



Transit Service Review 2018

Making Bus Service Better

Community Consultation Team Meeting – ROUND 3: What We Did - the Revisions We Made



Presentation

This presentation includes the changes that have been made based on the feedback collected during the engagement process.

The change were presented at the Community Consultation Team meeting in June, 2018:



What We Did

- Attempt to address the concerns about the proposed routes
 1. Without compromising the positive attributes of the routes/plan
 2. Within the design guidelines
 3. Within the resources available

Designing the Transit Network

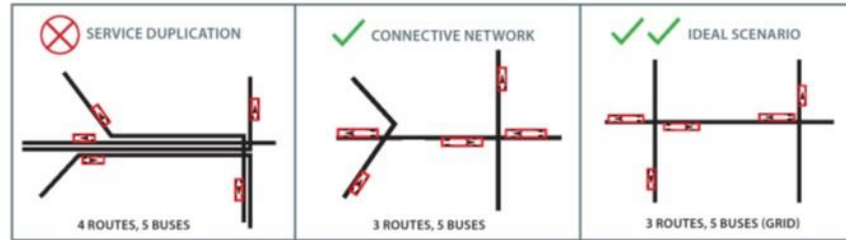
Service Duplication vs. Connective Network

What does service duplication mean?

- Buses are spread out over more routes, leading to lower frequencies on each route.
- Buses are not evenly distributed, so many can come in a short time span with longer gaps between, especially near major terminals and LRT Stations.
- Only some buses on a street will take customers to their destination.

What does connective network mean?

- Buses come more frequently on fewer routes.
- Buses can be scheduled more evenly, leading to fewer gaps in service.
- Transfers may be required for some trips.



Circuitous Routing vs. Direct Routing

What does circuitous routing mean?

- Buses are less frequent because the route takes longer to finish.
- Bus travel time is slower because the route is longer.
- Customers have a shorter walk to a bus stop (less than 5 minutes).

What does direct routing mean?

- Buses are more frequent because the route is faster to finish.
- Bus travel time is faster because the route is shorter.
- Some customers have a longer walk to a bus stop (5-10 minutes), but most are still within a short walk (less than 5 minutes).



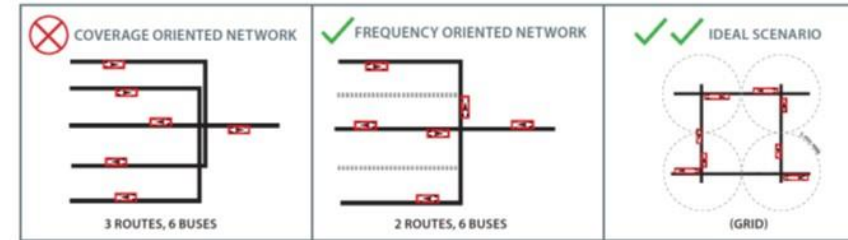
Coverage vs. Frequency

What does a coverage oriented network mean?

- Buses come less often as there are more routes that need to be served.
- Bus travel is slower as extra stops have to be added to minimize walk distance.
- Customers have a shorter walk to a bus stop (less than 5 minutes).

What does a frequency oriented network mean?

- Buses can be distributed over fewer routes, leading to more frequency.
- Bus travel is faster as fewer stops are required to minimize walk distance.
- Some customers have a longer walk to a bus stop (5-10 minutes), but most are still within a short walk (less than 5 minutes).



Peak Service vs. All-Day Service

What does peak service mean?

- Serves customers travelling at only certain times of day.
- A car or other mode of transport may be required for trips at other times of the day.

What does all-day service mean?

- Serves customers travelling at most times of day.
- Transit can be used for most trips, reducing the need to own a car or arrange other modes of transport.



The Customer Commitment is our promise to deliver qualities of service that our customers and employees identified as the most important. These design principles help meet our Customer Commitment by being Safe, Reliable, Informative and Easy to Use.

SAFE - We'll plan, design and operate a safe transit system. **RELIABLE** - We'll provide a dependable transit service by minimizing delays and being on time. **INFORMATIVE** - We'll provide customers with accurate, consistent and timely information. **EASY TO USE** - We'll make it easy to get around Calgary.



Frequency

- A common concern on most of the bus routes was a lack of frequency
- There will not be major increases in frequency on the proposed routes for 2018 due to budgetary limitations
- South Crosstown BRT is an exception, with proposed frequency increasing to better than 20 min on weekdays
- Further minor adjustments of frequencies will occur based on the detailed scheduling process
- After implementation, Calgary Transit will closely monitor for signs of overcrowding on buses and respond appropriately



Foothills Medical Centre Changes

- Addresses concerns with Routes 9, 20, 91, and 104
- Modified Route 91 to be retained as connection between Lions Park and Foothills Medical Centre
 - Ensure frequent, accessible connection for customers coming from Red Line South including customers who may currently transfer to Route 20 at Heritage
- Route 90 to be extended from Sunalta to Foothills Medical Centre, University of Calgary, and Alberta Children's Hospital
 - Connect Bridgeland, Downtown, Beltline, and Sunalta directly to NW HUB destinations
 - No additional routing required within Centre City
 - Reduce transfers to FMC from Routes 2S, 3S, 6, 7, 10, 13, 17S, 24, and 302 within Downtown and/or Beltline
 - Beltline is the most dense community in Calgary
 - Communities of University Heights, west St Andrews Heights, and University District get direct bus to Beltline and Downtown



Route 91: Foothills Medical Centre

Serves Foothills Medical Centre and Lions Park Station

Maintains existing Route 91 connection from Lions Park to Foothills Medical Centre

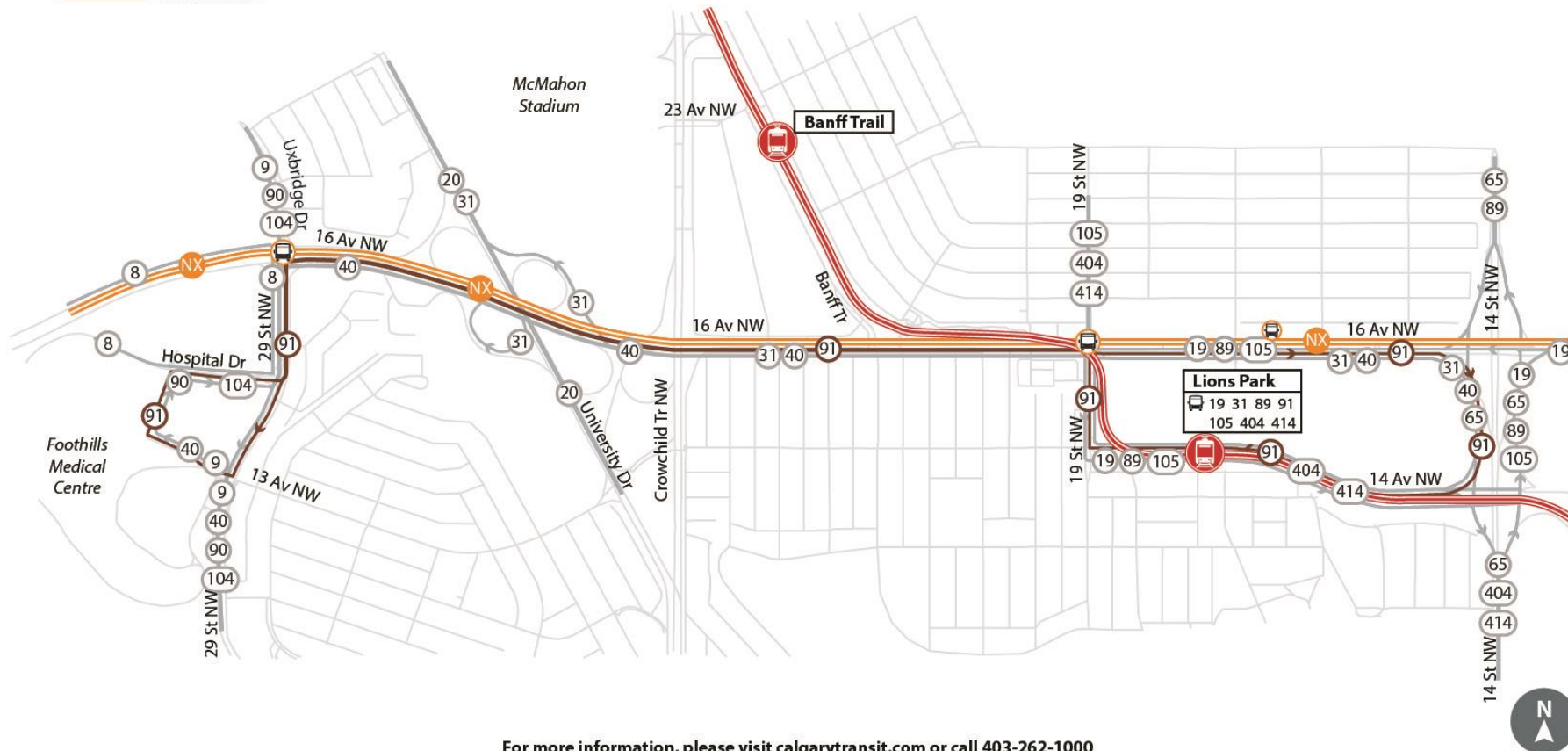
Service Level: 20 min min peak and 20 min off-peak



Legend

- Route 91**
Peak/Off-Peak: 20 min / 20 min
Span: Until 23:30
- Route 105**
Intersecting Bus Route
- Route NX**
North Crosstown BRT
Peak/Off-Peak: 15 min / 20-30 min
Span: Until 24:00
- CTrain Line**

- CTrain Station**
- BRT Station**
- Multiple Bus Routes**



For more information, please visit calgarytransit.com or call 403-262-1000



Route 90: Bridgeland / University of Calgary

Serves Bridgeland, Downtown, Beltline, Sheldon Chumir Centre, Sunalta, Parkdale, St. Medical Centre, University Heights, University of Calgary, Alberta Children's Hospital, University District
 Route Extension from Sunalta to University of Calgary
 Service Level: 20 to 25 min peak, 30-35 min off-peak



Legend

- Bridgeland / U of C**
Peak/Off-Peak: 25 min / 30 min
Span: Until 22:30
- Intersecting Bus Route**
- Multiple Bus Routes**
- CTrain Line**
- CTrain Station**
- North Crosstown BRT**
Peak/Off-Peak: 15 min / 20-30 min
Span: Until 23:00
- 17 Avenue BRT**
Peak/Off-Peak: 10 min / 20-30 min
Span: Until 24:30
- BRT Station**



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2018 Transit Service Review

Foothills Medical Centre: Key Facts

Bus Service

Rush Hour

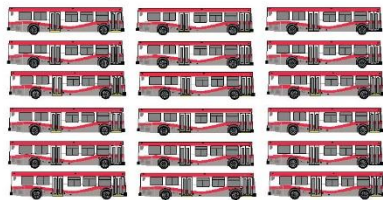


Existing: 32 buses/hr



Proposed: +10 buses/hr (+32%)

Mid-Day



Existing: 20 buses/hr

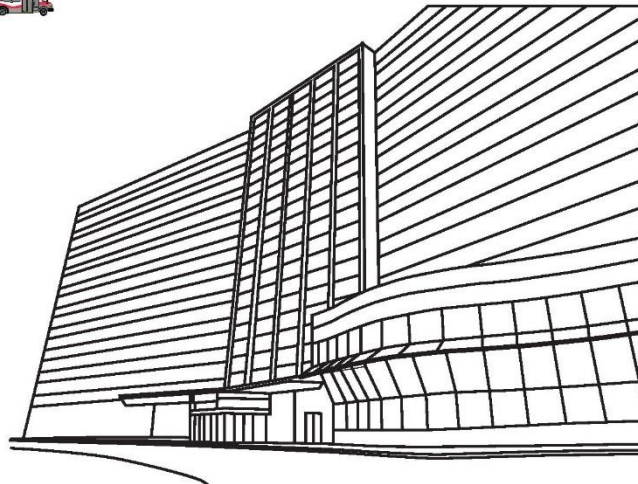


Proposed: +8 buses/hr (+40%)

CTrain

Stations with direct connections to Foothills Medical Centre

	Existing	Proposed
	7	7
	0	6 (+6)



Park and Ride

Parking at CTrain Stations and Bus Terminals with direct bus routes to Foothills Medical Centre



Existing

3,671

Proposed

4,695 (+28%)

Connections

Number of Bus Routes with direct service or one transfer to Foothills Medical Centre



Existing

49

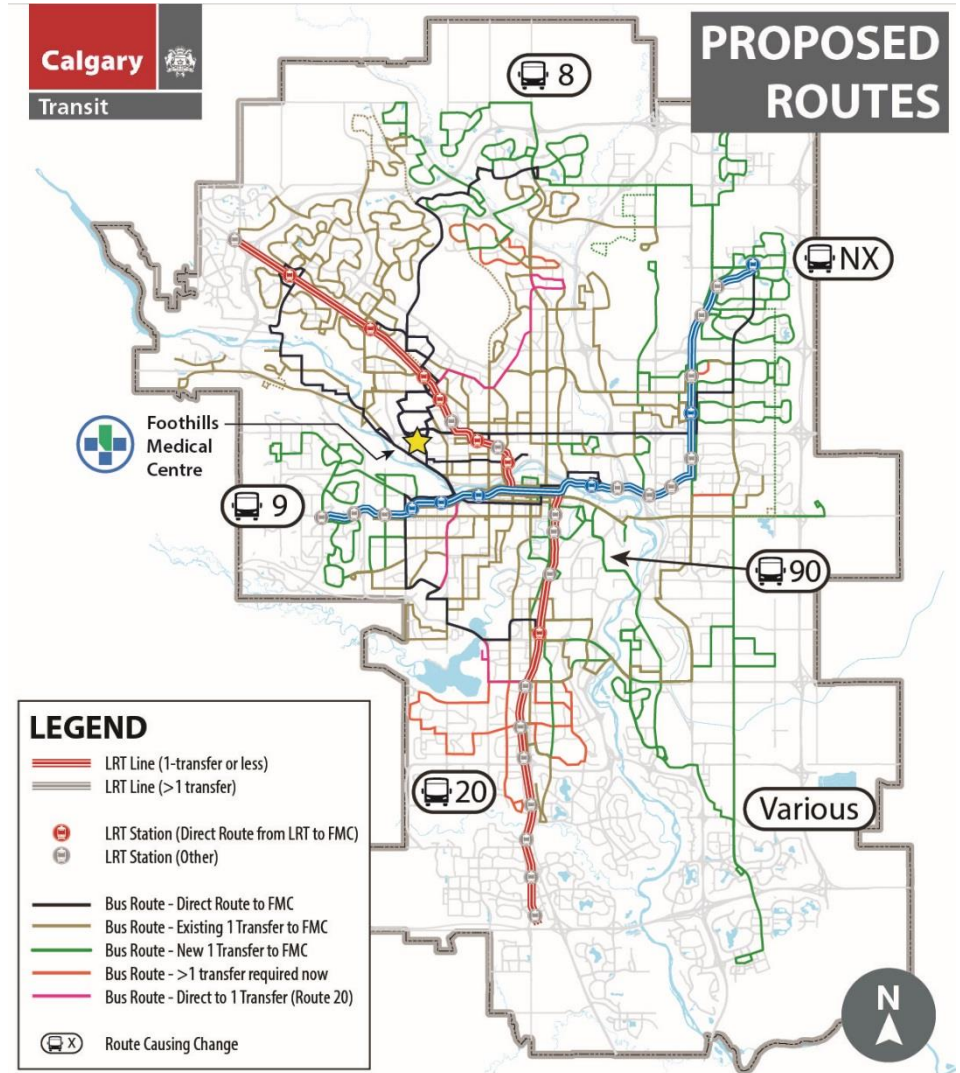
Proposed

86 (+75%)

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FMC – Single Transfer Route Change





26 Avenue SE Changes

- Addresses concerns with Routes 26/131 and 57
- New Route 155 will serve 26 AV SE with connections to:
 - 17 Avenue SE
 - Franklin LRT Station
 - Co-op
 - No Frills
 - Sobeys
 - Forest Lawn Library
 - East Calgary Health Centre
 - Bob Bahan Aquatic & Fitness Centre
 - Bus routes along 36 ST SE, 44 ST SE, and 52 ST SE

Route 155: West Dover - Forest Lawn

Serves Dover, Southview, Albert Park, Radisson Heights, Franklin LRT, Forest Heights, Forest Lawn, Penbrooke

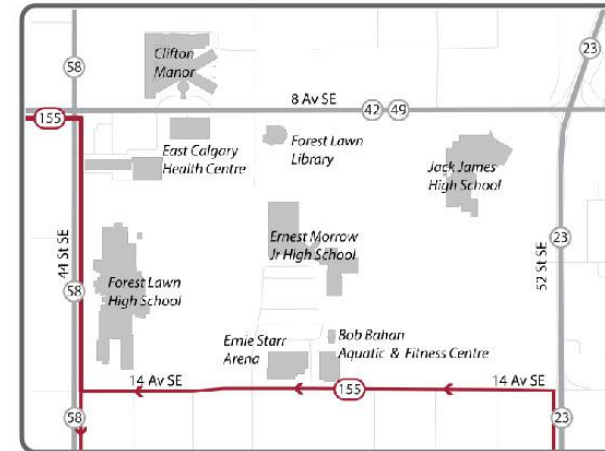
Replaces old Route 26, new service to 8 Av SE

Service Level: 20-25 min peak, 30-35 min off-peak



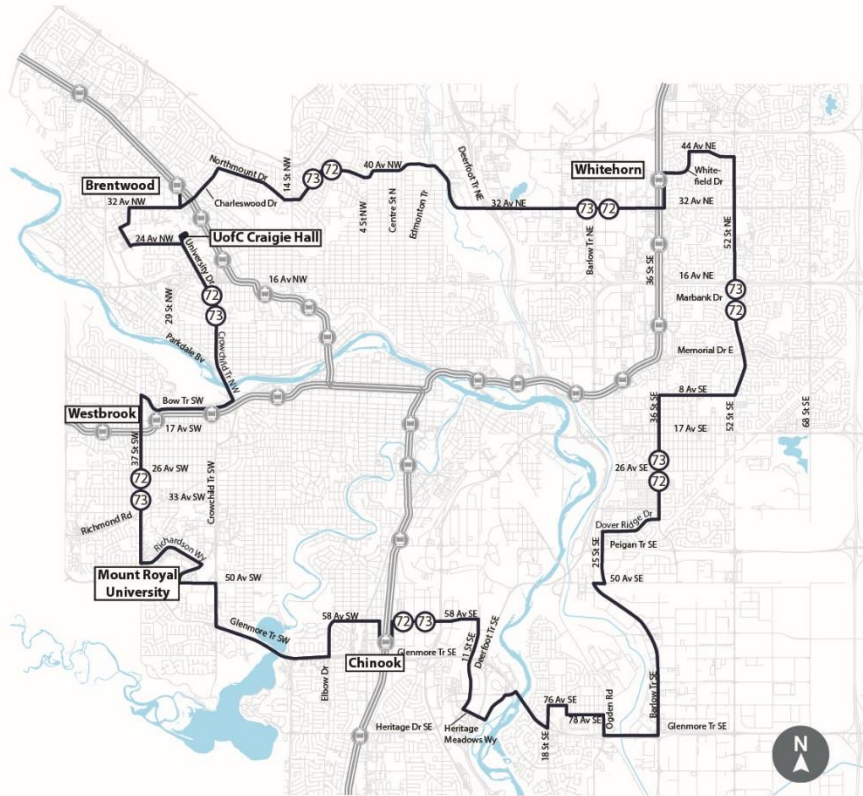
Legend

- West Dover - Forest Lawn**
Peak/Off-Peak: 20 min / 30 min
Span: To 25:00
- Intersecting Bus Route**
- CTrain Line**
- CTrain Station**
- 17 Avenue BRT**
Peak/Off-Peak: 10-15 min / 20-30 min
Span: Until 24:30
- BRT Station**



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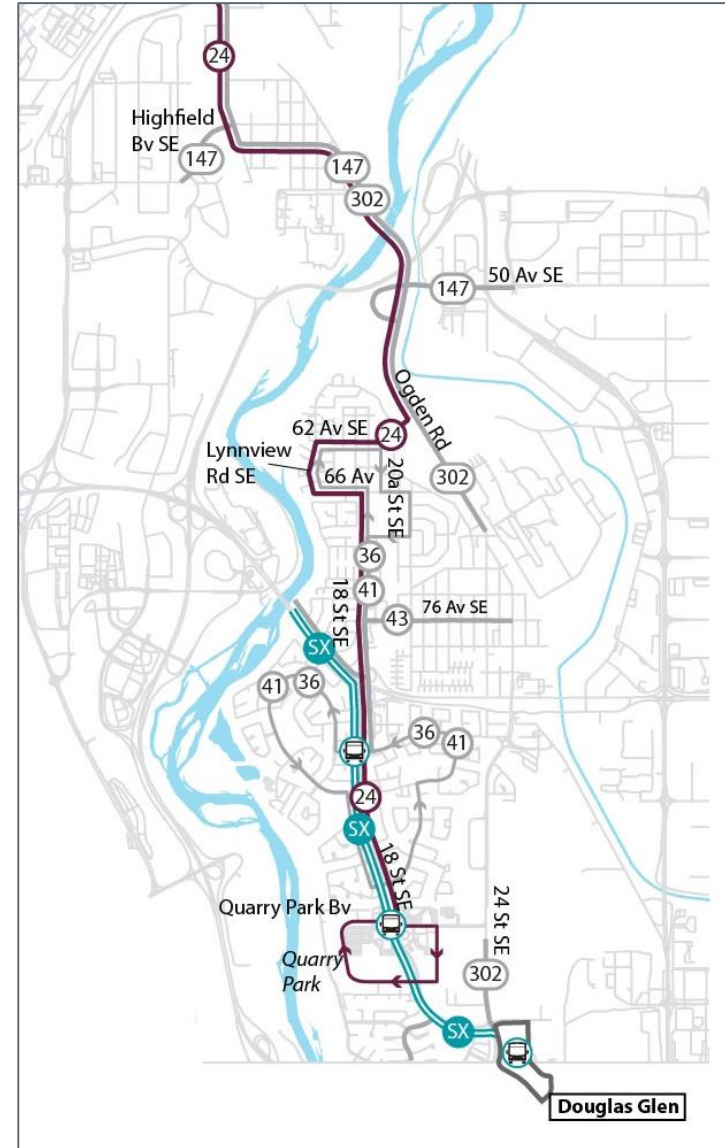
Whats Happening to Route 72 & 73:



Route 24 - Quarry Park / Ogden / Lynnwood

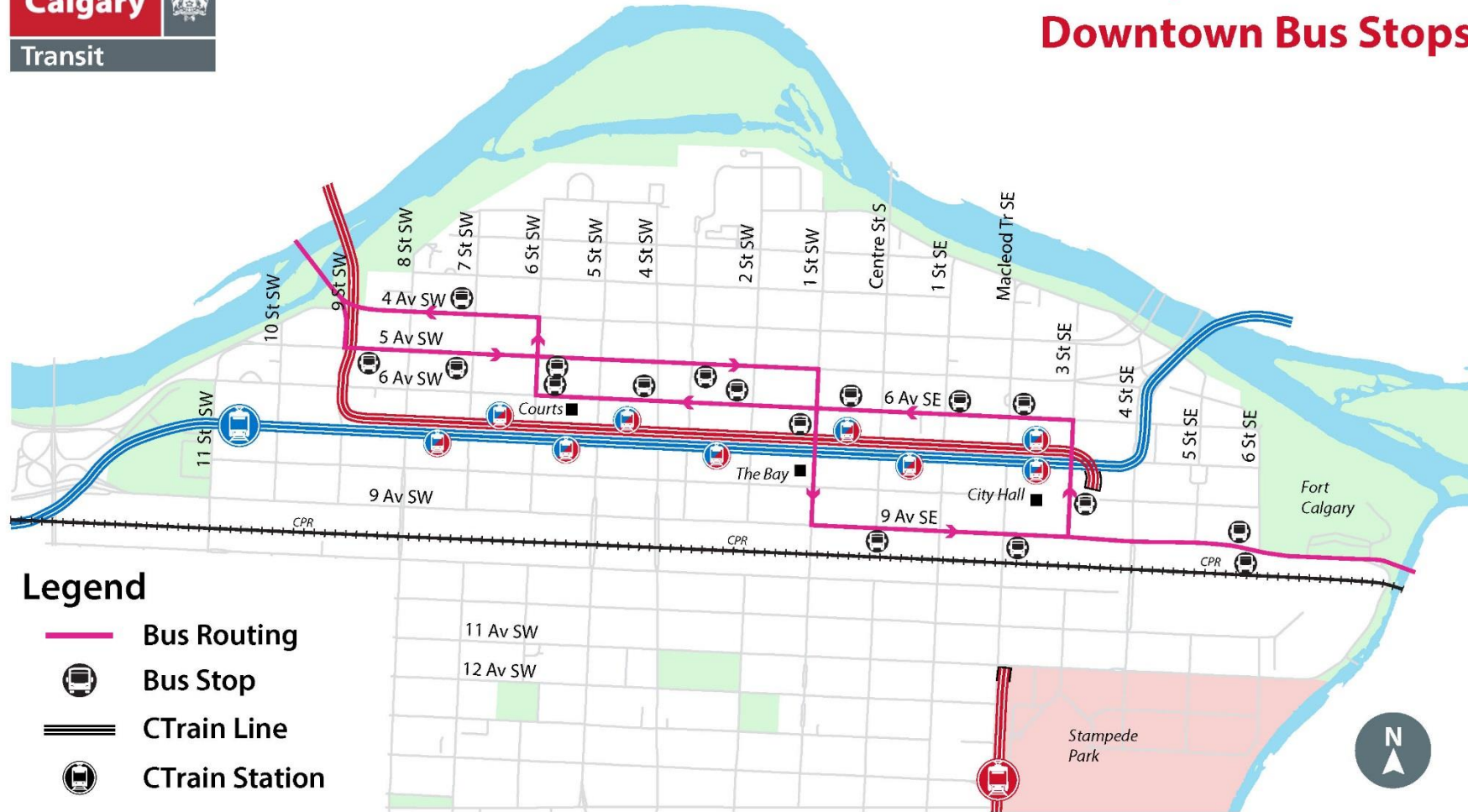
Proposed Route 24 adjusted to address concerns with Routes 24, 136, 302, and South Crosstown BRT:

- Route 24 re-aligned down 18 ST SE south of 66 AV SE to Douglas Glen bus terminal
- Improves travel time between Downtown/Beltline and Quarry Park
- Reduces route duplication
- Improved frequency on South Crosstown BRT









Route 1: Bowness / Forest Lawn Downtown Bus Stops



Legend

-  Bus Routing
-  Bus Stop
-  CTrain Line
-  CTrain Station

Eastbound:

- EB 5 Ave @ 9 St SW
- EB 5 Ave @ 7 St SW
- EB 5 Ave @ 6 St SW
- EB 5 Ave @ 3 St SW
- SB 1 St @ 7 Ave SW
- EB 9 Ave @ Centre St S
- EB 9 Ave @ Macleod Tr SE
- EB 9 Ave @ 6 St SE

Westbound:





- WB 9 Ave @ 6 St SE
- NB 3 St @ 7 Ave SE
- WB 6 Ave @ Macleod Tr SE
- WB 6 Ave @ 1 St SE
- WB 6 Ave @ E. of 1 St SW
- WB 6 Ave @ 2 St SW
- WB 6 Ave @ 4 St SW
- WB 6 Ave @ 6 St SW
- WB 4 Ave @ 7 St SW



Route 305: BRT Bowness Downtown Bus Stops



Legend

-  Bus Routing
-  Bus Stop
-  CTrain Line
-  CTrain Station

Eastbound:

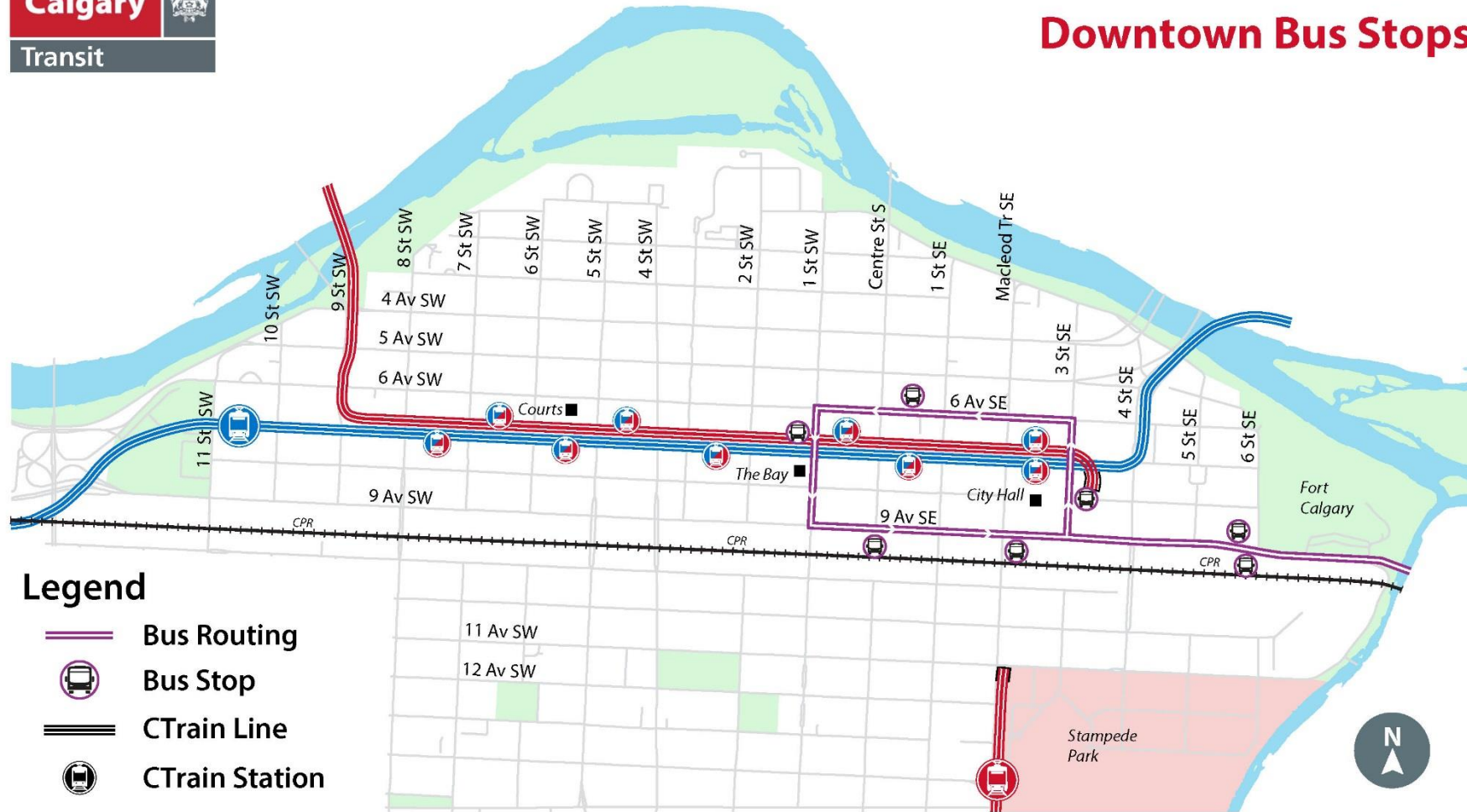
- EB 9 Ave @ 11 St SW
- EB 9 Ave @ 8 St SW
- NB 6 St @ 7 Ave SW
- EB 5 Ave @ 4 St SW
- EB 5 Ave @ 2 St SW

Westbound:





- WB 6 Ave @ 4 St SW
- WB 6 Ave @ 7 St SW
- WB 6 Ave @ 11 St SW



Route SE: 17 Avenue SE BRT Downtown Bus Stops



Legend

-  Bus Routing
-  Bus Stop
-  CTrain Line
-  CTrain Station

Eastbound:

- EB 9 Ave @ Centre ST S
- EB 9 Ave @ Macleod Tr SE
- EB 9 Ave @ 6 St SE

Westbound:

- WB 9 Ave @ 6 St SE
- NB 3 St @ 7 Ave SE
- WB 6 Ave @ Centre St S
- SB 1 St @ 7 Ave SW



New Route 68 will be created to address concerns related to service along 68 Street East corridor:

- Connects 68 Street NE and SE to 17 Avenue SE BRT
- Connects to East Hills centre
- Connects to North Crosstown BRT at Martindale Boulevard Station
- Connects to Saddletowne
- To start as peak-only service on 35 min headway

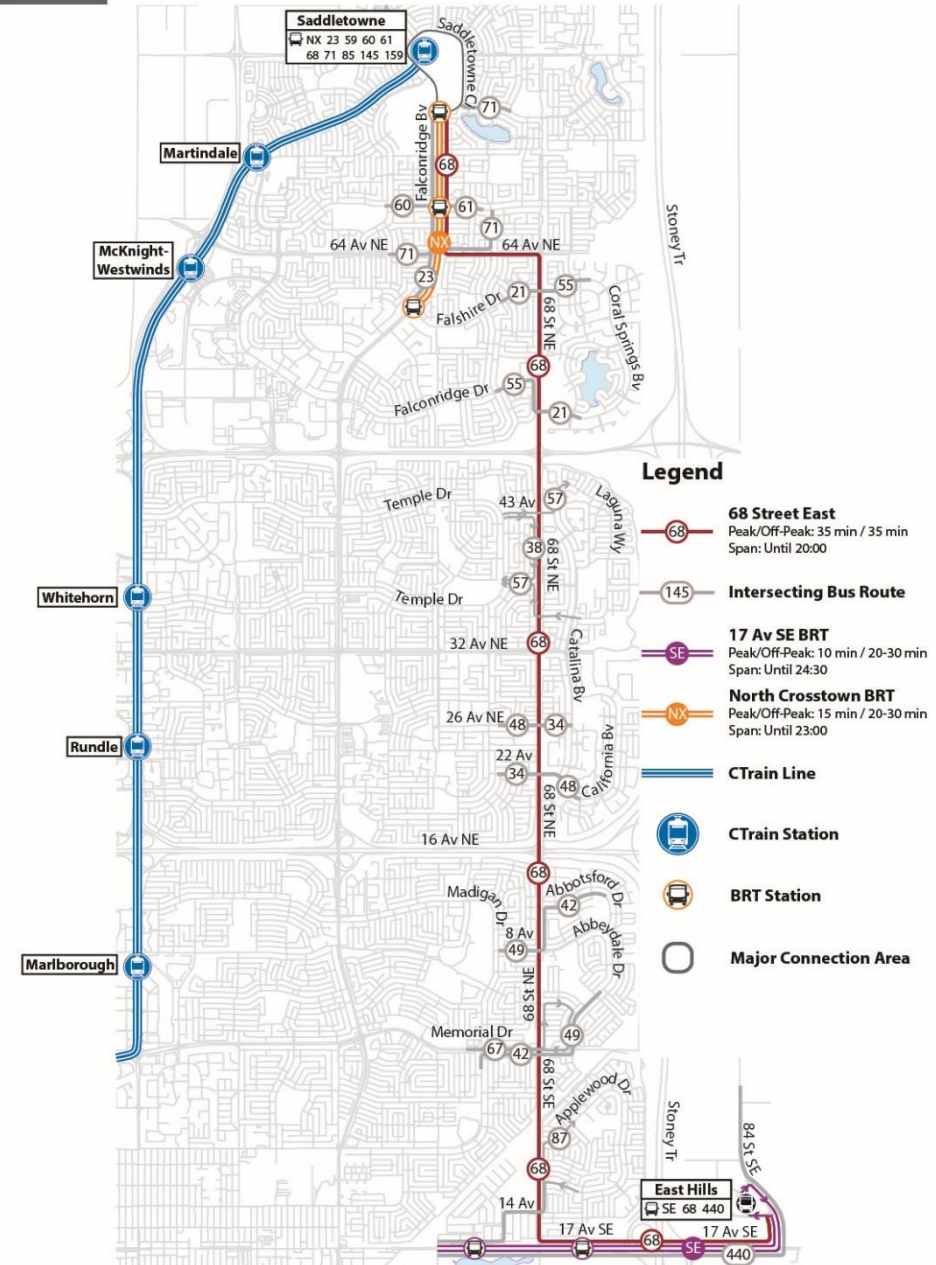


Route 68: 68 Street East

Serves Falconridge Bv, 64 Av NE, and 68 St E between Saddletowne and East Hills

Creates a new grid line across the east of the city, anchored by major shopping centres

Service Level: 35 min peak and off-peak

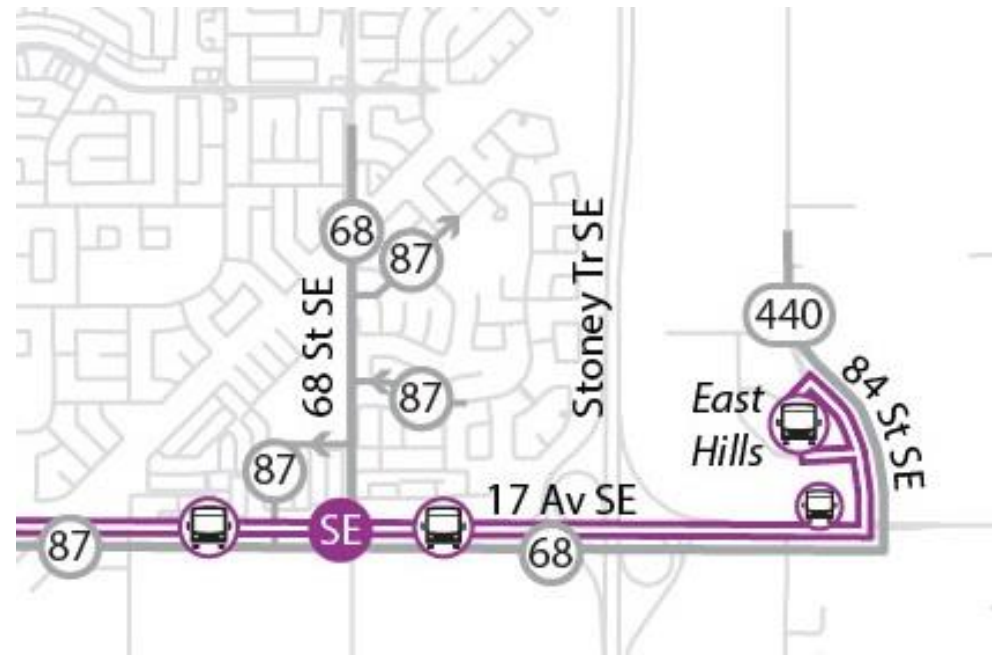




17 AV SE BRT Stops – 61 ST SE and 70 ST SE

17 AV SE BRT stop adjustments east of 52 ST SE to address concerns with original proposal:

- Proposed 60 ST SE stop to be replaced by 61 ST SE currently served by Route 305
- New 68 ST SE stop to be replaced with new 70 ST SE stop
- Provide safer crossing environments
- Provide better coverage to neighbouring communities





Route 31 – 39 ST NW

Proposed Route 31 will maintain routing via 39 ST NW:

- Maintains connection from 39 ST NW area to schools in Varsity
- May be reevaluated in future as University District continues to develop

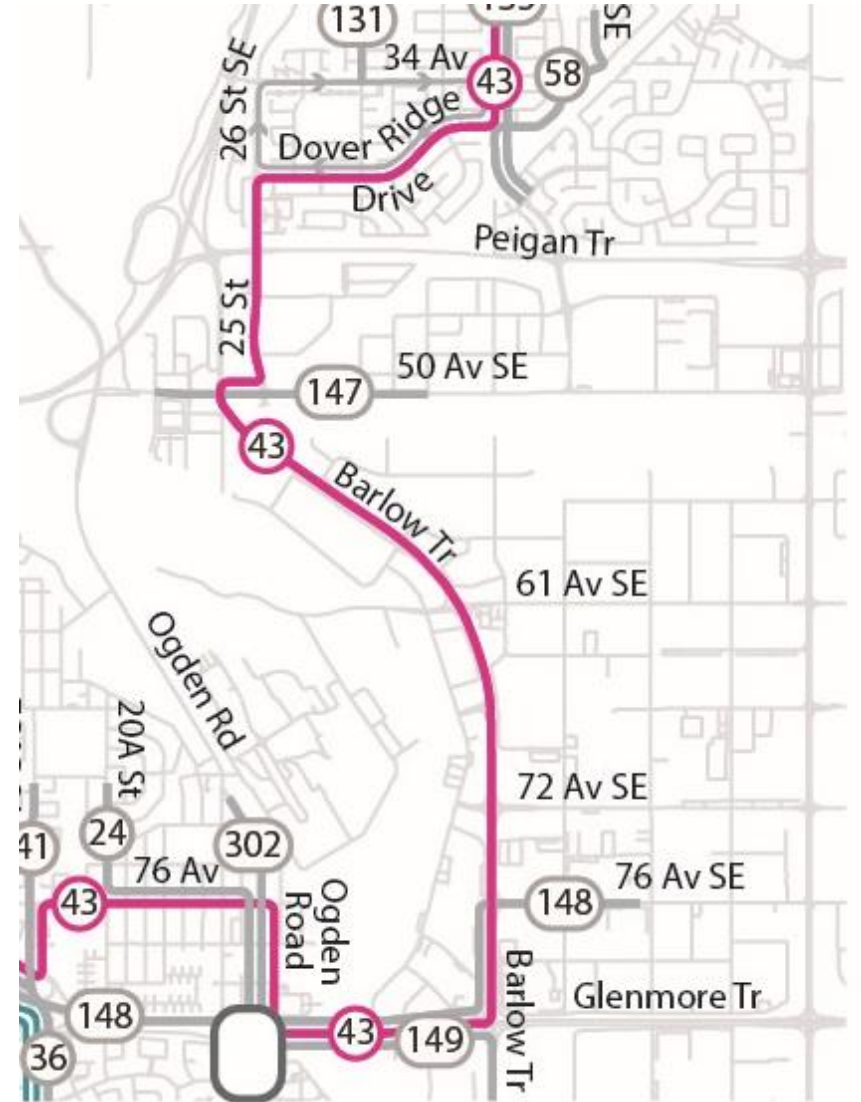




Route 43 – Barlow TR SE

Proposed Route 43 changed to continue straight on Barlow TR SE to address concerns related to coverage in Foothills Industrial:

- Improves coverage to areas east of Barlow TR SE between 61 AV SE and 72 AV SE
- Improve speed and reliability of route

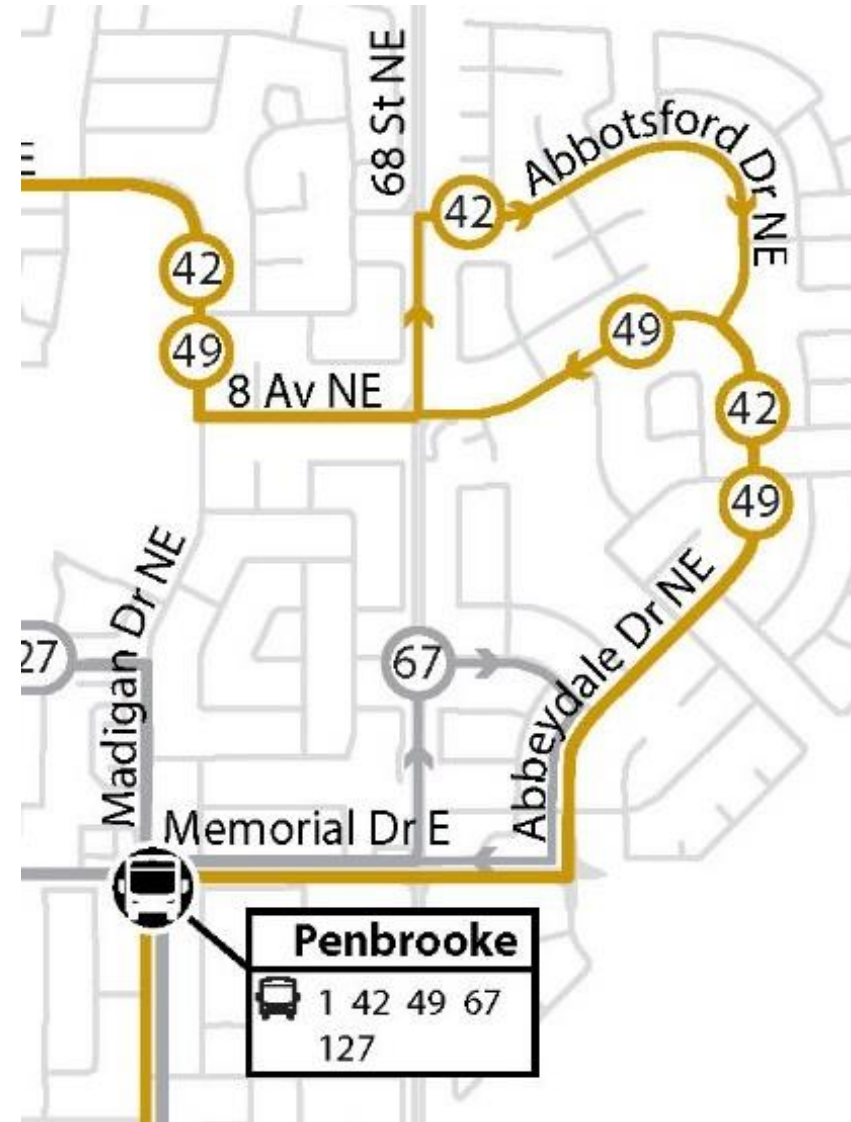




Route 42 / 49 – Left Turn @ Abbotsford DR NE

Route change to address concerns with proposed Route 49 left turn from Abbotsford Dr NE to 68 ST NE:

- Route 49 will instead travel on Abbeydale Dr and continue through at 68 ST NE to 8 AV NE
- This is a signalized intersection and will alleviate delays related to uncontrolled left turn at Abbotsford DR NE

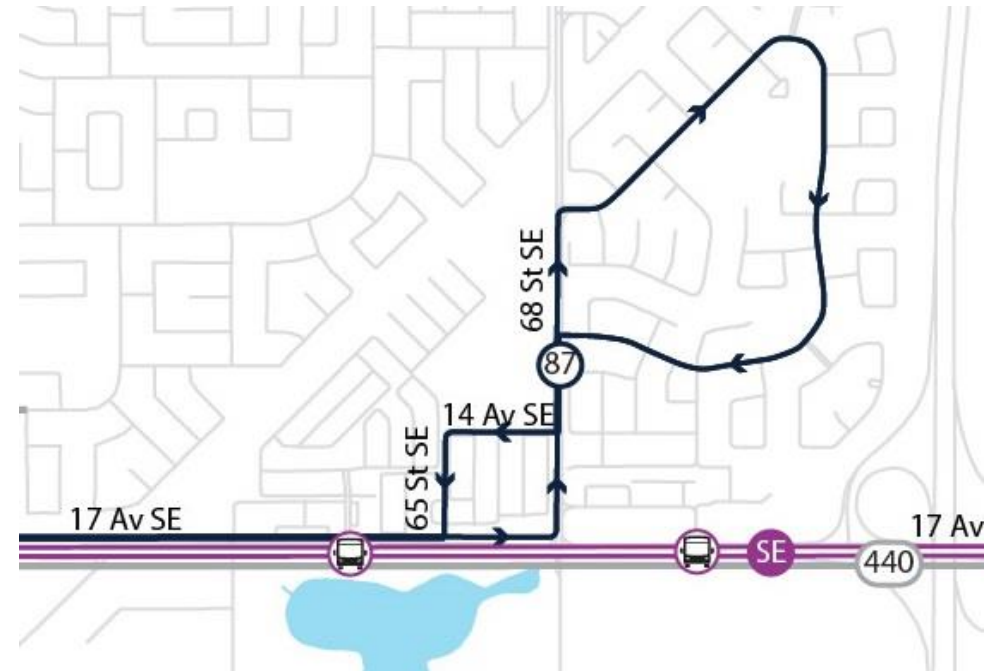




Route 87 – 68 ST SE Left Turn

Change of routing at eastbound 17 AV @ 68 ST SE to address concerns raised by operators about Route 87 left turn onto 68 ST SE from 14 AV SE:

- Route will turn from 17 AV SE instead of 14 AV SE at signalized intersection
- Buses inbound to Marlborough will still serve 14 AV SE after turning right from 68 ST SE





Route 127 – Madigan Dr & 68 ST NE

Change of routing at east end of route to address concerns related to 42/49 and 68 ST East:

- Improve coverage on Madigan DR in Marlborough Park
- Connect to new Route 68 on 68 ST NE

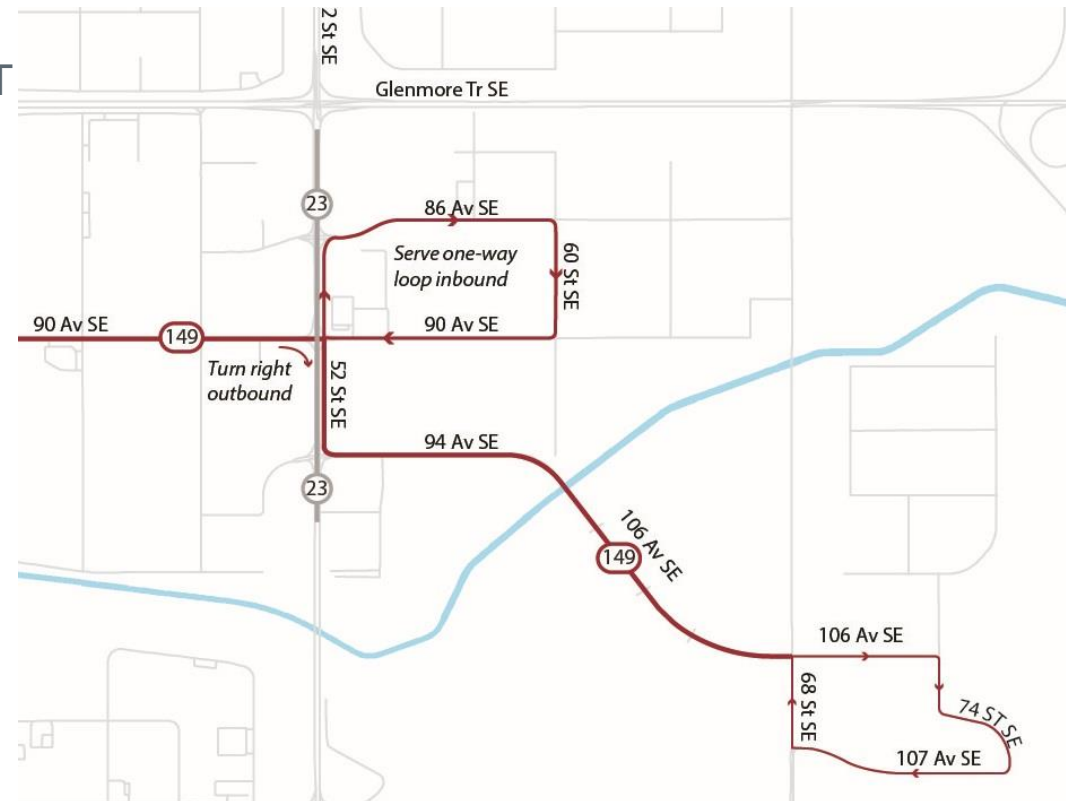




Route 149 – 86 Avenue SE

Change of routing at 90 AV @ 52 ST SE:

- Improve travel time to Dufferin North Industrial area
- Removal of two left turns onto 52 ST SE will improve route reliability





Routes 181/182

- Route 181 and 182 to be replaced with Routes 9, 20, and South Crosstown BRT.
- The function of Route 181 is similar to the new Route 20, which will provide a fast option to Mount Royal University and Bishop Carroll High School from University Station and 31st Street NW bus connections. Route 9 will provide a direct bus from Dalhousie Station for those who wish to avoid transfers
- A potential school bus from Dalhousie Station to Bishop Carroll High School will be considered
- The function of Route 182 is similar to South Crosstown BRT, which will have higher planned frequencies in peak from Heritage to Mount Royal University and Bishop Carroll High School

Next Steps

- I. Amend proposed routes (June/July)
- II. Education campaign to support implementation (Fall)