



RouteAhead 10-Year Update

Report Back: What We Heard
October 2022

Appendix C The Hub: What is Calgary Transit currently doing well?

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.

What is Calgary Transit currently doing well that we should continue?
Calgary Transit is doing a great job with trying to ramp up service to pre-COVID levels. Keep up this effort, you are not done yet.
Just existing.
Buses and trains continue to move. A few of the train stations are in useful places where people want to go. That's about it.
Giving us a turn at the wheel so to speak. We ride this system and our input is very important as long as you take action. Thank you CT.
I'm disabled and can't drive, I'm very appreciative for transit here. It's much better than it was in the past.
I believe the routes we currently have are nice. I used to take the 3 and 301 a lot and those were very convenient. The train is also good
Calgary Transit is the easiest way to get myself from point A to point B, it's inexpensive, quick, redundant, and very bike friendly.
The Green line train will be very effective and is much needed!
The messages on buses bring small joys are sometimes informative (like when bus is not in service for specific day)
Glad for the route 22, just wish it would stop off at Signal Hill, where the Superstore is, too. Thank you.
Post positive messaging to brighten people day. This city has gone to the dogs over the last few years & people need to be cheered up!
Basic service
Continue focusing on route the connect to neighborhood's and other area rather than just feeding a station
Large way finding signs at bus loops and hubs are helpful when transferring, Please keep installing these.
Keep U2 trains in service for as long as possible. Has a great seat layout, comfortable seats, and is less noisy than the rest of the fleet.
Offering transit options in Calgary



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Nothing! I do not enjoy waiting 35 minutes for a bus just to have it show up and an additional 20 minutes later
How about a direct c train line by Hyatt Place Calgary Airport by Aero DR NE
1. Increasing taxes. 2. Faking engagement after decisions have been made. 3. Publishing biased info to pretend the City is well managed.
Wasting time in my day by riding a bus and train
Using city engage resources to fuel system improvements.
Taking the train is like taking being in an injection site on wheels
Nothing
Nothing. Calgary transit is horrible, dangerous, and disgusting. You increase fares and nothing changes except it gets more dangerous.
N/A
Service is consistent albeit frequency could be better.
Frequent trains in rush hour.
Transit App & MyFare are great. More payment options (tap for debit/credit on buses) would add convenience for occasional riders.
The trains are pretty consistent during rush hour.
Did you just miss your train? Don't worry, wait 20 minutes.
Add turnstiles and secure train stations. Add a tap system to pay for fares, tap on tap off, so you pay by distance to a max daily.
Keep helping me get around Calgary. Love the app.
Continue to expand the C Train lines
Busses tend to be more reliable and generally less issues than train lines
The app is handy. That's about it
Nothing is done well. Tickets too expensive. Not enough trains and always packed. Seats on new trains are uncomfortable
40 minutes between trains leaving from Sait at 3pm - or student rush hour - and the city has the audacity to claim this is a service.
The Yellow Max line was a really good idea. There were some very vocal naysayers when it was being built, but it turns out they were wrong.



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Reach out to the public to identify problem areas.
Updating digital infrastructure to display arrival times
Hiring great drivers and staff.
As a 83 year old senior. The thing CT is doing well is providing us with professional, polite, caring, clean appearance operators.
Looking into alternative fuels for "NEW" bus fleet Electric or hydrogen. Kill off our fluid leaking diesels.
Train frequency is reasonable.
The BRTs are great, they're fast, cover routes that are slow using other means and the stations are clean.
Frequency of trains and busses needs to be increased across the entire city and across all hours of transit operation
This is not a easy topic to answer. Not much has changed in 53 years. The buses are dated. No Yield to bus bylaws. Micro bus shuttles etc...
Nothing.
Transit exist, it works well, the frequency of trains is appropriate. The 50% off monthly pass was very helpful, bring it back please
COORDINATE more with city development. Keep expanding out, then ppl move out there and complain lack of service. NOT transit's fault!
Discounted buspasses was AWESOME. Maybe consider extending to May thru Sept. Or at least half price on weekends. Entice use.
Nothing.
Good for getting people downtown and back (provided you live within walking distance of a CTrain station). However, this is degrading
Good app.
App based payments. They work great.
Little positive. Elected officials should have to take transit twice a week on average as it is one of the most important items they oversee
Operating at the current level is only creating barriers for the public. This winter do not lock out commuters. Instead monitor unpaid fare.
Planning for the future with bold moves like Green Line. Focus on safety - but do better. Focus on cleanliness - but do better.
Friendly service



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Calgary Transit is very good at utilizing full sized buses to drive around with 2 or 3 riders on them. The BRT down 14th street SW is a bust.
Better Apps for route planning
More frequent service - fewer bus stops, more buses, focus on speed and reduced travel times!
Improve transit bus service in the communities of Rocky ridge ,Royal oak and add a two way bus services for route 158 & 169
BUILD A TRAIN LINE TO THE AIRPORT YOU DINOSAURS
Affordable fares, Clean buses, Good use of technology (my fare app etc)
Keeping it's schedules.
Fares are at a reasonable price.
LOVE August & Sept. 1/2 off monthly price. Do it again but for more months throughout the year. Also, let riders decide which months work.
Keep bus routes going even if one person is on the bus. Market the carbon responsibility of using transit vs. driving cars. Rebrand yourself
Max lines, forget LRT.
Max Yellow
Recent changes to allowing bicycles on trains, more bike racks on buses. I appreciate CT accommodating multimodal "last mile" options
Friendly drivers who communicate with passengers. Make information readily available and accurate when there are problems.
Cleanliness, accessibility, timeliness and safety are all well-operated for a welcoming ridership experience.
Add more buses to the fleet
Evergreen tickets - the TTC figured this out 35 years ago - encourages casual users to have 1. No free fare zone for trains
Build commuter rail lines that would connect to the different towns and cities in the Calgary metro.
Cardless mobility saves accounting \$\$\$. Use cell phone to show bus passes or centralized ticketing, is fast, more secure for transit drivers
Place BRT station under overpasses at cross roads like 16 Ave N 17 Ave S or Peigan Tr so car pools benefit with key drop off spots



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Utilizing transit route on fast crosstown routes like Crowchild, StoneyTrail, Blackfoot Tr that get people to work, hospital & advanced ed.
The transparency about scheduling modifications and delays
Would like a timeline on proposed transit extension to 128 Ave and to the Airport.
As a large community, we need better transit in the Cornerstone NE area. I have noticed the train stations are flooded with people.
Would like to see more transit in deep south east. Mckenzie towne area :) thanks.
Transit app is very reliable and easy to use. Would really like to see a bus route in Cornerstone NE connecting to saddletown LRT
Transit app updates have been fantastic
New Transit app is nice
We need buses that come more frequently, waiting 30 minutes cause the bus was early hurts people at school/work!!
There needs to be more Transit offices throughout the city. Having three Downtown & only one in the NE is unfair to the rest of Calgary.
Offering discounted monthly passes.
Fares were lessen for the month of august and September. Some Drivers are pleasant.
Transit apps are very nice, times are somewhat accurate, ticket app is convenient
Answering twitter and the 74100 text line
A decent transit app
Buses that are normally on time. Your plan a trip feature is awesome. Love the new buses. Seniors Fair Pay Program for bus passes is great.
Service connecting Skyview to Northwest, Market Mall, University would be wonderful to see.
Direct service from Skyview/Redstone to Brentwood Station, rather than switching buses and going to Ctrain station to get connected.
Riders want to see the route 8 extended to the NE in area's like Redstone and Skyview.
Allowing for bikes on trains at all hours. Multi-modal transport during rush-hour is a game changer and expands the range of users. Thanks!
Continue expansion of the CTrain (construction still needs to be faster)



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I like how when we buy bus tickets on “my fare” it doesn’t immediately activate, if we buy a year pass I don’t want to activate every time
DON’T WANT to delay busses but there should be a way for drivers to be on time AND pick up those poor souls really close to arriving on bus
I really like my fare app, wish I can just stay logged on until I decide to log off. Not sure if we can pay with PayPal but that’s an option
Please make more bus routes in the SW especially with the newer communities being developed.
I liked the app that told you exactly when the bus arrived and what stops you have left before arriving at destination.
Bring back 4 carts on c trains! They are getting packed.
CTrains are too full & only using three cars from Downtown at 3:20 in the afternoon.
Caller very upset that hte escalator @ the Dalhousie STN is always broken
Please increase the bus frequency for route 059, I recently ,moved to Canada and bus service is so bad can't rely on and right now can not a
PLEASE BRING BUS SERVICE IN SAVANNA LANDING AREA. ROUTE 059 IS TOO FAR AND BUS SERVICE IS REALLY BAD
Bring the train to Skyveiw springs
More bike lockers available for first come first serve use at LRT stations. Bike racks are not secure enough for hours.
C-Train Reliability
Get people working for CT to watch the youtube channel Not Just Bikes
Please try to design the transit system so that ideally you would only need to transfer once.
Have the trains in downtown not have to wait at traffic lights.
Build a little train platform people can walk to where sarcee and crowchild meet
I would like to propose a mini route a mini van within inner community to get people out to train station or bus stations .
The current C-Trains are on a decent schedule and have decent accessibility. (However should be extended outwards after somerset)
The LRT is great. You need to prioritize building the green line, so that more Calgarians can use it & we can go to more places.
Should be vistor friendly. Please stop doing maintenance on every long weekends. City engineers should get some better approach



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City should request traffic lights/signal department to increase the duration to cross the road while adding new driving lanes
City should request traffic lights/signal department to increase the duration to cross the road in winter .
Better customer service training for drivers. Like how to stop bus for people with limited mobility.
More connecting buses to and from near by town (like city has already for Chestermere) which decrease the influx of people inner city.
Air conditioned buses and c train for next summer 2023 ,global warming is
1. Covered c train stations and heated bus shelter should be more.
More buses and bus shelters for winter.
Cancel the green line. I doubt there will ever be a business case for it that will not require massive tax subsidies
In North Central Calgary it's easier to drive bc E-W connections are lacking. 1.25 hrs on the bus or a 20 minute drive? It's a no-brainer.
I'm not sure there is anything that Calgary Transit does well anymore TBH.
NE Calgary is the busiest quadrant for Calgary transit Especially from Marlborough to Saddle Towne area we need more frequent bus service.
Love having a tracking app, love having options with different buses in my area going to different train stations (love the 153 route)
more trees and gathering spaces downtown/build skatepark around 17th and 2nd street/knock down excess building and grow an urban forest!
Create bus lanes for the Max and BRT routes
Make the Red line grade separated by using the 8 Ave tunnel, this would increase the service frequency for both lines and the Green line
C train frequency seems acceptable
Calgary Transit sucks. I will never ever ride on it again. Get some mini vans instead of 60 passenger buses for 6 riders during rush hour.
Introduction of MAX route service. What isn't well is building the south section of the Green Line first over the north section (big mistake)
Train service is decent. Feeder service is hit or miss. It's either too slow, too infrequent, and doesn't provide enough coverage.
Max Purple/305 routes are great. There should be LRT running from Bowness to Forest Lawn before northern leg through Thorncliffe is built!



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Developing a Primary Transit Network with CTrain and MAX, focusing on TOD, putting transit where people live instead of in highway medians.
LRT frequency at rush hour is good, but off-rush is terrible, shouldn't take 15-20min. The frequency needs to be improved + better security!
Later trains would help our night life. My friends've slept in bushes: they couldn't afford a cab, & couldn't figure out the last train time
That's a good question, what is Calgary Transit doing well?
The service is very affordable. I just wish it connected all of Calgary better.
Fares for ppl over 24 seem fare. Free under 12, cheap like \$1 under 24 and family day rates under \$10 would get ppl hooked on transit.
I haven't been on a bus or train that wasn't clean. It's reliable at least half of the time.
Train peak frequency
Rush hour train frequency is ok
Not much
Hi I live [removed - personal information] NE Calgary since 2021 daily I go by cab up and down no any transit service more than year
Max Yellow bus is fantastic. So fast and efficient. Thank you for this service.
Would be cool to see more bus times schedule for #119 bus
Give all buses bike racks, Let bikes be able to go on the Ctrains at anytime.
build streetcars line around the downtown area. That would help people travel in the downtown area easier.
Build circulator lines that would help people who want to travel to different parts of the city without having to go through downtown
Reliable service. I've been using it consistently since I moved here to get to work and not once has a bus ever failed to show up.
Transit is publicly funded and thus should be 100 percent free to ride.if it was we would all use more often and you should increase service
Need to bring back express routes.nobody wants to switch buses or to a train especially in the winter.
A train that cuts thru city streets is a joke. Subterranean is the way to go!! Why bother removing old rail lines, when we could reuse them.



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Should build a LRT along 14 street to Marda Loop till Mount Royal University to be convenient to the MRU students.
The CTrain's unwavering commitment to being late and under construction every weekend
Why were the platforms enlarged to handle four cars, yet I only see three train cars, even at morning and afternoon rush hours. JOKE!!!!!!!
We are way behind in modern transportation. Trains should not interfere with road traffic like our system does. It should go much faster.
Accommodating for taking bikes and e-scooters on busses and trains
Get the Green ie north/south line fully built.
Calgary Transit has been expanding its bus lanes, giving summer discounts, and allowing for more bicycle access. This increases bus use.
Existing. That's about the only thing Transit seems to be doing well right now. This should absolutely continue, and service should improve.
Prices are good. Building lrt and bus lanes are good.
MAX Shelters are a great asset for passenger comfort, and heated shelters should continue to be installed
I think that there should be a route to Rockland Park from Crowfoot or Tuscany Station as well as direct route from North Pointe to Tuscany
Bus advance lanes have been great! Happy to see them along 52nd and hope to see them implemented in more places.
The distinct appearance of MAX stops helps with wayfinding. Similar to train tracks, it provides a clear sense of where we're going.
The lighting and upgraded security at MAX stops is great.
Please get Green Line done soon, and connect it to the airport. It is a much needed connection!
I would really appreciate seeing train stations being built as the city grows, rather than after everyone in the area becomes car dependent.
The MAX lines were a good way to quickly implement rapid transit service to more areas.
They should make the Chestermere bus a full service it's a good connection between Calgary and Chestermere but it should be a full service
The free fare zone allows for an easy way to get around downtown. Expansion by one station in each direction would even better!
Adding the smartphone app was great as it has allowed me to buy low income passes without leaving the house!



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I have a suggestion, why don't you guys build a c train line to Calgary International Airport and I do understand that it might be til 2045
Love that I can take my bicycle on the train all the time now.
I think the trains need more carriages as the trains are always busy so people have more space to sit. Buses need to be more regular too
That downtown is free for anyone to use.
Transit is good at being on time, buses and trains are usually clean. The app is good. The free fare zone is wonderful
Calgary at least has some sort of transit. But it is light years away from what it could be. Please copy what Vancouver is doing.
The free fare zone in downtown is great. It should be extended out on station in each direction (Bridgeland, Sunnyside, Sunalta, Stampede.
Calgary Transit needs to improve its communications on Ctrain arrival times and delays. Announcements and electronic displays are not used.
Calgary Transit needs to improve its weekend frequency and late night schedules. Buses in the downtown core do not run late enough.
It took 5 years & still waiting for bus service to start in Belmont community. City should not take prpty taxes if it cannot provide transit
I mean...I guess there at least is a service? Right now I don't think Calgary Transit does much well, it's hard to enjoy thr system.
Will you add transit service to Livingston as I often see future bus stop areas
App integration Keep building max line for express routes Keep building LRT system Need better airport connectivity Increase security
LRT lines connect to a lot of useful places. The free fare zone downtown is helpful to get around downtown easily.
Smartphone apps are great and easy to use
Tram between U of C, FMC and Westbrook. Extend to MRU if possible.
I love the bus shelters and live schedules at MAX Stops. We should upgrade more bus routes to have this kind of infrastructure!
Smartphone payment system has been great



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The smartphone app is good, drivers are friendly, and the train experience is high quality.
Payment with the app is fantastic. So glad we finally have it.
The smartphone app for buying tickets has been great! Having more shelters at stations and service later at night would be great for riders
App (smartphone) based fare payment has been so welcomed.
Provide faster service by creating bus-only lanes and queue jumps for regular, non-BRT services. This should be done in lieu of parking.
Calgary Transit has done an excellent job at enabling drug traffickers in the city by not implementing security measures on trains platforms
Whenever you change something it gets worse, so stop it and dont do any change, and get more peace officers on train&to check on route buses
There should be more peace officers on board. There are too many people using drugs/being disruptive, it doesn't feel safe anymore.
Texting dispatch instead of calling is helpful. I start texting when druggies are dying or starting fires at the franklin station again.
Unsafe. I tell visitors not to use it.
Good- reducing pass price for promotion. Bad-no way to prevent homeless and junkies from entering-safety. Tickets cost too expensive.
Ticket app is great. The unsafe, drug infested, extremely shady vibe needs to go. The train is scary, the needles are everywhere.
Ignoring the safety issues, read Reddit forums, those that work in government transit should use it and experience first hand
You make me fear for my life everyday because you allow tweakers and junkies do their drugs on transit without repercussions. Do better.
You doing a good job of letting drug addicts and criminals get away with stuff all the time.
Not much. Calgarians don't use transit because it puts safety at risk. Very clear problems with the resident population that isn't addressed
The city needs to improve the safety and hygiene of public transit. It's extremely dangerous. We need a plan to reduce homes less downtown.
Don't feel safe taking transit so I don't take it anymore. It's disappointing needing to choose between safety and going out.



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Not very much. Lately Calgarians are afraid for their own well being every time they ride the train. Deal with the drug user problem. Safety
You're doing a great job of encouraging homeless drug addicts who threaten passengers with assault & murder. Who cares about the passengers?
Get rid of the homeless junkies
Please come up with a humane solution to security issues on train platforms. All are unsafe and unsanitary to the average rider
Absolutely nothing. It's crowded, disgusting, dangerous, overpriced and a waste of time.
Thanks for continuing to make transit the worst experience. Stepping over drug addicts and p*** makes my morning commute a blast.
Veteran rider. Any improvements in the past 10 years are negated by pandemic fuelled vagrancy and service reductions. What a waste sadly 🙏
I'm a student that is dependant on the transit system. It's very frequent that I don't feel safe because of the use of drugs/yelling.
CT is a great resource for the homeless, drug addicted and troubled of society to warm up, secure a steady flow of drugs and smoke on trains
Nothing, unless you think being an open air drug market is a good thing.
On the new trains the seats are terrible, not comfortable at all. Also address the homeless people on the trains. Make it more affordable
This service is too expensive for how limited the accessibility is in addition to how dangerous it is to use the service regularly. You suck
Disgusting. Crime and junkies everywhere. Won't use transit again until that's cleaned up.
Too many drug addicts riding the train. They are openly using. Feels very unsafe. It's not a pleasant experience.
Kids used to take transit before they could drive. Now to do so puts them in the path if violent addicts, drug use and filth. Not safe or ok
Nothing. Junkies and unsafe trains. Trains leaving early is just as bad as being late. No wonder people don't pay.
To be honest - Im here to say its just been a disaster. I'm a believer in transit - I moved to a stn. But it is not effective, clean, or saf
Nothing. Between crack heads and violent homeless, all that Calgary transit has managed to do is implement a trivia bus. Incompetence.
Nothing. I've stopped using transit because I've been attacked by drug addicts more than once. Clean up the service. Does not justify the \$



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Nothing! So sad that my kids and I cant take transit now. I will not risk exposing them to aggressive addicts, drugs and violence.
Nothing positive. To take a train now is to expose yourself to violence, open drug use, harassment, abuse, and filth. They do not care.
Nothing positive here. I'm tired of seeing all the homeless people crowd the train stations while using drugs with no care in the world.
I feel unsafe taking the train at all times, it's unsanitary and dangerous. People openly sell/use drugs. The stations aren't any better.
Not tolerating misconduct or bad behaviour aboard transit.
Please write NO SMOKING in buses
tele ride is mostly accurate BUT there continues to be homeless people using the train stations for drug deals & overnight accommodations
I can't think of anything this unreliable and unsafe system being pushed down our throats is good for.
In order to reassure the Ridership ion Calgary Transit should have Police ride The C-trains/Safety /concerns. Build trust. [removed]
Providing free transportation to druggies and thieves driving paying customers away. This failure will result in Mad Max in the city
What you are not doing is more important. What is the city doing to reduce crime on transit? How much money does YYC transit lose each year?
Poor response to the perception that CTrain stations are unsafe due to social disorder issues.
Trains are clean and efficient. My children and I felt unsafe on the train in August due to homeless drug usage.
While there are no frequent or reliable bus lines, C-Train service is quite reliable, albeit with safety concerns currently.
I think turnstiles are a bandaid and the city should focus on real solutions to homelessness.