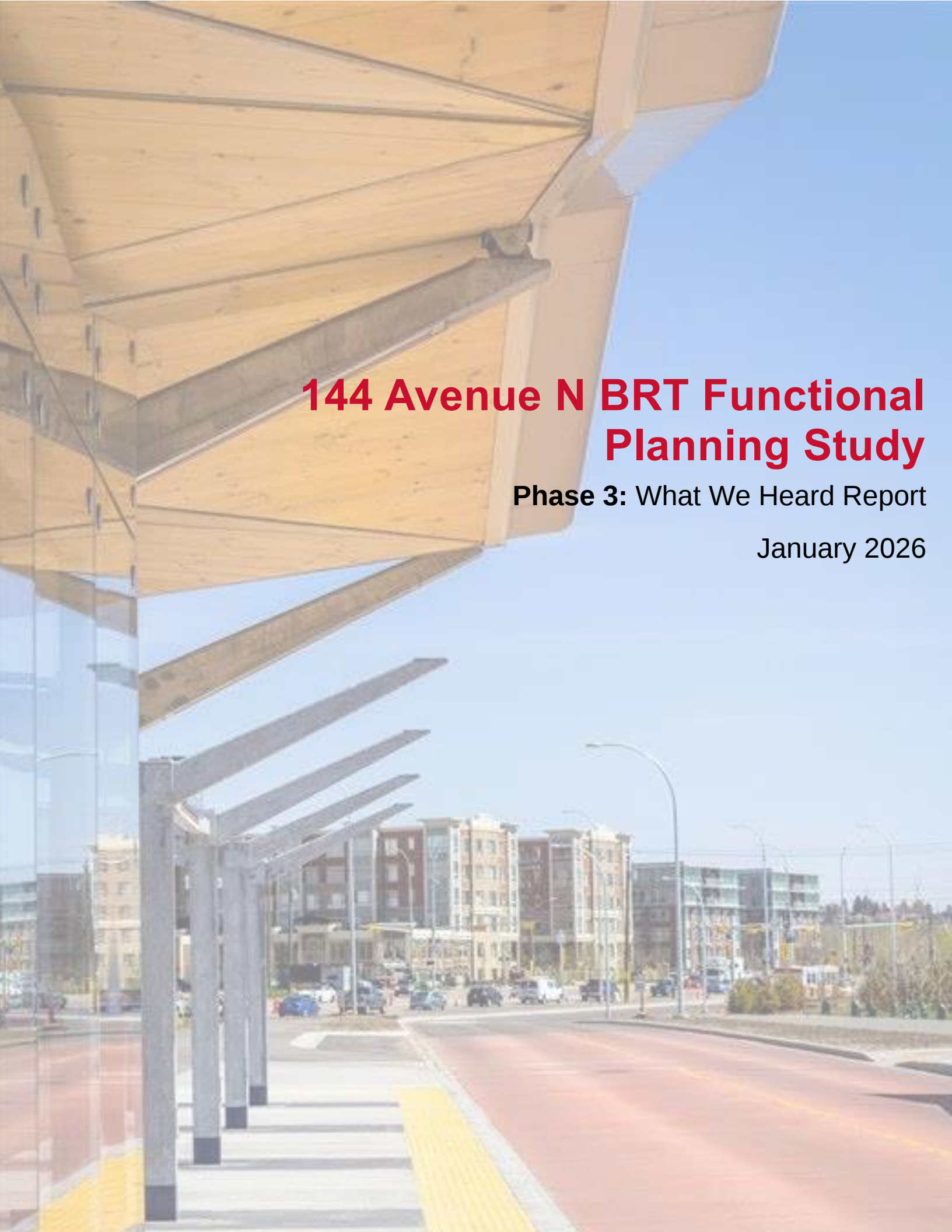




144 Avenue N BRT Functional Planning Study

Phase 3: What We Heard Report

January 2026



144 Ave N BRT Functional Planning Study Phase 3: What We Heard Report

January 2026

Contents

Project overview.....	2
Engagement approach.....	3
Phase 3 engagement and communications overview.....	4
What we asked/what we heard.....	5
High-level themes	5
Detailed summary of feedback.....	5
Next steps.....	7



144 Ave N BRT Functional Planning Study Phase 3: What We Heard Report

January 2026

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 customers' 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, the Blue Line LRT, the future Green Line LRT, and the Shaganappi BRT 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 and cost estimates, protect the necessary right-of-way and will support the business case to acquire funding for subsequent design and construction.

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 recommended design concept 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 concept 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)

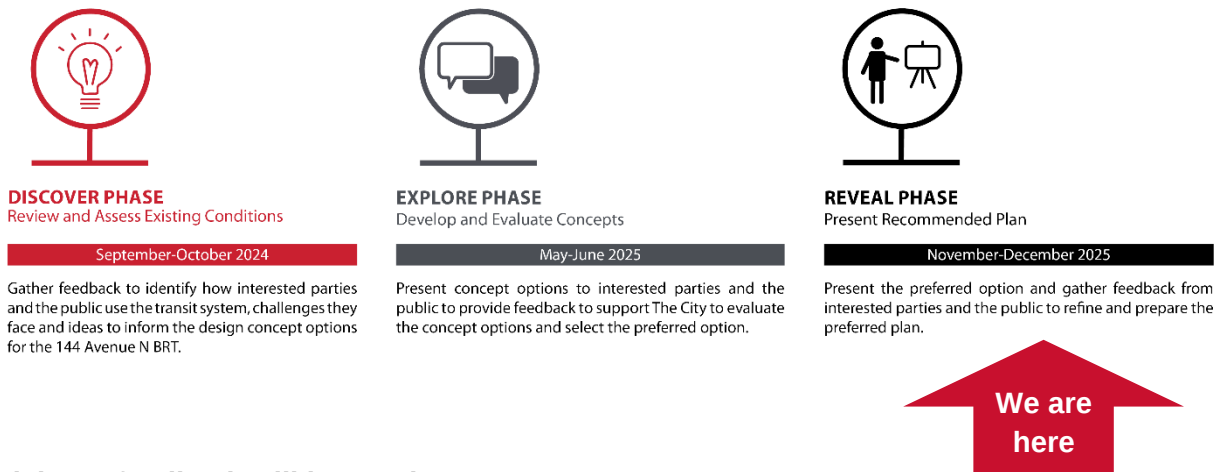
Engagement approach

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

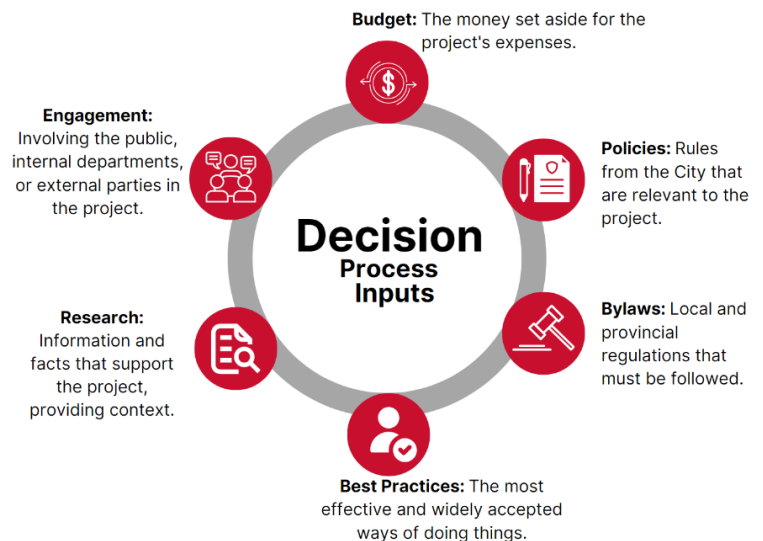
From Fall 2024 to Fall/Winter 2025 we have been engaging with interested groups and the public to gather feedback to develop a recommended plan for the 144 Ave N BRT.

The engagement process for the study has been conducted in three phases:



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 3: Reveal** will be used to help the team refine the plan for finalization. It is important to note that technical data, policies, budgets, and best practices will also inform concept options and ultimately, the final plan.





144 Ave N BRT Functional Planning Study

Phase 3: What We Heard Report

January 2026

Phase 3 engagement and communications overview

The following strategies were used to inform and engage the public on the project in **Phase 3: Reveal**.

Engagement opportunities

To gather feedback from interested parties and the public for Phase 3, we hosted the following events and opportunities:

Online feedback form (open November 17 – December 8, 2025):

- 7,184 views from 5,371 unique visitors
- 269 contributions from 235 participants

In-person events:

- **Symons Valley United Church Drop-In Session**
 - Tuesday, November 26
 - 5:00 – 8:00 p.m.
 - 38 Kincora Rise N.W
 - Approximately 6 participants
- **Vivo for Healthier Generations Pop-Up**
 - Saturday, November 29
 - 11:00 a.m. – 2:00 p.m.
 - 11950 Country Village Link NE
 - Approximately 27 participants
- **Melcor YMCA Pop-Up**
 - Monday, December 1
 - 4:00 – 7:00 p.m.
 - 8100 John Laurie Blvd NW
 - Approximately 39 participants

Getting the word out

Engagement opportunities were advertised and promoted in the following ways:

- Geotargeted social media campaign to communities and commuters 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
- Sandwich boards placed at high-traffic areas near the Crowfoot LRT Station
- E-Newsletter campaigns distributed throughout the engagement period

- Targeted interest-holder communication to Community Associations, City Council, and schools near 144 Avenue North
- Printed project business cards 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 3: 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 3 engagement we gathered public feedback and identified the following key themes:



Route coverage gaps in northern communities

Concerns that proposed BRT misses fast-growing northern neighbourhoods and needs better stop locations or routing including Glacier Ridge, Ambleton, Evanston and Livingston.



Support for the proposed route

Strong overall support, with appreciation for key connections and interest in quick implementation.



Desire for faster and better-connected service

Concerns about speed, clarity of routing rationale, and the need for stronger links to major transit lines and existing routes.



Need for more direct and express transit options

Requests for more direct or express service especially to downtown and schools, to reduce transfers, walking distances and shorten commutes.

Detailed summary of feedback

In-person Feedback

Open House and Pop-up Events

The project team hosted three events in the project area to gather feedback from the public, one open house at the Symons Valley United Church and two pop-ups, one at Vivo for Healthier Generations and the other at the Melcor YMCA. Below is a summary of what we asked and what we heard at the events.

What we asked: Tell us what you think about the recommended plan. Have we missed anything?

What we heard:

- A few expressed strong overall support for the route.
- A few mentioned that the route will be direct, efficient, and useful for northern communities.
- The importance of connecting to the Glacier Ridge high school was noted.



144 Ave N BRT Functional Planning Study

Phase 3: What We Heard Report

January 2026

- One concern about current traffic levels around North Trail High School.
- A few suggestions for station amenities (e.g., heated seats, LED lighting).
- One question about left turns at Symons Valley & 37 Street.
- A few suggestions on road marking design for bus queue jump lanes and existing local bus routing options.

Online Feedback

An online feedback form was available from November 17 to December 8 to gather input from the public. Below is the question we asked and a summary of the 269 responses we received through the online portal.

What we asked:

Tell us what you think about the recommended plan. Have we missed anything?

What we heard:

Route coverage

- Most respondents indicated that the proposed BRT route does not adequately serve several northern communities such as Glacier Ridge, Evanston, Ambleton, Lewiston, Lewisburg, Nolan Hill, Sage Hill, and Kincora.
 - Respondents noted that these neighbourhoods have limited existing transit access, are growing quickly, and could support strong ridership.
 - Suggestions included adding stops or routing the bus into these communities to reduce long walking distances and improve access.

Support for the proposed route

- Many respondents indicated strong overall support for the recommended BRT route, viewing it as a good transit improvement for North Calgary.
- Some respondents mentioned liking that the route connects to Crowfoot LRT, for easier access to downtown, and that it connects to key destinations including shopping centers.
- A few respondents urged quick implementation, even as a regular route initially, to build demand.

Route concerns and considerations

- Some respondents requested a clearer explanation of why the route is designed the way it is and provided suggestions on different ways the route could travel through the North to make it faster, more efficient, or serve more neighbourhoods.
- Some respondents mentioned speed and reliability were very important and that they were concerned about long travel times and wanted the route to feel like truly rapid service.



144 Ave N BRT Functional Planning Study Phase 3: What We Heard Report

January 2026

- Some respondents also asked for better connections between this route and major transit lines, such as the Blue Line and other MAX routes connecting to North Pointe Terminal was also mentioned frequently.
- A few respondents were concerned the new route duplicates existing service and asked how it would work with or replace current routes.

General transit needs in North Calgary

- Some respondents asked for direct or express service for the Northern communities to downtown and to schools, to limit transfers and shorten their walking distances and commute times.

Next steps

The feedback we received and summarized in this report will be considered by the project team when completing the plan. We will share the final plan in 2026.