

Appendix A Questions for Calgarians: comments from everyday Calgarians, transit users and visitors

Personal identifying information, 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 been removed and noted as "[removed]". No other edits have been made. As a result, some of the language may be considered offensive, coded, or re-traumatizing to some readers.

3. If you currently do not use transit or do not use it often, what would make you more likely to take public transit or take public transit more often?

- regular routes during peak times (i.e. not "ON Demand" service)
- safety, comfortable, actual schedules that are adhered to, availability (location wise), etc.
- \$ - it does not make sense for me to take transit (\$6.20) round trip when I can park downtown for \$5
- 1 Better more properly scheduled connections during nonprime time. 2 Discounted various ticket packs
- 1. If it was safer. I do not feel safe using any form of Calgary Transit after dark or early
- 1. Lower Fairs. 2. Increased frequency of trains during peak hours. 3. Safety on the trains
- 1. Make it safer. 2. Later routes 3. More routes 4. Cheaper or free fares
- 1. More frequent buses along major routes. 2. Green line!
- 1. Public safety (more police on C-train) 2. Better/more frequent trips other than into downtown
- 1-2 hubs in the downtown where major bus routes meet, stop running 2-3 blocks to catch the next bus
- 24/7 ctrain, on board GPS to track next bus instead of relying on ppl using app
- A better LRT system. Why do we not have a line to the airport?
- A bus that runs more often and does not send me south to a ctrain to then go north.
- a comfortable ride. Not riding on plastic seats with a thin layer of cloth. And to know i am safe
- A little more safe. More cameras, more for deterring. Need to feel confident in safety.
- A location on the south east side of fishcreek such as McKenzie towne
- A more efficient schedule that encourages transfer to another Route and especially train schedule.
- A need to use it more often.
- a route thar took e directly to the nearest mall and trico centre rec centre (same location)
- A safer system. There's just too many drug users and homeless on transit.
- A small bus for each neighbourhood to enter another neighbourhood. Individual taxi for each single person
- A stop less than a 10 minute walk away that takes me to a train station
- A train line to the airport
- A whole lot less junkies transit, proper security, clean transit. Transit that on time.
- Ability to get all the way home via transit in the late evening (ie: post theatre/concert/other)
- Access to industrial areas. Quick transport to train stations. 47 was unfairly cancelled in my neighbourhood. It was direct route to Chinook Station
- accessibility

Accessible routes that run the whole day instead of morning and evening
Accurate schedules, timed transfers, reduced long-distance travel times
Actually funding high frequencies for buses. Low frequencies = complete dealbreaker.
add 4 car trains again
Add fare gates to the C-Train stations, which restrict access to the platform.
Address safety and the perception that transit hubs are unsafe because of social disorder incidents
All of my family uses transit weekly for work, school and leisure but on different schedules.
Always use transit
Apple Express Transit Pass Support
Assurance that the bus stop or LRT platform would be cleared of ice and snow
assured safety and more infrastructure such as coffee & lunch shops for convenient commutes
Availability of transit at all times except Kate night
Availability close to me and work requirement to go in
Availability near my suburb
Availability to the northwest
Avalaiblity of a train line at my location. The so called 301 is a little discouragment .
Bad weather
Bcz Lot of Super store and super Market and Shopping centres are near Public Transit LRT Station
Be able to bike to the station and have a secure place to leave bicycle during the day.
Be safer and get homeless people off the vehicle.
Being able to get places faster. Many parts of the city take multiple bus trips to get to.
Being on time
Better access and more frequent service to 17th Ave restaurants and bars
Better access and timing. Takes me 20min to drive to work & 1hr+ by transit 1 way.
Better access to transit in general. Auburn Bay has few bus stops, that are not frequent.
better and faster routes. quicker to drive DT from edge of city than transit.
Better buses those shuttles suck and hurt my back
Better buses with AC, more express downtown routes and buses, better scan method (use NFC)
Better choices from suggested routes by using realtime update and stops that are closest to location
Better connections , more frequency
Better connections and access both within and between communities.
Better connections outside of downtown
better first mile/last mile availability, better affordability vs. personal vehicle.
Better frequencies and more reliable connections to LRT/BRT for every area.
Better frequency and service span
Better frequency and service span
Better frequency, coverage and connections.
Better frequency, more focus on schedules, cleanliness

Better frequently for buses
Better lighting at stops
Better park and rides with less reserved parking
Better policing, conditions of train and better timing.
Better reliability / punctuality
Better routes between Chaparral & surrounding areas without having to go to Shawnessy to double back
Better routes between communities instead of to transit hubs.
Better safety and more efficient pay options ie. Buying pass middle of the month, valid 30 days
better safety at transit stops
Better safety, shorter average trip times
Better safety. Train stations are constantly full of often violent vagrants actively using drugs
Better scheduling, it takes too long to get anywhere if you aren't exclusively on the train.
Better scheduling, transit runs on time, safe
better service in my neighbourhood. The #39 was removed, and now residents must hike to other rou
Better service levels in my community
Better system More buses need to connect
Better timing, ie. Fewer 30 min waits between busses, transfers more seamless
Better trains
Better transit services
Better, more frequent service to actually transfer to another bus/train in a timely fashion.
Big drug/harassment from other passengers problem. Often scared to travel in evenings as a woman
Bikes-on trains all times, front racks on all busses. Later train service, businesses at/around stns
Bring back bus 103
Bring back major/important routes and actually listen to customers who say they need those routes.
broader reach of transit network
Budget, accessibility
Bus 99 Acadia always 20 mins late. I take the bus to school and it is very frustrating
Bus in my area only runs morning an late afternoon. It does not run all day.
Bus pass cost I believe the cost should go no higher than 75
Bus schedules every 20 minutes instead of every 40 minutes.
Bus service near my house and community
Bus times specifically, sometimes I have to go to places on time maybe in the early morning.
Buses being more frequent and arriving on time. Trains that are more secure and cleaner stations.
buses more frequently, reliable temperatures in buses and trains, turnstiles, 24 hour train service.
Buses more often on route 13. Used to be every 15 minutes precovid, now it is 25 minutes.
Buses on time and trains safer
Buses starts early and close late. Well trained drives that are willing to help commuters
Busses arriving on time so I can plan my trip more accurately. They need to stop and wait more often

Busses not being late. Transfers more convenient without having to wait a while. Safer Transit.
busses that run more frequently from the university (morning and afternoon)
busses would have to come reliably and more often.
C train in cityscape area
Calgary transit cancelled our stop dec 2020. Lost my 1min walk I have a 20min walk. Which -30 sucks
Cheaper
Cheaper Bus Passes
Cheaper bus passes for people who don't get accepted for low income ones
Cheaper fares, and more frequent buses.
cheaper fare
Cheaper fare, louder speakers and more convenient stops
Cheaper fares
cheaper fares, or cheaper monthly passes
Cheaper monthly passes
Cheaper monthly passes, more routes
Cheaper tickets, keeping homeless/drunks off the train, free c-train parking
Cheaper tickets.
Cheaper to ride the transit
Cheaper; shorter commute times
Chip fare.
Clean unit
cleaned and maintained properties,
Cleaner conditions, "no cell phones" rule, more consistent schedules
Cleaner stations/buses/trains, more seating on platforms, affordable fares for everyone
Cleaner trains, on time buses, security,
Cleaner transit, safer with less drunk/homeless/drug addicted people, bike-friendly options
Cleaner, less crowded, more frequency, direct routes that don't meander through every side street
Cleaner, safer trains. No more homeless, crazy, drug addicts threatening regular passengers.
Connectivity with buses. Barely making a connection due to buses being constantly late.
Connectivity - takes as long to walk as bus for my commute of 4km.
Consequences for the drug at stations and on the train seen daily - UNSAFE
Consistency. Buses, like trains, need to stop at every stop and be there on time. Goal #1.
Continued improvement of timing, apps, and prices
convenience and frequency.
Convenient route from my home to my place of work comparable to driving or taking no more than 40min
Cost of a ticket or pass is challenging
Cost, cleanliness
COVID safety. Linkages with cycling. Better discounts on fare booklets compared to cash price.

Covid under control in community, covid measures on transit
Create connector bus from 162 Ave SW to Anderson 24 street buses and MY
Crowding people on buses is unpleasant at best. I want a seat & to be able to get on & off.
Cut down travel time.
Digital pay per time/distance fees. Limiting platform access to paid riders only. Improved routes.
Direct (non-stop) rides to/from downtown and universities.
Direct bus lines or expanded CTrain access that is punctual and on time.
Direct busses or better transits between busses, more departures and and late night busses
Direct C-train line to downtown
Direct route bus instead of 2 busses and a train
Direct route to downtown from deep SE
Don't shut the LRT down every weekend for maintenance
Don't use because usually I can walk to where I need to go.
Don't have a driving license
Drive Cornerstone to Saddletown stn. No bus service in cornerstone and Limited Parking at station.
Earlier times, and perhaps more often for some routes, am unable to get to work on time as is.
Ease of Access and availability of buses
Ease of commuting to the work place by train.
Ease of use. Faster and safer.
Easier mode of payment i.e. a tap card; more frequent buses; more direct routes.
Easily connected route transfers
Easy to plan/time my trips, cost (cheaper monthly pass)
Eh! Safety
enforcing mask wearing
Every Calgary Transit Access client should get the Access Calgary Extra card (ACE).
everyday stuff
Expanded C Train routes. Remove free zone downtown and replace with a pay based on distance system
expanded coverage for Nolan hill
Expanded train routes as my trips are usually longer
Expansión of LRT routes
Express busses with fewer stops
Extension of red line further south to Silverado and Belmont
Faster routes to get to major Hubs like the university or malls without having long walk from stop
Faster routing and travel times. More bus only lanes without traffic signs or lights.
Faster service to downtown
Faster service. It takes me over an hr on transit to get to work so I drive.
Faster trains
Faster/more service and more routes to cover the city

Feel safer
Feeling safe after dark, consistent arrival times
Fewer addicts actively using
Fewer stops, increased frequency. Better connections, more lights.
Fewer transfers, 24 hr service, better connections outside of downtown, more train lines
Focus on providing transit access to newly developed communities. Nearest transit stop is 2 Km away.
For buses to be on time and not be 5 minutes late and miss the other buses that come 3 minutes early
For going to work
For school
For the bus to actually show up when it is supposed to. It's too unreliable to take regularly.
For the transit to be more readily available.
Free and fast. It should be as fast and cheaper than driving and parking my car.
Frequency
Frequency and predictability. Make the bus come more often, get stuck in traffic or stop less often
Frequency and service span
Frequency and service span
Frequency and subsidized fares for everyone, transit should be better than cars
Frequency cuts have made it inconvenient
Frequency of service
Frequency of service. Currently it takes me an hour to travel 7 km by bus during peak times.
Frequency Schedule buses
Frequency, accessing frequency info at the stop, and maintenance of shelters and stops
frequency, cleanliness and safety
Frequency, connectivity & safety
Frequency, Frequency, Frequency, Frequency, Frequency, Frequency. Oh and value for families.
FREQUENCY. Waiting half an hour or more for a bus during cold temperatures is unacceptable.
Frequent service
frequent service and increased sense of safety
frequent, convenient service; timely connections; low cost
Gated entry to the c trains to limit homeless ppl.
Generally, I can get places faster and cheaper by car (and often by bike) compared to transit
Getting buses more often
Getting employment downtown with unreasonable parking rates
Getting rid of the drug addicts sitting I'm the stations and the trains
go in between different communities. Why not copy Montreal system, i heard it really good. *****
Good
Good convenience comfortable
Great transit systems seamlessly link buses and trains. NE Calgary growth severely underserved.

Greater bus frequency and later service hours.
Greater frequency of service.
Greater frequency, buses that arrive on schedule, less expensive
Green light extended to the NW. More direct bus lines from suburbs to places of work/activities
Green Line and/or express BRT service (like the temp stampede route w/ minimal stops).
Have buses come more frequently
Have frequent service
Have more lines, or having more buses for busy routes.
Have started using transit much less due to the unsafe conditions, so safety!
Have stopped using the trains because I didn't feel safe. Also busses to the train are infrequent.
Have the c-train come to my area.
Having a direct bus to downtown.
Having a job.
Having more frequent bus routes, especially during busy times. 20 min drive vs 50 minutes on bus
Having the train come more frequently
Having the transit pick up times actually accurate to what the app says
having transit be the most convenient (quickest & cheapest) method of getting from A to B
Help us get out from inner community to train station or bus stations.
High Cost of gas; high Cost of rentals; high Cost of Ride Shares
Higher coverage of areas of the City that have poor transit connections.
Higher frequency and shorter routes to services (libraries, shopping centers, Ctrain, downtown)
higher frequency of bus/train times to reduce the time waiting for connections.
Higher frequency of service and secure bicycle parking.
Higher frequency service
Higher frequency!
I *want* to be able to use transit, but the conditions are so unsafe and unsanitary that i can't.
I am doing the survey from the perspective of my children who will be taking public transit
I dislike other transit users and they make me want to use transit less.
I do not feel safe because of the drug addicts.
I don't feel safe taking transit at night. And transit is often late or early compared to schedule
I don't go out much.
I don't save on the trains. It's like a homeless shelter with dangerous looking people everywhere.
I don't have a car. So I have to depend on transit.
I dont take transit everywhere because some locations take too long to get to (over an hour)
I feel unsafe because there are many drunks / addicts / mentally ill people harassing passengers.
I have nothing against transit, just don't need it very frequently because of where I live.
I have to for school
I have to take three transfers and 45 mins to get to work on transit. I can ride my bike in 25 mins

I like more used . Bus and trem
I mproved frequencys. More direct busses to downtown rather than an bus to a train.
I need a completely safe and vagrant free experience. And evidence this is a city priority.
I need to feel safe in order for me to ride the transit.
I no longer feel safe using transit - more monitoring for drug addicts and safety features needed
I only don't use it anymore because its so unsafe on the train. Past couple years have gotten scary.
I started paying for parking because I don't feel safe on the train
I support the green line in the north central. I would transit downtown for work more with a train.
I take it almost daily, but I would prefer way less transfers. I want to take a single bus, not 3.
I take the train and buses to and from work every weekend
I think clear, timely route and arrival information - the transit app is a huge improvement
I use it every day, but lots of my friends and coworkers don't as they're scared they'll be attacked
I use it semi-often out of necessity, I think better sheltered bus stops would be more inviting.
I use often
I use transit daily. I'm a full time student and a part time worker.
I use transit everyday
I use transit often
I use transit to get to work. There is way too many construction on the weekends train delay.
I used daily pre COVID. Now less because don't have to be downtown. More frequency would help.
I used to take it every day, but now I drive because it's expensive, dirty, and unsafe
I used to take transit a few times a week. Now it is unsafe due to drugs, so I drive and/or carpool.
I used to take transit daily. I stopped because I felt unsafe and routes were too long/inconsistent
I used transit multiple times daily in Vancouver because it was frequent and went where I wanted to.
I want to feel safe - no harassment, open drug use or untreated medical distress.
I work from home, so am no longer a daily user.
I worked downtown for a while and took transit daily. I switched jobs and now drive to work.
I would definitely take it more if I felt safe on it. It's become so scary.
I would LOVE for my kids to take transit to/from school but is it not safe enough to change downtown
I would love to have buses more times over the day, I can not take it because I do not have it
I would need to feel safe at the stations and on the train.
I would really appreciate the City to launch a bus route on 24 Ave NW to U of C
I would ride the bus more if it used higher speed roads and go to places more efficiently.
I would take transit more if it was more efficient
I would take transit more if the frequency of local buses were improved
I would take transit more if you had more security or police on busses and trains especially late
I would use it more if it were more frequent and reliably on time
I would use it more if there were more times that my bus came (the 76).
I would use it more often during the summer if a route when along the ring road upon its completion

I would use it over Uber if there were more frequent buses and trains
I would use more often if feel safer in the early mornings at transit stations- 69th street is bad
I'm retired but used transit most of my life and still do.
I'd take transit more often if I didn't have to fear for my family's safety due to drug addicts
if buses ran on time. make them every 40m but run on time
If Calgary transit could be more accurate, on time and faster.
If Ctrains were more frequent and more reliable (doesn't break down or have signal issues in winter)
If I can have transit station near my house.
If I could get home after my 4-11:30 shift. 7 km away from home
If I felt safe on the train. As a woman I don't feel comfortable so I drive.
If I had to return to the office I would ride the bus a lot more, especially in winter
If I had to work in an office again. More frequent run times for Max line - bought home near station
If I need to work in the office downtown.
if it came more often or i didn't have to walk TOO far to get places
If it felt safer.
If it ran 24 hours, specifically the train. If it was more accessible in my location
If it was cheaper
If it was clean, smelled better, ran on time, had less crackheads/chaos, if I felt safe as a woman.
If it was faster and more regular. The bus to work takes over an hour but walking is 45 minutes
If it was faster than commuting
if it was free and reliable i'd take it more often
If it was more accessible in my area and I did not need to take two transfers to go downtown.
If it was more convenient to take transit to Signal Hill where I work
If it was more efficient
If it was reliable, fast, and affordable. Rising fares and slow travel times make cars more viable.
If it was safe. The crime and drugs have gotten way too bad. I won't let my children near the train
If it was safer
if it was safer to wait at train stations - forced to take bus now
If it was safer, and the cleanliness was addressed.
If it was safer, and the routes and schedules were better
If it was safer. Day passes that are scannable to get you in thru a turnstile. Food kiosks
If it was safer. There are JUNKIES EVERYWHERE, its disgusting
If it was safer. Too many accounts of violent crime or overdoses on the C-train lately.
If it were safer at the stations/stops i would ride more
If more bus routes going to destination a.b.c.d is available at my location.
if my community had transit. (I do not live in Calgary)
If my joints didnt need replacing
If my office returns fully in person

If route 110 is reinstated.
If safe at night
If the bus pass is cheaper.
If the buses actually came on time.
If the buses came more, instead of every 30mins, it would be every 15mins they would come
If the busses actually came on time. If there were more busses running so wait time isn't so long.
If the monthly pass is a little bit more economical.
If the reputation was safer and trains were clean
If the train and came more and if the transit system was faster as well as more clean and safe.
If the trains weren't packed like sardines and the buses stopped consistently.
If the transit were safe our family would take it more often
If the was more reliable to its scheduled times.
If there was a more direct/faster route from my area to downtown.
If there was finally the LRT in my area. I've been waiting forever.
If there was security at the ctrain stations. I no longer feel safe at most of them .
If this transit app would be user friendly. It is very hard to get the timetables, plan a trip etc
If train stations felt safer and if busses actually came on time
If transit areas were cleaned up .
Improve rider safety.
Improve safety, then focus on reliability
Improve scheduling and timings as it consumes almost double the time to go to work on transit.
Improved frequency and security
Improved frequency, connectivity
Improved frequency/reliability and safety, particularly at c-train stations.
Improved safety and security, removing active drug users
improved safety, cleanliness and express routes to downtown
Improved safety/security, especially on the C-Trains and the C-Train stations.
Improved service frequencies on core routes, as well as living in Calgary.
In one month the bus never made it on time, forcing me to be late for work.
Increase frequency of trains to 3-10 minutes
Increase frequency. The choice is often arrive 30 minutes early or 10 mins late.
Increase interconnections at NorthPoint between downtown and areas buses. Dial a pickup
increase safety for riders
Increase safety on transit and near stations. For transit to run more frequently and reliably.
Increase the frequency of buses. Having sporadic routes is inconvenient, so I have to drive.
Increased convenience and improved safety
Increased frequencies for buses and trains, waiting 15 minutes between transfers kills transit.
Increased frequency and late night (1-4am) services

Increased frequency of buses on major routes. Improvements to public safety (turnstiles, officers)
Increased frequency of trains, more feeder buses and/or parking at train stations
Increased frequency.
Increased frequency. More direct routes that go around downtown.
Increased routes that lower commuting time
Increased run times, more enforcement on the CTrains + platforms. Transit is inconsistent and unsafe
Increased safety
Increased safety
Increased Safety on the C-Train
Increased safety, frequency, reliability and better connections.
Increased security at downtown train stations
Increased stops and security
Increasing frequency times and extending service times
Increasing the frequency of bus schedules
Install barriers. Eliminate free fair zone. Right now Calgary Transit is a disgusting embarrassment.
Introduction of street cars and/or trolley bus system
it is due to less connectivity and less direct buses, a lot of bus changes required
It is unsafe. I am sad that my kids and I cannot safely use public transit. Dangerous and filthy too
It isn't useful to all areas. We need more trains that service more of Calgary. It is too infrequent
It needs to be faster and more convenient than driving.
It needs to be much safer, more consistent, more affordable.
It takes a long time to get anywhere, not spontaneous with OnDemand, get stuck if miss connection
It typically does not serve my destinations with anything resembling a timely trip
It's hard to make connections. The buses at my station leave within minutes of the train arriving.
It's more convenient to use transit rather than driving your own vehicle.
Karaoke bus
Larger network
Later busses for major routes, even if it's just the small shuttle bus
later ctrain hours
Later service options, increased frequency during off-peak hours!
Leaser cost of ticket.
Less homeless on board. Scary.
Less addicts on the train
Less homeless/drug users. More security guards or someone of authority
Less crackheads, last time I took the bus my 2 children (both under 4) saw things they never should
Less crime, ie: drugs & violent encounters. Take care of the homeless people on transit. Unsanitary.
Less crime/drug issues on trains and platforms. More frequency like in Vancouver.
Less crowded rush hour

Less crowded train so I can sit
Less drug addicts and more reliable service. Also lower the monthly fare cost
Less drug use
Less drug users and people living in stations
Less expensive, higher frequency, more cars on trains. We had a pandemic, the trains are sardine cans
Less transfers (i.e. longer routes) or more frequent arrivals
less transfers, less wait time between missed busses (30-45 minutes is unacceptable)
less waiting time
Lifting the mask mandate.
Longer hrs route 81 for sat and sun
Longer transfer time, and buses being on time and not early or late
loss of my vehicle
Lower break even cost for buying a monthly pass; more free parking at Tuscany & Crowfoot
Lower bus passes.
Lower cost and more connections
Lower cost, better safety
Lower cost, more accessibility for bicycles
Lower fares, for longer than 90 min. Better planned routes, fewer C train disruptions. Cleaner.
Lower fares
Lower fares, more frequent trains/ buses
Lower or no fares, safer stations, green line in deep SE
Lower price and train to the airport
Lower prices on bus passes
Lower the price of fares, and make transit less sketchy
Lower the prices of passes and put more security at terminals
Lower ticket prices. More comfortable seats. Actually get transit police to remove the homeless.
LRT Service in vicinity. Live in Harvest Hills, bus takes too long to reach destinations.
Make busses come a little more often in smaller areas
Make it 24 hours
Make it easier to get route information
make it free and have better times
MAKE IT SAFE
Make it safer, more reliable and more express bus routes
Make it safer. Closed pay for access system. Let to airport
Make it safer. Stopped taking daily commute because of smell, homeless, open wounds, human excrement
Make LRT stations safer & trains more frequent.
Make more stops and make it 24hrs
make routes times more often!

Make the rides safe for all passengers.
Make the trains safer and more frequent, dedicated bus lanes
Make transit safe again , better routes . Takes 2 hours to get to work or 15 min drive
Making it faster than walking, cycling and independently driving.
Making it feel safer at LRT Stations
Making it have more routes to more places. Also making the public transit cleaner/update it.
Making it safer. I am a young female and the train station and platforms is very intimidating.
Making transit the more convenient method to move around the city
Many times transit get late and they change timing accordingly due to which i get late for my work
Maybe by adding more buses/bendy buses.
Maybe if I had a job
Maybe if the busses ran more than every 45 minutes
More accessibility and far better safety and security.
More accessibility for my partner, who requires the ability to lay down and have a wheelchair.
More accurate GPS indicators. Sometimes it's off by 5-10 minutes. Sometimes more. Inconsistent
More accurate times for the app
More affordable and less drug users on trains and in bus stations.
More affordable, less transfer between destinations, more shelters
More affordable. My work is only 3 stops away and not into the downtown. Safety.
More and faster light rail and warmer stations. Secured bike storage at stations
More bus lines that run more frequently, and access more communities!
More bus service
More bus stops better schedules
More bus times for the routes in my community
More buses during off peak hours.
More busses per hour going to the university, like the 90
More busses, less time waiting for buses, less crowdsusses, less c
More busses, not routes, just more busses
More comfortable busses (especially ones with better suspension and brakes).
More connections in the North end of Calgary
More consistent and convenient route options
More consistent arrival time
more c-train lines; introduce streetcars/tramways that feed to ctrain stations and UofC/FMC campuses
More Ctrain routes
More direct routes and increased safety on transit
More direct routes that run more frequently
More direct routes, better app
More efficient routes that don't take circuitous routes resulting in the tripling of commute times

More enforcement of fares
More frequency
More frequency - better bike connections TO train
More frequency, later hours, more routes
More frequency, not take 2 hours to cross the city using transit only
More frequency, safe and clean trains
More frequency. Busses are too full. Better routes.
More frequent and reliable service, bike racks on all buses
More frequent bus service in my neighborhood and a mask mandate on transit again.
More frequent bus times, bus times displayed at the stops, more express routes like MAX
More frequent bus times.
More frequent buses
More frequent buses and trains and a larger train network
more frequent buses and trains, and seamless connections between buses and trains
More frequent buses and trains.
More frequent busses
more frequent busses connecting to the LRT or safer places to store a bicycle.
More frequent busses, especially in the evenings
More frequent busses, more direct bus routes to more destinations, more safety officers on Ctrain.
More frequent C-train service (especially off-peak), more convenient connections
More frequent LRT service & increased security would increase my ridership
More frequent route service
More frequent routes especially during peak times!! I Live in Mount Pleasant and service is weak!
More frequent routes.
More frequent schedule
More frequent service
More frequent service (convenience and to reduce severe crowding), bikes on trains, better security.
More frequent service for buses
More frequent service for connecting buses.
More frequent service with better connections outside of the downtown core.
More frequent service, and faster passage through downtown.
More frequent service, and service to where I want to go.
More frequent service, fare-free, service to new suburb shops that are competitive with car travel
More frequent service, including during off peak hours.
More frequent service.
More frequent service.
more frequent service. currently need to schedule around the 20+ minute intervals of arrivals.
More frequent times, late night service.

More frequent train/bus departures and better bus connectivity
More frequent trains and buses. Safer trains and train stations.
More frequent trips, every 30 minutes on a weekday is hugely inconvenient.
More frequent, regular service; Green Line phase one completion.
More frequently timed buses
More late night service for essential routes with safety considerations
More light rail lines, grade separated. BRT lanes. Transit-oriented development. Fewer stroads.
More likely if routes were direct from my neighborhood to downtown. Safety is major concern.
more options to get a better deal on fares. EI: discounts for book of tickets or weekly fare options
More regular service from bus to train. Cheaper.
More regular service, less crowded trains
more reliable service, frequency and availability of transit
More reliable transit/bus routes in Beltline to Mount Royal University and Inglewood.
More reliable, more often
More reliable. Later in the evenings I'm afraid to take transit alone
More routes
More routes or higher frequency. Home to work = 40 mins (not bad). Home to childcare to work is 1h20.
More safe, more buses and routes planned in Quarry Park, safer a train experience.
More safety measures for the train stations, and on trains.
More security and keeping off drug users
More security at stations downtown, more frequent pickups in winter and much cheaper fares.
More security it's not safe
More Security, as the homeless drug addicts make me feel unsafe
More service
More services between the routes and some express routes between popular destination
More specific instructions on stop closures, especially downtown, from an autistic person. Pictures
More stops to suburbia
More streamlined transit routes in my area.
More time available and extended time.
More train access to suburbs and quick connection to trains and downtown
More train connectivity. The green line will really help
More train routes and quick bus routes
more train stations and bus routes
More trains and 4 car trains at afternoon rush hour. The train ride home at 4pm is a sardine can
More trains during rush hour. So packed
Much more frequent and efficient. Transit must be more appealing than private vehicles
Much more reasonable pricing
My landlady drive me to area that bus is not available

My primary concern is safety. I rarely use c-train or stations now because of safety concerns
My school is on downtown and the parking cost is higher than my bus pass.
My usage is increasing because I am getting out and more active. Your service is not the issue.
My use is tied to in-office time. I use the C-Train to attend some events, but have safety concerns
N/A
N/A
N/a
N/A
N/A
N/A
N/a
n/a
N/A
N/A
N/A
N/A
n/a
n/a i use it daily
N/As
NA
Need direct service downtown from my community. And make transit safer - too many risky behaviours
Need.
needs to be safer. for the past 10 years I have heard friends comment on harassment and violence
None
None. Remote worker
Not fearing for my life. Train stations are drug dens, trains are violent consumption sites
Not having to make transfers to get where I'm going.
Not riding a car
Nothing I am taking daily Transit
Nothing. I walk, bike and drive.
Nothing. It is not convenient to use. It takes too long to get place s
Nothing. The service is so bad, the 302 City Centre bus mostly gets 20 minutes late
on days I don't use transit, it's often because the route to the destination is convoluted.
Parking availability and free of charges next to train station
Peace Officer or other security staff on every train car and at every train station loading area
peak hour availability, it's difficult to be with so many people w/out masks. better routes.
Plan created to handle safety issues at train stations regarding homeless with other law enforcement
Plan the bus route (trip) more school children friendly

Please lower the down the price of adult monthly bus pass and please be on time
Please make the busses and trains come more often!! And on time please!!!
Price. Take some European cities as example. They offer free rides for city residents.
Proper safety precautions, more peace officers at the stations
Proper train/tram service along 17 ave sw
Provide benches and are covered from the environment.
Public transit
Public transit
Put COVID safety protocols in place. I'd renew my yearly seniors transit pass.
Quicker headway times for ease of use
Quicker routes and more accessible
Quicker transit times, more bike racks. Cross city routes (east to west)
Quieter buses powered by clean energy taking me to the C-train 2x times faster
Reading about how safe it is now
Reduce the cost of monthly passes. It's far too expensive in this economy!
Reduced fare
Reduction in social disorder on the Transit system
reliability
Reliability and more frequent service
Reliability improvements, massive increase in frequency and area served, safety improvements
reliability of schedules and safety are paramount. Right now we have neither
Reliability, please keep track on your drivers arrival and departure time. Make them accountable
Reliability, quick trips and lower cost
reliable accessible routes that take me where I want and need to go.
Removal of unhorsed people, drug use, and crime
Remove the open drug use, and intoxicated individuals off the c-train
Removing dependence on automobiles. Build fewer stroads.
Removing On Demand
Restoring frequency to pre-2019 service cuts
Return to the office workplace which is expected to occur in October.
Right now it's warm so I'm using my bike. But the new app is horrendous. It's so bad.
Rode the C-train from the NW to downtown and back again often some years ago. Too risky now.
Routes from West direct to other areas of city.
Run all night, have real feeder routes to the local train stations for suburbs, zone charging,
Run Blue trains and red trains an equal amount. Daily there are 2-4 red trains to every blue.
Rush hour frequencies (every 5-10 min) throughout the day, more shelter and security at stations
Safe platforms, shelters and the surrounding areas.
Safe ridership conductions. Often it is unsafe due to vulnerable people acting violent and unstable



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

safer and more reliable
Safer as well mor frequently routs
Safer cleaner trains
Safer environment on trains, conductors and/or other staff
Safer experience. More on-demand options.
Safer platforms
Safer platforms and train rides. I've seen people openly using drugs on platforms and in train cars.
Safer stations - less broken glass panels, peace officer presence
Safer train cars and platform areas. Too much drug use and violence at or near stations.
Safer trains, cleaner vehicles, cheaper fares
Safer, cleaner, faster and more convenient than driving
Safer, cleaner, more reliable with more direct bus routes. Stopped transit this year after 18 years.
Safer. More frequencies.
Safety
Safety
safety
Safety and a need to go far
Safety and better technology upgrades
Safety and cleanliness are both a concer
Safety and convenience
Safety and convenience
Safety and efficiency.
Safety and turnstyles at every station to avoid people that haven't paid to not board the trains.
Safety at train stations and on busses/trains with drug users arrested and removed.
safety during evenings, especially Friday and Saturday nights.
Safety- Feeling safe
Safety from crime robbery murder on platform and accessibility more bus and let trains cars.
Safety is the primary barrier to more frequent use. Too many safety incidents on Calgary transit.
safety on buses and in stations, reliable buses, closer ctrain stations
Safety on platforms and trains
Safety, and reliable bus drivers
safety, cleanliness and frequency
Safety, cleanliness, and higher frequency of trains at least
Safety, reliability of timing, cleanliness.
Safety, Reliability, High Frequency, Routes that are efficient and go where I need to get to.
Safety, Reliability, High Frequency, Routes that are efficient and go where I need to get to.
Safety, reliable service, a system that can handle the size of the city and population
SAFETY.

Safety. Better station access
Safety: Eliminate aggressive homeless people / drug users on transit. Cost: Often cheaper to drive.
Safety: getting rid of the tweakers that overpower the c-train line
School
Seats that aren't hard plastic
Security still way to many drunks, homeless people, and drug users on the trains
Security. I stopped taking transit because it became un-usable due to security concerns.
Sending bus to new communities, else ask city not to charge property taxes.
Shorter commute times, better coverage of the city, increased safety.
Shorter intervals for waiting on CTrain and buses
Shorter trip times (A to B)
Shorter waiting times
Solve safety issues, increase frequency
Southland station is so overrun with homelessness I avoid at all costs. Its not safe to ride!!
Stop close by my house and after rush hours
Taking it as needed right now but once I have a job would be daily usage
Tapless paying and easy transit to the airport are a must!
the \$3.60 fare can be inaccessible when it only lasts you 1.5 hours. some rides take that long
The buses should be more frequent
The busses are too packed, always overflowing. Everyday the bus is so full everyone has to stand
The C-Train system often does not feel safe, which is a big reason why I typically avoid taking it.
The disturbances caused by those suffering from addition and mental health issues would need to end.
The first one
The Green Line
The pandemic permanently shifted my use of transit and I ride my bike to work now.
the price
The train is great but if you have to take a bus the time can get very long. I just drive instead.
The train/platform are no longer safe. I drive from shawnessy to Banfftrail twice a day.
The trains and platforms being safer, control of drug users/homeless population within transit areas
The transit always delay and waiting time are too long in some route
Time 15 minutes bus ya train sometimes bus ya train To lets so time go to fast then is good for
To be able to take the bus on the weekends and for it to pass more hours of the day.
To feel safer without all the homeless and druggies hanging out at LRT station especially on weekends.
The one across from City Hall westbound is too scary on weekends
Too afraid of all the drug addicts on train & hanging around stations
Too many homeless and drug addicts on the trains now. A lot of threatening and violent people too.
Train
Train
Train going to far North central. Currently the BRT is not convenient.



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

Train Transit cops better. Teach them empathy
Trains/stations in walking distance from my house.
transfers eg today 58 44 & 4ave to Marlborough station bus train 16 66 1st East 30+ Wait
Transit is so poorly managed and is such an unreasonable cost to taxpayers that I can't support it.
Transit more often and more an accurate app
Transit needs to be safer for riders, more reliable scheduling, and a way to pay digitally.
Transit ride takes too long, frequency is not high enough, fares are too expensive.
Transit that goes where I need to go (without going downtown first), when I need it to go there.
Transit to take me where I need to go - Mount Royal University, Calgary Airport for example.
Transportation between airdre and Calgary
Trust in transit being on time. And shorter more direct routes.
Uber
Used to ride daily. Transit is rife with abuse, violence, rude, disgusting, [removed]. Never again!
Used transit regularly pre-covid. Frequency and safety are my major concerns, followed by cost.
Warmer places to wait for the train or bus in winter, less open drug use and crime, clean
We need more busses and trains so people can get to work and not be late to work and lose their job.
We really need more frequent buses, and better inter community connections
We use it daily
Week end service
When I don't have a car
When I lived in Calgary, living close to city core transit was a big reason.
When the active drug using drug addicts and criminals and sketchy people are removed
Work
Work from home. Hard to work where I need to commute by transit-it's not frequent/expansive enough.
Would use the c train way more but it feels incredibly unsafe each time I'm downtown and wanting to
Yes
Yes
Yes

4. What do you personally value in a public transit system? Please rank the following values from 1 to 10."

Is there anything else we should consider?

[removed]

1. Maintenance of escalators and elevators in train station.

1. Maps to where the new/temporary stop is

153 should be big bus 7 days a week. A lot of families that have strollers, bikes and etc.

24 hour service. Expand operation on route 68 in particular

24 hour train service, year round.

24 transit service both buses and trains

24/7 transit like during stampede

4 car LRT back, and additional trains during peek morning and evening rush hour

4 car trains, more reliable trains, higher safety at crossings to reduce delays due to accidents

414 NW needs more frequency. Needs to be later than 7 pm.

7

81running Sunday. Longer hrs at night

8th street station is a warzone please put some transit officers there

90% of the time Uber is cheaper

98 bus should be more frequent

A better way of keeping drug use off the trains would be wonderful, although it's a hard task.

A bus driver drove past me today even though I Was at the stop and I keep getting wrong bus times

A certain segment of the population is abusing the system and shelters. Enforcement is necessary.

A direct Airport bus that goes from downtown to the airport along Deerfoot.

A prepaid card that can deduct fares like other major cities. Fare zones to reduce local fares

A transit plan needs to be concurrent with a land-use plan (Guidebook for Great Communities).

A transit web approach rather than a network, everything shouldn't be routed through downtown

Ability to hold bicycles

Access to bus loops at NE stations not practical for mobility. Need more shelter at station bus loops

Access to other modes of active transportation.

Access to train stations cleared of snow/ice in winter. More shelters at bus loops for bad weather.

Access Transit's web booking does not work, and they do not reply to phone or email on time.

Accessibility! Wheelchair users can't use LRT system. Driver should open door and lower ramps

Accessible to bus loops from trains. NE leg not easily accessible. Especially in bad weather

Accommodating other forms of commuter traffic. Aesthetically pleasing to the city.

Accuracy of expected arrival times is critical. It always seems to be 5 minutes off

Accurate updates when a bus route has been cancelled.

actually arresting drug users
Actually building the green line before it gets cancelled again!
Actually LISTEN to customers who say 'why did you remove this major important route?'
Actually listening to people
Add an accessible washroom through the use of scanners from fare tickets.
Add extra bus to airport routes so more people can use them easy.
Add first aid kits to the buses.... Had a terrible accident near Quarry Park a few years ago
Add more schedule on bus route and be on time
Add restrooms at every Train station for more convenience.
ADD THE [removed] SCHOOL BUSSES!!!!!!
Add traffic light priority to ALL buses around the whole city, have AC in the buses for the summer
Add transit "cops" to deal with unruly or unsanitary riders
Add Turnstiles to prevent homeless from using the platforms, add more frequent trains for university
Add. Fare gates. To. C-Train. Stations.
Adding 4th train car.
Adding affordable vendors at some platforms - coffee, snacks, library, etc.
Adding more routes
Adding more routes to cut down on travel time
Adding school bus routes so students can stop guessing when their bus arrives.
Affordability is key for low-income, vulnerable or disabled. Make the system fare-free.
Affordable, electric public transport needs to be Calgary's transportation focus ahead of car roads
Again, safety. People on drugs on the train and at the stations and harassing other people.
air quality in buses/trains: adding/improving HVAC or other air treatment infrastructure
Air transit
All new community should have at least one bus available which connects to near by major depot
All suggestions above are equally important. For me, my top five are more important than others
all transit is linear, from community to downtown or towards downtown. can't go in between comm.
Allow for bikes to be taken on transit
Allowing app to use debit MasterCard to purchase tickets/passes
Almost everything on the list is near #1 in priority. They're ALL important areas CT is failing us.
Alternating routes/schedules, so there is more than one way to get places in reasonable time
Appropriate sizing of bus for route.
As a daily commuter who lives in a new community in Wolf Willow, we residents need a 444 bus stop.
Assess your current routes to see if bigger / more frequent busses are needed. Ex. 145
Audible stop announcements must be working on every vehicle & loud enough to be heard by every rider
Be on time please
Being late for work due to slow transit gets people fired from jobs leading to EI use
Benches at all bus stops

Better accessibility specifically making sure the automated stop announcements work on every vehicle
Better and more detailed information for detours
Better communication
Better connecting time between trains and buses at ctrain stations.
Better design inside. Need more room for strollers,walkers, small grocery carts. Like Toronto
Better GPS tracking of buses so people can see how far a bus is (especially for winter)
Better more properly scheduled connections.
Better service after hockey/football games and concerts. And please, four car trains!!!!!!!!!!!!!!
Better technology, stop making windy routes wasting peoples time when tech enables call to stop
Better training for bus drivers.
Better transit routes for ALL post- secondary schools in outside communities like Coventry Hills
Better transit security...drug users and mental health issues, and people with bikes during peak
better ventilation on buses
Better weekend service
Bigger busses, more seating and doors.
Biking, tod,
Bring back cancelled during pandemic route 103
Bring back frequent service to the weekend mainline routes
Bring back route 103. The 131 is horrible, long drawn out milk run
Bring back route 110.
Bring the bus that came through acadia and on 6th back. Hard for elderly and disabled in this area.
BRT is a great option, but the lanes need to be free-flowing so the buses aren't stuck in traffic.
BRT routes with less time waiting at stops.
Build bus loops with shelters and amenities in sage hill, seton,
Bus 155 west dover needs to have weekend later times to get home safely no walking 30 min dangerous
Bus 156 every 30 min means more cars on 17ave to take LRT downtown. Bad with all schools in area.
Bus connections to and from the C-train should be timed appropriately
Bus driver training - half of them don't understand they drive with people on board
Bus drivers are too lazy and they don't care about customers at all
Bus drivers more helpful towards the users.
Bus drivers should let passengers know about c-train closures and where to catch the shuttle buses
Bus escape too crowded, so put on bigger buses
Bus is not on time
Bus priority traffic lights would improve service
Bus service to new communities. Do not start new communities and charge property taxes if no service
Bus shelters = homeless camps and drug dens.
BUS STOPS AT WOLF WILLOW COMMUNITY
Bus stops should be looked after more. Often they are dirty and full of litter

Bus times are often inconsistent won't wait for you
Even when they see you run for the bus it's rude
Buses are old and filthy, getting anywhere by transit takes far too long, and no cheaper than driving
Buses arrive in one area at same time, stagger buses so I'm not stuck 1/2 hr. Want walk other route
Buses for schools
Buses getting stuck behind each other or stacked
buses need to run more often!!!!!!!
Buses stopping close to xray clinics and labs
Buses with ac in the summer with the climate change increasing the intensity of summers.
busses are unreliable, and starting busses later sucks
Busses should wait if they're early !!! A bus leaving before schedule/early is awful
Busust be on time
C train should be more frequent (more of a metro) with lots of frequent bus connections to stops)
C train stations feel quite unsafe in Calgary currently
Calgary is a car city. Many busses run with very few passengers except at peak times more dial a bus
Calgary Transits current lever of service is not with \$3.60 for any length of time
Can we have better GPS reliability
Capacity of busses and send more busses to a stop if it is overloaded
Change the fair system. Use a reloadable card that deducts based on distance travelled. See Tokyo.
circular train line to connect all peripheral areas and runs continuously
Clean and sanitize units daily. Route 3 back to every 5 min during office work hours
Clean up the druggie problem
Cleanliness
Cleanliness on board trains. No drug paraphernalia or bodily fluids.
Cleanliness! No more drug parafenelia and human feces please!
Close 17th Ave SW to vehicles between Macleod and 14th St, put an LRT from Vic Park to Westbrook
Closed system fare paid for access. Lrt to airport
Closing up train stations with turnstiles, security,
Comfort on busses (seats that don't hurt your butt)
competition/price vs. competing options (ride share, personal vehicle, etc.)
Connecting quadrants without having to connect via downtown (east to west connections)
Connecting the Max line to Market Mall. Also A route that travels along McKnight / John Laurie.
Connection community to school for middle/hight school children without using s different busses.
Connection timing at stations is lousy. If all buses leave at same time then need to wait 30 mins
Connections between routes seem poorly timed - arrive too late for connections frequently
connections for multi-modal passesngers (bike, walking, driving)
Connectivity: make sure minor routes drop off before and leave after major routes so you can connect
consider all the above points to improve
Consider enforcing bus times should be one time so no one would be missing to transfer to other bus

Consider having more than just the Red and Blue lines (see: Toronto, Vancouver, etc.)
Consider how transit can reduce traffic density in North, excess inflows from New communities areas
Consider more connections that go around the city, not just to train lines or the inner city.
Consider the amount of people that use transit at different locations (increase the 8 bus frequency)
Consider vision impairment (not blindness). Signs and bus route numbers should be highly visible.
Contactless payment on all buses and trains. Remove all bus bays.
Continue to have lots of peace officers and police officers around stations
Convince stores and restrooms in the stations
Coordinating smaller buses around ctrain times and bigger routes for quicker transport times
Coordinating times between buses and trains, so that their is minimal time spent waiting at stops.
Correct information on your apps!!
Cracking down on bus drivers that are consistently late and still sit at every other bus stop
Current safety situation is awful.
Customer counter on train areas. To help with over crowded doorways on trains.
Cut under utilized routes. Condense around high streets, stop trying to do everything to everyone.
cutting times of certain locations it negatively impacts using transit as 40 mins wait is to long
Designing the roadway system to prioritize transit over regular traffic.
Despite ranking. All if these are important.
Developing more express routes (like MAX Teal).
Digital pay systems. Safety has become a major issue the past few years.
direct buses to more routes specially from North East to South West Calgary
Direct routes, less transfers, park and ride facilities, security
Direct train to the airport. We aren't a real city until we have one.
Distance and difficulty making connections in the downtown needs to be re-designed completely- awful
Do better. Not even close to on par with other major Canadian cities.
Do everything you can to increase service and ridership of Calgary Transit, is the future of Calgary
don't invest in the green line until the current lines are cleaned up
Don't put busses off duty during peak hours
Don't take away the service from older areas of the City for new communities just to do so.
Driver courtesy, especially with buses that run less frequently.
Driver friendly, some are rude
Driverless trains that are more frequent to reduce crowding and high cost for drivers
Drivers limit their texting and too much stopping on bus stops specially during rush hours.
Drivers need to fallow the schedule. Don't be early
drivers who leave their buses unattended at terminals should post when that bus is going to leave
Earlier 49 bus service
Ease of payment - reloadable tap cards that do not expire so I don't lose money if I don't use it.
Eh! Not that I can think of

Eliminate winter and mobility issues
Employee conduct
enforcing the train platforms for ticketed people only. Every other city uses a secure platform
ensure bud drivers are on time and don't make unnecessary stops
Ensure reliable pick up
Ensuring adequate service in areas far out from the core as it feels cut off from the city
Environmental value is inherent in a strong transit system by reducing car traffic
Evaluate and adjust busy routes to stop dangerous overcrowding
Even diesel buses pollute less than the cars they replace.
Every bus route should connect to a train station just like in Toronto
Everyday I ride the #9 bus and everytime it is 5 to 10 minutes late, making me late work. Aweful.
Everyone morning the Max Yellow is overcrowded. Over 50 students each day arrive late to classes.
Everything needs to be improved, especially public safety.
Expand green line faster. It is taking way too much time.
Expand light rail stations as part of building new communities, same as roads and sidewalks
Expand transit on demand
Expanding MAX routes
Extend Route 1 from Bowness park to Tuscany and terminate at Tuscany LRT
Extend routes to cover more areas would create incentive for people to use more public transport.
Extend transit duration from 90 min to 3 hours. Electric buses.
Far NE Calgary is underserved by reliable transit. A bus route that runs only 3 hrs is sub-standard.
Fare checking
Fare-free transit
Fare-paid zone delineation gates / fare paid verification gates
Fares & safety. It is currently less expensive to drive downtown 3 days a week than to take transit.
Fire lazy and rude bus drivers who do not stop and wait for people. They're mean!
Fix the bus times including weekends
Fixing how atrocious the current system is
Focus on amenities is ridiculous, a significant cost. If run efficiently, there shouldn't be a need
For buses to run in time. It's annoying when I miss a bus all cause the 1st bus was late....
free WiFi and mobile charging points in bus, train and at stops, food and coffee shops at stations
Frequency and extended network
Frequency and visibility of peace officers in rough area stations.
Frequency beats everything else - look at Vancouver - TransLink kicks Calgary Transit hands down.
Frequency of connecting c-train to bus is cutting it very close, without having to run the platforms
Frequency, family or group fares. Transit costing more than parking + gas is shameful.
Frequent service
Friendly bus drivers (some of them just don't give a damn about the passengers).

Gas or diesel-powered buses are better for environment than individual cars. Prioritize ridership.
Genuine friendly service by drivers and other staff.
Get an hourly bus running from Legacy/Walden to somerset stn please and ensure it has a bike rack
Get drug users and unhoused out of stations, bus shelters and trains/buses.
Get rid of confusing brt/max distinctions. Make all BRTs as frequent as possible.
Get rid of drug addicts on the train so I don't worry about being attacked
Get rid of the On Demand system. It doesn't work.
Get rider security right -- this should be of paramount concern and that should be obvious.
Getting rid of the glass and use a product that can't be shattered constantly
Getting the drug users out of the shelters in winter so they are safe for actual users
Going from NW to NE shouldn't cost over \$10.
Good network design requires more than just good coverage, it also requires good connections.
Good respectful and considerate drivers.
Good transit service to airport.
Greater accuracy of the app
Green light extension to the NW
Green Line NORTH should be top priority. I don't have 20 more years to wait .. I will be dead!
Green line north would eliminate need for 301,300,3,2, loads other main strains on transit system
Green line will have a huge impact to those living in the SE.
groundskeeping , painting, sweeping at the stations I use these a rarely performed
GUARD RAILS AT ALL STATIONS
Hand sanitizers in buses and trains
Have 4 cars on trains.
Have bus ticket sales to save on bus fare and sales for trastis pass
Have more articulated buses available for buses that university students use to commute: Max Yellow
Have patrol at each station to monitor people that come and go.
Have updates for every route when a bus will not show up as scheduled.
having buses actually stop where they're supposed to and not just skip stops
Having buses line up better with transferring
Having drivers not ask for directions on their route and getting lost...a lot
Having more 145 busses during rush hour!
having more routes to southwest communities
Having transit run for 24/7 and having help buttons around I have touched a lot on transit
Having your bus drivers actually follow there schedule.
Heated bus shelters
Heated waiting areas and more frequent buses please. Don't want to wait an hour or 30mins fornexbus
Hi authority, many times times get changed without notification that's wrong please look into it
Hire people who drive more safely

Homeless people always on train platforms doing drugs as well as being belligerent to passengers
How about getting bus drivers to follow their schedules
How do bikes go on the front of busses?
I access to the city from the se downtown West wins the University seat when was that Royal Oak
I am not driving so transit is very vital in everyday life to me
I appreciate the 8 arriving more often during peak times and please keep transit affordable
I believe affordability is essential. That people can afford transit is critical.
I believe we should maintain the low income pass and reasonably priced seniors pass
I can drive 10 minutes to work or take 2 buses which takes 30 or more minutes. It needs to be 24/7
I can no longer stand on a bus or c-train. I need to have a seat due my physical limitations.
I constantly sexually harassed by homeless/drunk/drugged men on the train - it's highly stressful
I don't own a car and today I find that walking and/or taking uber is more reliable than transit.
I don't understand why bus schedules are not linked to c train times (sumerset).
I have specific ideas (i.e. a route connecting the deep SW to Max Yellow) which I'll submit to 311.
I hope that buses come ON TIME all of the buses are always late
I live in Cranston and I work in DT. I work at 6am on weekends but no buses start at 5am at Cranston
I need more times in the route to Legacy/Walden we just have it in the morning and afternoon
I no longer feel safe on Calgary Transit due to endemic criminal activity
I put reliability last because if transit was very frequent I wouldn't care about planning my trip.
I ranked safety low because I already feel entirely safe on Calgary Transit: no improvement needed.
I really need to mark the been on time and connection I do 2 hrs only because my bus is always late
I remember the days when you'd get in trouble if you even put ur feet up. Now you can smoke drugs.
I see a lot of large empty buses. Why don't you use smaller buses or vans for non-peak time?
I think 24/7 train service would be great.
I think it is really more of on the service especially on the weekends
I think you should add more prerecorded messages when people are being loud to warn them.
I use 167 and 168 - DESPARALEY NEED WEEKEND AVAILABILITY
I want to emphasize safety. I have never felt more unsafe on Calgary transit than I have recently.
I was in Ottawa in June. Wednesday and Sunday was free fares for seniors on both those days.
I would love to see a heritage fleet program, like keeping a U2 CTrain car for special occasions.
I'd rather have a transit system with reduced scope but increased speed and reliability
Ideally, the MAX bus routes should run as early, as late, and almost as often as the C-Train does.
Identifying which busses have bike racks in the app
If a bus pass costs half as much as gas and parking, I would rather drive
If a bus see a person running towards them, stop chances are that they need a ride.
If more buses and trains are availble, more people would use transit, reducing traffic & pollution
If not more frequent trains then more train carts - after COVID riders have be shoulder to shoulder.
If the busses just start arriving on time, that'll be so much better than what we have now.

Improve Customer Service
Improved frequency specially in areas served exclusively by bus in SE
Improving routes that are already full. The 301 is a joke. No max for us :(
In SE Calgary, transit is so inconvenient that it is always easier to drive.
In the question above, it is not clear whether 1 is best or worst...
Incentives
incentives to get people to ride, make it more difficult to get to destination by car
Increase frequency of bus and LRT. They may be less busy, but people shouldn't wait for too long.
increase hours of operation
Increase parking fees to pay for better transit
Increase partnerships with DOAP, housing supports. Don't further criminalize the poor.
Increase west 453 and 111 buses frequencies
Increase your service
Increased security.
Increasing bus frequency for more crowded stops
Info on where buses are rerouting when there are closed roads or extreme weather conditions
Information is already fast & easy. Monthly passes should be economical even if you don't ride daily
Informing people, at least through the transit app, when buses are late and how late they are
Install barriers. I tell everyone not to take Calgary Transit. It's dangerous & will never change.
integrate more 4 car trains, trains are full @peak and an nightmare for people with claustrophobia
Integration with bicycle infrastructure. Secure bicycle parking at LRT stations.
Integration with cycling (more bike racks, proximity to bike lanes)
It would be nice to have a shelter for all bus stops, but I don't know how much that would cost
It would be nice to have underground railways similar to Japan and S.K, and have shops and stalls.
It's actually pretty good. Very concerned with drug users at our local bus station.
just be better stop stopping at stops that aren't rest stops for [removed] sakes people have things to do
Just consider everything when you make changes
Just going to repeat this. Safety. Please consider safety.
Just make the service more better
Just security and safety
Keep ctrain stations open in the winter
Keep the disgusting drug addicts off the trains and in jail where they belong
Keeping fares at affordable rates is very important for all
Keeping in mind what is going on in the city when planning service disruptions!! eg Pride Parade
keeping the low income bus pass band prices the same for next year. making the upass a paper pass.
Kind and respectful.mini bus to help us out from inner community to bus stations or lrt,low month pa
Large buses should NOT be in the communities. They are too heavy, too loud and too big
larger or more frequent buses running on routes used by students who don't follow 9-5 schedule

Later buses on the weekends
less apps, as convenient as they are they are also heavily dependent on data, also phone chargers
less transfers especially for youth and do not make these downtown where safety is an issue
Level of service to specific neighbourhoods - don't want to drive to a train service to get downtown
Lights at Lion's park; the stop for the Route 31 is entirely dark and very dangerous. Crosswalks!
Line 4 is currently late every day.
literally look at any other major city with with good public transit
Lobby governments for more \$!!! All of the things in the previous list are incredibly important
Longer busses on weekends
Longer wait times at popular stops such as LRT stations
Looking at schedules train arrivals and bus departures so people can make their transfers.
Low fares especially, you guys charge way too much for a monthly pass and not everyone is low income
lower costs for seniors on fixed incomes, low income families
Lowering fares - the cost of transit is going up, while the quality of service plummets
Lowering the amount of violent people being let on the buses for free bt operators.
LRT to airport should be network priority
Lrt to the airport
Make better direct routes.
Make drivers more friendly and punctual
Make fares even either 3 dollar or 4 dollar not 3.60 dollar
Make it 24hrs, and put more bus
Make it easier for elderly to access information. Most aren't technologically savvy.
Make Kourt Penner and Jyoti Gondek take transit. Remove drug abusing degenerates from the platforms.
Make shelters safe and accessible to commuters, not as smoking/drug activity areas,homeless shelters
Make sure bus arrive and leave from the stoppage on time
Make sure drivers do their jobs, service stops. Glenmore/Crowchild NB is an example
Make sure the buses arrive on time! Number 90 route from U of C is often late for 30 minutes!
Make sure your transit apps and google maps have ACCURATE schedule times.
Make the 82 come on weekends
Make the stations safer, get rid of the tent cities and drug addicts loitering and doing drugs
Make the system free. Fare control infrastructure is costly.
Make transit essential service so employees can not strike and disrupt transit service.
Make walking, cycling, and transit the fastest and easiest ways to get anywhere. And cars the LEAST!
Making Calgary a transit-friendly city over a car-dependent one.
Making it accessible near allandale close
Making it free
making more bus shelters, especially for winter
Making routes shorter so it doesn't take 2.5 hours to get across the city

Making sure the transit apps show detours and where to go when a detour is in place.
Making sure there is a marked crosswalk near stops on busy roads
Making transit affordable for everyone & longer transfer time
Making transit more efficient than automobile. Currently, it is faster to drive most places.s.
Making transit that can connect all parts of the cities in a timely manner and not just downtown
Marking stops more clearly as cars so often ignore
Max route from NW to downtown
Max yellow from downtown for mountroyal uni should run more often b/c it's mostly full and Im late.
Maybe more seating or larger busses? Nothing much.
Minimize interaction with other traffic, 40 cars with only one person shouldn't hold up one bus
Miss the days where busses connected u always have to run to make contation
More 153 busses they are so busy at eight am
More accessible seating. Pictures of what the bus stops look like. Safety FOR the homeless not FROM
More BRT routes, transit-only express lanes. On-demand districts. 24hr service!
More bus on NE and NW
More bus shelters
More buses around the city with longer distances and accuracy with arrival and travel time.
More buses during rush hour on major routes please
MORE BUSES RUNNING AT RUSH HOUR!!!!!!!!!!!!
More buses with bike racks, allow bikes on the train at all times.
More busses that go directly to work areas like industrial areas
More capacity buses
More cars. So crowded at rush hour. Had to help a women who fainted from heat+crowd this summer.
More cycling routes to and from stations please. With safe and secure bike racks.
More efficient route planning so major stops have more verity
More express buses (or existing ones running more frequently) where there are no LRT lines
More fare checking, especially on the trains. I also don't feel safe while waiting on platforms.
More Free parking; per day parking option
More frequency specially the area I'm living bus service is only mornings until 9 then 3pm to 7pm
More frequency in stops!!
More frequent bus service in NE calgary
more frequent busses as well as a wider range of bus routes, so it's not such a commute everyday.
More frequent trains in downtown during evening rush hour, start using 4 car trains
More legacy routes in the morning till noon please
More Max style shelter to provide better waiting areas for customers.
More max yellow
More on-demand options.
More places to pick up low income passes

More Rapid Transit (especially LRT) and extend the network, use rail corridors for passenger service
More rapid transit, having sidewalks that connect bus pads to other sidewalks or pathways
More routes in new communities!
More routes McKnight
More Safety
More seating on the trains.
More security at all stations
More security officers please
More security presence on trains to deal with intoxicated travelers.
More security that can actually step in and help when there is a problem.
More security, no one wants to take transit if they have to worry about getting harassed
More security/safety of train stations and on trains. Increasingly more crime/drug use occur daily.
More shelters at bus stops
More Shelters with heaters available for winter time
More stops at the University of Calgary (for the trains).
More then one of those are equal priority and shouldn't have to be ordered
more ticket police because a lot of criminals use transit to get to neighbourhoods to car prowl
More times for the 128 and other buses
More trains and buses brought in during peak hours.
More trains and higher capacity. Also, air conditioning on trains.
More trains especially since school and work downtown is now in person, the train are extremely full
More transit options out of town.
More transits
More Tuscany trains in the morning and somerset bridlewood in the evening.
My safety is key
N/A
N/A
N/a
N/A
N/A
NA
Necessity
Need more Bus Rapid transit.
Need more cars on C Trains. Trains are PACKED even at off peak house.
NEED quicker train arrivals. Not just on weekends, ALL the time. Every 5 mins would be ideal.
Need to crack down on bad behaviour. Just because it's a public service doesn't mean 0 rules apply.
Network design, staggering bus arrival times at the same stop so people have time to transfer
New bus routes and bus stops should be added.

New communities or business need better routes for people to get to work or home
Nicer bus drivers that wait at stops instead of driving off
Nicer drivers.
No
No
No
No
No
No
No
No
No
No
No
No
No drug use. No vandalism. No public urination, poop, vomit. Stop letting it slide. Safety FIRST.
No free rides
None of these items should be more of a priority over another. All are essential to a good system
Nope
Nothing else is as important as safety and being vagrant free.
Number of buses and routes and a LOT more frequencies of pickups is SERIOUSLY LACKING in this city
Number of busses should be increased for populated areas, specifically during the busy times.
Obviously curbing drug use on the train and at stations, which seems better lately
Off peak hours service. More frequent buses would be a benefit. Feeder routes to the LRT stations .
On time service
On demand should not be during rush hour. Hard to get service/reliability. Bad connection times on Train Security
Only people with tickets should have access to train.
Overall (carbon) footprint (eg it is ok to increase Transit carbon footprint if less people drive)
Pedestrian focused design vs sacrificing for car centric city design.
People don't just need to get downtown, there are more vacant offices than ever
People still work on the weekends and we shouldn't have to suffer an even longer commute.
People using the stops as their homes and taking drugs out in the open and yelling at you.
People work weekends. 301 should have earlier times on the weekend at north pointe terminal.
Permanent 4 car trains
Personally, with tickets over \$3, I think twice about replacing a car trip with train.
placing multiple buses on longer routes like the 28.
Plan transit for those who can't drive, due to age, disability, poverty, or ethics. They need it.

Please add more CTrain lines that connect more distant parts of the city. Ctrain to the airport.
Please also consider adding bus services in the weekends.
Please and kindly look into the bus stops at foothills industrial, there is no shelter from elements
Please ask drivers to wait a minute so we can take a seat
Please clean up the drug activity and mental health crises that frequently occur on transit.
Please consider an experiment with route-charged electric buses. Look at Translink or SF MUNI.
Please consider selling annual passes especially for the low income passes would save time & money
Please find who smashes shelters on Centre Street. It's been 2 years
Please focus more on areas outside of downtown. Sometimes Transit takes 3-4x the driving time.
Please increase security on the C-train, it does not feel safe with all the intoxicated people.
Please keep in mind that wheelchair users are not the only disabled folks using transit.
Please keep the information (e.g. construction, construction ends) on transit app up to date
PLEASE let your bus drivers know that they must NOT take off when the train arrives to a station.
Please make it safe
Please make it safer.
Please make trains run until 2am every day. To Avoid \$40 uber charges.
Please make transit safe again.
Please more frequent busses so theyre not full and we get to places on time. Bus always late.
Please please prioritize safety
Please provide transit bus service to Yorkville community in the Southwest. This is our basic need.
Please put a cover over the bow tower bus stop.
PLEASE require the Max Yellow (and other colours) routes to have double busses!
Please start monitoring ice removal at stops so people don't have to take a flying leap off the bus
Please stop outsourcing your app!
Possibly adding gps onto buses, so there's no concern about where they are on the route.
Post school bud runs on app. For example bus 746 not on app.
pressure cleaned interior,seats etc
Preventing vandalism of shelters at bus stops
Prioritize building the green line to Seton. We need better more reliable transit.
Prioritize traffic signals/lanes for transit. C-Train or BRT should NEVER be waiting for cars!
Prioritize transit over vehicular transit or it will never work well enough
Priority bus lanes may help with rush hour traffic. Transit times
Professionalism! No duct tape holding buses together or paper signage indicating stop changes
Proof of fare should be required to use any CT spaces. All train stations, from door to platform.
protection at every downtown station - cannot wait for train downtown without getting harassed
Provide reliable cashless fare purchase options. Invest in winter friendly waiting areas.
Provide sufficient train cars during rush hour
Public Bathrooms at translations. Shelters not being locked during operation hours.

Public transit is by far my biggest concern with the city, more than a new arena or housing
Putting limiters on the train during events so people can move around without pushing people aside.
Ranking drivers through the go app could lessen late departures
Rapid routes (MAX buses) operate frequently throughout the whole day.
Reduce fare fees and increase train/LRT access
Reinstating some of the bus routes that were changed to force train use
Reliability, frequency, and safety are important.
Reliability, please keep track on your drivers arrival and departure time. Make them accountable
Remove aggressive junkie crooks armed with knives.
remove the barrier in those Van style bus, in summer is too hot, and only drive enjoy the AC
Remove the homeless from the transit stations, they kept harassing my wife until she started driving
Reprimanding transit workers who don't stop at a designated stop for you
route 138 serves 2 large communities 1 bus 25 minutes between either 2 options or 15 min betwn pls
Route connections, and accessibility from Ctrain to the community.
Routes 28, 29, 35 are inefficient. I can't get to SC Mall & Tico without crossing 2 bridges!
Routes need better access in the newer area further out where LRT is harder to get to
Routes&stops in&around hospitals need to better accommodate the elderly and PWD. Esp. in winter snow
Routing so that you don't always have to go downtown first if that isn't your destination
Run more busses
Safe and friendly drivers that don't get lost.
Safety
Safety
Safety and accuracy should be top priority.
Safety and issues while riding c train
Safety and more frequent trains during busy times.
Safety at ctrain stations. Safety button at bus stops
Safety at stations and on transit
Safety concern numbers displayed more prominently. Many people I know were unaware of the text line.
safety is number one, not safe to use ctrain or busses
Safety is the utmost concern, have not seen any peace officers on the NE route!!
Safety on trains/train stations. William Aberhart school - difficult to get to from North Haven
Safety on vehicles and at stations
Safety once again. Too many see the Ctrain as a rolling drug store. Needs to change!
Safety Safety Safety more enforcement officers too many addicts
safety with respect and consideration for the vulnerable populations.
Safety!! Until that's addressed as a taxpayer I will resent every penny spent on the LRT system!
Safety, addicts taking over Train stations, safety for kids
Safety, cleanliness, & better options for those who do mix transportation & have bikes.

Schedule buses in a way that they arrive and leave in sync with trains, it's really annoying.
Schedule more buses especially during winter. Bus 75 going to mahogany really sucks, always late.
Schedule-interconnectedness. Try to reduce wait time between legs of a journey.
Security and or police on trains more often. Trains are not safe.
Security at stations, statistics repeatedly show rise in crime in direct corelation to stations.
Security for specifically violent crimes and robberys.
Security on routes
Sell P+R lots for people-friendly development. Provide secure bike parking.
Send the 20 more frequently
Separation from traffic on both bus and train for faster speeds, better reliability
Service is not Punctual. Even the Transit APP is not consistent.
Service span 1.5 million people and the busses stop @ 11:45 on weekends
Servicing low income neighborhoods first not last
Shelter while waiting. Currently almost NO shade for the 30 minutes transfer times! Plant Trees!!!!
Shops/vendors specifically for the stations. Grab a ctrain "bento" and ride to work/school/etc
Shorter commute times
Shorter wait times during weekends.
Shorter waits for weekend buses
Short-term: safety. My children and I feel unsafe on the train due to homeless drug use.
Should consider the impact that working from home has had on transit.
Shouldn't need to wait anymore than 8 minutes for a C-Train at most times of the day.
Sidewalk on places that has high foot traffic like Foothills Industrial for example
Simplifying bus routes so that they are more ridership focused vs coverage focused
Single stop in many Deep South areas from sommerset lrt to chinook lrt circle type route
Snow removal at bus stops
Some kind of air conditioning or something for the older trains
Some people are willing to pay MORE for better safety and frequency
Some sort of system similar to compass cards
Speed of service is critical, as riders do not want to take a service that takes triple driving.
Speed up the construction and procurement of expanding more C-Train Lines (New and Expansion)
Speed. If the ctrain can't be faster than driving, then people will drive.
Speed. It is always much faster and more reliable to drive than to ever take transit.
Spending less on transit. City leadership is so financially irresponsible they need to spend less.
stations and bus loops need secure bike parking (enclosed, locked, cameras, individual keycards)
STOP car-centric urban sprawl and focus on improving accessibility in existing neighbourhoods
stop prioritizing cars
Stop pulling drivers from route 13 for other routes.
Stop the green line disaster before it's too late.

stop the stupid ideas like karaoke and trivia buses. stop using LRT stations as homeless shelters
Stop villainizing houseless people, trauma informed training for officers, compassion for human beings
Stop wasting money on things like the karaoke bus
Stop wasting Taxpayers money through poor Management of Employees, equipment, fuel and maintenance!
Stops closer to destinations such as malls. Consider getting access in private mall properties.
Stops with no benches either need more frequent busses or for a bench to be installed!
Streamline transit app. All I want to know is "next bus times" at the stop where I'm waiting
Strengthen the bus network to collect passengers to take them to c-Trian station in reasonable time
Students!!! getting to school can be super lousy experience
Take learnings from cities with better public transport infrastructure, e.g Montreal Metro
Take time went the bus arrived any bus station because make a 5 minute stop waiting for people. Th.
Taking transit does not feel safe anymore.
That a ranking system is not proper. Many of these amenities are equally important
That is all
that on busy intersections it should be planned out that the intersecting route arrive before d main
That your twitter account is in real time when there is a issue with trains and buses
That's good
The ability to purchase train tickets on the app that don't expire after a week.
The app is not very valuable when there are late buses etc. I wish it provided live information-
The area around Transit stops. They can be very sketchy and unsafe.
The best environmental change CT could make is better service so that more people take transit.
The bow river is a major inhibitor to cross community journeys
the bus often doesn't stop for me and I have to wait for the next bus, making me late for school.
The Calgary transit app
The cleanliness of vehicles. #3 bus had blood on the bus #6005 for weeks. I did report it often.
The country is not developed when people travel with cars, it's developed when people prefer transit
The current transit app is difficult to use. Takes too long to reset from one stop to another
The current transit system is pretty awful. Issues are safety and reliability,
The customer service at customer support centre should be improved through a ticketing system
The deep southwest (evergreen, bridlewood, alpine park) needs a new or improved transit method
The drivers are trained properly
The drivers on route 82 are habitual late and rude, not stopping when the bell has been rung
The drivers should be reliable and knowledgeable when it comes to their routes.
The frequency of busses and trains coming especially in areas that are not the centre of the city
The frequency, reliability, safe, MOST IMPORTANT. 20min waiting cost our time and some people is scary
THE GREEN LINE PLEASE
The homeless/addict situation needs to be fixed. The trains do not feel safe at any time.
The hours of operation must need to be extend.

The Max Yellow bus going to MRU in the morning should be double length. Not everyone can board.
The more services are cut, the green line delayed, and prices of fares, going up. Cost vs service
The news content of the TV terminals everywhere at stations is repulsive and needlessly global.
The number of bus traps a route passes
The safety and lack of safety at ctrain stations where drugs are exchanged and used openly.
The trains are not safe, around are worse people DO NOT feel safe using transit
the transit app is currently infuriatingly inconsistent and keeps giving me impossible routes
there needs to be more buses at rush at rush our, the buses don't have space for everyone
There NEEDS to be more police at the train stations. It is scary.
There needs to be more transit available for the cityscape area instead of just 145 to saddlestation
There should be more focus on destinations that are not downtown. eg hospitals and moving E-W
There's no reason why trains can't run 24hrs [ie Stampede]
Time connecting buses better waiting 20 mins for the one you just missed sucks
Timing of implementation - Transit service should be available the moment roads are in a new area.
To make Calgary the first Canadian city to offer free public transit for all Calgarians.
Too easy to not take transit... It's just not top of mind
Too many hobos & drugs in/around train stations. Trains & under handrails are dirty.
Too many homeless and addicts doing drugs in the open, smoking, weapons, urination and defecation
too much drug use at stations and ON THE TRAINS
Train and busses connections need to be improved.
Train station safety is bad.
Train stations. Not hard to miss, make announcements asap, not after they have been there for hours!
Trains are better and cooler than buses. Please continue to build the green line in the north.
Trains are getting quite crowded at peak times so I would like to see more trains with 4 cars.
Trains are oftentimes smelly and dirty, it's disgusting!! I'd like to see more frequent cleaning/patrol
transferring busses is a nightmare, anything to improve that, it needs it.
Transit app is not showing correct information. Have to use Google maps sometimes. Position of vehicle
Transit is way too expensive monthly
Transit should be a viable alternative to every day transportation, not just a way to get downtown.
Transit should be free, private vehicle use should be expensive and inconvenient
Transit should be reliable and frequent. If it isn't people won't use it.
Transit should go to major amenities such as grocery stores, hospitals, walk in medical clinics etc
Transit shouldn't just be for getting to downtown back! Better connections between quadrants.
Transit times that work with hours of operation of the places of business in major stops.
Transit use DOES not end at rush hr, also your LACK of planning around city event and ur work is bad
Transitioning to being a more public transit oriented city rather than cars.
Transportation like gondolas or shorter distance alternatives.
Travel times! Improve speed of service, especially with Green line North (tunnel to McKnight!).

Trolley buses; tramways; electric/hydrogen busses; a bus route map at major stations like Tuscany
Try studying transit in Europe instead of in the US.
Update some connection info on app. Info from here to Edmonton trail missed telling me about #5.
User friendly ticket purchase system, various options that work and are reliable. Customer service.
Valley Ridge express needs more than 2 busses in the morning
Vastly improve service in winter. Waiting an hour for a bus at -30C is unacceptable.
We are a city of 1.3 million people, we should be doing a lot better
We are city of over 1 million people 24 7 transit
We need larger/longer buses.
We need peace officers or security guarding our train platforms and inside the actual trains.
we REALLY need to move to electric buses to reduce carbon footprint, they are also much quieter
We should prioritize building a CTrain route that goes to the airport.
Weekly passes starting any day of the week (VERY useful for visitors to our fine city)
Wheelchair and bicycle access and availability
When buses do not move people where they need to be in a timely manner, they are useless.
When someone reports a safety concern, there needs to be faster response.
Why can't I buy a monthly pass no line or on the app? So frustrating, please fix this
Why not run 24 hours a day like some cities?
whyd u [removed] up the 406. it's crammed as [removed] now. please change it back or at LEAST add another bus
Wifi, washroom, food and coffee at Station, train schedule at lrt, extend the no 1 upto Tuscany lrt
Wifi, washroom, food and coffee at Station, train schedule at lrt, extend the no 1 upto Tuscany lrt
Wifi, washroom, food and coffee at Station, train schedule at lrt, real time updates at all stops.
Wifi, washroom, food and coffee at Station, train schedule at lrt, real time updates at all stops.
With hybrid work, monthly passes aren't economical anymore. Unless you take 4 round trips a week
Without proactive maintenance, your claim of accessibility is a fraud
work route 58 blue Red 30/walk ten minutes drive hour plus bus
Yeah stop letting homeless people on busses for free and making everyone else pay
Yes but I don't recommend in the train have washrooms Secured
Yes ! teach Transit Driver some Ethics sometimes when i show them my card they didn't even respond
Yes I kindly reconsider bus Route #3, changed schedule time 11:05pm -11:15pm. Heritage Station.
yes leave the route 15 ALONE
Yes Please do on time Departure
Yes there's shortage of Legacy landing bus 167 or 168 In the area between 9:30 Pm and 2:30 Pm
Yes, city safety resources should be more focused on the drug usage that occurs on transit.
Yes, consider putting more buses in area like Nolan hill(82)78 &153.More bus makes life easy
You didn't specify if 1 is highest or lowest priority.
You need to provide more buses for highschool students at Diefenbaker as we have very little buses
You should be a peace officer at every station at all hours of operation



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

Your app is garbage and being able to see all the buses in an area shouldn't be monetized.
Your survey page is buggy. It's awful.
Youth free until the age of 13
Zero tolerance policy for illegal drug use on transit property
Zones

5. Which one should Calgary Transit prioritize in the next 5 years? Other, please specify

Mandatory for City of Calgary officials and Government officials to travel by transit, all employers to provide transit pass to employees

Access to combined transport modes - bike accessibility on buses, trains, and secure locked bike parking at hubs

More cycling routes please.

All of them are important.

Treating houseless people with more compassion

These are all pretty important

The GREEN LINE is a must

Scheduled Times as the service is not scheduled properly, not very dependable & inconsistent.

Safety, more BRT. Frequency, 414 increased frequency

Regular service to Okotoks

More legacy routes and timings from 6 AM till 12 noon

More direct routes that don't wander every side street

More cars on trains

Many equally. Safety, network design, affordability, hours

Fares, Frequency, Information Hours of operation, Reliability, Information, Washroom, WiFi, Mandatory for Employee to give free transit passes to staff passes to Staff

Fare-paid zone delineation gates / fare paid verification gates

Bus connection times. I had the best route, and loved using transit until you took our route away! Now the bus you replaced it with never connects with buses I need, and takes over twice the time to get downtown! Now I absolutely hate using transit, and only use it when I have to. Unfortunately I can not drive, so do need to use it when I can't get a ride.

Bring back route 110

Add new stations towards the airport cause rn people have to take route 100 to get to the airport from McKnight Station

Connections to communities from ctrains

FARES, frequency, realibility, information, safety, hours of operation, Wifi, washroom, food and coffee at Station, train schedule at lrt, real time updates at all stops. 3, 6 and 12 months pass at discount, Accessibility

The green line and bigger trains on all lines

The whole list of this question

Frequency, fare, reliability, safety, information, more hours of operation, Amenities example : more shelter, washroom, free WiFi and mobile charging points in bus, train and at stops, food and coffee shops at stations, Accessible stations

BUS STOPS AT WOLF WILLOW COMMUNITY

Stores are open till 11 but employees cant get home cause buses stop at 9 or 10pm from westbrook its a joke having to pay for a pass and than need to pay a cab to get home on top of it



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

More busses to a stop if it is overloaded
Covered c train station as well as heated bus shelters
working with agencies that serve the poor and people with mental health issues so that those who need it can get help rather than being charged with a crime on tranist
More on-demand options.
Matching capital costs to forecasted use. Consider WFH culture and historical overspend on capital projects
Less transit costs for taxpayers.
Leave the current bus routes as they are!!
Integrating them with the neighbourhood and making it easier to get to a transit stop by cycling, walking or wheeling.
Green Line NORTH
Getting the green line started
Calgary Transit in its current form is very inefficient. Huge busses driving around with very few passengers on some routes
Build bus traps
Become customer focused organization relentlessly focused on the user experience

6. Which one should Calgary Transit prioritize in the next 10 years? Other, please specify

Less transfers and more direct routes.

Fare, frequency, reliability, hours of operation, washroom, wifi, information, safety, low floor lrt

Underground railways or having more lines for trains

Treating houseless people like humans

Transit on demand

Read above

More Free parking; per day parking option

equalizing the revenue picture to a 50/50 split between user fees and property taxes.

Ensuring that our system is on track to meeting all of the goals!

Construction of complete green line and future LRT at grade to save money, Manufacturing LRT train cars, Accessibility in Calgary

Cleanliness

Clean and sanitize daily

All of the above

Again, see above

COMMUNICATION - between City Departments, within Transit and informing the Public! Making sure APPS are consistent.

More bus timings in Legacy as there are schools here

All of it! It all needs improvement

BUS STOPS AT WOLF WILLOW COMMUNITY

More destinations around the city so you can get anywhere on transit

More on-demand options.

Ring back route 110

Trains are oftentimes dirty and smelly. If I go to work fresh and clean -i get on the train and people are sleeping, are drunk , and some trash all over. It happens everyday

Whole list

smaller buses to match ridership. When busses are operating

Continuous improvement of user experience

bus to NE,SE,SW,NW every 5 min

Allowing private operators to compete for service.

GREEN Line NORTH

Build bus traps

7. Which one should Calgary Transit prioritize in the next 30 years? Other, please specify

Network, environment, Accessibility, manufacturing and maintenance

Are you kidding with this question?

Ensuring that in 30 years we have a system that meets all of the goals

Expanding other lines.

Have more lines for trains

Increase speed of transit. It should be faster than driving.

More routes for trains

More train routes

Network, Environment

Read above

Training offers not to be heartless scumbags

Innovation - to keep up with technology ie. autonomous vehicles.

Reducing car culture in Calgary

Bring back route 110

whole list

upgrade the core by putting the transit mall underground. calgary transit should do this because it makes it possible to have longer trains (5-6 cars) aswell as the platforms. this should also be the case for the university of calgary and sait

Trains arriving every 5 mins max everyday. Toronto and vancouver has more reliable transportation times and this is ridiculous when you rely on the train to get you to work. A couple missed trains, you loose your job.

Rapid transit implementation

More connectivity

More comfortable seats.no small buses and air conditioning on ALL

Expansion of transit options - reconsider more train lines or a metro as our city continues to evolve and expand

Better transfers. 20-30min waits are unacceptable

BUS STOPS AT WOLF WILLOW COMMUNITY

More (safe) train lines

Funeral services because by ten I'll be dead

City

Cost impact on property taxes. Transit, like all other services should be self-funding in the long-run. Currently, not even close. Threatens financial viability. Better transparency and accountability to the public in respect of costs is required. respect of

More on-demand options.

Use technology to provide a more efficient ride on demand service instead of having empty busses making the rounds which is harder on the environment and a waste of taxpayer money. The whole system needs to be revamped



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

30 years is too long for me I might not even live that long anymore
Adapting to a changing work environment that does not need mass transit
Build bus traps
Continuous improvement of user experience
FREE CARS TO PEOPLE
In 30 years I would expect CT to have been focusing on maintenance and upgrades
Incent drivers to leave their cars and use transit
Keeping on pace with what other top transit cities are doing.

Gender Identity - I prefer to self-describe
Agender.
Queer
Genderqueer
Genderfae
Canadian
Amazing!
Human
Cat
The bus is so full we have to squish together until the bus overflows and we have to lean on doors
Toaster
Every day late evening user of Transit also weekends (after 11pm).
Pan-sexual
Human
Genderfluid