



Plus 15 Wayfinding Improvements

Report Back: What We Heard
May 2021

Project overview

This project falls under the Plus Fifteen Policy Implementation. A comprehensive, holistic, coherent wayfinding system makes it easier for Calgarians and visitors to access and navigate the Plus 15 Network. Its development is supported by over a decade of Centre City policy, including the 2007 Centre City Plan, 2009 Calgary Downtown Retail District Strategy, the 2015 Centre City Urban Design Guidelines, the 2017 Access Design Standards, and the 2019 Plus 15 Network Study.

Engagement overview

The City and its partners operate the Plus 15 network's 86 bridges and more than 16 km of elevated walkways that connect office towers, protect pedestrians from the weather and provide connections between buildings so that users do not have to cross busy streets. The objective for this engagement was to provide the public with an opportunity to share their issues or concerns with, and opportunities for the network's wayfinding maps and signs.

The engagement took place between 2020 March 17 and 2020 April 8. Due to COVID-19-related conditions and uncertain access to the Plus 15 network, public engagement was done online using the Engage Portal. The Portal page for this project used an innovative interactive tool to collect location-based input from participants. Called "social mapping", individuals dropped annotated pins on a map of the Plus 15 network and provided their input through comments directly on the map. Apart from comments that contained personal information or offensive language, all comments were visible to all visitors to the page,

The opportunity to participate was promoted using social media advertising and local news coverage. A total of 1,284 individuals visited the Portal page for the project and 162 pins and comments were dropped on the map.

What we asked

The public was asked drop pins on a map of Calgary's downtown commercial core, overlaid with a map of the Plus 15 network. The pins were colour coded for five different comment categories:

1. Don't-miss destinations where you would take a visitor
2. Memorable landmarks
3. Places where there are navigation issues
4. Locations with accessibility barriers
5. Other locations they would like to comment on

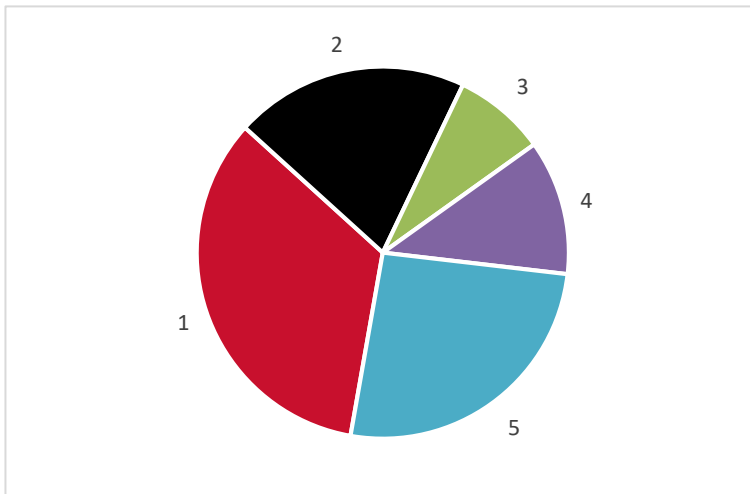
In the event that the Plus 15 was open to pedestrians during this engagement period, the page and map were optimized for use with mobile devices as well as computers. Colour contrast and fonts met

accessibility standards and, as with other City pages, the map tool functioned with many, though not all, adaptive technologies.

What we heard

Participants' input was overwhelmingly positive and reflected their appreciation for the Plus 15s as an amenity provided by building owners and The City. All verbatim comments are included at the end of this report.

Map Categories



Navigation Issues and Accessibility Barriers made up a majority of comments.

Comments in the Other category identified safety and nuisance behaviour in the Plus 15s, maintenance issues, design and missing links.

Destinations and Memorable Landmarks included public art, gardens, transit stops and stations, important buildings and movie locations.

Comment Clusters

There were multiple clusters of pins where some sections of the Plus 15s attracted many more comments than others. As shown in the map below, the Bankers' Hall-TD Square area received the most input, followed by the route through Centrium Place to 5th Avenue SW where there are a high number of bus stops. and 8th Avenue SW and 5th Street SW on routes to and from key parking lots.



Themes unrelated to wayfinding have not been included in this report. These include increasing security guards, expansion or redesign of the network, safety issues such as lighting, and special events. Those comments are included in the [Verbatim](#) section and have been read by the project team.

Wayfinding Theme	Comment
<p>Trip planning</p> <ul style="list-style-type: none"> • being able to plan your route all the way through to an end destination • knowing to go outside or change levels • knowing if an alternate way or doubling back will be needed to find an appropriate ramp or elevator 	<p><i>Heading westbound, it seems like this should connect through to the corridor on the other side of 7th Street. You don't find out until two blocks in that it's a dead end, and the next corridor south is the one that connects.</i></p> <p><i>When different buildings close at different times, it makes the system useless, and makes me feel trapped. Leaving The Westin at 8pm, heading NW, Shell Centre was open, but Centennial Place wasn't. I couldn't find street access in Devon Place. By the time I backtracked and got to out to the street, I made a mental note to never get caught in that maze after 6pm. At -20, I'll take my chances in the blizzard rather than get caught in a dead end & possibly mugged in a deserted building.</i></p>

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	<p><i>Accessibility is poor in many areas. We tried to take my mother-in-law through our 'normal' route and had to go outside twice to get to an area that her scooter could access. Ramps need to be straight or have larger turn radius to accommodate scooters and larger strollers (one on west side of Calgary Place is too tight).</i></p> <p><i>Change of levels required. Anyone taking elevator is not redirected back to the cross through area</i></p>
Prominent and accurate entrances, exits	<p><i>I have concerns about safety in this particular area, The exit signage is not particularly clear</i></p> <p><i>What's the point of having this entrance when it's never open? It's essentially an indoor exit to the outside. Yet, according to the current map, this is considered an entrance. It's also an incredibly hidden entrance. Again, you need to make entrances so easily found, that even clueless tourists can find them.</i></p> <p><i>Street level exit through staircase- the door at +15 is exit only. Although at street level there is sign for +15 access, you can't get the door open from outside to get into +15. May people who park on surface lots on 9th avenue are forced to walk outside due to this.</i></p> <p><i>It is actually difficult to even find the entrance to this +15 from the CTrain station. There needs to be easier signage to find an appropriate, open +15 entrance that doesn't shut. So easy that lost tourists could find it. Don't make the +15 so inaccessible and exclusive, that regular folk can't find them.</i></p>
Hours and closure information	<p><i>Adding maps with closure indications for access during non-business hours (evenings & weekends) would be helpful for safety at all public parkade entrances because these are where people park to visit downtown businesses who aren't regular downtown visitors.</i></p>

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	<p><i>There's a door here to get into the +15 but sometimes it is locked without any explanation, even during the hours when the network is open. Also, the stairs are often slippery when it's raining/snowing.</i></p> <p><i>Opening/closing hours should be standardized. I avoid +15s in evenings for fear of navigating through a labrythine only to hit a dead end.</i></p>
Connectivity	<p><i>Missing link: it would be great to link the Westin and Jamieson place to close a big loop</i></p> <p><i>Cannot get from the hotel to the Plus 15 system in a wheelchair - very poor for tourism.</i></p> <p><i>Need more connectivity rather than having to walk longer to get to your final destination due to not having enough +15s</i></p> <p><i>Eg too few to get from 4 th Ave to 5 th Ave to 6 th Ave to 7 th Ave - perhaps 2 or three . Need perhaps a couple more both North to south as well as east to west in each of those avenues</i></p> <p><i>Getting into City Hall from the west (Macleod Trail) is relatively easy using the ramp however getting out on the eastern side (3rd Street SE) is impossible as there are only very steep stairs. A ramp should be mandatory so that citizens can have easy access to the crosswalk that leads to the Library and East Village. This is a critical need and should not have to wait any longer while access through the City hall building is debated. Thanks</i></p>
Safety	<p><i>... the City should put emergency location markers along the +15 paths that can be referenced if someone needs to call 911 and give a location.</i></p> <p><i>There is a safety issue here for anyone trying to get from Plus 15 at this location (across from the +15 entrance to the Petroleum Club) to the street level on the south side of 5 Avenue, to catch the express buses running east along 5 Avenue. One is forced to exit into a stairwell that is completely enclosed in concrete, has blind corners / hiding places for would-be attackers, no windows, and no</i></p>

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	<p><i>emergency help intercoms. This spot is just before a bright, open/windowed bridge across 5 Avenue. Why not put a door and a stairwell on the south side of his "bridge" that allows pedestrians to exit directly to the outside, in safety?</i></p> <p><i>Just know that I got lost leaving the Devonian gardens after a first date with a stranger. It was a safety issue to reach dead ends with him and no one else around</i></p>
<p>Other wayfinding themes of note</p> <ul style="list-style-type: none"> Floor markings Online maps 	<p><i>Let me just say that the plus 15 is a spectacular asset to this city and my only concern would be to utilize a better system of signage that would help navigate for people who may be new to the city or downtown in general. Floor markers may work or if you could look to major hospital or airport signage in major european cities it would assist planners in utilizing a system where signage would assist even those with a language barrier . It's the best way to make the plus 15 more user friendly and not so daunting.</i></p> <p><i>Easily viewed QR Codes on +15 maps. These could be printed on metal, with oleophobic coating to minimize tampering. QR Codes could provide access to a Google Map location, The +15 App, or other helpful Web links for the immediate area, which would speed up people's attempts to navigate where they're going.</i></p>

Next steps

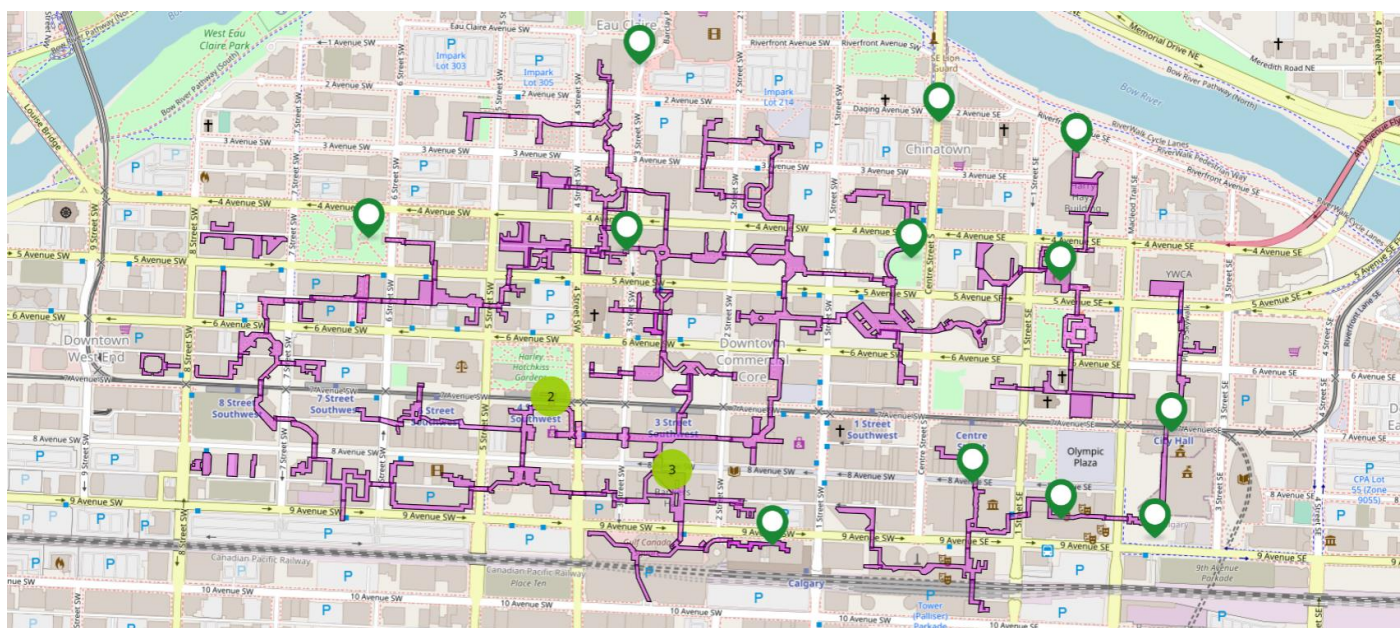
In June 2021, the public will have an opportunity to provide feedback on design options and a draft map design for the new Plus 15 wayfinding system. The feedback will help inform decisions about how the design will be refined. Piloting and a phased implementation will begin in 2022 in collaboration with the property owners who have partnered with The City to operate the Plus 15s.

Verbatim

Any personal identifying information has been removed from the comments. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed. No other edits have been made. As a result, some of the content may still be considered offensive or distasteful to some readers.

The maps and tables below show the comments by category: [destination](#), [memorable landmark](#), [navigation](#), [accessibility barrier](#) and [other](#).

Destination



Location	Comment
450 1 Street SE, Calgary, Alberta T2G 5E3, Canada	Beautiful Roof-top Garden
313 7 Avenue SE, Calgary, Alberta T2G 0J1, Canada	please show lrt on the future map
531 7 Avenue SW, Calgary, Alberta T2P 0Y4, Canada	Please show LRT stations on the map

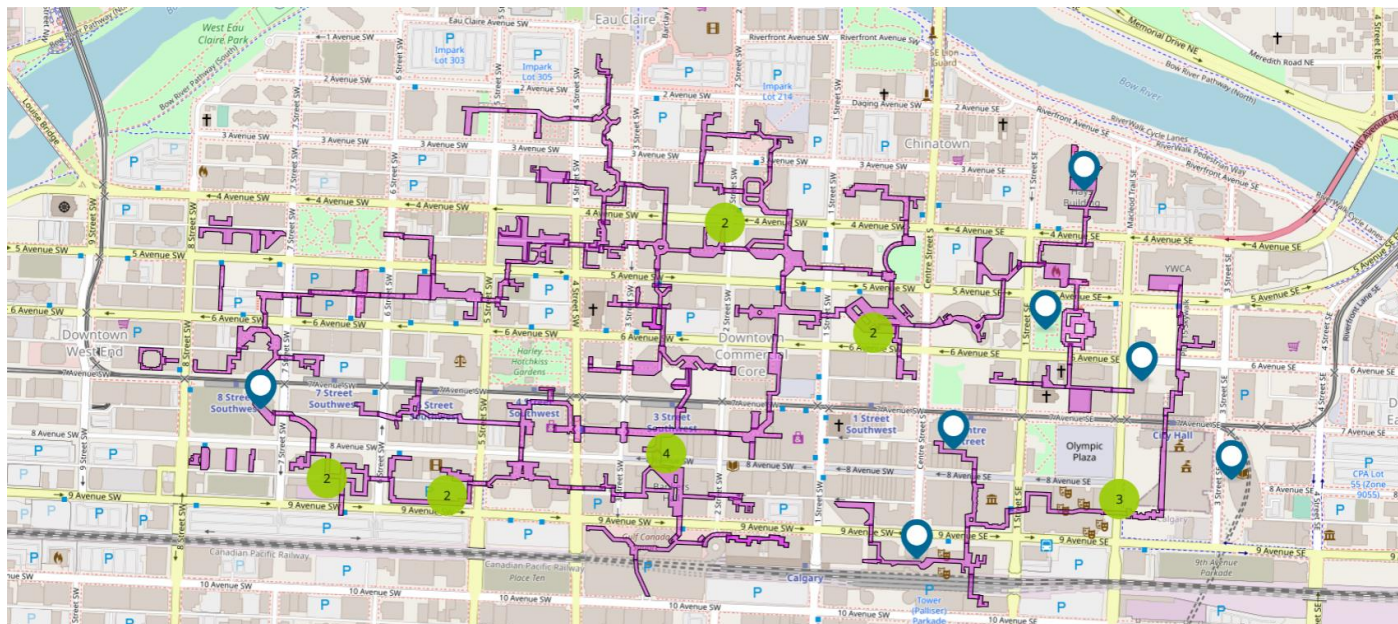
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City Hall Parkade, Calgary, Alberta T2G 4W8, Canada	Pre-pandemic, people parked here, weekends & evenings, for events at the Central Library but couldn't use the +15 to go thru the Muni Bldg after hours. Many angry when they found doors locked & had to find their way out & go around the block to get to the CPL.
414 3 Street SW, Calgary, Alberta T2P 4X6, Canada	"Pete the Pig" by Gwen Hughes.
207 9 Avenue SW, Calgary, Alberta T2P 1K3, Canada	"Ellie the Clydesdale" statue, plus two other works by Brian Cooley.
325 8 Avenue SW, Calgary, Alberta T2P 4K1, Canada	Devonian gardens and giant skylight in core
McDougall Centre, 455 6th St. SW, Calgary, Alberta T2P 4A2, Canada	Another great school stop for lunch or snack with opportunities for recreation in mcdougall gardens and waterfall areas. Additionally learning about historic sandstone schools and makeover as a provincial government building for dignitary uses allows for interpretation.
415 Centre Street S, Calgary, Alberta T2P 0P5, Canada	This would make an excellent place for school trips to stop for lunch along the curved upper pathway and have a bit of recreation in the green space beneath. You cannot expect an Elementary class to walk kilometres without providing a breakout space. Used it several times when I took school groups thru the system
531 7 Avenue SW, Calgary, Alberta T2P 0Y4, Canada	4th Street SW WB LRT Station (to Tuscany Station)
RBC Royal Bank, 255 5TH AVE SW, Calgary, Alberta T2P 2Z2, Canada	Canadian Natural Resources Ltd Home Oil Tower
Bankers Hall Food Court, 3rd Level, 315 8th Ave SW, Calgary, Alberta T2P 1C1, Canada	Canadian Natural Resources Ltd Bankers Hall
224 9 Avenue SE, Calgary, Alberta T2G 0K8, Canada	Loved the art here, soundscapes, and the window that looks out into the theatre workshop!

Memorable Landmark



Location	Comment
826 5 Street SW, Calgary, Alberta T2P 1W4, Canada	Are the Calgary Cows still here? Those have history
314 8 Avenue SE, Calgary, Alberta T2G 0K7, Canada	City Hall Plaza, Old City Hall, Municipal Building, and Olympic Plaza are all great and important destinations for tourists and citizens.
Big Secret Theatre, 240 9th Ave. SE, Calgary, Alberta T2G 0K8, Canada	The windows overlooking the TC/ATP scenic carpentry shop are always interesting to look at.
331 8 Avenue SW, Calgary, Alberta T2P 1C1, Canada	On youtube for waydowntown at 54:31, the screaming room is there! It's a landmark for waydowntown nerds
332 8 Avenue SW, Calgary, Alberta T2P 1C1, Canada	On youtube, for waydowntown at 33:19, the second floor of this +15 bridge, is where the main character hallucinates superman

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329 8 Avenue SW, Calgary, Alberta T2P 1C9, Canada	This bridge was an important shot for waydowntown the movie about the +15. This is where one of the characters look outside to see a jumper. Also this is also where the "screaming room" is located where one of the characters just screams. It should be at least recognised for being a primary location.
117 5 Avenue SE, Calgary, Alberta T2P 3Y6, Canada	There's a couple of interesting landmarks in the bulding (the Legacy Totem Pole, the hanging Noorduyn Norseman Mark V plane, and the broze statue commemorating the Olympic Torch Relay).
407 2 Street SW, Calgary, Alberta T2P 3C4, Canada	C.H. Location of public art. Bronze Sculpture of Outlaw. "One of the greatest athletes to ever perform at the Calgary Stampede."
800 3 Street SE, Calgary, Alberta T2G 2E7, Canada	Why is the new library not connected to the +15, or adjacent buildings?
Harry Hays Building, 220 4th Ave. SE, Calgary, Alberta T2G 0L1, Canada	Passport Office (main level)
Owens Landing Calgary, 308 4th Ave. SW Building 38, Calgary, Alberta T2P 1M4, Canada	Winter Garden
Starbucks - Nexen +15, 801-7th Street SW, Calgary, Alberta T2P 3P7, Canada	Indoor gardens and coy ponds make a great stopping over point
108 8 Avenue SW, Calgary, Alberta T2G 0K6, Canada	Historic Alberta mural an excellent attraction and interpretive location to discuss early Calgary with my Elementary students
Ermenegildo Zegna Boutique, 317 7th Avenue South West, Td Square, Calgary, Alberta T2P 1P5, Canada	Gardens
303 7 Avenue SE, Calgary, Alberta T2G 0J1, Canada	This is labeled as a library on the official map, but it is not.

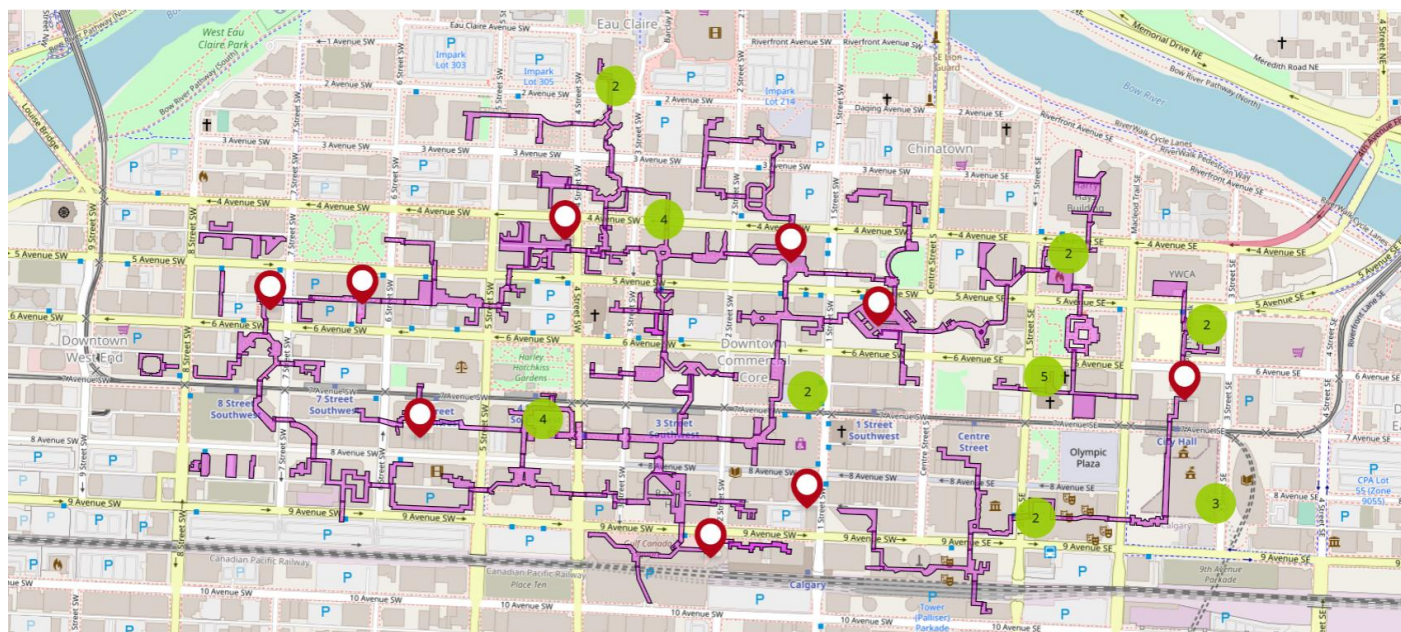
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820 Macleod Trail SE, Calgary, Alberta T2G 2M3, Canada	This is a beautiful plus 15 with really neat light. I love going here and sharing it with others (and taking pictures of it!)
700 9 Avenue SW, Calgary, Alberta T2P 1L7, Canada	Great place to seeing homeless people chilling out. If you are lucky you can see them give each other what I assume is the covid-19 vaccine here.
Calgary Tower Observation Deck, 101 9 Ave SW, Calgary, Alberta T2P 1J9, Canada	Calgary Tower
628 9 Avenue SW, Calgary, Alberta T2P 1L5, Canada	The cows Art project is worth seeing

Accessibility Barrier



Location	Comment
824 1 Street SE, Calgary, Alberta T2G 0K4, Canada	The layout of the +15 here is quite narrow and has a lot of hidden corners, which could pose a safety concern.

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Tim Hortons, 332 - 6th Ave SE, Bow Valley College North Campus, Calgary, Alberta T2G 0J2, Canada	The doors leading from the old police museum into BVC are one of the few that aren't motion activated and require a pushbutton to open, especially given the amount of traffic it would be great if you didn't have to touch anything here.
440 2 Avenue SW, Calgary, Alberta T2P 5E9, Canada	Opening/closing hours should be standardized. I avoid +15s in evenings for fear of navigating through a labrythine only to hit a dead end.
220 4 Avenue SE, Calgary, Alberta T2G 0L1, Canada	The door is not automatic and very hard for anyone with a wheelchair or stroller to navigate.
Fifth Avenue Place, 420 2 St SW, Calgary, Alberta T2P 0L1, Canada	Recommendation: noting hours of operation for the network throughout the system at these main connections.
628 8 Avenue SW, Calgary, Alberta T2P 1G4, Canada	Rename "Plus 4.5" or "Plus 5" to reflect metric system.
Centre Street (C-Train), 129 7 Avenue SE, Calgary, Alberta T2G 4Z1, Canada	Doesn't appear to be any public access to this area.
397 7 Avenue SW, Calgary, Alberta T2P 1E3, Canada	Freezes every winter and is closed for months
329 5 Avenue SW, Calgary, Alberta T2P 3B6, Canada	As with a couple other ramps in the system, this ramp is too steep to be easily traveled by someone in a non powered wheel chair.
530 8 Avenue SW, Calgary, Alberta T2P 3S8, Canada	Who owns this ? It was only opened a month ago. Biggest issue across the board with +15 is it is ok in day time (non covid) but all shut at night
The Westin Calgary, 320 4th Avenue SW, Calgary, Alberta T2P 2S6, Canada	Cannot get from the hotel to the Plus 15 system in a wheelchair - very poor for tourism.
The Westin Calgary, 320 4th Avenue SW, Calgary, Alberta T2P 2S6, Canada	Not accessible if you can't walk and no alternative if there on a weekend or after hours
215 9 Avenue SW, Calgary, Alberta T2P 1K3, Canada	Nighttime safety issue for entry. Difficult to enter plus 15 to get to your car in the evening.
824 1 Street SE, Calgary, Alberta T2G 0K4, Canada	For safety when the city rebuilds arts commons they should avoid as many turns as they have in a short distance.

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332 8 Avenue SE, Calgary, Alberta T2G 0K7, Canada	The city hall atrium should be open 24 hours a day as was originally intended, and is current policy but that the security guards don't follow. This would connect 8th from the west to the east. The bathrooms should also be open. Other plus 15 owners shouldn't be expected to be open for more hours than CITY HALL!
805 1 Street SW, Calgary, Alberta T2P 7N2, Canada	Connect the networks with a path down this alley
Foster LLP, Suite #2100, 520 - 5 Avenue SW, Calgary, Alberta T2P 0J8, Canada	The Chevron building has closed access to the Plus 15 for pedestrians late in 2020 "for maintenance". Nothing is being done and traffic flow is negatively affected.
707 5 Street SW, Calgary, Alberta T2P 1V8, Canada	Elevator and stair access to Plus 15 that in time it's been there is hardly ever open or operational. Very convenient to bus and LRT stop but can never be used.
219 6 Avenue SW, Calgary, Alberta T2P 0P8, Canada	Not sure where the elevators are for strollers and wheelchairs. Maybe a new sign would help.
Essence, 320 4th Avenue SW, Calgary, Alberta T2P 2S6, Canada	Gaining access to the +15 from the street is counterintuitive.
Delta Hotels by Marriott Calgary Downtown, 209 Fourth Avenue SE, Calgary, Alberta T2G 0C6, Canada	Entering the +15 from the street is confusing as you must enter from east and signage is poor
PwC, 111-5th Ave SW, Calgary, Alberta T2P 3Y6, Canada	It can be difficult to gain entry to the +15 network as the building can close before the +15 does. Additionally, outdoor stairwells are locked from the outside.
404 2 Avenue SW, Calgary, Alberta T2P 5C2, Canada	It is difficult to find the entrance to the +15 network from the hotel reception.
Rocky Mountain Equipment, 1119 46 Avenue SE, Calgary, Alberta T2G 5J7, Canada	Due to criminal activity, lack of protection from the elements and poor connections from the south, this effectively isn't part of the +15 network.
211 6 Avenue SE, Calgary, Alberta T2G 0G4, Canada	This section of the +15 needs a rethink. The park in this location is behind a locked gate and the +15 cannot be

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	accessed. Additionally, the other theoretical entrances via Rocky Mountain Court are also locked rendering the walkway inaccessible.
Canada Auto Experts, 800 - 900 6 ave sw, Calgary, Alberta T2P 3G3, Canada	Building owners should be incentivized to lease bi-level retail space, that is, retailers would have both street level and plus 15 spaces, thus allowing them to access customers during both nice and inclement weather.
509 7 Avenue SW, Calgary, Alberta T2P 3V5, Canada	4th Street WB LRT Station
Central Library, 800 3 St SE, Calgary, Alberta T2G 0E7, Canada	Difficult access given stairs. Not connected to Plus-15. Real missed opportunities for a new building.
833 3 Street SE, Calgary, Alberta T2G 5E6, Canada	Getting into City Hall from the west (Macleod Trail) is relatively easy using the ramp however getting out on the eastern side (3rd Street SE) is impossible as there are only very steep stairs. A ramp should be mandatory so that citizens can have easy access to the crosswalk that leads to the Library and East Village. This is a critical need and should not have to wait any longer while access through the City hall building is debated. Thanks
211 6 Avenue SE, Calgary, Alberta T2G 0G4, Canada	The Plus 15 is partially open on both sides of the Brotherhood of Mankind Park. Getting between Rocky Mountain Plaza and the Delta is confusing and open to the elements especially in winter. I suggest an overhead covering might help keep the walkway more nvigable and safe. Also the concrete stairs at either end are worn and unsafe. Thanks
530 3 Street SE, Calgary, Alberta T2G 0G7, Canada	You need to connect Arris with Bow Valley College. There is ample space to connect the Superstore with the +15 system.
718 6 Street SW, Calgary, Alberta T2P 0X6, Canada	There's a door here to get into the +15 but sometimes it is locked without any explanation, even during the hours when

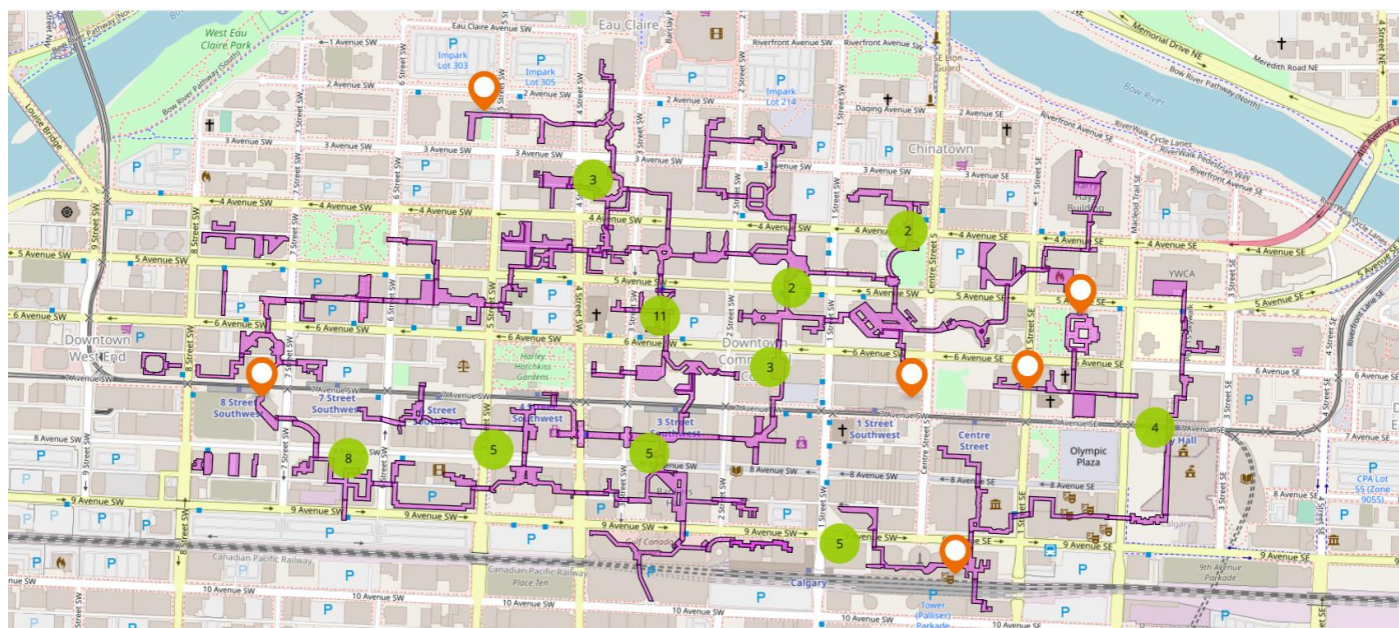
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	the network is open. Also, the stairs are often slippery when it's raining/snowing.
320 5 Avenue SE, Calgary, Alberta T2G 0E5, Canada	This is an open pedestrian bridge over 5th Avenue leading to the now closed YWCA. It is at the end of the covered Plus 15 on the exterior of Bow Valley College. It is crumbling and the stairs on North side (YWCA) are broken. This area is not very safe either.

Navigation Issue



Location	Comment
Fairmont Palliser Hotel, 133 9th Ave. SW, Calgary, Alberta T2P 2M3, Canada	The network on this part of the Core needs to be connected. Consider an outdoor wayfinder as a cheap and effective method to connect.
318 8 Avenue SE, Calgary, Alberta T2G 0K7, Canada	It always seems to me that there are two plus 15 networks, a small one containing city hall and a big one with

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	downtown. There need to be more linkages between these two islands.
333 7 Avenue SW, Calgary, Alberta T2P 2Z1, Canada	Signs say First Canadian Place, but it's just a fire stair down. It should say Intact Place
Subway, 404 6th Ave. SW, Suite 100, Calgary, Alberta T2P 3H2, Canada	confusing as heck in here
RBC Royal Bank of Canada, 335 8th Avenue SW, Calgary, Alberta T2P 2Z1, Canada	The floor material should be different than the surrounding area. It should have a unique pattern for all the +15. That would make thinks a lot easier.
Hanson's Fishing Outfitters, 813 1st Street South West, Calgary, Alberta T2P 3H9, Canada	I've always found it problematic that the +15 system doesn't connect to the rest at this point, and creates an "island" from the rest.
Fairmont Gold Lounge, Calgary, Alberta T2P 1K3, Canada	Wayfinding down to the Starbucks isn't the greatest, and I'm not certain there is a way down without using the stairs.
Masters Pub, 6th Street SW, Calgary, Alberta T2P 0Z3, Canada	Very confusing dead end, not clear how to get to ground level, and not clear from ground level how to get to the plus 15.
Gong Cha Calgary Chinatown, 303 Centre St SE, Calgary, Alberta T2G 2B9, Canada	What's the point of having this entrance when it's never open? It's essentially an indoor exit to the outside. Yet, according to the current map, this is considered an entrance. It's also an incredibly hidden entrance. Again, you need to make entrances so easily found, that even clueless tourists can find them.
801 7 Avenue SW, Calgary, Alberta T2P 3P7, Canada	It is actually difficult to even find the entrance to this +15 from the CTrain station. There needs to be easier signage to find an appropriate, open +15 entrance that doesn't shut. So easy that lost tourists could find it. Don't make the +15 so inaccessible and exclusive, that regular folk can't find them.

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318 6 Avenue SW, Calgary, Alberta T2P 0B2, Canada	Just know that I got lost leaving the Devonian gardens after a first date with a stranger. It was a safety issue to reach dead ends with him and no one else around. Doors literally locking by security guards behind us as we walked. What are you guys even thinking having a network like this? It's so dangerous give it up! Create what u need but I won't return without a crew of people in accompaniment
707 5 Street SW, Calgary, Alberta T2P 2T5, Canada	"you need to develop a usable and user friendly +15 app. There is wifi across most of +15 and you can use those hotspots for getting precise locations and provide turn by turn guidance to users. Current signage, maps and app are way confusing even for an user like me who walks in +15 daily. Also, city should work with google maps to provide walking directions using +15. That is surely going to be a traffic booster."
700 9 Avenue SW, Calgary, Alberta T2P 1L7, Canada	Street level exit through staircase- the door at +15 is exit only. Although at street level there is sign for +15 access, you can't get the door open from outside to get into +15. May people who park on surface lots on 9th avenue are forced to walk outside due to this.
735 8 Avenue SW, Calgary, Alberta T2P 1H5, Canada	Street level exit through staircase- the door at +15 is exit only. Although at street level there is sign for +15 access, you can't get the door open from outside to get into +15.
325 8 Avenue SW, Calgary, Alberta T2P 4K1, Canada	This is such a pinch point, especially at busy times. Keeping this area clear and open should be a priority.
GAP, 317 7TH AVE SW, STE 245, Calgary, Alberta T2P 1C1, Canada	Window views are an enjoyable bonus of the system. And they can also be used to orient. Consistent marking of cardinal directions would be helpful. Marking landmarks in the window view would help too, e.g., Calgary Tower, mountains, etc.

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530 8 Avenue SW, Calgary, Alberta T2P 3S8, Canada	Major flow point to the Ctrain. Opening and closing hours have made this restricted. Misty due to Covid. But the flow should be maintained to allow that movement to the train.
815 1 Street SW, Calgary, Alberta T2P 1K3, Canada	There is an enclosed bridge connecting the Palliser and Royal Canadian Pacific, why can it not be used as a +15 to connect to Penn West?
615 Macleod Trail SE, Calgary, Alberta T2G 2H3, Canada	This section is always closed, and doesn't seem like it's connected to anything anymore.
610 1 Street SE, Calgary, Alberta T2G 5H8, Canada	This existing +15 connection has been closed for years, for no good reason.
329 5 Avenue SW, Calgary, Alberta T2P 3B6, Canada	"Changing map orientation is confusing and inconsistent. There is another comment disparaging the standard 'North up' orientation used for maps. North up is a standard and consistent way to display maps.
Calgary Place, Calgary, Alberta T2P 0L3, Canada	"Just general suggestions not related to any one specific location: -Make the system usable on smart phones with scan/bar codes and option to easily enter destination. The app can then communicate with signals at the navigation key points to signal if the person is ""on or off course"" -The +15 system needs to be open weekends and evenings to give businesses a chance to catch tourist activity, and attract more weekend visitors to the core with free parking -Advertise the +15's worldwide, it's a huge selling feature to attract people and businesses to Calgary"
TacoTime, 205 5 Avenue SW, Bow Valley Square, Unit 270, Calgary, Alberta T2P 4B9, Canada	Easily viewed QR Codes on +15 maps. These could be printed on metal, with oleophobic coating to minimize tampering. QR Codes could provide access to a Google Map location, The +15 App, or other helpful Web links for the immediate area, which would speed up people's attempts to navigate where they're going.

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321 6 Avenue SW, Calgary, Alberta T2P 3H3, Canada	Clear Signage: Being able to easily see what street / Avenue you're going over would help everyone, but particularly visitors to the city, know where they are, in relation to where they're going.
219 6 Avenue SW, Calgary, Alberta T2P 0P8, Canada	I've seen the comment a couple times, but it needs reinforcing: As someone who has directionally challenged family members, the +15 maps should be located facing the upcoming bridge, with the top of the map being the direction that they're facing (Not North Up, necessarily) so that people see the path ahead as their orientation marker.
Second Cup Coffee Co., 401 9th Avenue Southwest, Calgary, Alberta T2P 1E5, Canada	Poor signage
ATB Wealth Private Banking Centre - Calgary, 585 8th Ave SW, 700, Calgary, Alberta T2P 1G1, Canada	Adding maps with closure indications for access during non-business hours (evenings & weekends) would be helpful for safety at all public parkade entrances because these are where people park to visit downtown businesses who aren't regular downtown visitors.
308 7 Avenue SE, Calgary, Alberta T2G 0J2, Canada	The city owns these buildings yet the network doesn't connect, or it isn't marked. The city should solve this.
CIBC (Elveden House), 717 7th ave sw, Calgary, Alberta T2P 1H3, Canada	Connecting the two networks here would be good, down the alley. Maybe would even help rent Nexen out again!
Foster LLP, Suite #2100, 520 - 5 Avenue SW, Calgary, Alberta T2P 0J8, Canada	<p>Why is this plus 15 closed for such a long time - fist get the system in place to ensure all the network is open and if any needs work, then it is done promptly and not delayed because Chevron offices are closed and so they don't really care!</p> <p>Need more connectivity rather than having to walk longer to get to your final destination due to not having enough +15s Eg too few to get from 4 th Ave to 5 th Ave to 6 th Ave to 7 th Ave - perhaps 2 or three . Need perhaps a couple more</p>

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	both North to south as well as east to west in each of those avenues
Royal India Cuisine, 112 4th Ave SW, Calgary, Alberta T2P 0H3, Canada	Very easy to get lost coming out of the James Short Parkade, particularly for those who don't go downtown often, so signage is definitely needed. Include closures outside of regular business hours.
1110 Kensington Road NW, Calgary, Alberta T2N 3P1, Canada	The current maps rotate based on what way the podium faces - I get the attempt to be less confusing, but it ends up being MORE confusing
313 7 Avenue SE, Calgary, Alberta T2G 0J1, Canada	Not easily navigated here. Change of levels required p Anyone taking elevator is not redirected back to the cross through area
201 9 Avenue SW, Calgary, Alberta T2P 3H9, Canada	Not connected to West portion of +15 network
TD Bank Private Banking - Glen Dawson, 421 7 Avenue SW, Suite 900, Calgary, Alberta T2P 4K9, Canada	Give every +15 entry/dooryway an individual number, prominently displayed in the doorway and visible from a distance , so people or a map or an app can provide clear, unmistakable instruction about which number(s) to take to reach a destination.
I.D.A. - Sandstone Pharmacies City Centre, 400 5 Ave SW, 200, Calgary, Alberta T2P 0L6, Canada	More signage recommended. Can be hard to navigate, especially when attempting to enter from street level.
Shell Centre, 400 4 Ave. SW, Calgary, Alberta T2P 0J4, Canada	Peculiar layout of the +15 here makes travel from the north to the west and south confusing. Recommend colored lines along the floor to indicate path of travel for buildings with connections to more than two other buildings along with more conspectus signage and updated map installations.
339 4 Street SW, Calgary, Alberta T2P 0H9, Canada	These buildings can be extremely disorienting to navigate. Better signed is required.
Starbucks, 255 5th Avenue SW, 271, Calgary, Alberta T2P 1P5, Canada	It is possible to travel from Intact Place to Brookfield via this parkade, but doing so is extremely counterintuitive.

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323 7 Avenue SW, Calgary, Alberta T2P 2Y9, Canada	The mobile map does not even move to show the section I use - and you expect meaningful inputs :-D
731 8 Street SW, Calgary, Alberta T2P 1H5, Canada	Locked doors
Starbucks, 801 6 St SW, Western Canada Place 230S, Calgary, Alberta T2P 3V4, Canada	Locked doors
809 6 Street SW, Calgary, Alberta T2P 1L5, Canada	Locked doors
323 7 Avenue SW, Calgary, Alberta T2P 2Y9, Canada	Let me just say that the plus 15 is a spectacular asset to this city and my only concern would be to utilize a better system of signage that would help navigate for people who may be new to the city or downtown in general. Floor markers may work or if you could look to major hospital or airport signage in major european cities it would assist planners in utilizing a system where signage would assist even those with a language barrier . It's the best way to make the plus 15 more user friendly and not so daunting. Also pairs of security guards need to be walking the plus 15 at all times while Its open to the public to ensure the feeling of safety for the general public.
219 6 Avenue SW, Calgary, Alberta T2P 0P8, Canada	Most areas are hard to navigate without getting turned around. Better and more signage with arrows; coloured lines on the floors
532 8 Avenue SW, Calgary, Alberta T2P 3S8, Canada	Too confusing. All doors locked when I've tried to use it. Signs should read like airport way finding signs. Entire +15 System too intimidating for non-office folk
I.D.A. - Sandstone Pharmacies City Centre, 400 5 Ave SW, 200, Calgary, Alberta T2P 2T8, Canada	More signage

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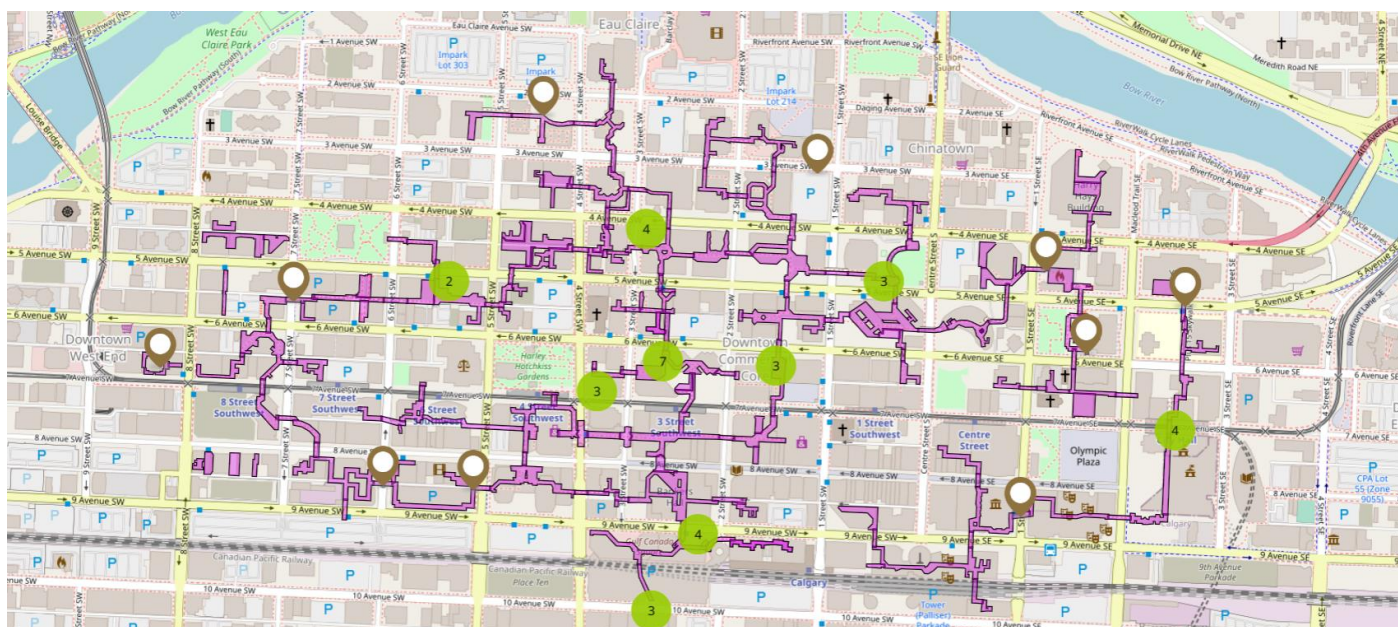
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Avis Car Rental, 115 9th Avenue Southeast - Unit 162, Calgary, Alberta T2P 1J9, Canada	Westbound navigation not clear
230 5 Avenue SE, Calgary, Alberta T2G 0E4, Canada	The map should really distinguish between indoor and outdoor spaces or connections.. Kind of goes without saying that one of the hallmarks of the majority of the +15 system is to navigate without being exposed to the elements.
329 5 Avenue SW, Calgary, Alberta T2P 3B6, Canada	It would be much more helpful if the +15 maps were oriented to match how the person is oriented within the network instead of always showing North being up. So if I'm looking at the map facing east, the map should reflect that fact. Right now people have to perform mental gymnastics to reorient the maps in their minds to match what they're actually looking at in front of them.
Eau Claire Tower, 600 3 Ave SW, Calgary, Alberta T2P 1N9, Canada	Create real time maps that show which parts are open and which parts are going to be open or closed soon (e.g., in 1 hour; the same way Google shows working times of stores). The navigation now is difficult because many +15 sections are closed during the weekends and or nights. Also, make routing available with real time data with respect to which sections are currently closed (similar to Google maps).
795 6 Street SW, Calgary, Alberta T2P 3V8, Canada	For +15 explorers. This is a awful dead end because it ends on a depressing office floor. I once got in trouble thinking a private office hallway was the +15 because I wanted to get to a train platform. A sign indicating private space would have been nice
730 5 Street SW, Calgary, Alberta T2P 1W4, Canada	Heading westbound, it seems like this should connect through to the corridor on the other side of 7th Street. You don't find out until two blocks in that it's a dead end, and the next corridor south is the one that connects.
Fifth Avenue Place, 420 2 St SW, Calgary, Alberta T2P 0L1, Canada	This area could use better signage - hard to tell which way you're going. Maybe instead of the names of buildings, use cardinal directions?

619 Centre Street S, Calgary, Alberta T2G 1S6, Canada

Before Telus Sky, Arts Central had a +15, it needs to be reopened

Other



Location	Address
323 7 Avenue SW, Calgary, Alberta T2P 2Y9, Canada	Don't spend money on signs or new maps the existing ones are fine. If you want to improve navigation give the +15 network data to google and Apple Maps so that navigation and route finding can be done on these platforms. Don't spend any money taxpayers can't afford it.
824 1 Street SE, Calgary, Alberta T2G 0P3, Canada	This skywalk is often quite warm. It could be a wonderful location for a mini-conservatory, perhaps maintained by and advertising the Calgary Zoo or Devonian Gardens.
910 7 Street SW, Calgary, Alberta T2P 3N8, Canada	theres a +15 here?!

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308 7 Avenue SE, Calgary, Alberta T2G 0J2, Canada	missing connection. So close but so far
503 7 Street SW, Calgary, Alberta T2P 3T7, Canada	There is a panhandler here on a daily basis, literally. I haven't seen him being aggressive but I have seen him smoke in the walkway and put out the cigarettes on the carpet. I have seen him getting drunk during the day, which makes me nervous. When the downtown was busier, I didn't feel unsafe, but I don't feel comfortable taking this route alone anymore while the downtown is so empty.
321r 6 Avenue SW, Calgary, Alberta T2P 3H3, Canada	General comment, but this is the location that I think of specifically because no windows to reference outdoor landmarks... the City should put emergency location markers along the +15 paths that can be referenced if someone needs to call 911 and give a location. Parks does this on walking paths where it is otherwise difficult to explain where you are. Probably not an every day problem, but one that I've considered when I realize I have no idea how to describe where I am.
809 6 Street SW, Calgary, Alberta T2P 1L5, Canada	This overpass gets unbearably hot and muggy on warm days - it is essentially a greenhouse and there is no air flow. Western Canada Place and the parkade on either side of the overpass are properly cooled/heated.
Harry Rosen, 6455 Macleod Trail SW, Calgary, Alberta T2P 2Z1, Canada	Please do not post this one, for obvious reasons. I am a senior who in normal times uses the Plus 15 system regularly in the winter. I bring friends downtown on the train. It is so much better than mall walking. I have long thought that the city should encourage seniors to do this in winter. I have numerous interesting sights that I could list (mostly art) but not sure if this is the place to do so. I added two under [personal information removed] but then realized it was not what other commenters were doing. There is so much to see and do in the Plus 15 system! I am a big fan! [personal information removed]

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KFC, 751 - 3rd Street SW, Calgary, Alberta T2P 4K8, Canada	Consider arranging regular events in +15 (farmer's market, entertainment shows, shopping events, evening or weekend events...) to enhance public's awareness and use of these magnificent structures unique to Calgary.
120 5 Avenue SW, Calgary, Alberta T2P 3Y6, Canada	A frequent location of panhandlers asking for money.
450 1 Street SE, Calgary, Alberta T2G 5E3, Canada	There are often people smoking (cigarettes or marijuana) in the stairwell between the Delta and First Tower.
323 7 Avenue SW, Calgary, Alberta T2P 2Y9, Canada	Seriously? No general questions about the system? Do you really expect this engagement tactic to yield useful results? Many of us have not used the system in 12 months and you expect us to recall minute details about the network? This is a poor engagement method.
329 5 Avenue SW, Calgary, Alberta T2P 3B6, Canada	There is a safety issue here for anyone trying to get from Plus 15 at this location (across from the +15 entrance to the Petroleum Club) to the street level on the south side of 5 Avenue, to catch the express buses running east along 5 Avenue. One is forced to exit into a stairwell that is completely enclosed in concrete, has blind corners / hiding places for would-be attackers, no windows, and no emergency help intercoms. This spot is just before a bright, open/windowed bridge across 5 Avenue. Why not put a door and a stairwell on the south side of this "bridge" that allows pedestrians to exit directly to the outside, in safety?
606 4 Street SW, Calgary, Alberta T2P 1T1, Canada	<p>"Plus-15s should be 24/7 eventually. All-weather. This is really what should've happened in the first place. They should be the throbbing shopping & cultural heart of the city at all hours of the day + night. Years ago, when I visited Hong Kong, I was struck by how everything was open very late at night, and how you could shop & go out to eat at all hours. We should aim for this.</p> <p>Why can't we have a Hong-Kong-style night market on the Plus-15s?</p> <p>We'd have music, vendors, and the like. Make it a Festival.</p>

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	<p>Now, I know that this will take years to achieve, but as more people are living downtown all the time, this is achievable at some point. This would require more Plus-15 connections to residential towers & hotels, obviously. Also, quite obviously, it would require more security, signage, beautification, and interfacing with businesses. It would take much time & effort & focus to achieve, but I believe it's doable.</p> <p>Let's flip the script: Let's make the Plus-15s a Destination!! :)"</p>
Essence, 320 4th Avenue SW, Calgary, Alberta T2P 0H7, Canada	Missing link: it would be great to link the Westin and Jamieson place to close a big loop
310 6 Avenue SW, Calgary, Alberta T2P 0B2, Canada	Better than adequate lighting is a must. Dark corners and dodgy areas make the +15 system unsafe and prohibit many people (particularly women and those that feel vulnerable) from using certain sections of the system.
221 6 Avenue SE, Calgary, Alberta T2G 5J7, Canada	<p>This area is dark, compressed, and poorly lit inside. Quite a few sections of the system are old, dark, and don't seem very secure in this part of the core and leading to the east. There's a thesis on the +15 system (including how to improve navigation). Here's the print version of the PDF: https://www.blitter.com/~nebulous/mdp/wjbmdp2011p.pdf</p>
Second Cup, 510 5 Street SW, Calgary, Alberta T2P 3H5, Canada	<p>"This, and the west end of the circuit are some of the best examples of the better +15 layouts. [personal identifying information removed] wrote a thesis on the Calgary +15 system and how to improve it; it can be found here: https://www.blitter.com/~nebulous/mdp/wjbmdp2011.pdf"</p>
Daher Orthostyle, Bankers Hall, 338 - 315 8th Ave SW, Calgary, Alberta T2P 1C1, Canada	<p>Since Covid, I have been approached numerous times in the Ped ways by very aggressive individuals asking for money. I have been afraid to walk alone, even during the day. I would feel more comfortable with a bigger presence of security people. I don't think it is fair to simply exclude people from being inside.</p>

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333 7 Avenue SE, Calgary, Alberta T2G 0J1, Canada	"Learn to read a map! Preplan your +15 trip! If still confused by +15....don't use it!!!"
219 6 Avenue SW, Calgary, Alberta T2P 0P8, Canada	If you are interested, [identifying information removed] wrote a report entitled [identifying information removed] specifically about this while attending [identifying information removed]. Just let me know what email address to send it to
224 10 Avenue SW, Calgary, Alberta T2P 1K3, Canada	There should be more Plus-15-type links over/under the CP tracks. The CP tracks are a good thing, an economic blessing, and (if seen/framed properly) an opportunity for nostalgic museum-type celebration of train culture. There should be more viewing spots of the tracks. They are beautiful. There are train viewing spots & train museums in many parts of the world (Cincinnati for instance). But there should be more pedestrian links that connect the main downtown to the Beltline while still celebrating the tracks.
1508 8 Street SW, Calgary, Alberta T2R 0S2, Canada	Plus-15s should be strategically permitted in more areas outside of the downtown core proper, such as certain built-up parts of 17 Ave SW that have shopping complexes; areas surrounding CTrain stations; and built-up commercial districts that aren't specifically "downtown". This encourages logical, common-sense density in areas where it makes sense (certainly not everywhere, but those key gathering places). An example would be the Chinook area, etc. (An example of where NOT to put them would obviously be in far-flung suburban areas like Aspen or Edgemont. Duh.) Calgary is a winter city generally with extreme & sudden changes in weather, so that's the logical reason for the Plus-15 system to begin with. It works best in areas that already have density or are key gathering places (or are slated to be). Plus-15s are a good thing for this city, and if well-designed and strategically located, are a utility and a blessing.

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Calgary Place, Calgary, Alberta T2P 1R2, Canada	"General navigation note - add location ID's for 911/Emergency purposes. There is no way to easily explain location within the +15 to 911 or explaining the closest location for First Responders to enter the +15. How about add emergency callboxes throughout the +15, maybe AEDs as well as many Downtown workers have First Aid training. Accessibility is poor in many areas. We tried to take my mother-in-law through our 'normal' route and had to go outside twice to get to an area that her scooter could access. Ramps need to be straight or have larger turn radius to accommodate scooters and larger strollers (one on west side of Calgary Place is too tight). Palliser/Tower +15 section feels like you are walking in the back hallway and feels unsafe as it's isolated."
ATB Wealth Private Banking Centre - Calgary, 585 8th Ave SW, 700, Calgary, Alberta T2P 1G1, Canada	Centennial Parkade +15 door towards Eight Avenue place is rarely open on time, or frequently closed earlier. Please tell security to comply with posted schedule, it is very time consuming to have to exit the +15 to cross the street.
325 10 Avenue SW, Calgary, Alberta T2R 0A5, Canada	I am also very concerned about safety around this park are and the +15 leading from that parkade. Security is non-existent and there is a lot of drug use around there.
Royal India Cuisine, 112 4th Ave SW, Calgary, Alberta T2P 0H3, Canada	Part of the +15 network to avoid. High homeless and drug use area. Really only used by patrons of Sun Life Plaza as a last resort. The James Short +15 area is considered the long way around. Most will use the outside access at 1st street and 4th ave to avoid this area due to time and safety concerns. Overall poor design and maintenance.
201 3 Avenue SW, Calgary, Alberta T2P 0B4, Canada	Defeat Nenshi in October with other knuckleheads on council and Downtown Calgary's chance to refresh / renew again is back in play.
A&W, 216 - 202 6th Ave SW, Calgary, Alberta T2P 2Z1, Canada	In general (not specific to this location) you should engage Google (or Apple, etc) to ask them to Google Map the +15 network and add as a category for route finding. Perhaps they have done similar in the world for subways, etc.

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414 3 Street SW, Calgary, Alberta T2P 4X6, Canada	The bridge has been worked on for long time but we hardly see any worker there trying to complete the work.
Centennial West Tower, 250, Calgary, Alberta T2P 0R6, Canada	When different buildings close at different times, it makes the system useless, and makes me feel trapped. Leaving The Westin at 8pm, heading NW, Shell Centre was open, but Centennial Place wasn't. I couldn't find street access in Devon Place. By the time I backtracked and got to out to the street, I made a mental note to never get caught in that maze after 6pm. At -20, I'll take my chances in the blizzard rather than get caught in a dead end & possibly mugged in a deserted building.
Suncor Energy Centre - West Tower, 150 6 Ave. SW, Calgary, Alberta T2P 3Y6, Canada	Would it be wise to consult way-finding specialists who are experts in navigation? See iLevel Design in Calgary.
221 9 Avenue SW, Calgary, Alberta T2P 1K3, Canada	Not sure where to leave this but just have an app and scan QR codes to get it. Put in destination and it directs you on your phone. Granted not all will be able to do it but it's forward thinking and have those mall type screens in each building for those who can't use a phone.
330 7 Avenue SE, Calgary, Alberta T2G 0J2, Canada	the plus-15 to Bow Valley College is always very smelly because it is so sad to see homeless people likes to hangout there by urination and leaves garbages around
700 Macleod Trail SE, Calgary, Alberta T2G 2M3, Canada	This is city hall, where legions of overpaid bureaucrats invent new ways to spend my money on things I couldn't care less about. Prime example, wayfinding signage in a plus fifteen network which connects a bunch of empty buildings. Go fix a pot hole or something useful - our roads are a disaster these days.
444 7 Avenue SW, Calgary, Alberta T2P 0X8, Canada	I have no idea where I placed this marker, as I have no idea where anything is on the +15, despite frequent use of the +15. You're doing this back-to-front.
325 10 Avenue SW, Calgary, Alberta T2R 0A5, Canada	I have concerns about safety in this particular area, The exit signage is not particularly clear

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321 6 Avenue SW, Calgary, Alberta T2P 0B2, Canada	With almost all the shops here closed, this bridge is becoming used for indoor cannabis smoking. More security required.
316 9 Avenue SW, Calgary, Alberta T2P 3E4, Canada	This bridge has been a frequent location of loud panhandling. Building security patrols need to cross the bridge more often. I don't know if they do right now or if they just stay in their buildings and just look down the bridge. Without security walking over the whole bridge, panhandlers hide behind structural supports.
320 5 Avenue SE, Calgary, Alberta T2G 0E5, Canada	Until the owner of the old YWCA building does something with that land/building I suggest the +15 end at Bow Valley College 5th avenue and the bridge that goes over 5th avenue is closed down. It is a security issue in that area and a place for individuals to hide, congregate and do undesirable activity.
52c Westbrook Gate, Calgary, Alberta T3C 1P2, Canada	Too much crime here
885 36 Street NE, Calgary, Alberta T2A 4W3, Canada	Too much crime here