90th; noise; encroachment on east side of 14th
Too many to list.
Intersection at 14 & Glenmore - can't those seldom used turnaround lanes be incorporated in bus lanes?? Getting Calgarians out of their gas guzzling SUV's will need a BIG PR sell - maybe make it cheap to start to encourage.

Question 3: Do you have any other comments?

Faxed Forms
A: I love the idea of a route that will take me to and from downtown quickly at all times of the day. I would appreciate better transit access to Glenmore Landing / Heritage Park too. I hope this bus runs at least every 20 minutes into the late evening!
This money should go towards building a simple 4-lane commuter road along the 37 St Road allowance, and a simple bridge across the Elbow River. We do not need to knock any houses down and we do not need to span the entire weaselhead. The wildlife will be fine. We need to connect Fish Creek, 37 St to N 37 St.
My main concern is the berm on the east side of 14th Street, South of Heritage. I do not want to see this replaced with a large wall or sound barrier.
Event Location: Southland Leisure Centre
Would like to see comments addressed in some type of format - info brochure or on City website - ALL comments & concerns by EVERYONE who took time to fill out forms. This should NOT be rammed through.
No
Eat lots of chicken
The sound wall on east side of 14th needs to be finished.
Listen to the people. We have an LRT system to downtown. Why not use it to greater potential.
None
Great work - Please proceed!
Worth a try - maybe more people will take Transit if it's quicker than driving. Get rid of the parking fee at Train Stations.
If we want to go West out of Oakridge, we quite often have to travel 22x as we cannot get off of 90th - 14th or Glenmore!!!
Welcome to the 20th century Calgary.
The sound wall on east side of 14th needs to be finished.
None
This survey should be available online with the other materials.
Thank you for being creative in improving transit
(comment removed due to inappropriate content)



Look at turning the bus around in bebo grove (fishcreek) like the #3 route in Canyon Meadows.
Consult sooner with impacted communities of Chinook Park Kelvin Grove Eagle Ridge
is this a part of or replace the plans to widen 14th as presented a few years back?
(comment removed due to inappropriate content)
I would like to see a public info session / pamphlets sent out which tell people How they get to the BRT. Eg: you live in this postal code, your connector bus is #79 and it goes at these times. Sometimes getting buy-in may require this!
Until surveys are carried out in the SW by mailing surveys to each household there is little evidence that this is justified, needed or would work. Those of us on 14 Street have had 2 road widenings etc and enough is enough. Deal with 37 St for were it developed this would not even be thought of . I am totally not in favor of this.
Have you considered car pool lanes?
We would love to see this BRT come into service ASAP. The LRT is not convenient and BRT makes sense in this day & age.
This is a waste of tax payer money
Bus drivers talking on cell phone while driving over crowded buses. Could have spent money on improving what we have. Instead of expanding LRT to west side.
We live in Woodbine, but not receive notice of this session like some of our friends in other communities.
Do it!!
Use turn around lane @ Glenmore & 14th Street for BRT with new ramp to West bound Glenmore; make it free to use for 1st month so people try it.
Parking at proposed station could be problematic; consider setting a fee for BRT below LRT as an incentive; can Southwood community access BRT conveniently?; pedestrian walkways over 14th Street to access BRT? Thanks to the Calgary Transit folks in attendance - they did a great job.
Why not put "super lanes" down Anderson to Anderson LRT & if necessary to Southland LRT - use more buses & add LRT cars - cost for underpass @ 90th better in \$\$ and inconvenience will be high when being built.
Excellent idea - fully in favor
Make it 24 hours; utilize more space on 14 St SW for future lanes.
None
I hope any time, money and effort spent on this plan will not delay the start up of the construction of the SouthWest ring road along the original route proposed at least 35 years ago - immediately west of Cedarbrae, Oakridge and Lakeview.
The only solution for the heavy traffic from the far southwest is to concentrate on developing the ring road where a wide corridor was set aside for that purpose. You are piling traffic where there is absolutely no space and your ideas make no sense. Use the money to develop the ring road and forget this (rest of comment removed due to inappropriate content)
Thanks and I really hope the project will go through
Great idea. I hope it comes to pass since most people in Calgary drive.
None
BRT is probably a good idea. Why not spend this kind of money where ridership really exists. Do you really think BRT will be used by Pumphill, Bayview, Palliser, Eagle Ridge, Evergreen.....??



We live in Woodbine, but not receive notice of this session like some of our friends in other communities.
DO IT!!!!
The older population is used to cars and the younger population can not afford homes close to downtown.
To move some of the traffic off 14th Street the City and province have to open up 37th St across the reservoir you can build a four lane street without taking any houses out.
Build the Ring Road! I don't care how. Why not make this feedback electronic / online for those with limited mobility / work conflicts.
We need more roads not less.
Make the buses go over the dam & then have them go up 14th Street!!
Glad to see this planning
None
Should be good to know about the results of this feedback.
The construction at intersection 90 Ave - 14 St will cause nightmares; People will try to park anywhere close to BRT stops; First the city should find a clear alternative - 90 Ave - 14 St
Good luck
I would like to be kep abreast of proposals as they affect Haysboro
BRT would still be impeded by traffic on 90th Ave getting on to 14th Street.
I hope it is installed as quickly as possible
None
None
I'm in favor of this as an alternative to getting downtown.
Love the proposal! I hope it goes forward! Also include high occupancy vehicles if room allows. If this info was put on internet with opportunity to share, more people could be involved.
Parking parkade at Southland Leisure Centre
Why not put BRT access down Anderson Road & Southland to present LRT stations. What about a bridge on 37 Street??

Additional comments received on attached sheets

1. Has any consideration been given to the flooding that occurs on 14th St. And 90th Avenue since you are planning on putting an underpass there??????????
2. Will the "wilderness" area adjacent to Glenmore Landing be impacted???????????
3. When travelling south on 14th Street - will you still be able to access Glenmore Landing with the "off" lane as you do now??????????
4. What about the "off" ramp from 14th Street (going south) onto Southland Drive???????????
5. I was told that people would have to walk to the "Stations" along 14th street - really??????? That will be up to and over a kilometer for many of the people - or they could simply park in Glenmore Landing and really cause more problems for people who go there for medical purposes or to legitimately shop. there are already people parking there and car pooling to the LRT because of the parking fees. This station is poorly placed.



- 6. People are not really going to walk to the Heritage Park one, or the Rockyview Hospital one either. They can simply walk a block or 2 to their usual bustop and away they go. I find that I can catch a bus to the LRT and be downtown within 1/2 hour or alot less.
- 7. Does the bus go all the way downtown?? Or do you have to get off and catch the LRT at the Sunalta Station.
- 8. Isn't going through to the MRU campus site going to add on alot of time??? It is a busy business area - going to put "bus only" lanes through there too??
- 9. Concerned about the narrowing of lanes on 14th St - trucks, trailers, motor homes, etc. this corridor to get out of town heading west - it is the ONLY road we have - no matter how you dislike vehicular traffic you are NOT going to stop the traffic that has to get out to the #1 highway to go west - 14th and Glenmore are our only routes. Where exactly are the 6 metres you are extracting coming from???????
- 10. Will vehicles be allowed to cross over the "bus only lanes" on Crowchild Trail when you need to access a "turn-off" to an area?? How does one access Heritage Park coming from the south?? Are we going to be allowed to cross the "Special Lanes"??
- 11. Coming south on Crowchild Trail - will the access to Glenmore for cars be reduced by a lane?? What about when you are on Glenmore heading east to go south on 14th street will we have one less lane - just got things moving great there - too bad if that has to be messed up.
- 12. Any alternatives on the books???One concept is NEVER good enough. Has there really been any serious though given to increasing the bus service we have in this area - we have decent service on our current routes - perhaps increasing this & LRT service would be better and not so costly. There needs to be options and you need to be open to them - the attitude of "this is it so live with it" really does not fly.
- 13. What about the cost - I heard a figure of \$32 million - when this was questioned by someone the response what to the effect "oh yes, it can easily be done for that" - hard to believe with everything that needs to be done and structures to be built - lanes put in - road configuration changed, traffic signals - and of course the buses.
- 14. Where does this project sit on the Capital Priority List????
- 15. Has any thought been give to people in communities south of Woodbine coming in over the 37th Street bridge and utilizing the systme??They will have to park some place and the shopping centre in Woodbine cannot handle the extra cars and I am sure that the neighbourhood doesn't want cars parked all over their streets.



Feedback Forms

The following is a summary of all of the feedback forms received during the 2010 SW BRT engagement. The original feedback had identifying information and for privacy reasons these questions and responses have been removed.

How clearly presented was the information?	
Total number of responses: 181	
Very clearly presented	99
Somewhat clearly presented	63
Not clearly presented	10
Not applicable	9

Benefits of Southwest BRT, checked what was applicable to them	
Total number of responses: 181	
Poll Questions	Totals of what citizens polled found applicable to them
Fast / Convenient / Frequent	76
Stops make sense	14
Easy trip to downtown	29
Easy trip to Rockview Hospital / MRU / Glenmore Landing	34
Will help reduce traffic	45
Eliminates need for Southwest Ring Road	1
Environmental benefits	8
Cost-effective solution	10
None identified	56

Drawbacks to Southwest BRT, checked what was applicable to them	
Total number of responses: 181	
Poll Questions	Totals of what citizens polled found applicable to them
Southwest Ring Road is needed	21
LRT (i.e. West LRT or other)	7
Impacts: noise, lane widths, berm, etc.	21
Buses will only get stuck in other congestion. Concept won't help	41
Generally, not a good idea	64
Doesn't serve communities	24
Parking problems (i.e. Southland Leisure Centre)	9
Will impact traffic (i.e. at Rockyview General Hospital)	17
Doesn't help communities south of Fish Creek	22
Don't understand concept	14
None identified	68