

Shaganappi Trail Transit Study

Phase 1: What We Heard Report

February 2025





Shaganappi Trail Transit Study Phase 1: What We Heard Report

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Shaganappi Trail Transit Study Phase 1: What We Heard Report

Project overview

On July 4, 2023, Council approved an updated 30-year strategic plan for Calgary Transit, known as RouteAhead. RouteAhead provides direction for planning and investing in transit in Calgary to improve transit service and the customer experience.

The Shaganappi Trail corridor was identified in RouteAhead as a key project within the Primary Transit Network (PTN). The PTN serves as the backbone of Calgary's transit service, featuring a network of transit corridors that link communities and activity centers across the city.

This study

We are launching a transit study for Shaganappi Trail aimed at improving transit service and connectivity in North Calgary, focusing on the growing area's future mobility needs and constraints.

The study will look at the Shaganappi Trail corridor from the future Symons Valley Terminal to the Brentwood Light Rail Transit (LRT) station. This corridor provides north-south crosstown transit service to connect developing and established communities in northwest Calgary along the corridor to other PTN and regular transit routes at Brentwood transit terminal, including Red Line LRT, 144 Avenue North BRT, and MAX Orange.

Through this Transit Study, we will:

- Work with the public and key interested parties to identify transit needs, ideas, opportunities and/or challenges.
- Develop and recommend short-to-medium term and medium-to-long term options for improving transit service along Shaganappi Trail.
- Develop and suggest a preferred transit improvement plan to enhance future transit service along the corridor.
- Outline the phases, implementation strategy, and high-level cost of the project.

https://engage.calgary.ca/shaganappi_study



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Engagement approach

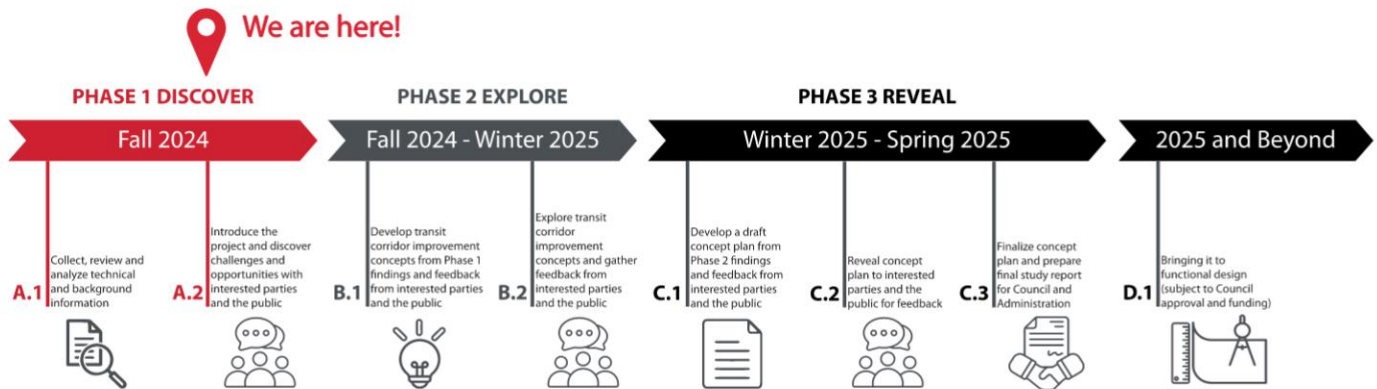
For this project, we are engaging with interested parties and the public at the 'consult' level on The City's engagement spectrum. This means that we are gathering feedback from participants through events and online opportunities to analyze issues and explore alternatives. By consulting with the public, we aim to understand and consider their concerns in the transit planning process.

Engagement phases

From Fall 2024 to Summer 2025, we will be engaging with interested groups and the public to gather feedback that will help shape a transit improvement plan for the Shaganappi Trail transit corridor.

The engagement process for the study will be conducted in three phases:

PROJECT TIMELINE

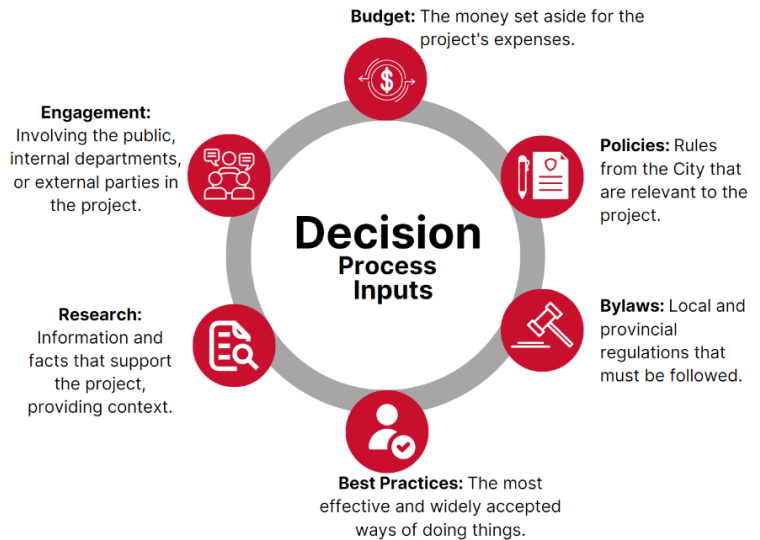




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How participant feedback will be used

Public input is essential for improving transit connectivity in north Calgary in a way that aligns with community needs. Feedback gathered from **Phase 1: Discover** will be used to inform the draft transit improvement plan that we will share in **Phase 2: Explore** in Spring 2025. It is important to note that technical data, policies, budgets, and best practices will also play a key role in developing concept options and, ultimately, the final plan.



Phase 1 engagement and communications overview

The following strategies were used to inform and engage the public on the project in **Phase 1: Discover**.

Engagement opportunities

To gather feedback from interested groups and the public for Phase 1, we hosted the following events and opportunities:

- **Online feedback form:**
 - Open Tuesday November 12 – Friday December 6, 2024, 647 responses
- **In-person events:**
 - **Pop-up # 1** - Sir Winston Churchill Highschool, 5220 Northland Dr NW, Tuesday November 19, 11:45 a.m. – 12:45 p.m., approximately 100 participants
 - **Pop-up # 2** - University of Calgary, 2500 University Dr NW, Thursday November 21, 11:00 a.m. – 2:00 p.m., approximately 100 participants
 - **Pop-up # 3** – Nose Hill Library, 1530 Northmount Drive NW, Saturday November 23, 1-3 p.m., approximately 35 participants
 - **Pop up # 4** – Canadian Tire, 5404 Dalton Dr, Monday November 25, 11 - 1 p.m., approximately 10 participants
 - **Pop-up # 5** – Sobeys - Nolan Hill, 8 Nolan Hill Blvd NW #700, Wednesday, November 27, 4 - 6 p.m., approximately 160 participants



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Getting the word out

Engagement opportunities were advertised and promoted in the following ways:

- **Geotargeted social media campaign** to communities along Shaganappi Trail
- **Digital advertisements** posted at all Light Rail Transit (LRT) and Bus Rapid Transit (BRT) stations throughout Calgary
- **Engagement coroplast signage** posted at North Point Transit Terminal, several Bus Rapid Transit (BRT) stations and local bus and stops across north Calgary, near Shaganappi Trail
- **Bold signs** placed at high-traffic areas near Shaganappi Trail directing residents to the engagement portal
- **Targeted interest-holder communication** to Community Associations, City Council, schools and businesses near Shaganappi Trail
- **Printed project postcards** distributed at engagement events

What we asked/what we heard

What we asked and what we heard during the in-person open houses, pop-ups and online for **Phase 1: Discover** is summarized below. For more detail, see the **Detailed summary of feedback** section of this report and the **Verbatim comments** (Appendix 1).

High-level themes

Through the Phase 1 engagement process we heard that:

- Many respondents expressed a desire for more frequent buses along Shaganappi Trail, especially during peak hours.
- Many respondents noted that buses in the city are unreliable and that more consistent arrival and departure times would help to improve service.
- Many respondents expressed a desire to walk to transit stops and stations. They emphasized the need for better pedestrian safety, snow removal, and more bus shelters at stops.
- Many respondents requested additional connections to or along Shaganappi Trail in communities including Glacier Ridge and Edgemont.
- The key locations respondents wanted to access using transit along Shaganappi Trail included the Nose Hill Park, University of Calgary and Market Mall.
- Many respondents expressed the need for improved real-time updates on bus arrival and departure times through The City's transit app.



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Detailed summary of feedback

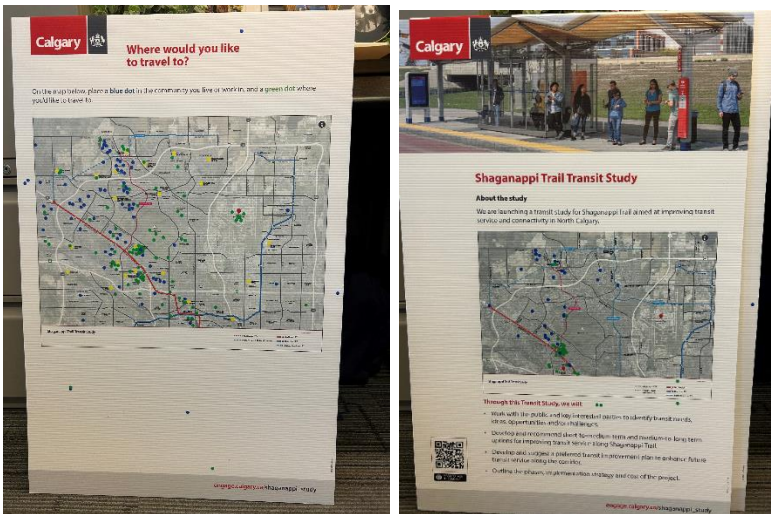
In-person Feedback

Pop-up Events

The project team hosted 5 pop-up events in the project area to gather feedback from the public to inform the development of transit improvements along Shaganappi Trail. Below is a summary of what we asked and what we heard at the events.

Question 1: Where would you like to travel to? On the map below, place a blue dot in the community you live or work in, and a green dot where you'd like to travel to.

The maps are a compilation of locations identified by participants at the pop-up events.



What we heard:

Top 5 communities participants identified they live/work:

- Arbour Lake
- Banff Trail
- Edgemont
- Nolan Hill
- Sherwood

Top 5 locations identified by participants that they would like to travel to using transit:

- Brentwood/Brentwood LRT Station
- Calgary International Airport
- Market Mall
- University of Calgary



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Additional comments/discussions captured at the events:

What we heard:

University of Calgary Event

- **Max Orange and Red Lines:** Need more frequent buses and heated shelters.
- **Transit app:** Bus arrival times on the app are often inaccurate, with many finding that Google is more reliable than the transit app.
- **Bus routes:** Commonly used routes include 5, 38, 126, and 109.
- **Travel time:** It takes 40 minutes to an hour to get anywhere by transit.
- **Suburban buses:** More buses are needed to connect suburbs to LRT and bus hubs.
- **Transfers:** Prefer taking the train to avoid multiple transfers.
- **Crowded buses:** Buses become crowded during rush hour.
- **Frequency and reliability:** Frequent and reliable service is crucial.

Canadian Tire

- **Snow clearing:** Needed at bus stops to help people with mobility issues.

Churchill High School

- **Bus routes 154 and 9:** Often late and crowded after school.

Sobeys

- **Bus shelters:** Need heated shelters and better lighting.
- **Bus 82:** Frequently breaks down in winter; needs more reliable service.
- **Snow clearing:** Important for accessibility.
- **Detours:** Detours are not well communicated, causing extra walking.

Nose Hill Library

- **Nose Hill Park:** Need for additional transit stops at Shaganappi Trail and Edgemont Boulevard NW for access to Nose Hill Park and the Edgemont community is identified.
- **Brentwood Community Association**
 - University of Calgary transit-oriented-development should include input from residents from Brentwood and the nearby area
 - How will a BRT get onto on Crowchild Trail from 32 Ave?
 - Bike lanes along Brentwood Road up the ramp to 32 Avenue parallel to Crowchild are not used because they are unsafe due to bus stops and traffic.

Overall, the primary concerns expressed by participants at the project's pop-up events were about bus frequency, reliability, the need for heated shelters, and improved communication regarding detours and real-time bus status information.



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Online Feedback

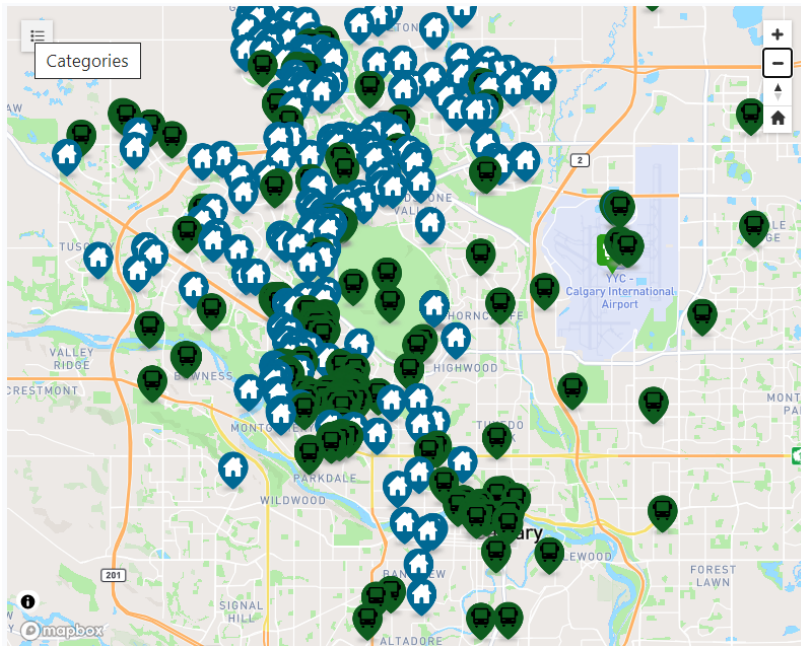
The project team hosted an online feedback form from November 12 to December 6, 2024, to gather feedback. The following is a summary of the questions we asked and what we heard.

Question 1:

- **Where you live:** Place a marker on the map in the community where you live or work.
- **Where you want to go:** Place a marker on the map where you'd like to travel to using transit.

What we heard:

Online feedback map



Top 5 locations identified by respondents that they would like to travel to using transit:

- Foothills Medical Centre
- Market Mall
- Northland Mall
- University of Calgary
- Sir Winston Churchill School

Top 5 communities respondents identified they live/work:

- Edgemont
- Hidden Valley
- Sage Hill
- Varsity
- Panorama Hills



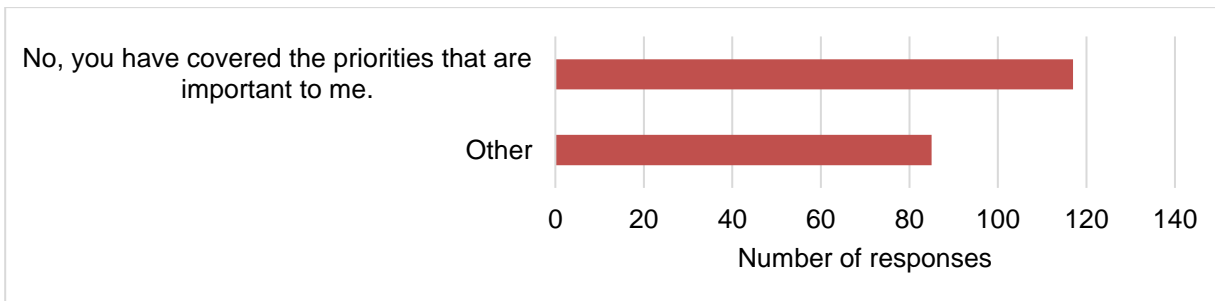
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Question 2: Based on the RouteAhead transit development priorities listed above, tell us if you think there are priorities, we have missed that we should consider when planning for the Shaganappi Trail transit route.

Safety (Feeling safe, secure while getting to, waiting for, and riding on transit)	Frequent service (Schedule buses to arrive at stops more often)	Network design (Ensure transit runs to major destinations and where people need to go, in all areas)
Reliable arrival and departure times	Environmentally friendly (Transit's low emissions contributes to a more environmentally friendly Calgary)	

What we heard:

Many respondents indicated that the priorities outlined in the RouteAhead are still relevant, while some also indicated other priorities The City should consider (see 'other' section below).



Other:

Expand stops and stations

- Many respondents suggested The City should prioritize transit connectivity in the north,
- Some respondents mentioned the need for a stop at Edgemont Blvd and Nose Hill Park

Access to key locations

- Many respondents mentioned desiring direct routes to specific locations, including:
 - Nose Hill Park
 - Train stations
 - Shopping Centres



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- Symons Valley Centre
- Schools
- University of Calgary
- Downtown

Prioritize frequency

- Many respondents suggested more frequent buses at peak commuting times.
- Some respondents suggested adding articulating buses to allow for more passengers.

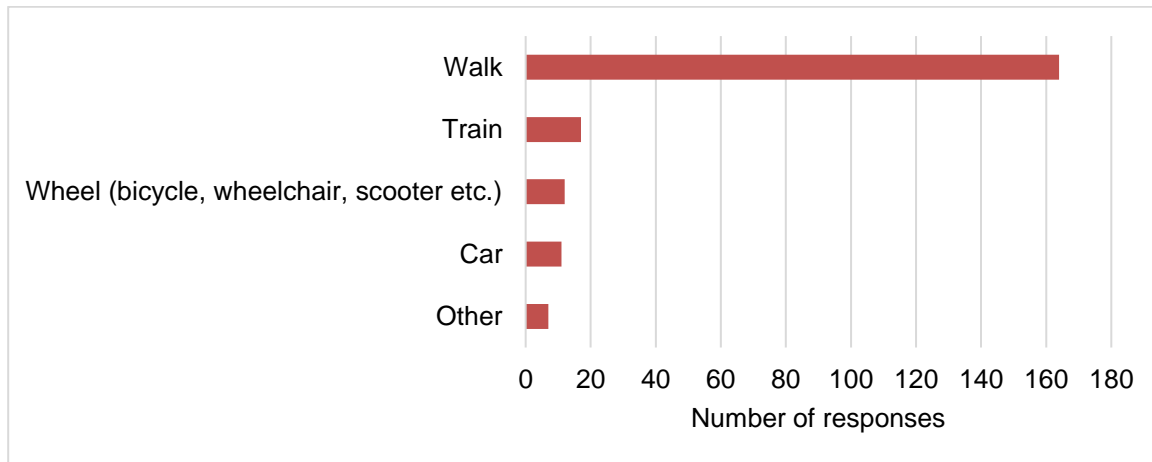
Improve reliability

- Many mentioned the buses in the City are unreliable, and that more reliable arrival and departure times are needed to improve service especially during the winter snow conditions.

Question 3: How would you prefer to access transit stops and stations in your area?

What we heard:

Most respondents indicated that they would prefer to walk to access transit stops and stations.



Other:

- Bus
- Walk and wheel (bike parking needed)



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Question 4: What challenges do you currently face when accessing transit stops and stations in your area?

What we heard:

Bus frequency

- Many mentioned the need for more frequent buses at peak times to reduce long wait times and improve convenience and usability of the bus for commuting.

Bus reliability

- Many mentioned that buses are often late or do not show up, especially during winter snowfalls.

Safety

- Winter conditions
 - Many respondents mentioned that snow and ice was a barrier traveling to and from bus stops.
 - Many respondents mentioned that most stops lacked shelters and waiting for buses during the winter months can be challenging because there is no protection from the elements.
- Travelling to bus stops
 - Some respondents mentioned that it was challenging to travel to stops and stations due to:
 - poor sidewalk conditions
 - unsafe road crossings
 - unsafe bike routes
 - and poor lighting to and at bus stops

Distance to stops and stations

- Many respondents mentioned the need for more stops and stations in the north, the most mentioned community was Glacier Ridge.
- Many respondents mentioned that the distance they travel affects the frequency of buses they need. If they miss a bus, they have to wait a long time for the next one, often without a shelter to wait in.

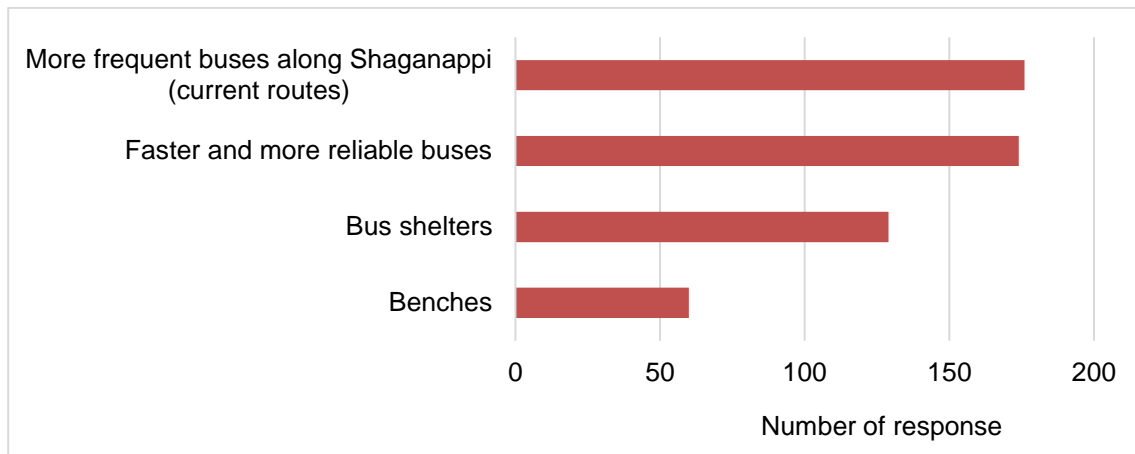


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Question 5: What transit service upgrades would you like to see for the Shaganappi Trail transit corridor?
(Select all that apply)

What we heard:

Many respondents indicated that they would like to see more frequent buses along Shaganappi Trail and faster and more reliable buses. Some indicated bus shelters were important to them and benches.



Question 6: Any additional comments about service upgrades?

What we heard:

Stops and stations

Respondents mentioned the following desired service upgrades:

- Add bus stops in Edgemont.
- Improve bus service in Kincora and Sage Hill to the Symons Valley Transit Centre.
- Make Nose Hill Park accessible from Brentwood Station.
- Add 1-2 stops in the Hamptons community.
- Include more frequent buses during peak hours to North Pointe.
- Avoid stops between Crowchild Trail and Country Hills Blvd due to busy and steep conditions.

Frequency

- Many respondents mentioned the need for more frequent service along Shaganappi Trail during peak hours and to extend hours of service. The route 82 bus was mentioned most by respondents.

Respondents identified the following key destinations along Shaganappi Trail that they would like to see prioritized for stops and stations:



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- Nose Hill Park
- University of Calgary
- Market mall
- Brentwood LRT
- Northland Mall
- Nolan Hill, Sage Hill, Glacier Ridge
- Foothills Medical Centre
- Airdrie/Balzac
- Downtown
- St. Winston Churchill High School
- Symons Valley Centre

Transit system improvements

- Some respondents mentioned they wanted to see increased passenger capacity of buses.
- Some respondents suggested allowing bus priority at intersections to bypass traffic and ensure reliability.

Question 6: Do you have any additional comments that would assist the project team in developing the plan for the Shaganappi Trail Transit Corridor?

What we heard:

Stops and stations

- Many respondents mentioned wanting to see a bus stop at Nose Hill Park at the Edgemont Blvd intersection.
- Some respondents mentioned the desire for bus services to be extended to Nose Hill Park, Foothills Hospital, Market Mall, and the University of Calgary.

Frequency and reliability

- Many respondents suggested designing the transit system to allow for bus priority at intersections to bypass traffic and ensure reliability.
- Some respondents mentioned desiring more frequent or higher capacity buses on route 82 at peak commuting times.
- Some respondents said that more frequent buses along Shaganappi Trail are desired, especially during rush hours, to reduce overcrowding.
- Some mentioned the need for better communication about delays or route changes, especially through The City's mobile transit app.

Next steps

The feedback we received, and summarized in this report, will inform the project team's work to prepare for **Phase 2: Explore**, where we will share the draft transit improvement plan for public feedback in Spring 2025.