



# 144 Avenue N BRT Functional Planning Study

Phase 2: What We Heard Report

July 2025



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## Project overview

On July 4, 2023, Council approved an updated 30-year strategic plan for Calgary Transit, known as RouteAhead. [RouteAhead](#) guides operating and capital investments to improve the customer experience. RouteAhead identified key projects such as the 144 Ave North Bus Rapid Transit (BRT) connecting to the future Symons Valley Transit Terminal, as an important transit corridor that will support rapidly growing communities.

## This study

The City launched a functional planning study for the 144 Ave North Bus Rapid Transit (BRT) corridor and Symons Valley Transit Terminal. This study aims to improve transit service and connectivity in north Calgary, focusing on the growing area's future mobility needs and constraints.

The 144 Ave N BRT will serve as a vital cross-town route, linking major transit lines like the Red Line LRT, Blue Line LRT, Green Line LRT, and the Shaganappi Primary Transit Network (PTN) route. The goal of the BRT functional planning study is to deliver a safe, reliable, and sustainable transit service that effectively meets the community's future mobility demands. Once complete, the functional planning study will provide a recommended functional plan, cost estimates protect the necessary right-of-way and will support the business case to acquire funding.

The functional planning study will also address the future Symons Valley Transit Terminal; a key part of the [Symons Valley Centre](#) project, phase 1 and 2, set to be built in 2028. This terminal will serve as a major transit hub and will support the future 144 Ave N BRT and several local bus routes. Planning for the 144 Ave N BRT will be closely coordinated with the Symons Valley Centre development to ensure that the terminal operates smoothly and integrates effectively with the planned transit services.

## Through this functional planning study, we will:

- Engage with the public and key audiences to understand opportunities, constraints, needs, concerns, and ideas;
- Develop a preferred design for the 144 Ave N BRT corridor including the BRT route, station locations, transit service access, priority measures, and land requirements;
- Recommend the preferred design for the Symons Valley Terminal including access to the transit terminal (walking, wheeling, driving, etc.)
- Determine the phasing and cost of the project.

[Engage.ca/Calgary.ca/144BRTfps](https://engage.ca/Calgary.ca/144BRTfps)



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## Engagement approach

Through this project we are engaging with interested parties and the public at a 'Consult' level on The City's Engagement spectrum. This means 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 functional planning process.

## Engagement phases

From Fall 2024 to Fall/Winter 2025 we will be engaging with interested groups and the public to gather feedback to select a recommended transit route.

The engagement process for the study is being conducted in three phases:



**DISCOVER PHASE**  
Review and Assess Existing Conditions

September-October 2024

Gather feedback to identify how interest parties and the public use the transit system, challenges they face and ideas to inform the design concept options for the 144 Avenue N BRT.



**EXPLORE PHASE**  
Develop and Evaluate Concepts

May-June 2025

Present concept options to interest parties and the public to provide feedback to support The City to evaluate the concept options and select the preferred option.



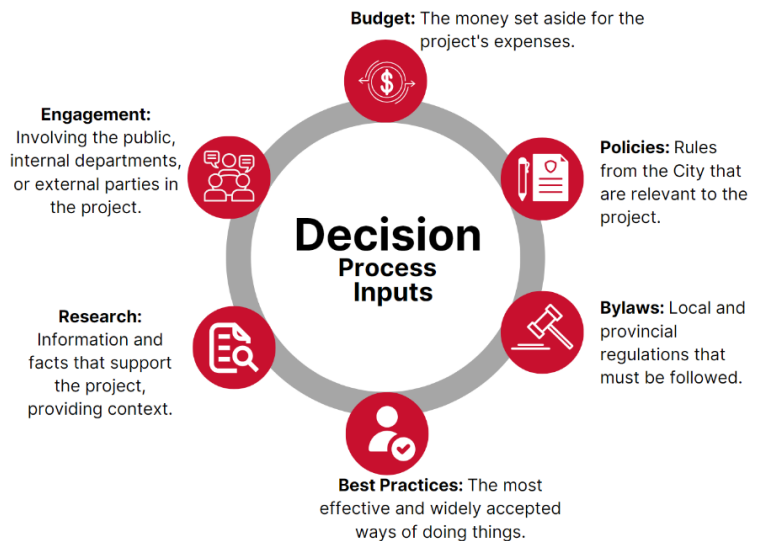
**REVEAL PHASE**  
Present Recommended Plan

October-November 2025

Present the preferred option and gather feedback from interest parties and the public to refine and prepare the preferred plan for Council review and approval.

## How participant feedback will be used

Public input is essential for creating a functional plan for the 144 Ave N BRT Functional Planning Study that aligns with community needs. Feedback from **Phase 2: Explore** will be used to help the team select a preferred transit route that we will share for public feedback in Fall/Winter 2025. It is important to note that technical data, policies, budgets, and best practices will also inform concept options and ultimately, the final plan.





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## Phase 2 engagement and communications overview

The following strategies were used to inform and engage the public on the project in **Phase 2: Explore**.

### Engagement opportunities

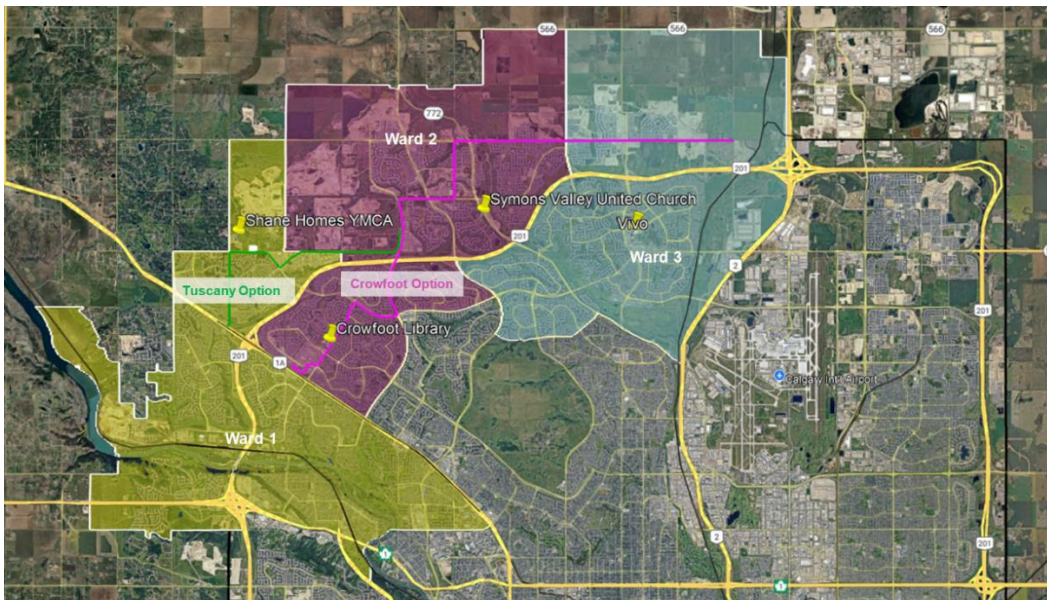
To gather feedback from interested groups and the public for Phase 2, we hosted the following events and opportunities:

#### Online feedback form (open May 5 – May 30, 2025):

- 10,300 views from 7,850 unique visitors
- 196 contributions from 112 participants

#### In-person events:

- **Shane Homes YMCA Pop-Up**
  - Thursday, May 8
  - 4:00 – 6:30 p.m.
  - 11300 Rocky Ridge Rd N.W., Calgary, AB T3G 5H3
  - Approximately 150 participants
- **Crowfoot Library Pop-Up**
  - Monday, May 12
  - 3:00 – 5:00 p.m.
  - 8665 Nose Hill Dr N.W., Calgary, AB T3G 5T3
  - Approximately 42 participants
- **Symons Valley United Church – Drop-In Session**
  - Tuesday, May 20
  - 5:00 – 8:00 p.m.
  - 38 Kincora Rise N.W., Calgary, AB T3R 0A3
  - Approximately 41 participants
- **Vivo for Healthier Generations Pop-Up**
  - Tuesday, May 27
  - 12:00 – 3:00 p.m.
  - 11950 Country Village Link NE, Calgary, AB T3K 6E3
  - Approximately 66 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 144 Avenue North
- **Digital advertisements** posted at all Light Rail Transit (LRT) and MAX bus stations throughout Calgary
- **Engagement signage** posted at several Bus Rapid Transit (BRT) locations across north Calgary, near 144 Avenue North
- **Bold signs** placed at 8 high-traffic areas near 144 Avenue North directing residents to the engagement portal
- **Targeted interest-holder communication** to Community Associations, City Council, and schools near 144 Avenue North
- **Printed project business cards** distributed at engagement events
- **Mailed postcards** to several communities around the project area



## 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 2: Explore** 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

During the Phase 2 engagement we gathered public feedback and identified the following key themes:



### Support for more transit options

- Overall, respondents expressed strong desire for the development of more transit options in the north.

## About the transit route options:



### LRT connectivity

- **Tuscany Route:** Connects to Tuscany LRT Station, benefiting northwest commuters.
- **Crowfoot Route:** Connects to the more central Crowfoot LRT Station, offering better downtown access.



### Community coverage

- **Tuscany Route:** Serves newer, growing communities but misses deeper coverage in others.
- **Crowfoot Route:** Serves established, high-density areas but does not serve newer growing neighborhoods.



### Access to destinations

- **Tuscany Route and Crowfoot Route:** Both routes provide access to different key amenities (shopping centers, recreation centres etc.).



### Future growth vs. current demand

- **Tuscany Route:** Seen as supporting future community development.
- **Crowfoot Route:** Prioritizes current demand in already-developed communities.

## About transit access in the northwest:



### Addressing transit needs in developing neighbourhoods

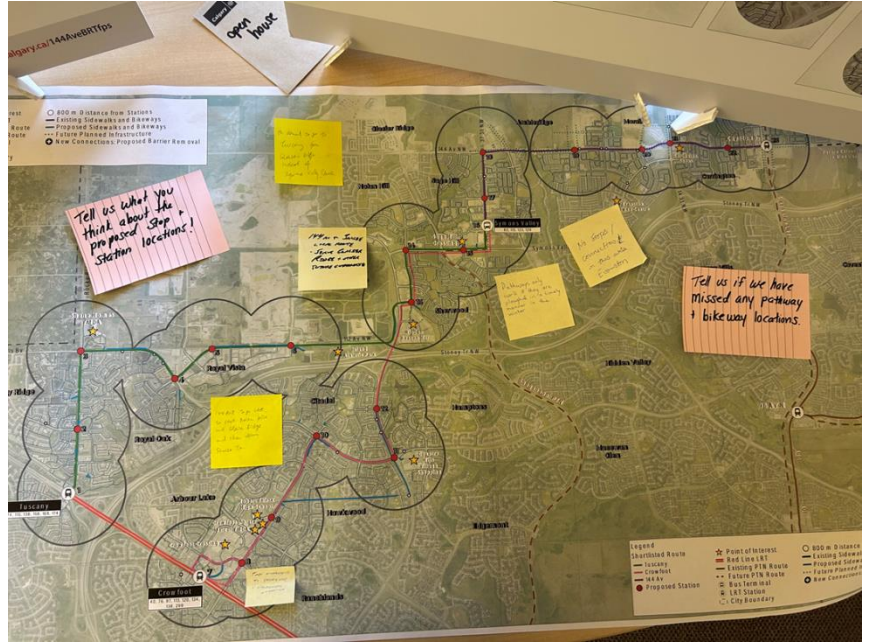
- Respondents living in newer northwest communities—such as Glacier Ridge, Nolan Hill, Carrington, Livingston, and Ambleton—raised concerns about limited transit access.
- Respondents expressed a strong need for additional transit stops and stations to:
  - Reduce walking distances for residents.
  - Improve access to key amenities and services.
  - Enhance connectivity to downtown and other major destinations.

## Detailed summary of feedback

### In-person Feedback

#### Open House

On May 20, 2025, the project team hosted an in-person open house at the Symons Valley United Church to gather feedback from the public on the route options for the 144 Ave N BRT. Below is a summary of what we asked and what we heard at the event.



#### What we asked:

#### What do you think?

- Tell us what you think about the Crowfoot Route
- Tell us what you think about the Tuscany Route

#### What we heard:

#### Crowfoot Route

- Desire for direct access to LRT from Symons Valley and nearby communities.
- Better connectivity to key amenities: high schools, libraries, YMCA, rinks, shopping centers (e.g., Crowfoot, Costco, T&T).
- More convenient for families in Livingston, Carrington, Glacier Ridge, and Evanston.
- Current transit gaps include long walks to bus stops or amenities like Walmart.
- A need for temporary service in underserved areas before the Green Line LRT connection is developed.
- Tuscany is already served by existing routes; Crowfoot would fill a greater need.

#### Tuscany Route

- Seen as a good option for new northern communities.
- Supports faster more frequent service to downtown.
- Would provide more space on trains at Tuscany station to accommodate BRT users.
- Connects users to Sage Hill shopping area, the library, and Shane Homes YMCA.

#### Additional Comments

#### Service suggestions

- Express bus to downtown from north of Stoney Trail.
- On-demand service to Tuscany from Glacier Ridge.

- Local routes along 144 Ave and Sarcee Trail to connect communities like Nolan Hill and Glacier Ridge.

### Infrastructure concerns

- Lack of stops in parts of Evanston.
- Pathways need better winter maintenance.
- BRT parking may impact Symons Valley Park parking area.

### Pop-up Events

The project team hosted three pop-up events in the project area to gather feedback from the public. Below is a summary of what we asked and what we heard at the events.

### Crowfoot Library

#### Crowfoot Route

- The route will reach and serve more people.
- Concerns that this route would increase congestion at the Crowfoot LRT station.
- Positive feedback from respondents living in Ranchlands, Arbour Lake, and those moving to Sage Hill:
  - Fewer bus transfers and easier commutes.
  - Better access to amenities and library.
  - Helps alleviate parking issues at Crowfoot LRT Station Park & Ride.
  - Convenient for students attending Robert Thirsk High School.

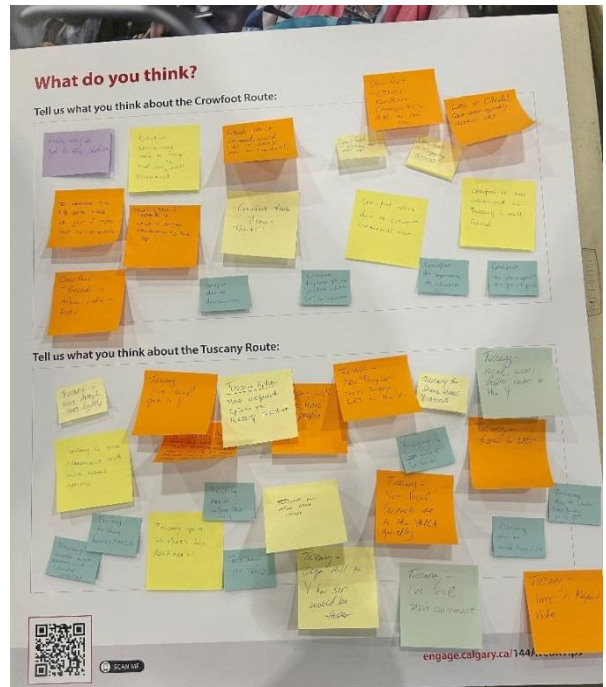
#### Tuscany Route

- Seen as beneficial for new developments.
- Supports growth in the area and serves more people.

### Shane Homes YMCA

#### Crowfoot Route

- Preferred for reaching the Superstore, Crowfoot Library, churches, and other key destinations.
- Serves residents of Citadel, Arbour Lake, Sherwood.
- Seen as a better connection for job access and to the Red Line (LRT).
- Some communities along Crowfoot Trail are already well connected to transit, and this route may not be needed.
- Concerns about congestion and connectivity in the commercial area.





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## Tuscany Route

- Some respondents preferred this route because they live in or near Tuscany, Royal Vista, or Sage Hill.
- Preferred for direct access to Shane Homes YMCA and downtown.
- Described as more direct, with fewer traffic lights and less congestion than the Crowfoot Route.
- Support this route because it currently is not well served by transit.

## Vivo for Healthier Generations

### Crowfoot Route

- More direct access to the Crowfoot retail area for work.
- Serves more people and destinations, including key points of interest.
- Convenient for employees working at the Crowfoot Library.

### Tuscany Route

- This route will come in contact with less traffic congestion than the Crowfoot route.
- More convenient for families with activities in Tuscany.

## Online Feedback

An online feedback form was available from May 5 to 30 to gather input from the public. Below are the questions we asked and as summary of the responses we received through the online portal:

### Question 1

**What we asked:** Tell us what you think about the **Crowfoot Route** option. What do you like about it? Do you see any challenges with the proposed route?

### What we heard:

#### Likes

- Connects to key destinations including Crowfoot LRT Station, Crowfoot Crossing, Country Hills Village and Crowfoot Library.
- Serves established, high-density communities ex. Citadel and Arbour Lake
- Offers a more direct route to downtown and other key areas.

#### Concerns

- Doesn't serve newer northern communities ex. Evanston, Sage Hill, Nolan Hill, Livingston, Carrington
- It may miss opportunities to support future growth in less developed areas.
- The Crowfoot route would increase traffic congestion, raising concerns about bus delays.
- May duplicate existing routes.



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## Suggestions

- Consider extending service to newer northwest communities.

## Question 2

**What we asked:** Tell us what you think about the **Tuscany Route** option. What do you like about it? Do you see any challenges with the proposed route?

### What we heard:

#### Likes

- Connects to key destinations like the Tuscany LRT Station, YMCA, Royal Vista Shopping Centre, and Beacon Hill Shopping Centre.
- Seen as a good way to support community growth in the future.
- Offers faster travel times compared to other current routes.

#### Concerns

- Limited coverage within communities like Ambleton, Nolan Hill and Glacier Ridge—only reaches the edges.
- Some parts of the route (Ex. 112 Ave N.W.) pass through low-density or industrial areas with limited number of people likely to ride.
- Questions about overlap with Route 115 and the need for this new route.
- Does not provide direct downtown access, which is a drawback for commuters.

## Suggestions

- Improve current transit service frequency and reliability, especially during peak hours.
- Consider extending the route to underserved areas.

## Question 3

**What we asked:** Tell us what you think about the **proposed station locations**. Do you see any challenges with the locations selected?

### What we heard:

- Respondents frequently mentioned that Ambleton, Glacier Ridge, and Evanston have limited transit options.
  - Requests for more stops and better service, especially given rapid growth of these communities.
  - Some mentioned the need to reduce walking distances (currently respondents mentioned walking 20 - 45 minutes to stops and stations)
- Suggestions to improve pedestrian safety to current and proposed stops and stations (e.g., traffic lights, timed crosswalks).
- Requests for express buses from Sage Hill, Nolan Hill, and 144 Ave to downtown.
- Specific request or comments were provided about the proposed stops for each route. (See the verbatim section, Appendix 1, for details)



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## Question 4

### What we asked:

#### Pathway and bikeway connections

We have proposed stops and stations for the 144 Ave BRT route options and identified necessary pathway and bikeway connections within 800 meters of these proposed stations. We need your feedback to ensure we haven't missed any important connections.

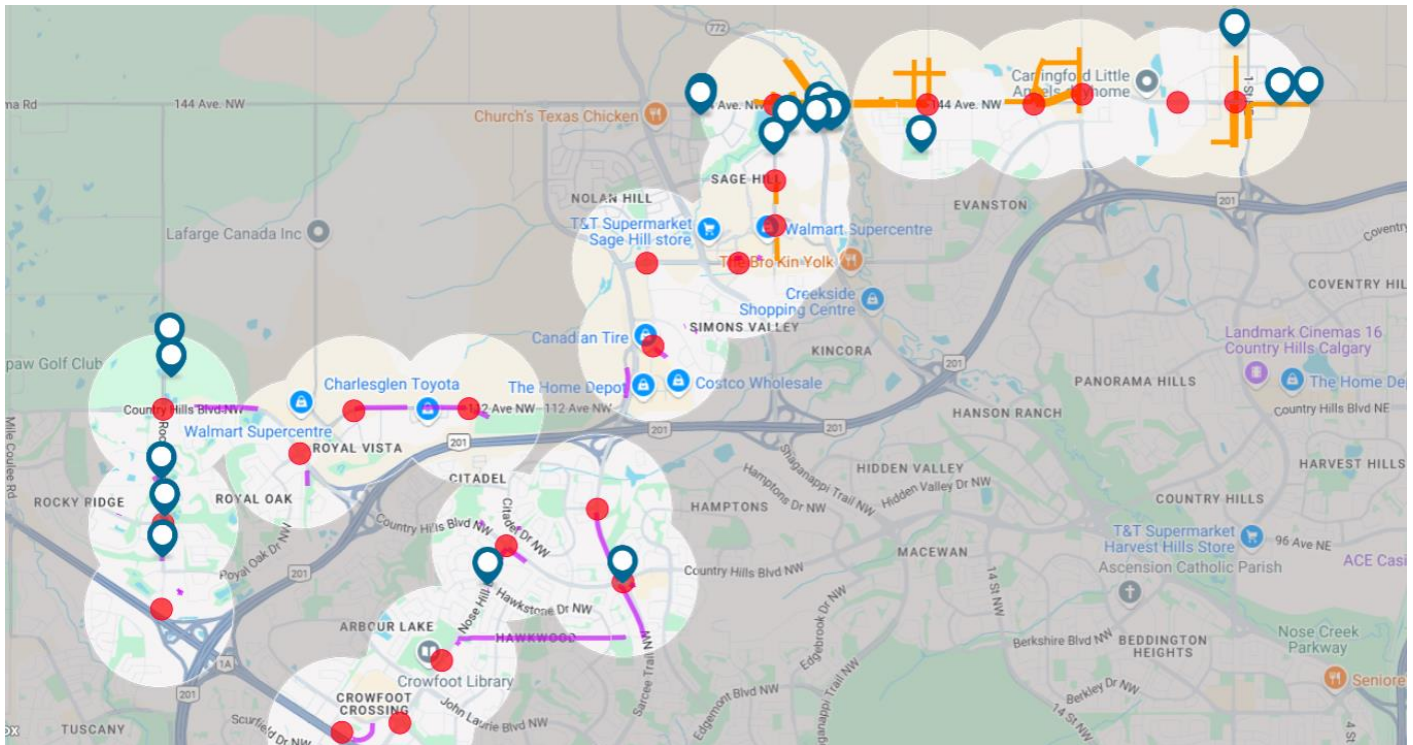
#### How to Participate:

- Review the Map: Look at the proposed new pathway and bikeway connections.
- Provide Feedback: If you notice any missing connections, add a marker and leave your comment.

#### Feedback map

Below is summary of comments provided by the public through the feedback map, broken down into sections. Verbatim Comments can be read in Appendix 1 and comments with locations can be found on the [online feedback map](#).

**Note:** Many respondents provided general feedback about the project using this map, rather than identifying gaps in the proposed pathway and bikeway connections.





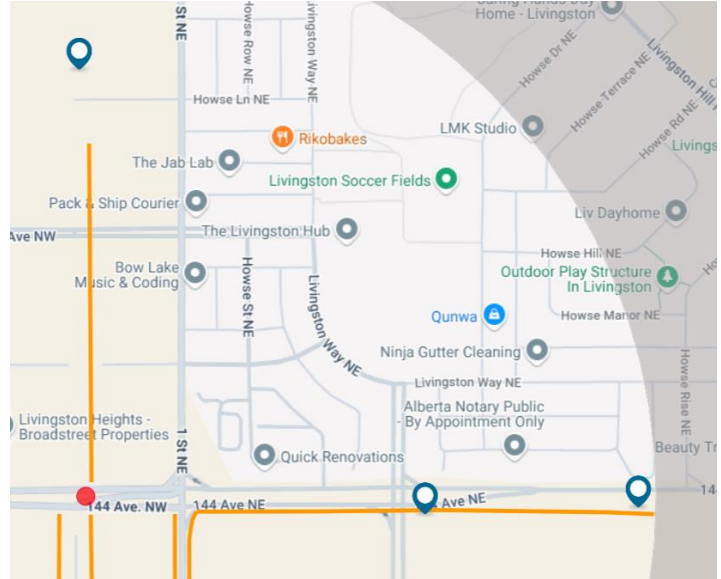
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## Livingston/144 Ave N.E

### What we heard:

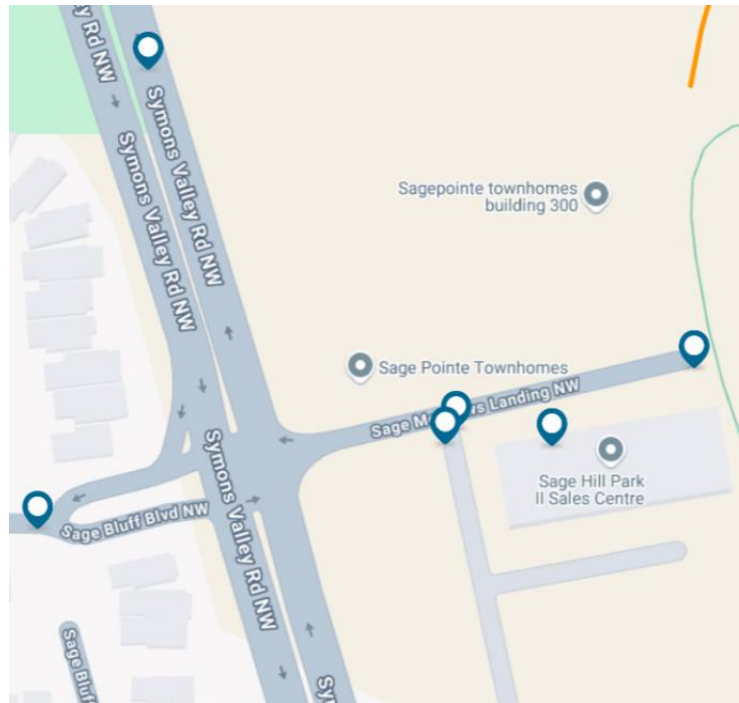
- Concern about limited transit and active transportation options in the Livingston area.
- Need for more bus stops or stations, especially in new developments.
- Concern that students face difficulties reaching school due to long walks to transit, highlighting the need for better transit or bikeway access.



## Symons Valley Road N.W.

### What we heard:

- Desire for existing pathways to be completed and better connected, especially along Symons Valley Road and between Sage Hill communities.
- A need for more bus stops, particularly in Symons Gate and at 144 Ave & Symons Valley Road, to improve access to major destinations.
- Concern for lack of direct transit routes to downtown, the University of Calgary, and SAIT.



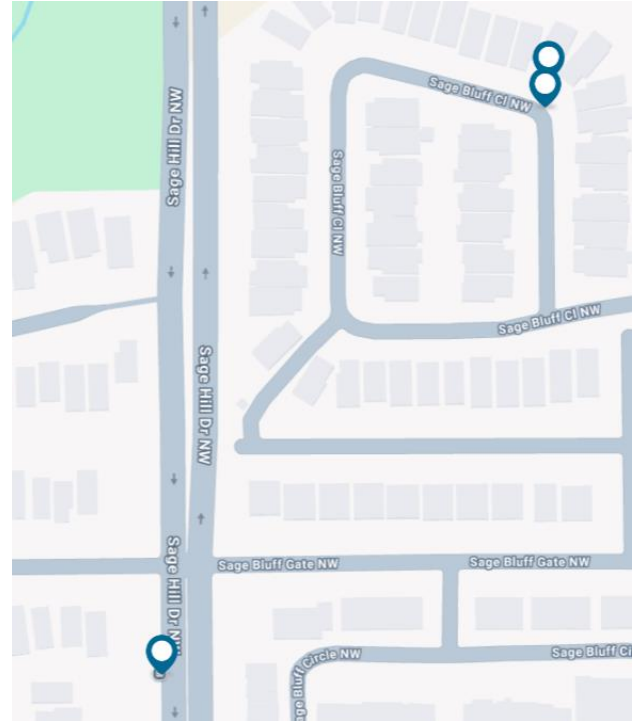
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## Sage Hill Drive N.W.

### What we heard:

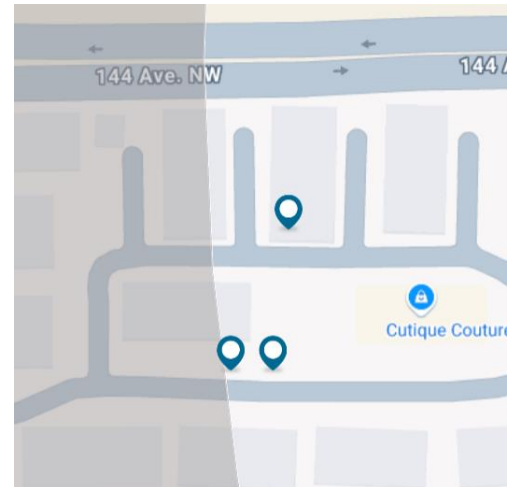
- Concern that Symons Gate has limited bus stops, making transit access difficult.
- Requests for new bus routes and stops in the area.
- Concerns about commuting and safe travel for children.



## Glacier Ridge/ 144 Ave N.W.

### What we heard:

- Concerns that Glacier Ridge is not currently served by existing bus routes.
- Request for service along Aquila Drive to support daily commuting.
- Concerns about the lack of transit access makes it hard to reach key destinations like Foothills Hospital.





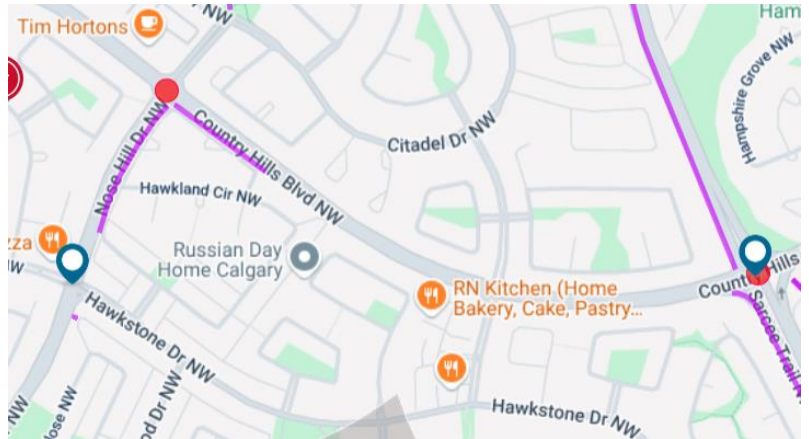
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## Country Hills Blvd N.W. and Nose Hill Road N.W.

### What we heard:

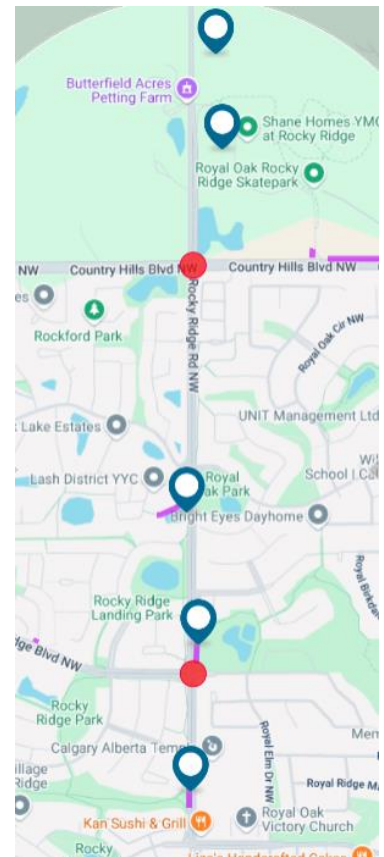
- Concern about how riders will safely access a proposed station located at a major intersection.
- A proposed additional stop/station to serve Arbour Lake and Hawkwood.



## Rocky Ridge Rd. N.W

### What we heard:

- Support for connecting the north-south pathway on the east side of Rocky Ridge Road N.W. to the YMCA pathway system, as current informal routes are unsafe and inconvenient.
- Comments affirm support for pathway connections identified by the project team.
- Mention of traffic safety concerns on Rocky Ridge Road.



### Next steps

The feedback we received, and summarized in this report, will inform the project team’s work to prepare for **Phase 3: Reveal**, where we will share the recommended route for public feedback in Fall/Winter 2025.