

## Appendix D What could Calgary Transit do to improve the customer experience?

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What could Calgary Transit do to improve the customer experience?
Increase frequency, everywhere. A bus that comes every 30-40 min is nearly useless. A bus every 5-10 minutes is a lifechanger.
Add frequency to routes especially the service that has been lost on weekends
The city should move forward with TODs like the ideas put forward for Anderson Station.
Prioritize frequency! Our core bus network, like the MAX routes, should have headways between 5 and 10 minutes all day.
Focus on high-frequency service. I can walk an extra few blocks to take a bus that comes twice as often. Time for some service commitment!
Hurry up and build the Green Line.
Frequent bus service network (frequencies of 10 min or less all day) to create a grid across whole city (eg. Country Hills, Nose Hill drive)
Bike parking at train stations! Not just the few racks and lockers we see now, but a real, video monitored, bicycle parkade.
24/7 service. I know off-peak hours can't justify the same frequency, but some people work odd shifts and rely on transit for transport.
Max Purple BRT should have greater signal priority along the transitway at major intersections (19, 26 and 28 Street SE) similar to LRT.
Frequency is much needed to make transit the mode of choice!
We need an actual north crosstown. In the north. 16th is not the north. Going downtown first to get anywhere is mindblowing.
More frequency on routes, especially on the weekend. Focus on servicing developing areas
Improve frequencies. Implement the primary transit routes. Cycletracks built to train stations. Build a central train station for region hub

Work with new developments to plan transit services into the design and have it built from the beginning.
Add new MAX bus routes to form a comprehensive grid across the whole city
Frequency on the MAX routes haven't been nearly as good as advertised.
Train feeder buses have poor frequency. My bus used to run every 15 minutes but now it only runs every 30. Huge hassle if I miss the bus.
Increasing the frequency of buses and trains needs to be the ultimate priority. Established area bus routes can't come every 45 minutes.
Would it be possible for Calgary Transit to get involved in bike parking around the city? It facilitates movement within the city.
Provide contactless payment on all buses and trains.
The city should adopt policies to help the unhoused, not just kick them out of Transit areas...
More MAX lines, rapidly implemented across the city. Of course, 24/7 with increased frequency.
Please finish the Green Line ASAP, I've been waiting my whole life for it in the SE.
Increase frequency of buses and trains. Have bike racks on all buses all the time. Regional transit needs to happen
Planning for a large transit hub at YYC for connections to Edmonton, Banff, etc. As well as connection flights to and from the city.
Start planning the next train line now. The city will continue to grow and densify, increasing demand for sustainable rapid transit.
More frequent transit. night buses. more and better crosstown, I can bike in 20min where a bus will take me an hour.
Please provide better frequency to MAX routes, and other popular bus routes
Increase frequency of midday trips and provide more direct and faster connections along mainline routes.
Transit frequency needs to be increased, especially with busses. bus wait times should be 15 mins max not 45, trains should take 5-7 mins
Bathrooms at stations

Frequency!! Incentives to switch to transit to increase ridership. Expand MAX and make the routes truly BRT; MAX can't be stuck in traffic.
I wish it were faster and more frequent. I also wish it was open all 24 hours on weekends in particular.
More frequency on weekends
Prioritize the second phase of the Green Line going north on Centre Street to ensure we are serving all parts of Calgary well.
We need to complete the ENTIRE Green Line!
frequency of routes needs to be increased., just rush hours routes should be upgraded to full day(person may have to use transit any time)
turn 17th ave into pedestrian only.. add street car from east to west station.. reroute/limit most vehicle traffic downtown
Transit, ESPECIALLY in the downtown area, should run later. It's silly that routes like the 3 end before 1am, especially on weekends.
A pedestrian first TOD Downtown that will connect the LRT, MAX, and Banff-Calgary rail via safe walking/wheeling paths.
We need an LRT connection to YYC! The bus connection is ok but they lack the "permanence" of an LRT to make it the obvious mode to/from YYC
Increase frequency, timeliness, and capacity on all train lines and bus routes! Coverage is nothing without consistency.
Make the busses move faster - we have too many bus stops, too close together. Remove all bus bays that only slow down busses.
Make trains run every 7 minutes rather than 15 on off peak hours
Build transit first, then development the suburbs
Invest in more underground stations away from traffic interference. Add better connection to the metro area (airdrie/okotoks)
Instead of putting up "future bus zone" signs, please just add the route. If I can get there by car, I should be able to get there by bus.
The BRT routes need to have at *minimum* 15 minute frequencies to allow for reliable use as a transfer from the LRT system

Train delay announcements need to specify when the next train is going to arrive. "10 minutes behind schedule" isn't meaningful to a rider.
Elected officials must use the service. Not every day but weekly for sure. We would see change then.
Safety. I'm a female and scared taking the train home from school because I have been harassed so many times.
Add an airport transit
C-trains should run more frequently than every 15minutes. Hockey game nights should have more frequent trains running as well.
10 min or better frequency on core routes/line; all day; everyday so I can just turn up and go
more trains, more often
Weekend and offpeak promotions (ie, 1 fare = day pass on a sunday)
If we buy individual tickets on "my fare" and don't activate it- it shouldn't expire after 2 days because I didn't use it yet
The easiest way to fix Calgary transit is to move to a semi-grid network for buses. Feed the express routes and trains.
They should have all the buses equipped with bus racks cause I have seen people at certain bus stops with bikes and no bike rack on that bus
You need to improve security on C-trains and stations especially on weekends and nights. Daily drug deals and use is now the norm.
Dedicated transit lanes to improve service and induce mode shift. We can't keep operating a transit service that is subservient to driving.
Develop areas around stations so people want to be there: increasing amenity accessibility, transit utility, and personal safety.
Higher frequency on bus routes. Every 20-30 minutes is far too long. People who can't drive need to get places too.
Bike racks at c-train stations need improved security otherwise they are a waste of space.
Plan MAX lines to be converted into streetcar/LRT stations

HOV lane on Deerfoot would be great to see! Good for shuttles from the metro, buses, and for encouraging carpooling.
Please start making real plans to connect the LRT to the metro area. A line through the valley to Cochrane, up Memorial to Chestermere, etc.
Secure & pleasant (not just a chain link cage or rack) bike parking is needed to allow users to feel comfortable leaving a bike at stations
The bus fleet needs to be electrified as soon as possible to support Calgary's climate targets, especially its 2030 GHG target
More trains, more consistently and 4 carts per train.
The senior bus pass needs to be available at more locations. The grocery stores or the post office. It would help them a lot.
Get as many buses off the road as possible and invest in LRT stations. (make them Walkable/Bikable). Also 4 cars to a train, not 3
Busses are laughably inefficient and provide terrible coverage. Invest in a larger Ctrain coverage (airport, Legacy/seton areas)
more transit times on weekday and even on weekends, SE area, Walden,Legacy,Chaparral
Decrease bus wait times, have accurate times for the buses and make sure buses actually arrive on time. I've had buses not arrive at all.
Dedicated corridors/lanes for entirety of BRT routes for c-train like connection across the city (complete with frequency increase)
Better zoning to increase density around transit corridors and more frequent bus/train service to serve these areas
Buy shuttles that ride better. The shuttles currently will throw your back out and are like riding in a wagon down a dirt road
Make a central station where everyone can catch a train or bus in any direction and cross the train lines so people don't have to change.
For too long our transit focused on the old system of hauling every person from burbs downtown. Not needed anymore. Live in 15 min city.
A MAX line that follows the Green Line route to build ridership in preparation for the LRT.

BRT and express routes shouldn't need to spend so much time at time points
Build TODs with affordable housing. Shopping centres like Signal Hill / Westhills, Shawnessy, 130th Ave SE could all be TODs.
An increase in the feeder frequency is really needed! 30 minute frequency during the AM/PM peaks in communities is unacceptable.
Busses are constantly late and over filled, the trains are dirty and feel unsafe. There needs to be more personnel for driving and safety.
Safety and cleanliness. Unfortunately, some "passengers" need a bath or two. After hours is scary for any single rider, particularly station
Consider new multidisciplinary approaches to transit planning & development (ie. new communities, new schools, pre-invest growth mindset)
Night bus along LRT and key routes (also allows more LRT maintenance to be done at night instead of LRT shut downs every weekend)
Provide incentives for general public to use experience Calgary transit frequently. "Free bus to work days", "50% of on certain days", etc
Purchased and non-activated bus tickets from app should not expire. It should be available to use indefinitely
Need to make bus trips safe and comfortable for teenagers. My kids have had some bad experiences and no longer want to ride the bus.
More frequency on route especially on weekend and more large busses the shuttles can barely fit 1 stroller
Add more buses.the frequently is horrible now. The 32 needs to run a bit later on weekends. Even a shuttle would help.
Secure bike parking - lockers or Japanese-style vaults - are needed to encourage people to bike to transit, especially LRT stations.
Extend the Red Line while working on the Green Line. We can do more than one project at a time.
More frequent bus service in NE Calgary
Actually run 4 car trains, and build bus loops with shelters like they have in Edmonton for easier connections

Turn all of our Max routes into trolley buses and build dedicated bus lanes for the max and regular buses.
Make sure to plan for at least a 1 1/2 hr travel time with Calgary transit to go anywhere. Perhaps this can be improved?
Fix the BRT systems, they are no different than normal routes in terms of speed, reliability or frequency. Also, the subway under 8th Ave.
Increased frequency of MAX lines would make them significantly more appealing.
Increase frequency on busy routes especially at rush hour, as well as not shut routes off on the weekend like the 81
Security increase Frequency of c-train Increase rapid lines (ie max) Better connectivity between communities, not just in/ out of DT
higher frequency, more routes, safety, reliability is very important
Higher frequency, more social services present on the trains and in stations where there are people in distress.
Every station should have accessible washrooms. The washrooms in the Central Library are a great example of quality public amenities.
Turnstiles will just move real people from the train platform to beside the train platform... Not solving anything or helping anyone...
It doesn't feel like transit is keeping up with demand or pace of the city's growth/development
Make more lanes bus only.
Kiosks on the platform selling coffee, snacks, etc... Having more eyes on the platform would improve security.
Deep NE is chronically underserved of reliable transit. Lack of bus frequency to support daily activities. Prioritize Saddletowne - 128 Ave.
Have better service to outlying communities and cross town. It shouldn't take 1 1/2 hrs to get from Ogden to bowness
Usage of transit payment cards (such as Presto from Ontario, Compass from Vancouver); buses that come more often and on time

<p>Increase the # of train stations &amp; increase the frequency of trains to every 7 min.s at its slowest &amp; buses to every 15 min.s, Sundays too.</p>
<p>Actually, the myFare app is something CT does extremely well and makes buying tickets much easier. It should have been done years ago.</p>
<p>make NW, NE, SE more commuter friendly what is the deal with stoney trail? + bikelanes and 1 lane traffic where houses on main streets</p>
<p>pay attention to the synchronization of bus schedules with the train ...supposed to be a feeder system! more smaller buses would help also.</p>
<p>Run small buses instead of large empty buses.</p>
<p>There is a bus stop I noticed on Madigan Drive that is completely inaccessible by wheelchair. This should be fixed.</p>
<p>Update CT website and branding - website neglected and out-of-date, branding is very mid-2000s. Translink (Vancouver) so much more modern.</p>
<p>Extend the last trip for route 15 or 52 to 1am please. You could help a lot those who doesnt have a car especially this coming winter.</p>
<p>Remove all bus bays - they only make transit slower, roads un-safer and do nothing to help transit users.</p>
<p>Integrating micromobility options into the city's network would be great. eScooters and eBikes for last mile service would be awesome.</p>
<p>Trains more often. Waiting 20 mins and then another 20 to switch. 40 mins waiting. Unacceptable for a big city. Good way to get mugged</p>
<p>There is nothing good about Calgary transit. It's infrequent and dangerous. Don't take transit if you can help it. You need barriers.</p>
<p>Frequency increase during rush hours. Security to deal with the daily harassments by non-fare paying individuals. Seat comfort.</p>
<p>Can the bus shelters be changed to discourage smashing them? Maybe adding art (like post box graffiti art) or something</p>
<p>Learn from London, New York and Vancouver, apply successful strategies, request a meeting with them and ask, learn share best practices</p>



Improve Safety + Cleanliness. Add frequency. Set high standards and don't deviate. Transit shouldn't be catchall for other civic issues.
We need more frequent busses in non rush hours. Going home from university takes forever sometimes because of the wait times.
Could you clean things up a bit? No wonder public health is an issue! I would hate to have to take small children into that germfest daily.
I waited 40 minutes yesterday downtown for #17! Finally gave up!! Pathetic transit. You won't gain riders when that's the service you offer.
Make Bus 82 Nolanhill to Brentwood available on weekends and public holidays please. Even if its the smaller buses.
Separated bus lanes in the downtown area around major roads that yield a lot of congestion
Improve reliability
Open payment with credit and debit on every bus and train. Transfers automatically tied to the app, or to the card so no need for paper
Real time info screens that don't crash every time a kitten sneezes
WAY MORE FREQUENT BUSES AND TRAINS!
Real time tracking of busses with GPS to know where and when busses arrive. Currently on the app it does not take into consideration detours
Route 82 needs to run 7 days a week and needs to run double size bus at peak times 3-6pm leaving Brentwood
North Central communities have piecemeal transit connections and it's very hard to travel E-W w/o multiple transfers.
Stop trying to spread the system out and focus on areas where frequency and ridership are better, it's what European places do.
Get ppl hooked with free under 12 and cheap \$1 under 24 and family day passes cheaper then parking. Make it more affordable then driving.
A more consistent appearance of bus stops would be nice.
Having 4-car trains for better capacity during rush hour. Having less crowding could better support people returning to taking transit.

The trains are absolutely terrifying to use. Go ahead. Try it out. I bet you wouldn't feel your family should be on them.shameful.
Build more train lines! Get the green line built all the way north and south!
“ Promote use of transit, Provide safe & Reliable Transit system. Add service to Industrial areas & nearby communities” vending machines
Increase the service. Some routes just for rush hour. Like route 68. So it encourages people to use transit.
Actually be on time and be reliable, not skipping stops just because the driver feels like it.  Increase frequency
These questions aren't helpful because the root of the problem is not Calgary Transit. It's our car-brain governments under funding them.
Extend late-night bus service downtown and in nearby/central areas, especially on or near streets with bars/clubs.
Add more cars to ctrain during peak hours.
<ul style="list-style-type: none"> <li>•More bus &amp; train frequencies during off-peak &amp; weekends</li> <li>• More punctual bus service</li> <li>• More security/cleanliness on CTrains &amp; at stations</li> </ul>
Add more C-Train lines especially one to and from the airport. Add more trains. Add more train cars. More underground stations.
Clean up the crime on trains and stations.
living in Cranston, not possible to take Transit home from city late. No night bus running form LRT. Look at Montreal 356 buss route.
Safety has becoming a serious issue lately. Also, please invest in more frequency on the express routes and the MAX lines.
Clean up needles and biohazards
Busses need to be slightly more frequent during rush hour
Increase ticket checks/presence to discourage abusers on transit
Increase security, the train feels very unsafe. Also unsanitary

Security cameras, consequences for unsafe behaviour, refunds for failing safety measures,
Improve security - there need to be actual Barriers to access platforms. Improve areas around stations to offer a shop for milk or coffee.
The 4 going out of downtown during peak hours needs a longer bus or an added route. Ctrain lines need to be cleaned up and bettermonitored.
I think safety and cleanliness lately has been a bigger concern.
HATE the new train designs - does that guy even ride the train?? Hardly any seating, red plastic so hard. Go back to OG cushions.
More late night security, more 4 car trains during peak times, security has been improving, keep it up!
<ol style="list-style-type: none"> <li>1. More law enforcement on trains and stations</li> <li>2. Increase bus frequency and hours. This will also reduce drunk driving.</li> <li>3. New lines</li> </ol>
<ol style="list-style-type: none"> <li>1. Safety of Passengers</li> <li>2. Train/Bus being on time</li> <li>3. Cleanliness'</li> <li>4. Better App</li> <li>5. Dedicated Bus Lanes</li> <li>6. More Greener Buses</li> </ol>
<p>RUN 4 CAR TRAINS. You rebuilt stations for this.</p> <p>Tell text security to WATCH their cameras. They consistently ask me to describe people.</p>
Improve safety, especially on and around the train. Increase frequency on very busy bus routes.
Allow connections directly from new businesses/condos into train stations without needing to go outside.
increase the amount of max bus lines. We are seeing students being late for class because they buses are always packed and late
The bus stops require more infrastructure, covered and heated bus stops with information display on bus arrival times
Consider (long term) an LRT line that parallels Stoney Trail to make CTrain access cross-down (without having to go downtown) possible.
We need to look more at cross-town routes. The focus on downtown will need to shift, and CT should get ahead of it.

Have rapid routes (MAX) operate more frequently throughout the day. Truly have rapid service.
More public washrooms.
Driver choses which stop they rest at (too early) and which ones they drive fast by (late) . Twice I've been left behind. #93 is unreliable!
You cancelled many routes entirely forcing many including seniors into isolation. Restore routes taken away entirely by you.
OnDemand excludes all those without cellphones. Drivers should control verbal abuse on buses. Do not let freeloaders on BEFORE sitting down!
MORE SAFETY! Trains/stations are horrendous (and unfortunately deadly) at times. NEED more frequency (look at Translink or TTC)
Make more buses available to residents of Nolan Hill and Nolanhurst Bay. The current ones are few and don't operate on weekends and holidays
Route schedule updates, frequency of buses, number of stops. Some stops are too far apart.
Have Calgary Transit secure better and long-term funding levels from government, and not be as heavily reliant upon fares for revenue.
Use new property tax enrollments to identify communities that need transit coverage. Plan ahead rather than waiting for demand requests.
Convert Max Purple and 305 BRT into an LRT.
Do LRT maintenance work using single tracking (if physical infrastructure needs to be installed to do this, then I fully support it)
Get the entire green line done. Build silver line to the airport
West of Sarcee is a joke-the worst Transit I have ever experienced! OnDemand needs to run until 12am! why own a bus pass when I have to uber
Use less shuttles, their ride quality is terrible and physically hurts to ride
Get the #76 bus back to 15 minute service
Scrap street-level tram idea for Green line north on Centre Street between the river and McKnight - build underground instead.
Please make the transit App more usable. If I don't know what the station I want to get to is called it is completely useless right now.

1. Start to provide honest, accurate and complete info to citizens. 2. Scrap the Greenlie, or at least only build from the core to the South
Better connections to reach places like the airport in a reasonable timeframe.
I think the unsanitary concerns could be remedy by providing cleaning wipes. This deals with people either sick or intoxicated.
Help get from downtown evening 2 Deep South, only Cab/drive/DUI late at night. We need night buss from DT heading to communities.
Please make sure the transit app is fixed, and please add bigger buses to routes that go to universities like UofC and MRU
Run crowded bus lines like Bus 20 more frequently in the afternoon too. Teach drivers to let us use the back-door to enter when its crowded.
Have buses arrive at scheduled times so connections aren't missed.
Please send Max Yellow buses with extensions so more students can get on during rush hour periods in the morning and afternoons
You could have more safety pre cautions more supervision
Increase frequency 158 during peak hours - also I've been turned away several times from the 20 and 304 trying to get to and from MRU
Please, PLEASE, make it a requirement for the Max Yellow route to have double busses. Uni students shouldn't be overfilling a bus 2 stops in
Clean train stations they are filthy, add security, make tickets mandatory. On demand service is awful bring back scheduled rushhour service
I can't take my toddler on most transit because it is unsafe. I shouldn't have to pay so much for so little mobility.
Please provide us with cleaner bus interiors. We feel you may be pushing our bus cleaners preventing proper hygiene practices. Not healthy.
Listen to the people here, but clearly that won't happen. CT management are just there for the paycheck & pension.
CT needs to focus on Yield to bus bylaws. Every bus must have the right to leave a stop with out being bullied. CT diesel dinasours must go.
Frequency of trains and busses needs to be increased across the entire city and across all hours of transit operation

"YIELD" TO BUS BYLAWS, NEW ELECTRIC BUS FLEET, WIFI. NOMORE PART TIME SHUTTLE SERVICES. MEDIUM DUTY FULL SIZE OFF PEAK BUS. SIMPLE SHELTERS
MAKE THE TRAINS AND STATIONS SAFER!!!
Have some form of security that is preventative in nature, rather than running from call to call. I'd gladly pay more to have a safe train
The drivers could follow the schedule and wait at the stop if they are early. Air conditioning in the summer. Lower pass fees.
Conventional platform doors are probably infeasible, but consider rope screen doors used in Sofia metro (Bulgaria) which are much cheaper.
Better planning app
Increase frequency from somerset to SE newer communities during office rush hours. Make Park & Ride free from somerset.
Add a new Max BRT line from FAR NW Calgary Rocky ridge bus terminal to downtown Calgary and extend route 1 from crowfoot terminal to forest
More frequent buses and scrap the arbocs. They hurt my back and made me get car sick.
Route 47 which connected Lakeview to Chinook LRT station was eliminated several years ago and needs to be restored.
Need to have more Transit offices throughout the city! 4 DT & 1 in the NE is unfair.
1. Reduce fares. 2. Extend the west line to 85 st SW and then add another stop in west springs.
I hope drivers are aware of their time. That every minute counts especially when we get to transfer to another bus.
Allow cyclists to share buslanes. This would help in highly congested M
more trains, more often
simplify the bus network
Make the LRT better recover from problems (ie, trains can go around broken trains, or short turning and shuttle)
Monthly and daily fare capping, so I don't need to wonder if I should buy a pass.

Need a bus across downtown on 14th St for teenagers to get to school so they don't have to change buses downtown where they do not feel safe
I get its because if inflation but bus fares are lookin a little scary....
Seats are a little uncomfortable on the c trains- very easy to keep clean tho but maybe a mix between cleanliness and comfortable is good
Have a bus run from say MRU down 29th St. SW to Walmart and back. Have the bus 22 have one more stop in the middle of Marda Loop.
Please prepare the buses and trains for heavy snowfall that can withstand fromthick snow on the road. 2018 is when most buses stuck on snow.
Change route and reduce bus size and frequency of #99 in Oakridge
Smaller buses as most only have 4-6 people onboard. Mini vans would work
Create 1st class C-Train car.Seal it from rest of train. Charge 2x fare. Security ride on each 1st class car and check each fare b4 boarding
Overall focus on the morning and afternoon commuter as well as the post secondary student for service delivery.
Avoid large gaps in Ctrain service during rush hour. It goes from three trains 3 min away, and then one train 10 min away, thenanother 1min.
We need to implement housing first policies to help those experiencing homelessness and drug addiction.
Try to eliminate drug use on the CTrain and at CTrain stations. I feel so much safer on the bus because it has a driver.
Trains aren't safe at all anymore and are continually getting worse. Fix the open drug use and unstable individual issues asap.
Social workers/Access Mental Health partnering with CPS/CT to assist with aiding homeless population rather than closing LRT stations
"Safety. I stopped taking ctrain due to the number of homeless on train + stations on all rides Agility to adopt new technologies"
Remove homeless encampments, drug activity, and mentally ill transients who don't pay fare and who aggress upon other passengers.
Refuse to take during stampede as too many drunks, homeless, threats and random acts of violence

Please make it safe to ride on the transit. Homeless, abusers and violent people have left us with little option but to not use transit.
People experiencing homelessness should not be on c-trains or at stations, this is a major problem for Calgary Transit.
Partner with community groups/programs/professionals to connect homeless or drug users to resources
No safety and security specially on trains. Seems like drug users takeover it. Feel like u going to a war zone when u ride a train after 8pm
Make it safer. More police/peace officer presence and escort drug addicts away. It is not Calgary transit's job to solve the opioid crisis.
Less druggies. Less homeless. More enforcement. If you aren't paying customer. Get them off the transit
Increase safety. Put more security and empower them to handle a situation. Violence and drug usage are getting out of control. #1 Issue.
Improve wait times. Maintain estimated arrival display. Improve seat comfort. Dedicated convertible bike/seats. More use = less drugs.
Improve transit user safety with increased peace officer presence. Use existing cctv to enforce a zero tolerance drug policy
I feel in danger riding Calgary transit with drug addicts and homeless people making it extremely scary in the evening.
Hardcore drug users need to be pushed away from the train and stations. I was a frequent train rider and now go out of my way to avoid it.
Get the homeless & drug users off of trains. Have direct busses go from communities tl where people work rather than transferring
Get rid off the addicts in every Transit station.
Get rid of the druggies
Get rid of junkies and harrasment on a regular basis
Get rid of homeless, drug users, campers, loitering. Seats that are not slides. No more free fare zone. Zero tolerance for threats.



End free fare zone, up prices, make it incredibly uncomfortable for homeless to use the train
Encourage city to build safe consumption sites, instead of enacting bandaid solutions to drug use at transit stations.
Clean up the drug use, enforce fares, make it safe again. Utilize 4 car trains again, have more busses running in popular areas
Agree with others on druggies / homeless. Just too much. So much empty office space, why not put them there??
Addressing safety and public disorder on trains and at stations. Junkies and lowlifes on trains and at stations deter many users
Add another car to the c-train during peak hours. Better management of drug use. Better management of stations being used as shelters
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