

Plus 15 Implementation Study
Phase 1 - Public Survey

What We Heard Report

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Executive Summary

The Plus 15 network is a unique part of Calgary's downtown landscape. The Plus 15 implementation study is centered on assessing the current strengths and challenges of Calgary's elevated walkway network. Building on the previous 2019 network review, this study aims to better align the network with changes in Calgary's downtown, including new development trends and shifts in how people are using the network.

To support the drafting of this study, the City engaged with Plus 15 users, such as downtown residents, students, workers, and visitors to share their insights and feedback on the current state of the Plus 15 Network. From April 27 - May 27, 2026, the City heard from over 1,500 participants, sharing over 2,800 comments to guide the direction of the Plus 15 Network. In hearing from Calgarians, the following key themes emerged:

Weather-Protected Mobility: The Plus 15 network is highly valued as a comfortable, weather-protected way to travel through downtown, particularly during Calgary's winter months and periods of poor weather. Protection from cold, wind, ice, and smoke were consistently identified as one of the network's greatest strengths.

Network Connectivity: The most successful areas of the Plus 15 are those with strong connectivity, multiple route options, and access to a wide range of destinations. Well-connected sections were observed to feel more useful, convenient, and resilient when closures or detours occur.

Address Missing Links: Missing connections and isolated segments of the network remain a significant challenge. Participants frequently identified gaps in the network that interrupt travel routes, force users outdoors, and reduce the overall effectiveness of the system.

Expand Beyond the Core: There is strong support for expanding the Plus 15 network to serve additional areas of downtown and emerging destinations. Common suggestions included connections to the Beltline, East Village, Chinatown, Downtown West End, residential developments, and major civic destinations.

Strengthen Access: Access to the network from street level, transit stations, parkades, and surrounding destinations remains an important consideration. Participants highlighted the need for more visible, frequent, and reliable access points to improve overall usability.

Inconsistent Operating Hours: Inconsistent operating hours were one of the most frequently discussed issues throughout engagement. Participants expressed a desire for more consistent hours across the network and greater certainty that routes will remain open during posted operating times.

Reliability Through Long-term Closures: Long-term closures associated with construction, renovations, and office-to-residential conversions have created significant disruptions to network connectivity. Participants emphasized the importance of minimizing prolonged interruptions and maintaining continuous routes wherever possible.

Safety and Security: A safe and welcoming environment is fundamental to the success of the Plus 15 network. Participants identified the need for increased security presence, improved visibility, and enhanced safety measures, particularly during evenings, weekends, and in less active areas of the network.

Navigation and Wayfinding: Many users find portions of the network difficult to navigate due to limited signage, confusing routes, and inconsistent information about closures. Improved maps, digital navigation tools, and clearer wayfinding were identified as important opportunities for improvement.

Amenities and Activation: Food services, retail opportunities, and access to everyday services are key contributors to successful and well-used areas of the network. Participants consistently identified these amenities as reasons they choose to use and spend time within the Plus 15.

Vibrant Public Spaces: The most popular areas of the network combine movement with opportunities to linger. Seating, public gathering spaces, natural light, greenery, and active uses help create vibrant environments that encourage people to spend time in the Plus 15 beyond simply passing through.

Comfort and Accessibility: Participants identified opportunities to improve the overall user experience through enhanced accessibility, better lighting, cleaner environments, improved thermal comfort, and upgraded infrastructure. These improvements would help create a more inclusive, comfortable, and welcoming network for people of all ages and abilities.

The City of Calgary thanks everyone who provided feedback on the first phase of the Plus 15 implementation study. Outcomes of this first phase of engagement will inform the Plus 15 Network Assessment over the summer. We will be returning to the public with a second phase of engagement in late summer / early fall of 2026 to gather more input from Calgarians on preliminary network recommendations.

Table of Contents

1.0 Project Overview 4
2.0 Engagement Overview 5
3.0 What We Heard – Online Survey 6
3.1 All Responses 6
3.2 Downtown Residents 24
3.3 Demographics 25
4.0 Next Steps 27

1.0 Project Overview

The Plus 15 network is a unique part of Calgary's downtown landscape. Since the construction of the first Plus 15 bridge in 1969, the Plus 15 network has grown to a system of elevated, weather-protected walkways and eighty-seven bridges that span over sixteen kilometers throughout downtown. The network connects to various destinations, increasing downtown accessibility for people of all ages and abilities.

The Plus 15 implementation study is centered on assessing the current strengths and challenges of Calgary's elevated walkway network. Building on the previous 2019 network review, this study aims to better align the network with changes in Calgary's downtown, including new development trends and shifts in how people are using the network. By examining usage, connectivity, and integration with other downtown spaces, the study will pinpoint opportunities to add new connections, address gaps in the network, and clarify how the network continues to grow and evolve to enhance accessibility and support Calgary's evolving downtown.

The previous Plus 15 network review was conducted approximately seven years ago. This was prior to the COVID pandemic and there have been significant changes to the downtown landscape, including:

- Increased remote and hybrid work;
- Reduced pedestrian foot traffic;
- Increased office vacancy rates;
- Decreased property values; and,
- A shift towards a more mixed-use downtown with expanded residential, retail, cultural, and tourism spaces.

The purpose of this study is to investigate the impacts of these changes on the Plus 15 network and to make recommendations to guide future Plus 15 development.

2.0 Engagement Overview

Engagement was open from April 27 - May 27, 2026, to allow Plus 15 users, such as downtown residents, students, workers, and visitors to share their insights and feedback on the current state of the Plus 15 Network. A dedicated page for the project's engagement was included on the Engage portal (https://engage.calgary.ca/plus15) as linked to from the Plus 15 Network calgary.ca web page. The page was open to the public and included information on the study, and a questionnaire that focused on how respondents use the Plus 15, and opportunities for the future of the network.

Pop-ups

May 10 – May 14, 2026 (8 pop-ups)

As a part of the Phase 1 engagement, a number of "pop-up" engagement events were held within the Plus 15 network. During these events, project staff were available to discuss the project objectives, and promote the project website and public survey. Hundreds of Plus 15 users passed by the pop-up events and promotional materials and dozens of people engaged with the project team. The pop-ups conducted included:

- The CORE: Saturday May 10, 1:00am – 3:00pm
- Bow Valley Square: Tuesday May 12, 11:30am – 1:30pm
- The Bow: Tuesday May 12, 3:30pm – 5:30pm
- The CORE: Wednesday May 13, 11:30am – 1:30pm
- Brookfield Place: Wednesday May 13, 11:30am – 1:30pm
- Calgary Place: Wednesday May 13, 3:30pm – 5:30pm
- Werklund Centre: Wednesday May 13, 6:00pm – 8:00pm
- Bankers Hall: Thursday May 14, 11:30am – 1:30pm

Online Survey

April 27 - May 27, 2026 (4 weeks)

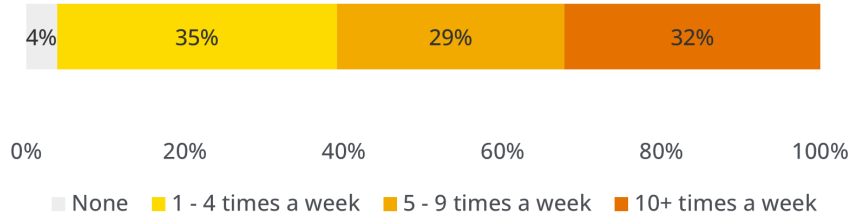
As the primary form of feedback collection during Phase 1 engagement, an online survey was created to provide a structured questionnaire to engage the broader downtown community to identify challenges and opportunities of the Plus 15 Network. The survey received 1,528 responses.

3.0 What We Heard – Online Survey

3.1 All Responses

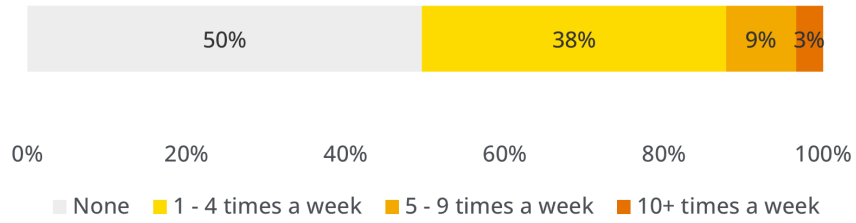
The following section shares the questions that were asked as part of the community engagement process, paired with what was heard from participants in response to these prompts.

1. **How many trips per week do you typically take in the Plus 15 network?**



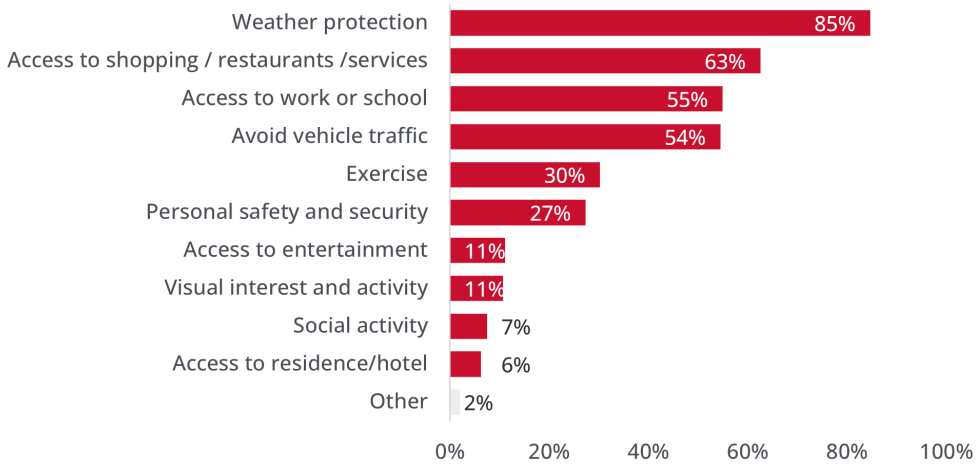
n: 1,516

2. **Thinking about your typical week, how many trips do you take in the Plus 15 network on weeknights (after 6 pm) and/or weekends?**



n: 1,520

3. **What are the main reasons you use the Plus 15 network? (Select up to 4)**

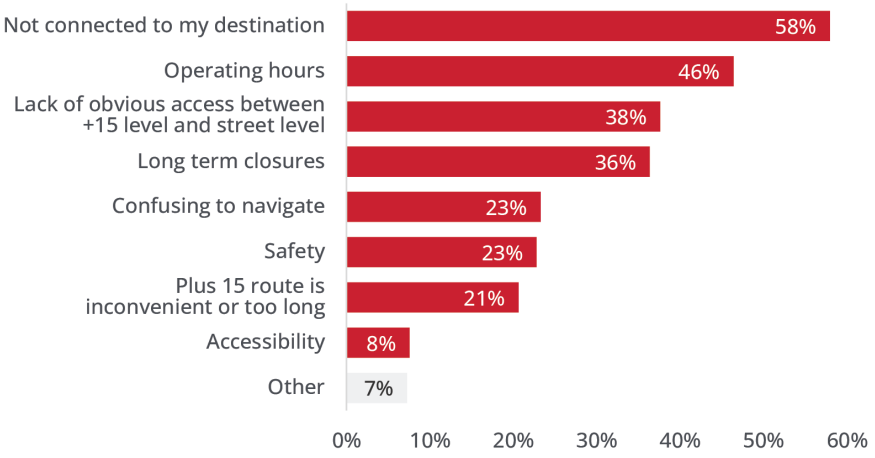


n: 1,525

The most frequent responses listed under "other" include:

- Business connections (real estate, visiting client offices, bumping into clients, etc.)
- Quickly traveling around Downtown
- Enjoying the atmosphere

4. **What are the main reasons you would avoid using the Plus 15 network, if any? (Select up to 4)**

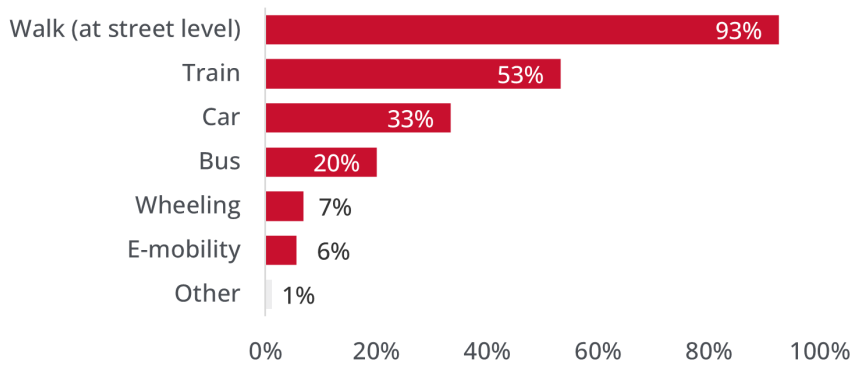


n: 1,444

The most frequent responses listed under "other" include:

- Safety and security
- Inconsistent operating hours (particularly on weekends)
- Nice weather outside / summertime

5. **When traveling using the Plus 15 Network, what other modes of transportation do you use to connect to your destination?**

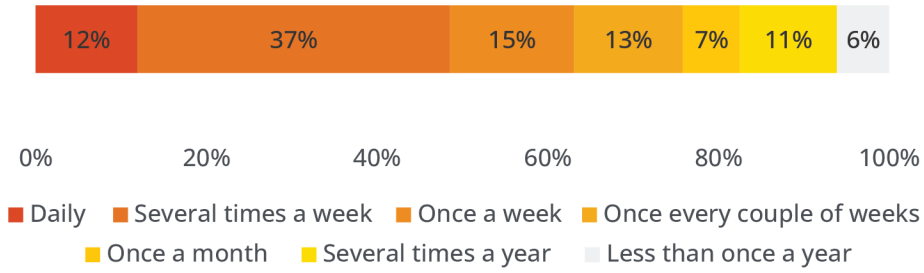


n: 1,514

The most frequent responses listed under "other" include:

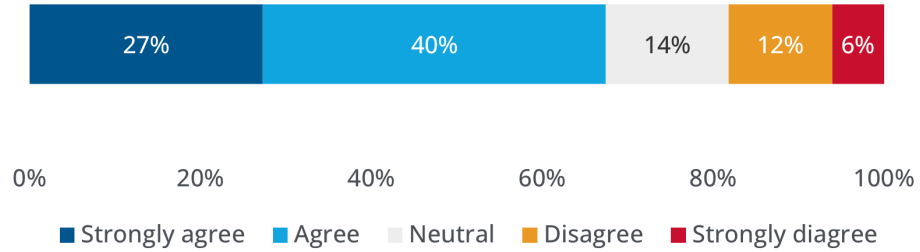
- Uber or Taxi
- Mobility aids
- Motorcycle

6. **How often do you typically use any of the open areas, seating space, gardens, or food courts within the Plus 15 network?**



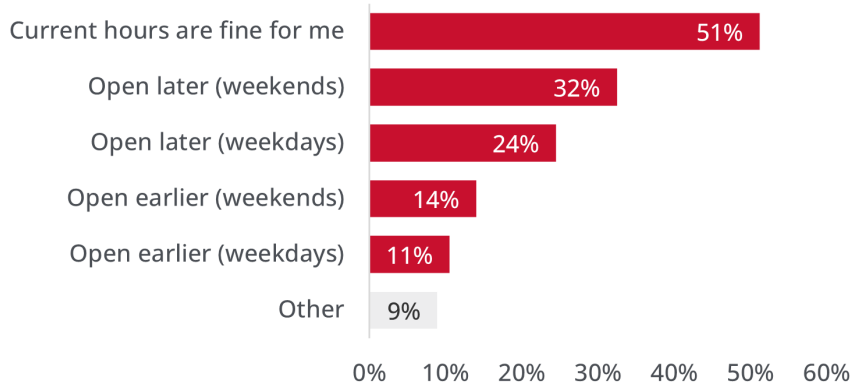
n: 1,520

7. **Do the current Plus 15 operating hours meet your needs? (Plus 15 Operating Hours: Weekdays: 6 a.m. - 9 p.m. Weekends & Statutory holidays: 9 a.m. - 7 p.m.)**



n: 1,522

8. **What changes to the Plus 15 operating hours would best support meeting your needs?**

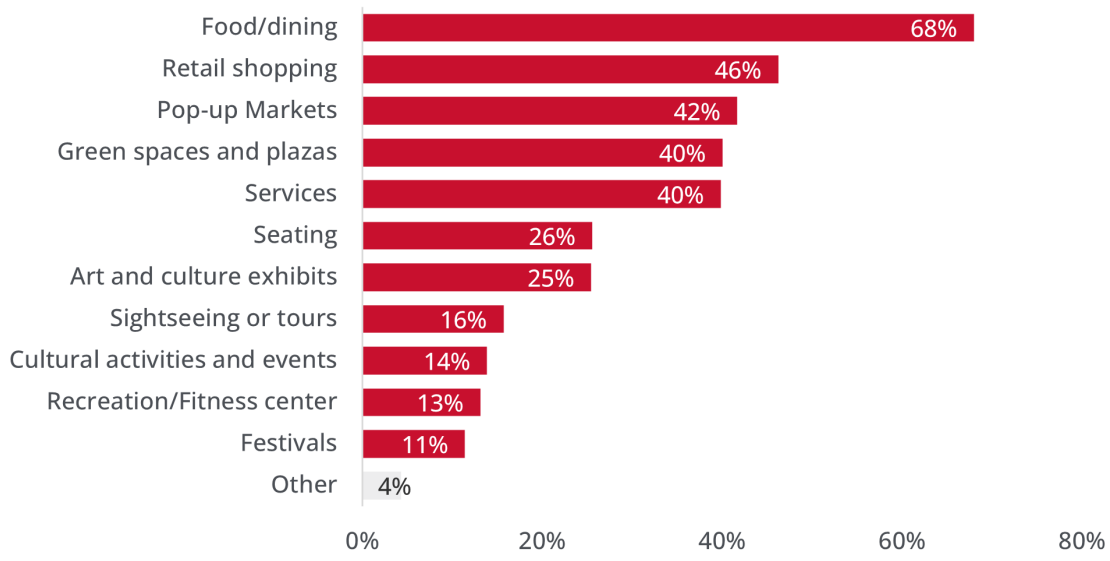


n: 1,499

The most frequent responses listed under "other" include:

- Enforcing consistent operating hours with posted hours across the network
    - Buildings and connections closed after 6pm on weekdays
    - Buildings and connections closed on weekends
- 24/7 Access
- Seasonal hours and special events (Stampede, Christmas, etc.)

9. **What types of activities and amenities in the network would encourage you to use the Plus 15? (Select up to 4)**

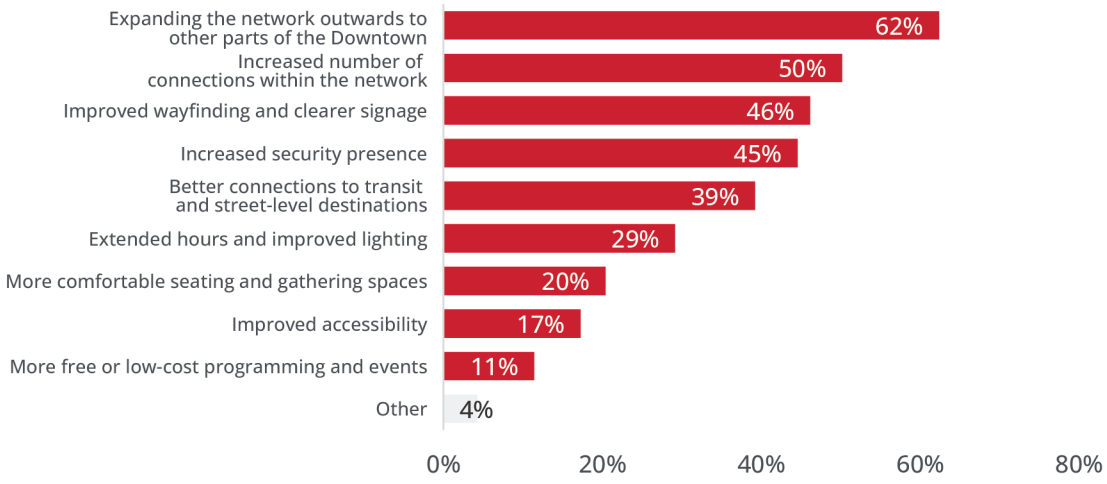


n: 1,471

The most frequent responses listed under “other” include:

- Increased security
- Increased network connectivity
- Street level activation

10. **To better serve people of all ages and abilities, which of the following improvements would make the biggest difference to the Plus 15 Network? (Select up to 4)**



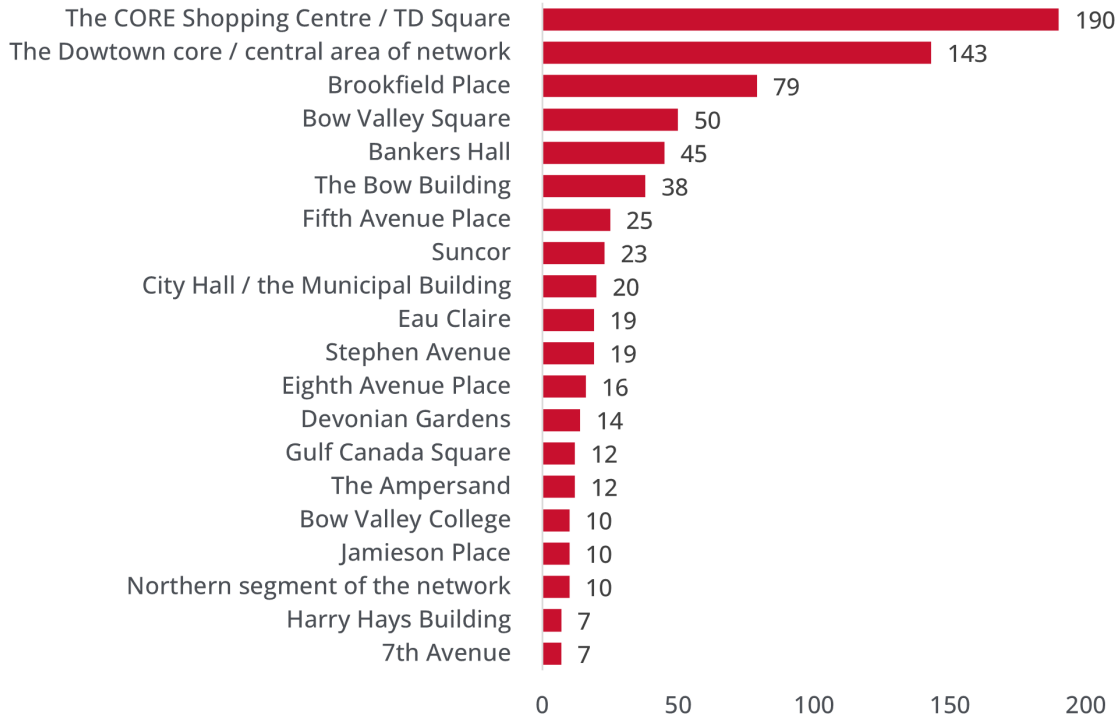
n: 1,494

The most frequent responses listed under “other” include:

- Increased security
- Reduced long-term closures /
- Digital wayfinding app
- Increased network connectivity
- Thermal comfort

11. What is a location(s) that is working well in the Plus 15 Network, and why?

The twenty most frequently mentioned locations that are working well in the Plus 15 Network include:



The following themes were the most frequently cited for why locations were working well:

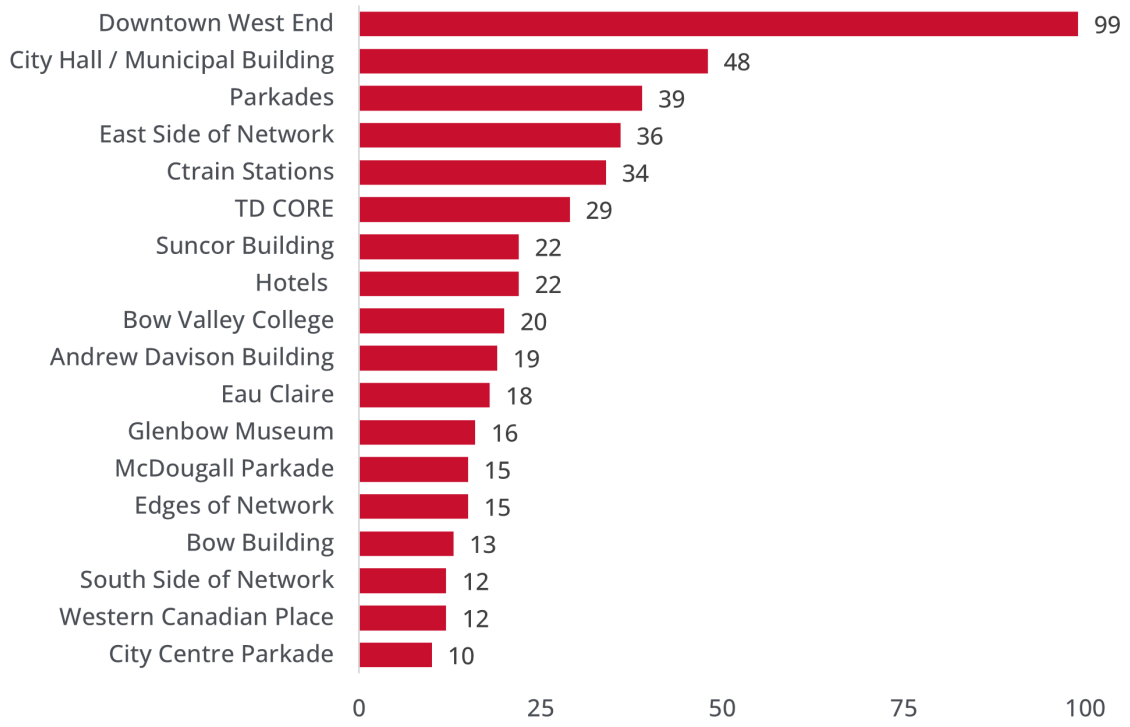
Key Themes (# of responses)	Sample Community Comments
Network Connectivity (124): Centrally located sections of the network (such as TD CORE, Brookfield Place, and Bankers Hall, etc.) that have multiple Plus 15 connections leading to and from them, and redundancy in route options incase of construction or closures.	*"Buildings that are connected to adjacent buildings in all four directions (north, east, south, west). E.g. fifth avenue place, TD square, etc."* *"The downtown core works well because it offers excellent connectivity to banks, restaurants, and convenience stores, and there is a visible security presence throughout the area."*
Food Options (102): A variety of food options, food courts, and coffee shops were all frequently highlighted as why spaces in the network are successful.	*"Bow Valley Square is a well connected and well populated area of the network. There are a lot of businesses and food which means there is a lot of foot traffic when they are open."* *"the bridge between the municipal building and the arts commons building. it is bright, cheery, open, clean and monitored for safety. it links to business and food and also more plus 15's for exercise"*

Key Themes (# of responses)	Sample Community Comments
Access to Shopping / Retail (72): In addition to food, access to shopping and retail businesses contribute to the successful segments of the network.	*"The core shopping, bankers hall, quick access to shops, services, food places, and transit. It's the hub to connect everywhere else."* *"Bow Valley Square. It has pretty much everything (food, shops, medical clinics, buses etc.) and is well connected with other buildings."*
Access to Services / Businesses (36): Access to a mix of services support active use of the Plus 15 network, and meeting daily needs.	*"The stretch between The Core Shopping Centre and Brookfield Place works very well. The flow of traffic is smooth, signage is clear, and the space feels modern and safe. It is a great example of seamless integration where services and shops are easily accessible, making winter commutes much more pleasant for workers and visitors alike"* *"Connects me to most places I need to go, e.g. dentist, shopping at the core and doctors office"*
Security Presence (35): Areas with an active security presence feel safer and more accessible to the public.	*"Brookfield Place (including the food court) and immediate nearby connections - the connections are direct, there are lots of people using it and a noticeable security presence, the building windows make it clear to see where exists to the street would lead you, the design and amenities are really nice"* *"Access to Arts Commons is easy to navigate, actually brings you to interesting spaces and is safe with city security."*
Access to CTrain stations (34): Direct connections to CTrain stations / transit support use of the network, especially for those commuting downtown to their place of work.	*"The direct link to the mall from the train station (courts office) is great. Avoid traffic and bad weather."* *"I currently get off at the fourth Street train station and use the +15 to connect to my workplace building. That is such an easy connection right off the train up the staircase to a +15 into my building."*
Frequent Use / High Foot Traffic (31): Areas that are heavily frequented with high pedestrian traffic flows feel safer, more vibrant, and more welcoming.	*"Foot traffic brings as much safety as security does, so the best +15s are the most populated ones. Anything adjacent to the Core works well... I'm impressed with the SAPL conversion and how it's revitalized the west plus 15s"* *"The most busy section (Fifth Ave Place, Bow Valley Square, Brookfield, etc.)"*

Key Themes (# of responses)	Sample Community Comments
Navigation / Wayfinding (30): Quick and direct linkages, clear and visible signage, and multiple entrances and exists support increased use and success of the network.	*"From CORE to Eau Claire is mostly easy to navigate and find entrance and exit."* *"The connection between the Municipal Building and Andrew Davidson has provided a safer, faster pedestrian route for City staff. I would say the new wayfinding signs and maps have made the system easier to use and easier to know where I'm heading."*
Weather Protection (28): The weather protection that the Plus 15 provides, particularly during winter months, was frequently cited as a reason for why the network is successful.	*"Great way to avoid traffic and the 10 months of cold, windy, or smoky weather in Calgary."* *"The ability to go for nice long walks when the weather isn't conducive to doing so outside."*
Bright / Well Lit (27): Areas that are well lit, and allow lots of natural light, such as Brookfield Place, Bow Valley Square, the CORE, eighth Avenue Place, etc.	*"The larger well lit areas are beautiful and a lovely surprise to see when exploring the +15."* *"The north portion (Jamieson place, ampersand, tc energy tower, etc) since they have open seating with lots of natural light, greenery, are well connected to street level and surrounding buildings."*
Seating (27): Areas that provide seating, activation, and the opportunity to linger within the Plus 15 network.	*"Calgary Place 1 is working well in the Plus 15 network because it is a central hub. It has an active public space (seating), nice light (skylight) and handles the volume of people well."* *"I like Brookfield place, it's green and it has comfortable seats.I also like the greenhouse style with huge windows"*
Public Spaces (23): Buildings with public spaces that are connected to the Plus 15 network, providing the opportunity to linger.	*"The Core mall is really quite incredible, it's all the great parts of commercial density, and high quality semi-public space, without the moat of parking that usually come with malls. That spine, and immediate connections around it, are the most common walks for me."* *"I feel Bow Valley, Brookfield Place, The Core are heavily used and vibrant due to both welcoming public spaces and the abundance of food/shopping."*

12. Where is a location(s) that needs improvement in the Plus 15 Network, and why?

The eighteen most frequently mentioned locations that need improvement in the Plus 15 Network include:



The following themes were the most frequently cited for why locations need improvement:

Key Themes (# of responses)	Sample Community Comments
Missing Links (118): Missing Plus 15 connections lead to isolated sections of the Network, and an incomplete Plus 15 experience.	*"Connect the southeast portion to the main network. The Palliser, Edison, City Hall, Glenbow, etc. part of the network is isolated forcing people outside during cold winter days"* *"The whole west end of downtown needs more connections - and of course the long-term closures for apartment conversions are a serious obstacle to Plus 15 use."*
Long-Term Closures / Construction (93): Long term closures due to renovations, office to residential conversions, and vacant buildings create significant barriers to a complete and connected Plus 15 experience.	*"Suncor Energy Centre, during renovations. Hard to navigate with limited signage. Easy to get lost."* *"The long closure for the Glenbow museum is a problem because it breaks the indoor route, especially in the winter time if you weren't dressed appropriately and then discovered you can't go that way."*

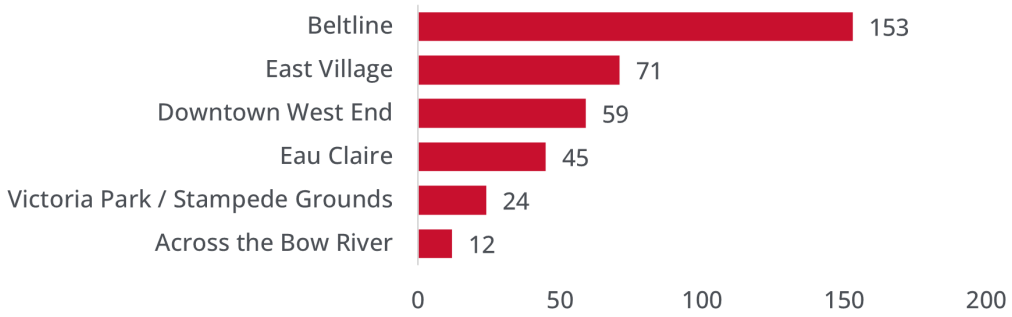
Key Themes (# of responses)	Sample Community Comments
Operating Hours (89): Inconsistent operating hours across the network, including locked doors during operating hours, weekend closures, and closures after 6pm on weeknights.	*"The connection between the petro fina building and 801 7th ave should be open 24-7 because students would like to use it for safety and convince to get home or to school after hours."* *"Scattered locations where you never know if the section is closed or open. Very frustrating when you are kicked out to go to street level because there is a random closure."*
Safety and Security (81): Safety and a security presence when using the network is of high importance, especially during early morning, evenings, and weekends. Parkades and access stairways are of particular concern.	*"On the weekends the Livingston Plaza, Brookfield and plus 15 going towards the Sheraton could all use more security especially in the winter."* *"Safety, huge issue when I walk in the morning and after work to my car"* *"From the core to city centre parkade. A lot of unhoused people stay in the dark corners. And there's a lack of security in the evening."*
Wayfinding (71): Portions of the network are often confusing to navigate, hindered by a lack of maps and signage, and limited communication about closures.	*"Calgary Parking Lot 36/Municipal Building. It is very confusing to navigate from the parkade to other parts of the Plus 15 system"* *"I would say the map and signage are in definite need of improvement. I once got really lost and turned around using the difficult to understand round maps."*
Expand Network (70): Desire to expand the network outwards to connect to new destinations, including the Downtown West End, Beltline, East Village, and Chinatown	*"Expansion to areas south of 9th ave with more street entrances"* *"West downtown expansion and connecting more buildings around."*
Social Disorder (65): Plus 15 users encountering people experiencing homelessness, drug use, urination, vandalism, and general social disorder, leading to issues of safety and discouraging use of the network.	*"There are too many unhoused people doing drugs and sleeping in the plus 15. This is a widespread issue."* *"The plus 15 leading to the McDougall Parkade is used as an oversight encampment by members of Calgarys homeless community, and as such I now avoid it if the weather is ok. The stairwell at that parkade is also being used as a washroom by them."*
Access Points (52): The access points to get from street level to the Plus 15 are often unclearly marked, closed, or infrequently located, preventing access to the network.	*"The east end of the networks needs better connections, and more ways to access the network from street level"* *"Even though the plus 15s are open on weekends, all office buildings are closed/locked, so there is no way to access them from ground level."*

Key Themes (# of responses)	Sample Community Comments
Network Feels Empty / Dead (45): Sections of the network feel sparse and unoccupied, with minimal foot traffic, closed businesses, limited foot options, and vacant buildings.	*"West end is pretty sad due to low presence in the buildings around. Generally on that end perhaps bar/pub spaces to support the expected growing population coming from many of the office conversions in the area would be beneficial."* *"There's several poorly connected and dead zones in the network. Better connectivity would be valued, and more opportunity to traverse the downtown core"*
Accessibility (42): Several issues of accessibility were highlighted, including the Westin Hotel stairs, narrow doors, limited or broken elevators and escalators, lack of automated doors, and limited ramps.	*"The area by the Westin where you have to go up and down a set of stairs to get around the Westin."* *"Need to widen the entrances to the Plus 15 from almost every building, it clogs up at the doorways"* *"Hoping some places have elevators for wheelchair users and more security visibility."*
Dirty / Unclean / Smells (31): Unsanitary conditions contribute to feeling unsafe, and that the network is not cared for.	*"The entrance from the 4th street stop on the train line is always dirty and smells of urine. It never feels safe to enter there and could be cleaned/improved as it is high traffic."* *"The portion from City Hall to Andrew Davison is absolutely miserable to use. A portion of it isn't even heated, there is a lack of activity or amenities, it feels institutional and sterile while also being dirty and unsafe."*
Old / Rundown (19): Sections of the network, particularly those attached to older office buildings, feel old and outdated, especially when compared to newer segments of the network.	*"Calgary place, links to other buildings in that vicinity. Dark, old, dirty, narrow, hard to see where it goes/how to connect to your destination"* *"From Stock exchange west , it's a lot older and run down"* *"Old husky building feels vacant and spooky."*
Thermal Comfort (16): Inconsistent temperature in older links of the Plus 15 Network, often being too hot, too cold, or uncovered external bridges.	*"Going further south but there's 1 connection that just old and either freezing or stupid hot when passing through, sorry don't recall the name but on the south side is a pepino's."* *"Heating in the plus 15s needs to be more consistent particularly in the winter."*
Poor Lighting (15): Limited lighting that makes some connections feel dark, outdated, and unsafe.	*"The McDougall Parkade to 640 Fifth axis is poorly lit (dimly lit when dark), and always has homeless and unsavoury people loitering."* *"East end needs renovations and better lighting, also need to extend into east village, specifically the superstore."*

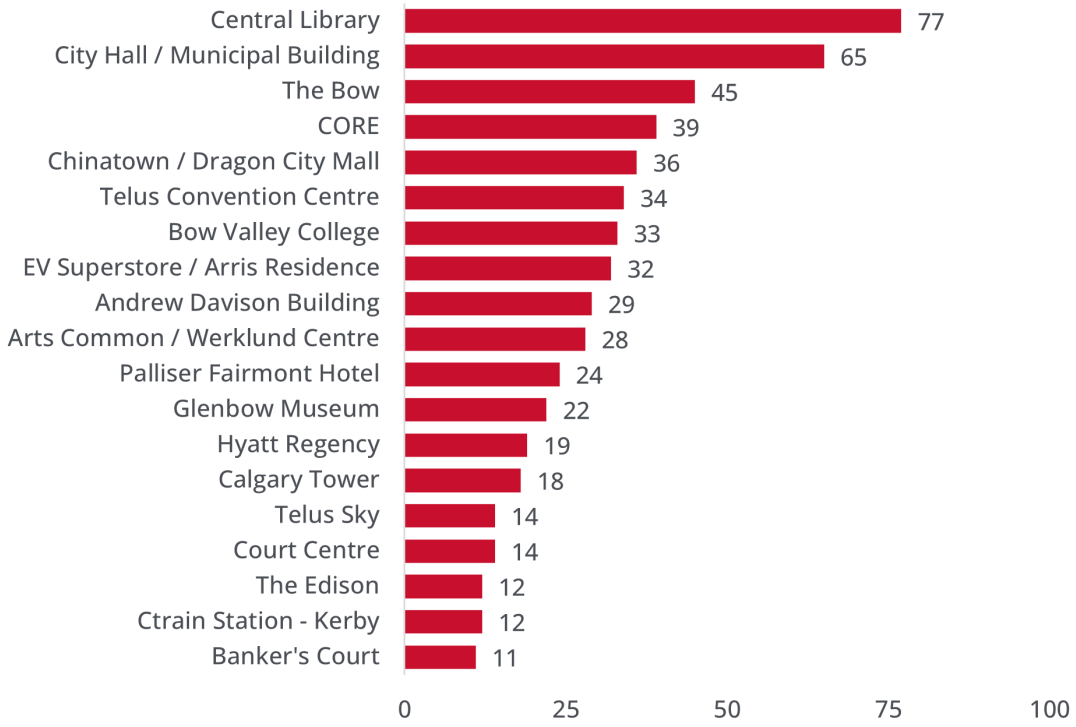
Key Themes (# of responses)	Sample Community Comments
Narrow Corridors (10): Constricted sections of the Plus 15 that create bottle necks during busy hours, particularly in older sections of the network.	*"Thinner corridors with bad lighting bring down the overall experience."* *"The doors being so narrow seem to be bottlenecks all the time."*

13. Where would you like the Plus 15 Network to connect to in the future?

Generally, respondents would like to see future connections beyond the existing Plus 15 network to the following areas:



The eighteen most frequently mentioned specific locations or buildings that respondents would like to see future connections to the Plus 15 Network include:



The following themes provide an overview of more general connections that are not related to a specific location:

Key Themes (# of responses)	Sample Community Comments
Transit Connections (89): Desire for better and more direct connections to bus stops and Ctrain stations.	*"All c-train station. Directly station platform to +15."* *"Bus stops and train stops"*
Residential (54): Desire to provide connections to residential buildings throughout the downtown and in the surrounding areas.	*"Any office-to-residential conversion project. Having residents connected could help justify expanded evening and weekend hours and support businesses outside the Monday-Friday workday hours. I know it would be difficult, but more connections into the Beltline would also be nice. High Park is a good way to enter the system for Beltline residents, but more options would be nice."* *"Would be good to see residential buildings connect, as long as they keep secured for residents"* *"I'd like to see expanded connections to residential buildings in Downtown Core area, and even further if possible."*
General Plus 15 Network Expansion – Unspecified Location (51): Broad support for expanding the network to address gaps, eliminate dead ends, and create a more complete and interconnected pedestrian system. Many comments advocated for connecting additional buildings and extending the network to underserved areas.	*"Connect the 2 disconnected +15!"* *"create more connections in general. Right now there are too many dead ends"* *"It would be nice if Every building in Downtown was eventually connected. This will take time!"* *"Better connections/increased connections to more buildings on the edge of downtown, especially the west end."*
Access to Daily Amenities (22): Opportunities to connect the network to parks, grocery stores, cultural destinations, recreational facilities, and other everyday amenities. Such connections were viewed as supporting a more vibrant and functional downtown for residents, workers, and visitors.	*"To dragon city mall. To the major bus stops in Chinatown. To the superstore in downtown. Adding one or two big grocery stores such as Safeway or superstore. Should be few pathway towards Bow River park or waterfront. To the restaurant street around south of downtown like 17ave, especially for winter."* *"I'd like extensions connecting more directly to key transit hubs like CTrain stations (e.g., better integration at 7th Ave), new residential towers in East Village / Beltline, major office redevelopments, and parking facilities. Also, links to riverside pathways and amenities like the new library or cultural spots would boost accessibility."*

14. **Do you have any final thoughts to inform the Plus 15 implementation study?**

The following themes were the most frequently cited:

Key Themes (# of responses)	Sample Community Comments
Expansion & Connections (154): Support for expanding the Plus 15 Network through new connections, filling network gaps, extending service to emerging residential areas, and improving access to currently disconnected destinations. Respondents viewed network growth as critical to maximizing the value, utility, and long-term relevance of the system.	*"More people would use the +15 if connected to multiple locations in surrounding communities such as Beltline"* *"Plus 15 is a great feature of Calgary's downtown core, it should be expanded (hours and area) to encourage the downtown economy"* *"Expanding the network only enhances network effects and multiplies the number of users. Each new building connected, to residential buildings or mixed use commercial or near a c train stop increases usage of the entire network."*
Safety and Security (141): Safety was identified as a key factor influencing network use, particularly during evenings, weekends, and in less active areas of the network. Respondents emphasized the importance of visible security presence, improved monitoring, and addressing behaviours that contribute to perceptions of insecurity.	*"I love the +15 system and feel it is an amazing option for inclement weather. I often worry about safety walking to work as not all buildings offer security."* *"Safety is the biggest concern. Still many drug users and homeless needing to be monitored and escorted out due to poor behaviours."*
Operating Hours (90): Inconsistent operating hours across the network, including locked doors during operating hours, weekend closures, and closures after 6pm on weeknights. Suggestions to expand operating hours.	*"Extension of +15 hours would be great for those of us that arrive early or leave late from work."* *"" Operating hours" are incredibly inconsistent. I have been staring at a locked access door at 7 pm with a sign clearly indicating Plus 15 access goes until 9 on way too many occasions. Having an extended indoor above-ground pathway system downtown makes so much sense! But having it so often so difficult to actually access is confounding."*
Weather / Winter (76): Many comments reinforced the value of the Plus 15 as a safe, comfortable, and weather-protected pedestrian network that supports movement throughout downtown during Calgary's extreme weather conditions.	*"Just keep on expanding, it's a great attraction and convenient way for people to get around especially during inclement weather."* *"Vital walk way in colder/wet months to enable people to access different areas of downtown. Easy to use then drop down to street level destinations too. Great for walking exercise at all times of year."*

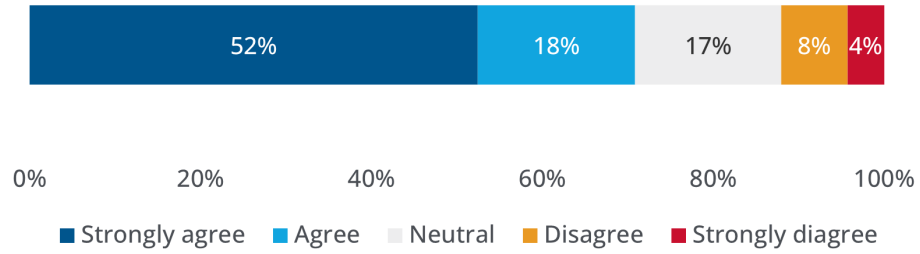
Key Themes (# of responses)	Sample Community Comments
General Support / Positive Sentiments (71): Many respondents described the Plus 15 as a unique and valued feature of Calgary's downtown. Comments highlighted its role in supporting comfort, convenience, accessibility, and year-round mobility, particularly during winter weather conditions.	*"Very supportive of expanding and improving network. The plus 15 is a unique feature of the city for locals and tourist to enjoy."* *"I love the +15 system. Have been using it since I was a child. Have happy memories of sitting in the Devonian gardens, of working at the CP rail building and watching bankers hall get built. It's one of my favourite things about Calgary."*
Wayfinding and Navigation (64): Many respondents find navigating the Plus 15 network to be difficult and that existing signage and maps are not useful. The establishment of a mobile application was highly suggested that also includes operation hours.	*"Plus 15 can get very confusing, it needs better signage or google map update to show real plus 15 paths. I have once been so lost I had to get out of the building to figure out where I was and I was very far from my destination. Maybe create an app specific to the plus 15s to showcase each path and amenities along that path of interest."* *"The wayfinding is absolutely horrible especially within the network. Every time I have tried to use the Plus 15 I end up in random stairwells, lost in the building, or getting booted out to alleys. Half the time doors are locked that shouldn't be. Sometimes there are unhoused persons in the stairwells, garbage, trouble-making teenagers or pee."*
Access to Services / Businesses / Food Options / Amenities / Shopping / Retail / Exercise (58): Plus 15 seen as a means of accessing everyday destinations, including food services, retail, healthcare, personal services, and recreational walking opportunities. A key factor supporting regular use of the network beyond people working downtown.	*"I live downtown specifically because of the +15. I used to work downtown and now it gives me access in retirement to my doctor and other medical businesses such as pharmacies, x-ray, blood collection lab. Banks, food establishments, groceries. We rarely leave downtown or the surrounding communities such as the Beltline. Make the +15 accessible for all the office conversions to residential too."* *"Love it and use it for 3 km everyday"*
Activation / Vibrancy (51): Opportunities to introduce additional programming, events, public art, seating, and gathering spaces to create a more engaging and vibrant environment. Many viewed the network as having untapped potential beyond its transportation function.	*"The +15 network represents untapped potential for vibrant urban life. Transforming idle corridors into flexible zones for pop-up markets and community events would boost foot traffic and local commerce. Strategic public-private partnerships can mitigate security and maintenance costs, proving that activated spaces enhance property value more than empty, sterile passages."* *"I love them, more connections is great, I love thr idea of art and culture in them to make it fun to wander and explore"*

Key Themes (# of responses)	Sample Community Comments
Social Disorder (48): Plus 15 users encountering people experiencing homelessness, drug use, urination, and general social disorder, leading to issues of safety and discouraging use of the network.	*"I hate being trapped and bullied in the +15 by charities. They are aggressive and don't take no for an answer. I also avoid the +15 lately unless it is peak hours due to increased numbers of 'unhoused and addicted persons'. A colleague was punched in the face at random"* *"Overall the drug crisis is what creates the sense of insecurity when walking the plus 15 at non peak hours"*
Improvements (41): General improvements that could enhance the user experience, including better temperature regulation, improved aesthetics, additional indoor greenery, upgraded lighting, and overall modernization of older sections of the network.	*"Plus 15 is a world-class asset that defines Calgary's downtown resilience in harsh weather. Prioritize clear wayfinding, modern lighting/security for evenings/weekends, and strategic extensions to new residential areas, transit, and east/west connectivity. Preserving and enhancing this network will support a livelier, more accessible downtown for workers, residents, and visitors alike."*
Operations and Maintenance (40): Need for ongoing investment in cleanliness, repairs, lighting, temperature control, and general upkeep to maintain a positive user experience.	*"Occasionally there are solicitors that should not be permitted to operate in the plus 15. I appreciate that many are charities, but most are overly aggressive."* *"General maintenance of the Plus 15 could be improved, especially on the west side of downtown. Lots of fogged glass and run down interiors."*
Moving around Downton (38): Facilitates efficient, convenient, and movement throughout downtown.	*"Plus 15 greatly improves my standard of living and access downtown. Saves me money on parking and allows me to experience more of Calgary on foot."* *"The Plus 15 system is a convenient, and valuable urban movement system. It allows citizens to move around the Downtown with greater ease and more safely by reducing conflicts with traffic and avoiding icy sidewalks . The system should be expanded as opportunities arise while Downtown is in a growth mode in terms of residential density."*
Street Vibrancy (22): Perspectives varied regarding the relationship between the Plus 15 and street-level activity. Some respondents felt the network detracts from street vibrancy, while others viewed it as an extension of the public realm that should be better integrated with the surrounding downtown environment.	*"The opportunity that exists is to better connect the plus 15 to street level and more amenities so that it becomes an extension of the public realm/street."* *"The network dilutes economic activity, vibrancy & community from downtown street level. Security & safety resources need to be in 2 places at once. As the network assets age out, consider phased decommissioning & invest in street level amenities instead. We don't need 2 downtowns, one on ground & the other on the second floor.*

Key Themes (# of responses)	Sample Community Comments
Accessibility (20): Respondents emphasized the importance of maintaining and improving accessibility features, including elevators, automated doors, accessible entrances, and barrier-free routes throughout the network.	*"Please focus on air filtration as an aspect of accessibility. I'd love if there was a disability pass program or related that could allow for easier access to regular users. Also please educate security on service dogs access rights I would be more than happy to provide further consultation as a disabled person living downtown. Please feel free to contact me: [XXXXXXX]"* *"Accessibility needs to be improved. There are many broken power doors that don't get fixed for months and elevators such as the one between city hall and the Werklund centre that doesn't work correctly and hasn't for years. It has no working floor indicator and doors frequently don't open trapping riders. Complaints have been ignored by the city for years on it."*
Access Points (18): Often difficult to locate, inconsistently available, unexpectedly locked, or general lack of access points.	*"I like to use the plus 15 in the winter to avoid the weather, but it's hard to find the access from ground level or the various underground or above ground parkade that are supposed to be connected by it, and it's difficult to navigate, especially due to closures. Later hours would make it more useful as well for getting to/from some of the restaurants located in buildings with the plus 15."* *"I love the plus 15 and hope that there can be more actual access. When I see the signs out the street indicating I can access the plus 15 from there, it is normally locked. This is on the weekend within the posted operating hours. I hope you can improve accessibility."*
Economic Development (14): In contrast to Street Life, respondents have noted the economic benefits of the Plus 15, including business attraction.	*"I work in Commercial Real Estate, and buildings that are not +15 connected are not even looked at. If the city needs higher property taxes from commercial buildings, investing in connecting them would go a very long way. Using the Edison as an example, it is a premier office offering in Calgary, but has troubles attracting and retaining tenants because it is not connected to the main +15 network."* *"Plus 15 is a great feature of Calgary's downtown core, it should be expanded (hours and area) to encourage the downtown economy"*

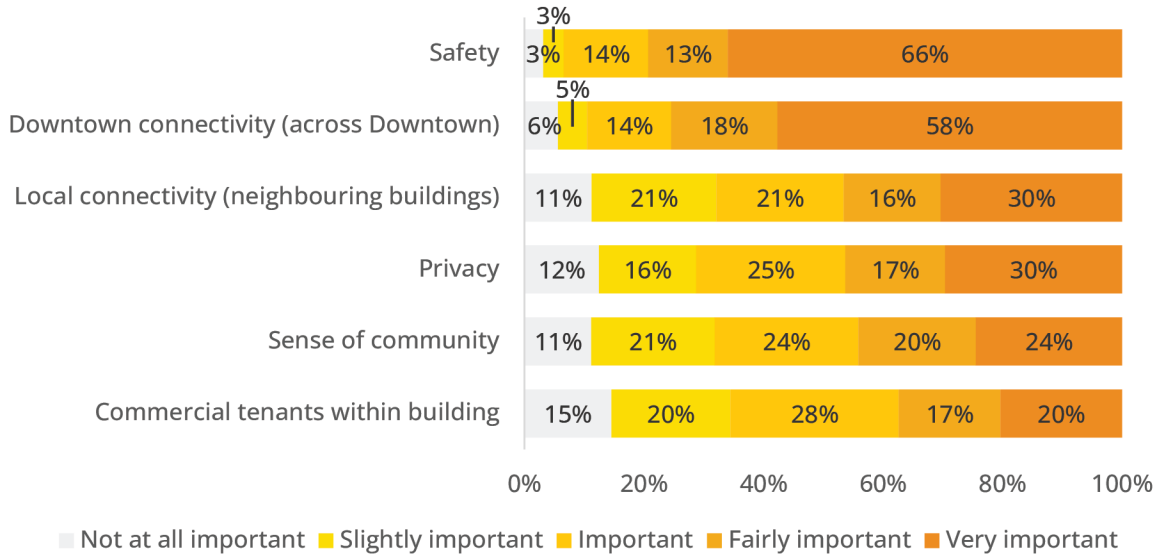
3.2 Downtown Residents

1. **As a downtown resident, it is (or would be) beneficial for your building to be connected to the Plus 15 network.**



n: 515

2. **As a downtown resident, please rate the importance of the following items when considering having your building be connected to the Plus 15 network:**

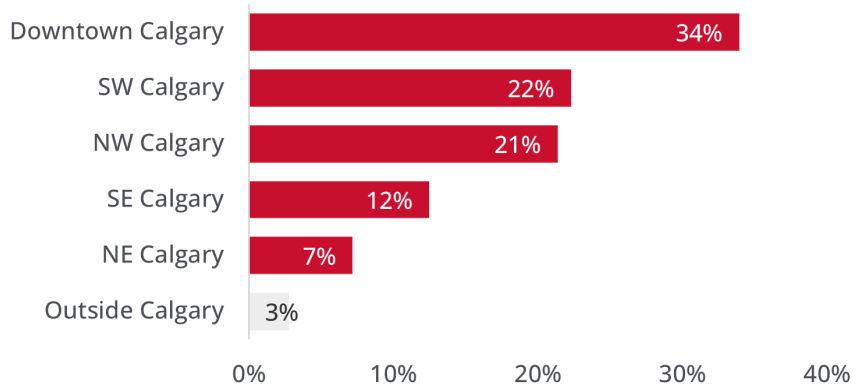


n: 487 - 502

3.3 Demographics

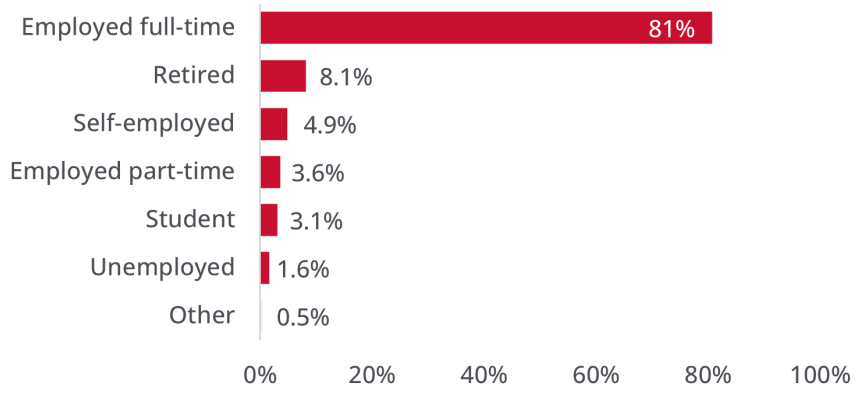
Online survey respondents where asked the following demographic questions:

1. **Please let us know where you live:**



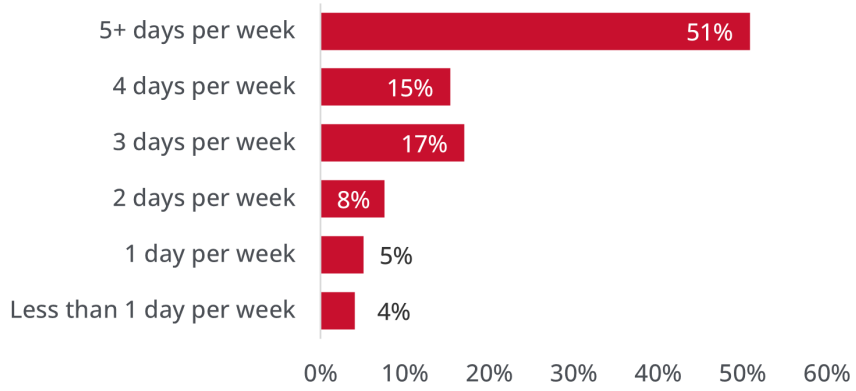
n: 1,479

2. **What is your employment status?**



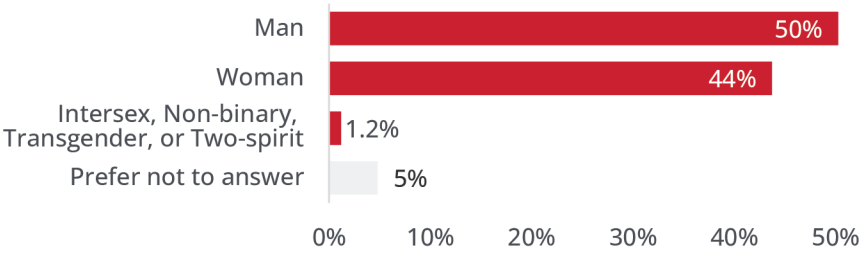
n: 1,511

3. On average, how often do you come Downtown?



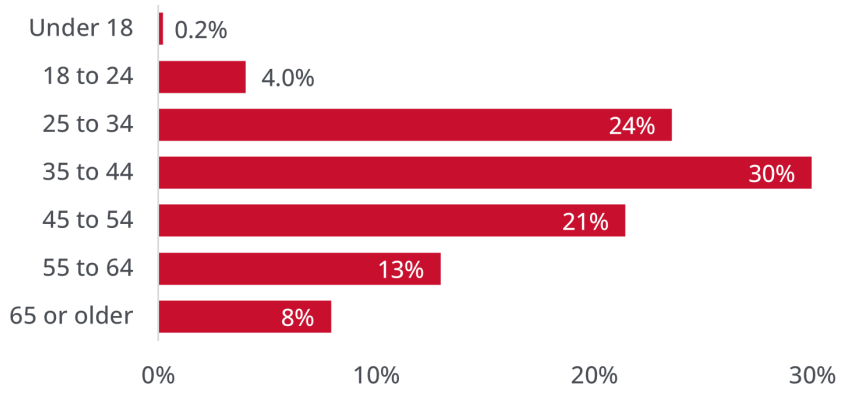
n: 1,003

4. Please choose the option that best describes you:



n: 1,498

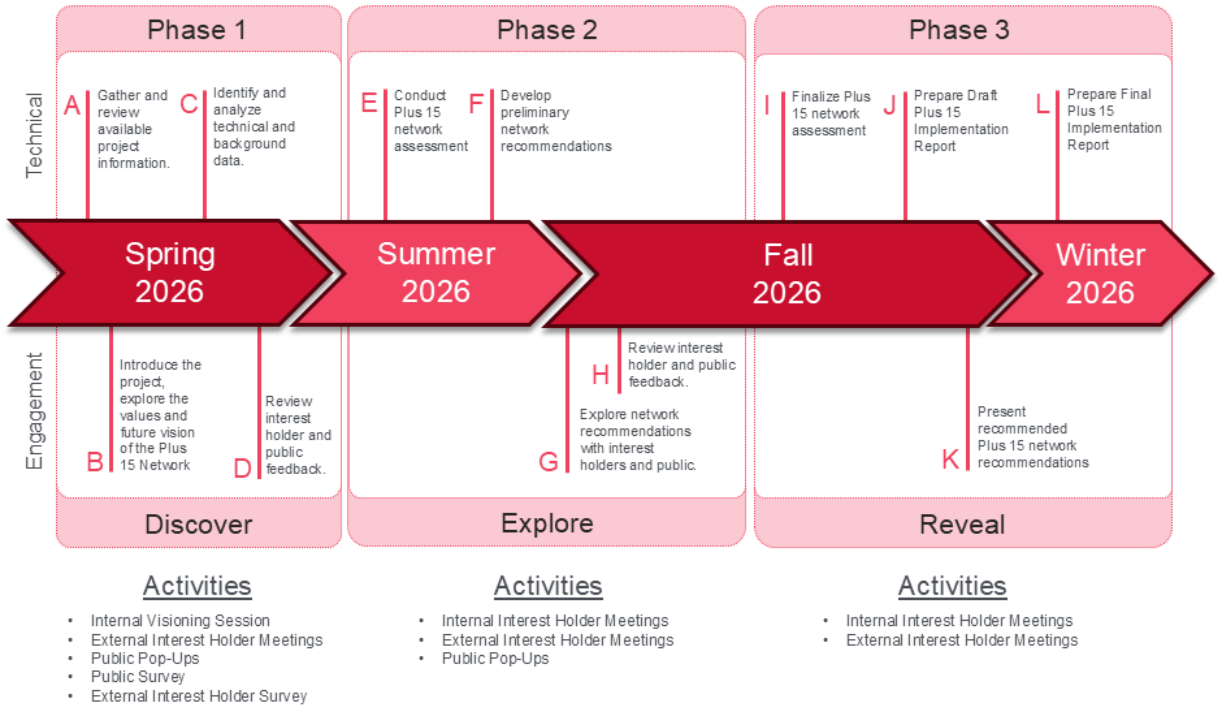
5. What age group do you belong to?



n: 1,452

4.0 Next Steps

Thanks to everyone who provided feedback on the first phase of the Plus 15 implementation study. Outcomes of this first phase of engagement will inform the Plus 15 Network Assessment over the summer. We will be returning to the public with a second phase of engagement in late summer / early fall of 2026 to gather more input from Calgarians on preliminary network recommendations.



Don't forget to sign up for updates to keep up to date with the project.