



# RouteAhead 10-Year Update

## CALGARY TRANSIT LONG TERM PLAN

### PROJECT BACKGROUND

In 2012, Calgary Transit created *RouteAhead*, a 30-year plan that guides planning for transit infrastructure projects and investments to improve transit service and the customer experience, to ensure development throughout the city consistently prioritizes access to safe, reliable public transportation. As part of this refresh, we want to once again speak with Calgarians to make sure the *RouteAhead* is moving in the right direction for the next 30 years.

***This set of questions is intended for groups, organizations, nonprofits, and businesses. If you are responding as an individual, please download the questions for Calgarians.***

**How would you categorize your organization or business? (E.g. community association, retail business, BIA/BRZ, advocacy group, warehouse, etc.)**

### Section 2: VALUES AND PRIORITIES

*RouteAhead* was originally developed through extensive consultation with Calgarians, identifying their priorities and values, and using those to inform every part of the long-term plan. Knowing that priorities change over time, *RouteAhead* built in a schedule to refresh the plan every 10 years to make sure it is moving in the right direction.

1. What elements of transit service are important to your organization/business? **Please rank the following values from 1 to 10.**

	<b>Frequency</b> - Schedule buses to arrive at stops more often
	<b>Network design</b> - Ensure transit runs to major destinations and where people need to go, in all areas of the city



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	<b>Fares</b> - Keep fares affordable for everyone
	<b>Amenities</b> - Ensure vehicles, stops and stations are comfortable for everyone (for example, more shelters, air conditioning on vehicles, comfortable seating, washrooms)
	<b>Reliability</b> - Ensure vehicles arrive on time
	<b>Safety</b> - Feeling safe, secure while getting to, waiting for, and riding on transit
	<b>Information</b> - Getting the correct information you need, when you need it
	<b>Accessibility</b> - Getting to your stop or station, and ride, transfer, and board and exit easily
	<b>Environment</b> - Transit vehicles are low emissions, transit contributes to a more environmentally friendly Calgary
	<b>Hours of operation</b> - Transit service ends later at night and/or starts earlier in the morning

2. What could Calgary Transit prioritize in the future to better serve the needs of your organization/customers?



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3. Can you share what Calgary Transit is currently doing well in providing transit service to your organization/clients/demographic group?

4. What are some barriers you/your customers/your agency face(s) with Calgary Transit?

5. What could we do in the future to reduce those barriers?

**Thank you for your input! Please send these pages to:**

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Or

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