



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

Appendix B Questions for Organizations and Businesses: comments from representatives for organizations (including members or clients), nonprofits, and businesses and their customers

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.

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

Community association
New Media and Social Justice group
University. (Mount Royal University)
Business
Non Profit
Public Transport
School

Bicycle education service
Community
West Hills restaurants
Consulting Business
Community group
development
Community Association

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

A long-term plan based on focusing transit services around high streets and nodes. Outlying areas are probably better served with a partnership with Uber/ Taxi. Support ridership by focusing on high rates of occupancy and drop low usage areas in favour of more flexible arrangements.

Bring back bus 103

Ensure safety at night, and better service weekend. Some people work weekends and need late evening bus.

Find ways of reducing overall footprint of transport in Calgary by increasing transit usage.

Frequency, fares, reliability, safety, information, increase 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

Frequency. Enough frequency makes up for reliability or scheduling issues and encourages use. Safety, and the long term impacts of transit use to encourage reaching our climate goals.

Have a bus past 9pm to the west side where our staff live? How is there no bus from Westwills to the west side of Calgary?

Have the 81 run on Sundays and holidays

I live in corner meadows common where cornerstone show homes are present but there is no bus service yet.



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Increase hours of operation and frequency of busses in neighborhoods
More bike racks on buses, especially ones that can be used by non-standard bikes and bikes with fenders, and better bike parking at transit stations (lockers, underground vaults, etc).
More buses in high pressure times. Currently around 8am and 4pm are full of overcrowded buses. Causing several students to be left behind and miss their classes. This leads to other problems such as students wanting an opt-out option for the U-Pass
More mini bus to reach local stores
Safety to students taking Calgary transit
Security. Cleanliness. People are afraid of the ctrains. Our organization has had a vote and dugs and mental illness were the top voted concerns. Faster response to persistent safety concerns like people residing or doing drugs in shelters.
The Braeside Community Association is concerned transit reductions that were explained to us as temporary have still not been restored. We lack strong feeder bus routes to the LRT station and the SW BRT is so infrequent most residents to not find it useful at all, despite all the construction and engagement that went into planning the project.
They should have a bigger bus in the community of lake bonivista as peak times are busier then expected

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

Calgary Transit has been doing a fantastic job at offering later bus times for students who have night classes or want to stay at school later.

Calgary transit has the buses I need

discount fares for August and September

Expanding the hours for bikes on the LRT helped so that I don't have to schedule courses at weird hours or force people to pay a lot to take a taxi with their bike.

Having apps that show times and stop location as well as being able to purchase bus tickets through mobile

I don't have service in my area

Just need more mini route .ini van or shuttle. Get people moving get economics moving get business moving

Nothing, even before Covid they cut weekends late service and now even week days.

Trains are on time

We love being situated so close to the BRT route and the LRT station. When connections exist to this infrastructure they benefit our community.



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Wheelchair accessible has improved
You added security officers in some stations. We need them across the map! The text safety line is a blessing.
Not well since bus 103 was cancelled and 100+ people don't have a ride to work in downtown
Our office node is well serviced, I am worried about low usage and think it would be good to service fewer areas better and be creative about providing services in areas of low usage
Smartphone apps have been a boon for those with phones and credit cards.

What are some barriers you/your customers/your agency face(s) with Calgary Transit?
Buses are too infrequent to be a reliable mode of transportation for most people. People who have no other options than to take transit are waiting for long periods of time for buses and LRT trains, which is not ideal in the winter. Also, the benches have been removed at Heritage station which makes it very inaccessible for many demographics.
Communicating concerns, communication about our concerns from CT.
Fares, Frequency, reliability, safety, information.
Service and safety. Safety at night is very big problem on platform and in trains. People without tickets should not have access to trains.
Students have lots to say about transit. Lots of feedback. However, they don't know where to provide it to be effective to change.
The busses in my neighborhood don't come as often as need and don't run on weekends
You should offer the low income on bus app on the myfare as most people can't make it to most times during office hours
Getting to school on time
Lack of bike racks on all buses, racks that don't take non-standard bikes (kids or with fenders), forcing long walks to the LRT stations for those who don't ride yet. Difficult to get bike with child trailer onto LRT; impossible on a bus. Bike parking is NOT secure: need more lockers or underground storage for bikes at LRT stations.
No transit reaching local shops not enough space for stores local in community
No service
Hours are not long enough and ON Demand is too infrequent
safety, less confusing website, more services virtually (need to modernize by doing things like tap to pay).
Bus 103 cancelled



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NA
Frequency, safety (which is caused by our collective failure to provide support to those homeless), unreliable time travel times due to lack of prioritizing of transit traffic.

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

Please keep in mind vulnerable populations use transit and they need supporting infrastructure, like benches, lighting, and shelter, as well as frequent service to feel safe.

Have a feed back line or form. Make it easier to interact. Have visible security officers in stations.

I recommend that Calgary Transit periodically comes to Mount Royal University to gather transit related feedback

Reduce the fares

Offer quicker wait times in both office and over the phone

More late evenings peace officers, and system that everyone needs ticket to get on train.

Increase hours of operation and frequency

Be on time

Ensure bike racks on all buses, allow bikes on buses (not just folding bikes). Find ways to make it easier to get trailers on transit. Secure bike parking is essential as well: bike racks leave bikes exposed to weather and thieves.

More mini route more mini inner local route make community alive more people moving

Put a on demand or route in my community

Have more on demand buses and they should run until 1am

Bring back bus 103 ASAP so people can go to work safely and reliably

more services virtually (need to modernize by doing things like tap to pay).

NA

Make transit frequent and the priority on roadways in the city. Our history of half measures is not good enough.