

# City of Edmonton Bus Network Redesign

Public Engagement  
Final Report

The logo for the City of Edmonton, featuring the word "Edmonton" in white sans-serif font on a blue square background.

DATE 2019-01-31 PROJECT NUMBER 40044-292

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The background is a blurred city street scene, likely taken from a moving vehicle, showing buildings and a road. A semi-transparent grey rectangular box is overlaid on the right side of the image, containing the text 'EXECUTIVE SUMMARY' in white, bold, uppercase letters. A thin white vertical line is positioned to the left of the text box.

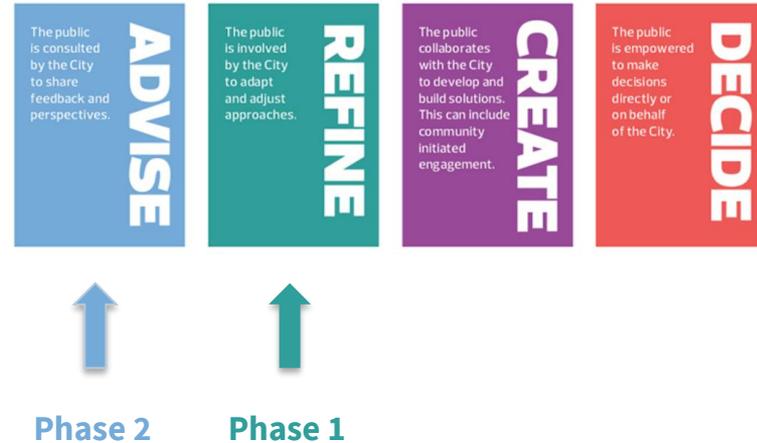
# EXECUTIVE SUMMARY

# ENGAGEMENT PURPOSE

Public Engagement for the Bus Network Redesign was based around this question:

*“How do we carefully consider citizen’s transit needs as we redesign Edmonton’s bus network to be more efficient and respond to the citizen priorities identified in the Transit Strategy engagement?”*

## PUBLIC ENGAGEMENT SPECTRUM



# ENGAGEMENT OBJECTIVES

## KEY QUESTIONS INCLUDED:

- / What are overall opinions of the bus network redesign?
- / What are the perceived benefits?
- / What are the main concerns?
- / How can concerns be minimized?
- / How does this vary among different groups of citizens?





Engagement Timeline  
Events & Activities  
Workshop Process  
Survey Methodology

# ENGAGEMENT ACTIVITIES

# ENGAGEMENT TIMELINE

- / Jan – Apr 2018
- / ETS prepared the first draft of the bus network



- / Jul – Aug 2018
- / ETS prepared the final draft of the bus network



- / Jan 2019
- / Share results

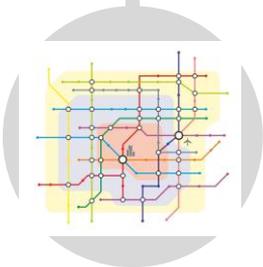
## 1. DEVELOP NETWORK

## 2. REFINE

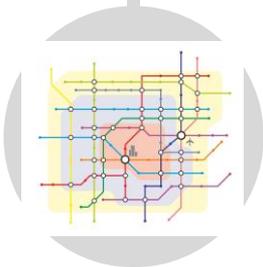
## 3. SECOND DRAFT

## 4. ADVISE

## 5. REPORT



- / Apr – Jun 2018
- / Public Engagement Activities Phase 1



- / Oct – Dec 2018
- / Public Engagement Activities Phase 2



# EVENTS & ACTIVITIES

## PHASE ONE: APR to JUN 2018

**24** in-person workshops with **1,960** participants

**6** additional workshops with target groups (seniors, seniors' organizations, Bissell Centre, Winnifred Stewart, New Canadians, Riverdale community)

**10** coffee chats

**4,202** online questionnaires completed

**1,398** with *City Insight Community*

**2,804** with "Engagement participants"

## PHASE TWO: OCT to DEC 2018

**12** in-person workshops with **1,715** participants

**6** additional workshops with target groups (seniors, seniors' organizations, Westridge, Cameron Heights, Wedgewood Heights communities)

**13** coffee chats

**3,521** online questionnaires completed

**1,423** with *City Insight Community*

**2,098** with "Open Link Respondents"

# IN TOTAL OVER 3,600 IN-PERSON CONVERSATIONS WERE FACILITATED (PHASES 1 & 2)

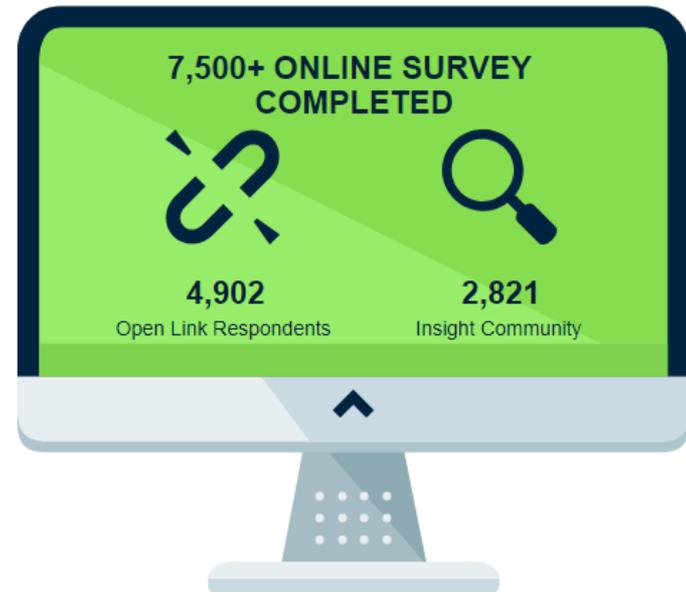
**36**  
Public Workshops



**12**  
Targeted Workshops

**23**  
Coffee Chats

**2**  
Stakeholder Group Workshops



# PUBLIC WORKSHOP PROCESS

## 36 PUBLIC WORKSHOPS

- / Interactive workshop format
- / 4-hour sessions
  - / Earliest start time: 11:00 am
  - / Latest finish time: 8:00 pm
- / Workshops were held on various days of the week
  - / Monday through Saturday
- / Drop-in format
  - / Citizens could come and go as they pleased
- / ETS Planners were onsite to answer questions
- / Engagement Facilitators recorded feedback
- / Other resources were on hand to engage citizens
  - / Network maps
  - / Interactive route planning software (Remix)
  - / Surveys (online and paper formats)
  - / Post-it note activity



# COMMUNITY WORKSHOP PROCESS

## COMMUNITY WORKSHOPS

- / World Café format
- / 2 hour sessions (6:00 pm to 8:00 pm)
- / Facilitated conversations
- / Four focused questions were asked of participants
- / ETS Planners were onsite to answer questions
- / Engagement Facilitators recorded feedback
- / Community volunteers validated the facilitators' notes



# SURVEY METHODOLOGY

## DATA COLLECTION

- / Two streams of data collection:
  - / Edmonton Insight Community
  - / City website link open to anyone wishing to engage with the BNR project
- / Two rounds of surveying:
  - / Phase 1: Apr 12 to Jun 30, 2018
  - / Phase 2: Oct 25 to Dec 9, 2018
- / Edmonton Insight Community Panel
  - / Phase 1: n=1,398 interviews
  - / Phase 2: n=1,423 interviews
  - / Data were weighted by age, gender and region for Edmonton according to Stats Canada proportions.
- / Open Link Respondents (Open website link)
  - / Phase 1: n=2,320 questionnaires completed
  - / Phase 2: n=2,098 questionnaires completed

## QUESTIONNAIRE DESIGN

- / Survey questions in Phase 1 were designed, programmed and hosted by the City of Edmonton.
- / Survey questions in Phase 2 were designed by Leger and programmed and hosted by the City of Edmonton.

## ANALYSIS AND REPORTING

- / Results and any sub-segment analysis with a sample size of less than 35 have not been reported on due to insufficient sample.
- / Where applicable statistically significant results among quadrants have been highlighted.
- / Due to the different methodologies used in each survey source, comparisons between sources should be interpreted with caution. And conclusions have been made at a broad overall/high level finding level.
- / Other public (open link) results should be interpreted with caution due to the lack of control over multiple completes.



# WHO PARTICIPATED

WE WANT YOUR FEEDBACK ABOUT ACCESSIBLE PARKING

Leave us a note

Kids Zone

Kelly Wolff

Kelly Wolff

YELLOW

# RESPONDENT PROFILES

## EDMONTON INSIGHT COMMUNITY

Completed a secure online survey

- **92%** use public transit
- **32%** use transit daily
- **78%** take the bus
- **76%** take the LRT
- **29%** use transit as primary transportation
- **15%** aged 65+



**48%**



**47%**

Base: All respondents (n=1,423)

## OPEN LINK RESPONDENTS

Completed an open link survey

- **98%** use public transit
- **71%** use transit daily
- **94%** take the bus
- **75%** take the LRT
- **67%** use transit as primary transportation
- **6%** aged 65+



**58%**



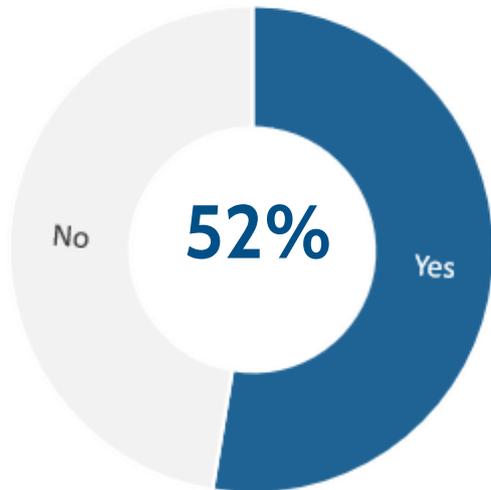
**31%**

Base: All respondents (n=2,098)

# MANY PARTICIPANTS WHO ENGAGED IN PHASE TWO WERE NEW TO THE PROJECT

## EDMONTON INSIGHT COMMUNITY

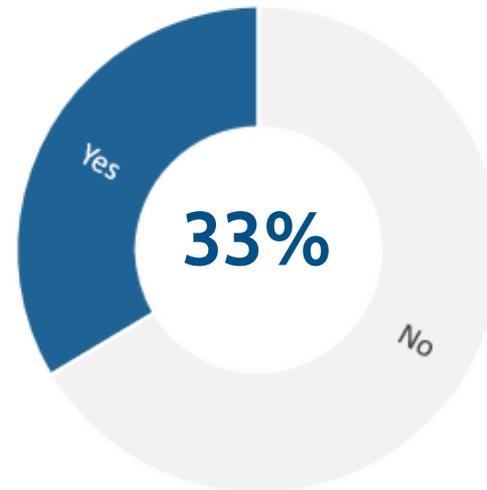
Half of Phase 2 survey respondents also participated in Phase 1



Base: All respondents (n=1,423)

## OPEN LINK RESPONDENTS

One-third of Phase 2 survey respondents also participated in Phase 1



Base: All respondents (n=2,098)



Survey Results  
Workshop Themes

# WHAT WE HEARD

## WHAT WE HEARD: THE STORY IN BRIEF

- / Citizens recognize the benefits of the proposed network:
  - Better frequency
  - More efficient
  - More direct routes
  - Access to major destinations
  - Easy to understand
- / Mixed reviews on: local service, service to/from suburbs, and services for “all citizens”
- / Concerns include: coverage, travel times, service frequency, and walking distance
- / Expect resistance from some community groups
- / Consistently low acceptance among: Wedgewood Heights, Cameron Heights, Westridge, Dunluce, Henderson Estates
- / Considering all public input, we expect citizens will have confidence in the bus network redesign
- / Notably high acceptance among: Chappelle, Newton, Idylwylde, Crestwood, Malmo Plains
- / All customers will need education and support moving forward

# SUMMARY OF PUBLIC WORKSHOPS

## MAIN BENEFITS

- / Makes sense (connecting through hubs)
- / More frequent service
- / More direct service (crosstown)
- / Extended service hours

## CONCERNS

- / Wrapping service around the LRT
- / Walking distance\*
- / More transfers\*
- / Longer travel times\*
- / Difficult for seniors, mobility challenged\*
- / Loss of service
- / Unfair

\*Winter will be especially challenging

# SUMMARY OF COMMUNITY WORKSHOPS

## WESTRIDGE

- / Do not feel heard
- / Network does not meet their needs
- / Feel network is “a done deal”
- / Want service restored (#138 and #107 peak hour buses)
- / Want an alternative transit solution that works for the community
- / **Want to have a say in alternative solution**

## CAMERON HEIGHTS

- / Need transit service
- / Community is unique: isolated by the ravine, Anthony Henday and the river
- / Have concerns about future service and what that will look like
- / Service on demand seems to have been decided
- / Want details on alternative solutions and how it will meet needs
- / **Want to continue to be a part of the process to ensure needs are met**

## WEDGEWOOD HEIGHTS

- / Want to be seen and heard on issues that affect their community
- / “Deeply concerned” with the consultation process to date
- / Want more specific information on the “First KM/Last KM” project
- / Want a more tailored consultation (with questions and discussion topics relevant to their community)
- / **Want further consultation on First KM/Last KM regarding the types/modes/schedules of alternative service**
- / Want this consultation “well before the final decision (re: First KM / Last KM) is made”

# GOING FORWARD THE CITY NEEDS TO...

1

## Have a solid plan for roll-out

Help customers learn the network, learn to use LRT, and learn to make transfers (street teams are recommended)

Continue working with operators as an important source of information for customers

## Focus on communicating benefits of the network

Build momentum by telling citizens about the frequent service, better access to major destinations, and overall efficiency of the system.

2

3

## Engage with communities who have lost service

Work with these communities to decide on first km last km solutions.

A public consultation event for a bus network redesign is taking place in a multi-level shopping mall. People are gathered around several whiteboards displaying maps and diagrams. A man in a light blue shirt is looking at a board on the left. In the foreground, a woman is pushing a stroller. The mall has glass railings and various store signs like 'HARRY ROSEN' and 'MOTZING' are visible on the upper levels.

# KEY FINDINGS

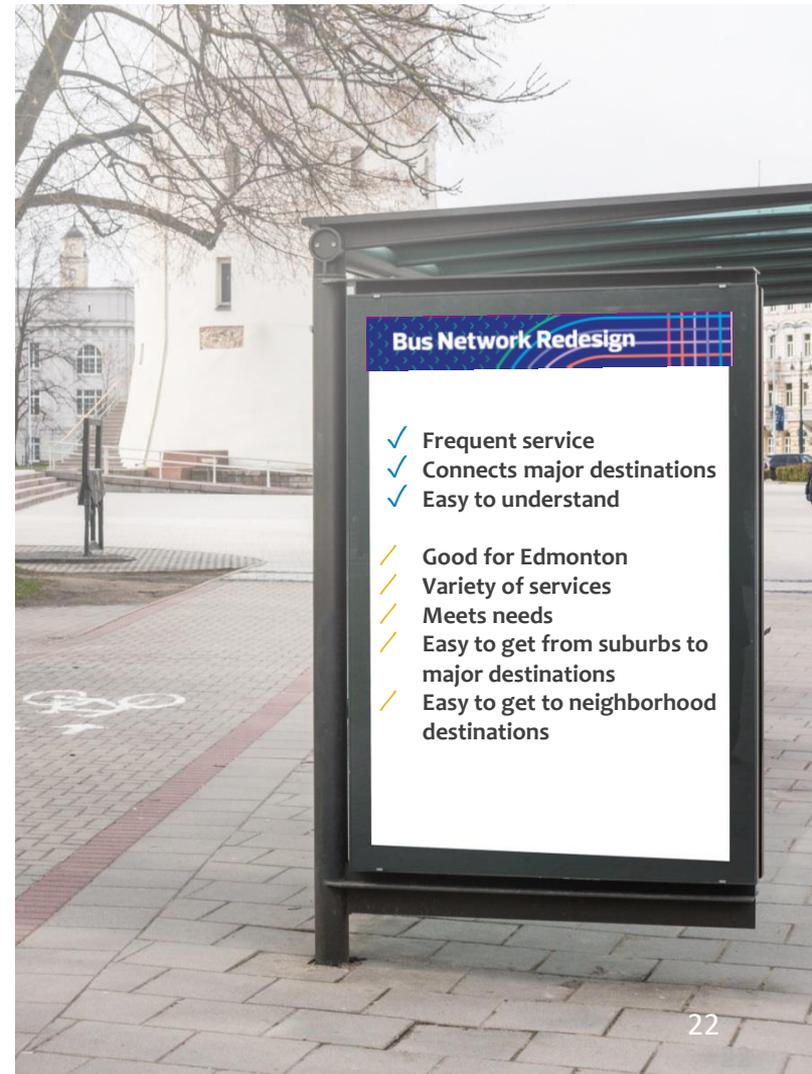
## Bus Network Redesign

Edmonton's bus routes are changing.

**ETS**

# PUBLIC FEEDBACK SUMMARY OF KEY FINDINGS

- Citizens tend to agree that the network...
  - Will connect major destinations
  - Service will be frequent
  - Is easy to understand
- Citizens are divided on whether or not the network...
  - Will be good for Edmonton
  - Will meet travel needs
  - Offers a variety of services
  - Will facilitate travel from suburbs to major destinations
- Citizens predict their transit usage will remain the same or decrease when network rolls out
- The perceived benefits of the network are frequency, efficiency, direct routes and better access to destinations
- Public concerns about the network include coverage, travel times, service frequency, and walking distance
- Overall, citizens are expected to accept the network
- There will be resistance from some community groups
- Moving forward, the city needs to have a solid plan for roll-out, engage further with communities with no/reduced service, and communicate the benefits of the network



# MAIN BENEFITS OF THE NETWORK ARE: FREQUENCY, EFFICIENCY, DIRECT ROUTES & BETTER ACCESS TO DESTINATIONS

Benefits of the bus network redesign	INSIGHT COMMUNITY (n=852)	OPEN LINK RESPONDENTS (n=1,311)
/ More frequent buses / increased frequency	20%	14%
/ Increased efficiency	14%	7%
/ Better / More direct routes (faster)	12%	6%
/ Better access to destinations	10%	11%
/ Cost effective / cost savings for the City	7%	5%
/ I like the proposal / design	6%	3%
/ Easy to understand routes	5%	3%
<b>Concerns mentioned</b>	<b>19%</b>	<b>50%</b>
/ Don't see any benefit	17%	42%
/ Only benefits inner city	1%	3%
/ Only benefits people along major routes	-	4%
/ Only benefits people downtown	1%	-

Base: All respondents

Q.10 - What, if any, do you think are the main benefits of this final draft bus network design?

# CONCERNS ABOUT THE NETWORK INCLUDE: COVERAGE, TRAVEL TIMES, SERVICE FREQUENCY, AND WALKING DISTANCE

Concerns about the bus network redesign	INSIGHT COMMUNITY (n=881)	OPEN LINK RESPONDENTS (n=1,535)
/ Service coverage	24%	41%
/ Travel times / Transfers	21%	23%
/ Service frequency	14%	16%
/ I don't like the plan / design	12%	14%
/ Distance / walking distance	12%	22%
/ Concerns about service during the winter	6%	8%
/ Concerns for seniors, children, mobility-challenged	6%	10%

Base: All respondents

Q.11 - What, if any, are your main concerns about this final draft bus network design?

# PUBLIC FEEDBACK SUMMARY OF KEY FINDINGS

## SUGGESTIONS FROM CITIZENS

### Mind the connections / travel times

- Stagger buses so we don't miss them
- Manage schedules so we don't miss connections
- Make connections no longer than 2 minutes
- Coordinate bus schedules with LRT schedules
- Have dedicated bus lanes for major routes
- Keep overall trip times same or better

### Extend service hours

- Offer more night / late night service
- Ensure Local routes run as late as FTN and Crosstown routes (so we can get home)
- Extend service on weekends and holidays

### Mind people with special needs

- Seniors
- Parents with young children
- People with limited mobility

### Consider the route names

- Some citizens want to keep the naming numerical (to make routes easy to recognize)
- Others believe the names should be different (to acknowledge that the system is completely different)

### Consider the feedback from citizens

- Consider using smaller buses for local routes
- Add more bus shelters (if wait times are longer)



Public Surveys  
Public Workshops  
Targeted Workshops

# DETAILED FINDINGS

**Bus  
Network  
Redesign**

Edmonton's  
bus routes  
are changing.

**ETS**



Edmonton Insight  
Community

Open Link Respondents

# PUBLIC SURVEYS

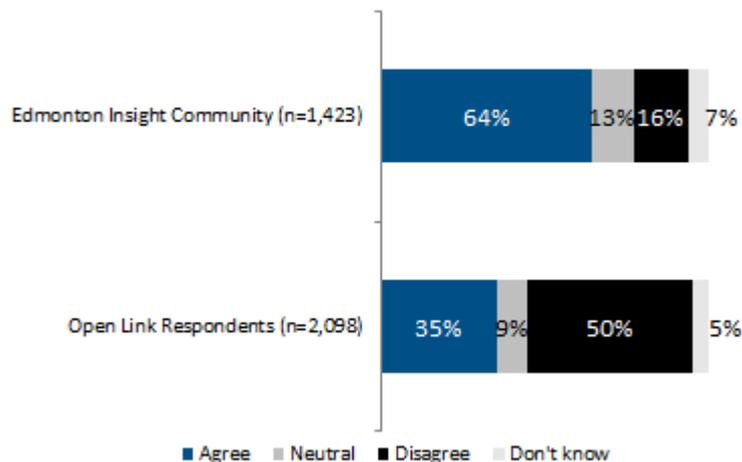
**Bus  
Network  
Redesign**

Edmonton's  
bus routes  
are changing.

**ETS**

# CITIZENS ARE DIVIDED ON WHETHER OR NOT THE NETWORK WILL BE “GOOD FOR EDMONTON”

The bus network redesign will be good for Edmonton



I agree because...	INSIGHT COMMUNITY (n=620)	OPEN LINK RESPONDENTS (n=502)
/ Service will be better	27%	22%
/ I like the plan / design	33%	20%
/ Better access to destinations	20%	18%
/ Increased efficiency	16%	8%
I disagree because...	INSIGHT COMMUNITY (n=224)	OPEN LINK RESPONDENTS (n=985)
/ Reduced coverage / access to destinations	58%	72%
/ Walking distances are too far	32%	36%
/ Longer travel times	30%	27%
/ Decreased frequency (weekends, off peak)	16%	19%
/ I don't like the plan / design	24%	25%

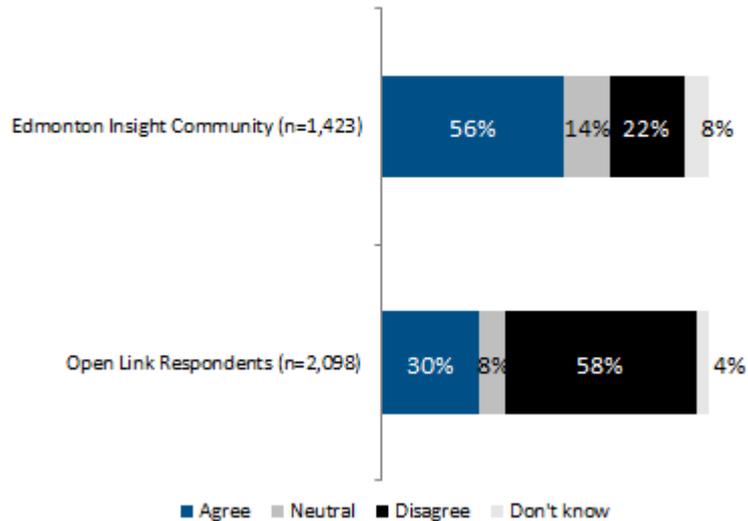
Base: All respondents

Q.4a - Overall, how much do you agree or disagree that this final draft bus network design will be good for Edmonton?

Q.4b - What are the reasons for your rating?

# CITIZENS ARE ALSO DIVIDED ON WHETHER OR NOT THE NETWORK WILL “MEET MY NEEDS”

The bus network will meet my needs



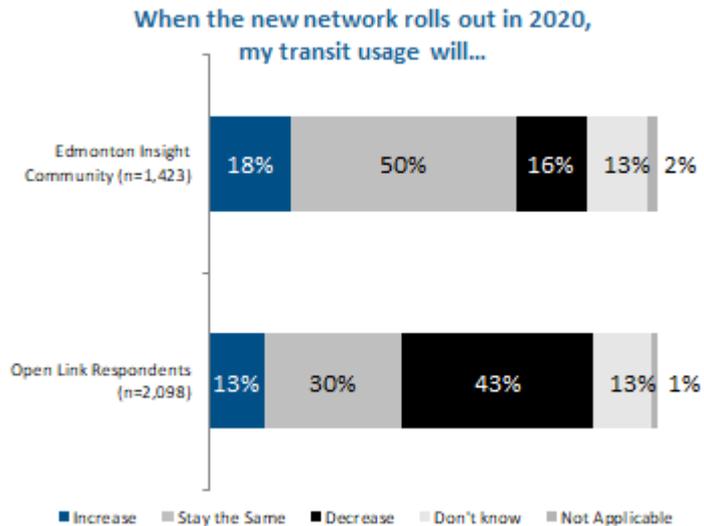
I agree because...	INSIGHT COMMUNITY (n=436)	OPEN LINK RESPONDENTS (n=359)
/ I like the plan / design	26%	15%
/ Better access to destinations	24%	27%
/ Better service	19%	25%
I disagree because...	INSIGHT COMMUNITY (n=280)	OPEN LINK RESPONDENTS (n=997)
/ Reduced coverage / access to destinations	46%	60%
/ Longer travel times	33%	28%
/ Walking distances are too far	24%	28%
/ Decreased frequency (weekends, off peak)	17%	17%
/ I don't like the plan / design	15%	20%

Base: All respondents

Q.5a - Overall, how much do you agree or disagree that this final draft bus network design will meet your needs?

Q.5b - What are the reasons for your rating?

# CITIZENS PREDICT THEIR TRANSIT USAGE WILL REMAIN THE SAME OR DECREASE WHEN NETWORK ROLLS OUT



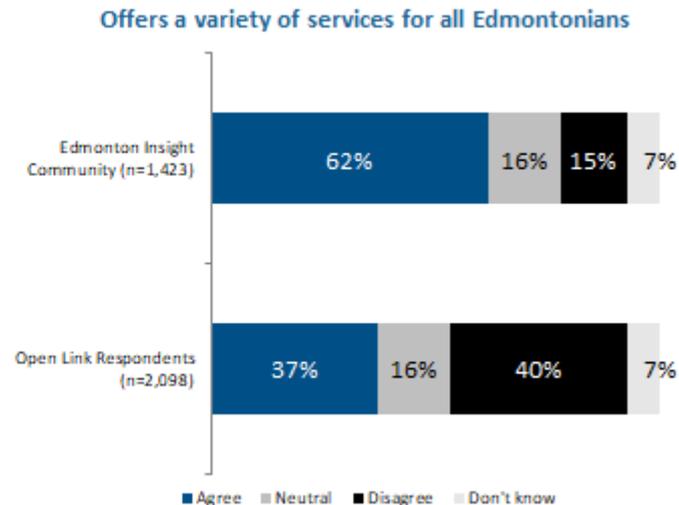
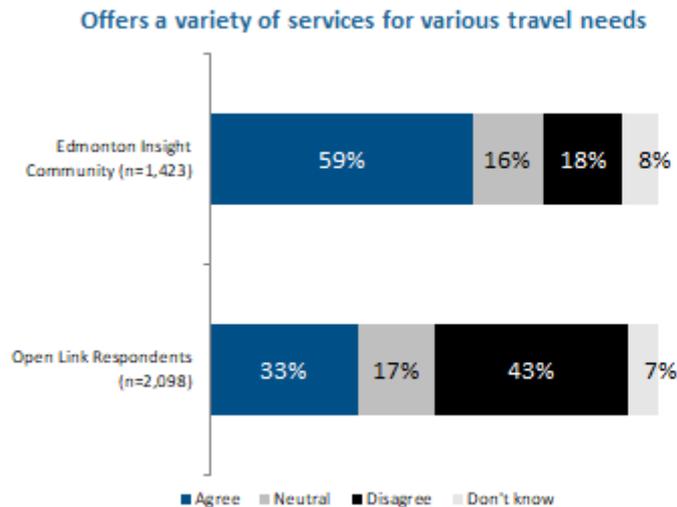
My transit usage will increase because...	INSIGHT COMMUNITY (n=166)	OPEN LINK RESPONDENTS (n=139)
/ Better service	45%	53%
/ Better access to destinations	34%	39%
/ Promotes ridership	24%	33%
My transit usage will decrease because...	INSIGHT COMMUNITY (n=186)	OPEN LINK RESPONDENTS (n=695)
/ Promotes car usage (not ridership)	35%	50%
/ Walking distances are too far	33%	24%
/ Longer travel times	22%	24%
/ Restricted access	17%	31%
/ Reduced coverage / access to destinations	15%	18%

Base: All respondents

Q.8a - Based on your review of this final draft bus network design, do you think your transit usage will increase, decrease or remain the same, when the new network is rolled out in 2020?

Q.8b - What are the reasons for your rating?

# SOME AGREE THE NETWORK OFFERS A VARIETY OF SERVICES AND WILL MEET TRAVEL NEEDS; OTHERS TEND TO DISAGREE

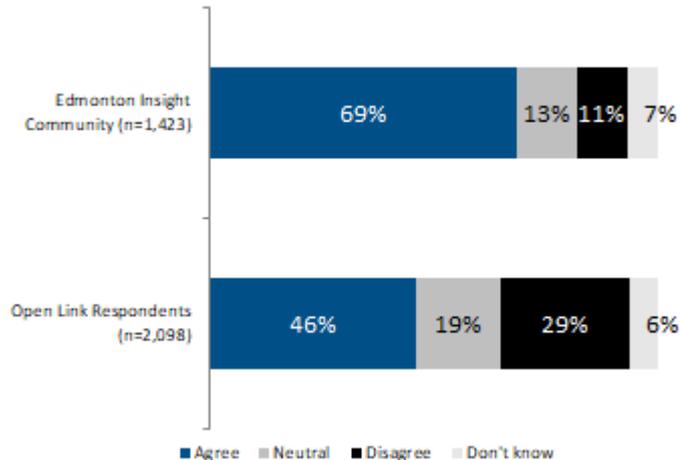


Base: All respondents

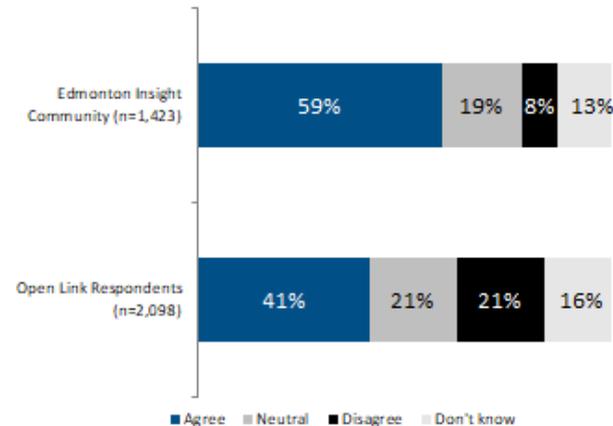
Q.9 - To what extent do you agree or disagree with the following statements regarding this final draft bus network design?

# CITIZENS TEND TO AGREE THE NETWORK WILL CONNECT MAJOR DESTINATIONS, AND SERVICE WILL BE FREQUENT

Connects major destinations across the city



Buses will come very often in inner areas of the city



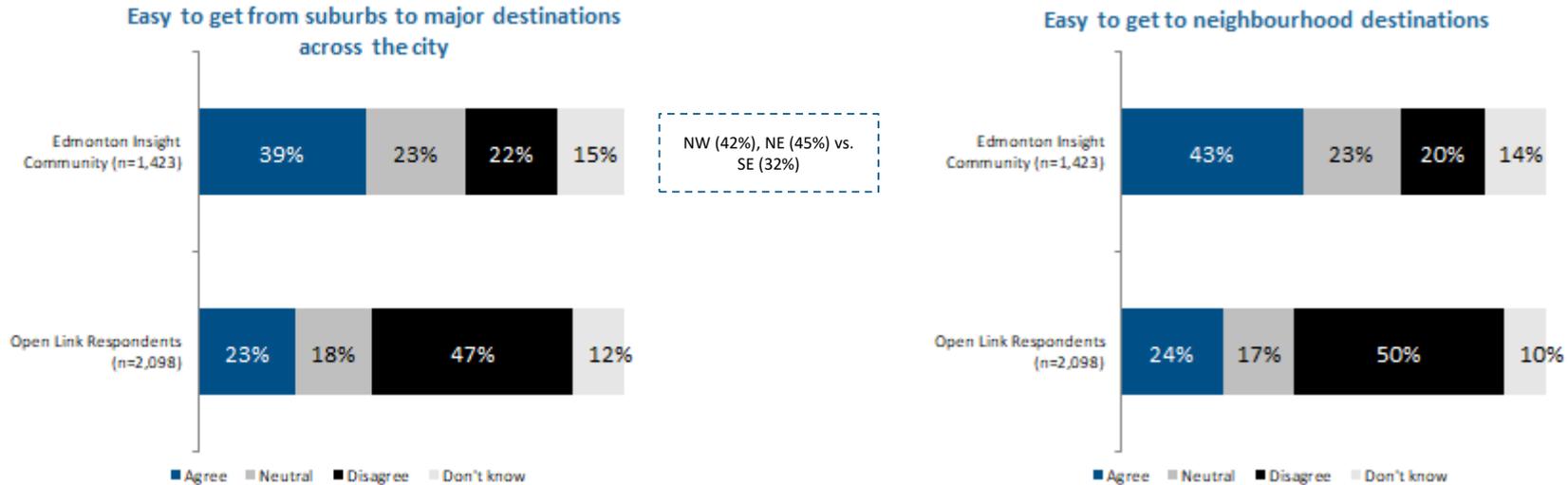
NE (47%) vs. SW (38%)

Base: All respondents

Q.9 - To what extent do you agree or disagree with the following statements regarding this final draft bus network design?

Region(s) more likely to agree compared to other region(s).

# SOME BELIEVE THE NETWORK WILL FACILITATE TRAVEL FROM SUBURBS TO MAJOR DESTINATIONS; OTHERS DISAGREE



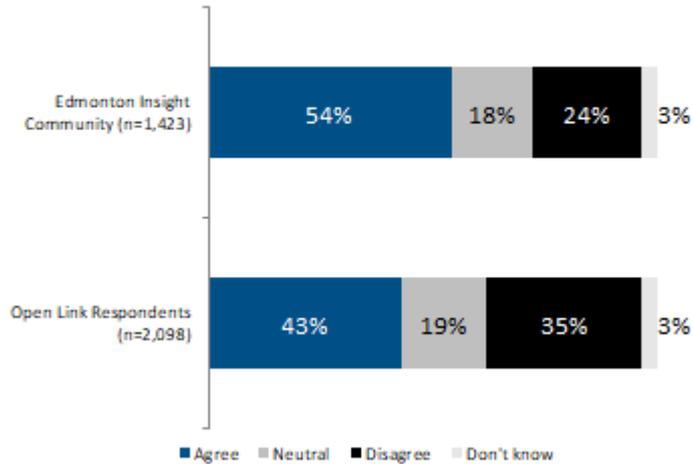
Base: All respondents

Q.9 - To what extent do you agree or disagree with the following statements regarding this final draft bus network design?

Region(s) more likely to agree compared to other region(s).

# CITIZENS TEND TO AGREE THE PROPOSED NETWORK IS EASY TO UNDERSTAND

Easy to understand the proposed bus network



Base: All respondents

Q.9 - To what extent do you agree or disagree with the following statements regarding this final draft bus network design?

# PERCEIVED BENEFITS OF THE BUS NETWORK REDESIGN

## PERCEIVED BENEFITS OF THE NETWORK

	Edmonton Insight Community (n=852)	Open Link Respondents (n=1,311)
<b>More frequent buses / increased frequency</b>	<b>20%</b>	<b>14%</b>
<b>(Net) Concerns</b>	<b>19%</b>	<b>50%</b>
Benefits those living along major routes	2%	4%
None / Nothing / I don't see any benefits	17%	42%
Only benefits people that live downtown	1%	-
Only benefits the inner city	1%	-
<b>Increased efficiency</b>	<b>14%</b>	<b>7%</b>
<b>Better/Direct routes (faster, rapid)</b>	<b>12%</b>	<b>6%</b>
<b>(Net) Better access to destinations</b>	<b>10%</b>	<b>11%</b>
Can access more destinations across the city	4%	4%
Better/Direct access to downtown	3%	3%
Better connections across the city	2%	<1%
Better access to major destinations (unspecified)	2%	3%

	Edmonton Insight Community (n=852)	Open Link Respondents (n=1,311)
Better/Direct access to schools/mall/hospital/centre	<1%	2%
Better/Direct access to recreation centres/facilities	-	<1%
<b>Cost effective / Reduced operational costs for the City</b>	<b>7%</b>	<b>5%</b>
<b>I like the proposal / great proposal (in general)</b>	<b>6%</b>	<b>3%</b>
<b>Easy to understand routes</b>	<b>5%</b>	<b>3%</b>
<b>Shorter travel time / save time</b>	<b>4%</b>	<b>1%</b>
<b>Extended service reach/coverage (territory)</b>	<b>3%</b>	<b>2%</b>
<b>More/Different options to choose from</b>	<b>3%</b>	<b>2%</b>
<b>Less waiting time</b>	<b>3%</b>	<b>1%</b>
<b>Crosstown routes</b>	<b>3%</b>	<b>1%</b>
<b>Improved capacity / reduced overcrowding</b>	<b>2%</b>	<b>&lt;1%</b>
<b>Increase ridership</b>	<b>2%</b>	<b>1%</b>
<b>Better integration with / access to the LRT</b>	<b>2%</b>	<b>3%</b>

Note: NET is the proportion of respondents who provide one or more sub-theme responses combined under the same theme

Q.10 - What, if any, do you think are the main benefits of this final draft bus network design?

# PERCEIVED BENEFITS OF THE BUS NETWORK REDESIGN

## PERCEIVED BENEFITS OF THE NETWORK (CONT'D)

	Edmonton Insight Community (n=852)	Open Link Respondents (n=1,311)
<b>(Net) Better / More frequent service</b>	<b>2%</b>	<b>3%</b>
Better / improved hours of service	1%	<1%
Better / improved service during rush/peak hours	1%	1%
Better / improved service during the weekend	<1%	1%
<b>Convenience</b>	<b>2%</b>	<b>2%</b>
Better / improved service in the evening / at night	1%	<1%
<b>Shorter travel times</b>	<b>1%</b>	<b>1%</b>
<b>Less traffic / congestion</b>	<b>1%</b>	<b>1%</b>
<b>Bus route mentions (specified bus, stop area)</b>	<b>1%</b>	<b>-</b>
<b>Walking distances are good / acceptable</b>	<b>&lt;1%</b>	<b>-</b>
<b>Access for mobility impaired (elderly, youth)</b>	<b>-</b>	<b>&lt;1%</b>
<b>Proximity of bus stops (distance)</b>	<b>-</b>	<b>&lt;1%</b>
<b>Other</b>	<b>3%</b>	<b>4%</b>
<b>Don't know / No answer</b>	<b>6%</b>	<b>4%</b>

Note: NET is the proportion of respondents who provide one or more sub-theme responses combined under the same theme  
 Q.10 - What, if any, do you think are the main benefits of this final draft bus network design?

# CITIZEN CONCERNS WITH THE BUS NETWORK REDESIGN

## CONCERNS ABOUT THE PROPOSED NETWORK

	Edmonton Insight Community (n=881)	Open Link Respondents (n=1,535)
<b>(Net) Service coverage</b>	<b>24%</b>	<b>41%</b>
Difficult to access some areas of the city	12%	22%
Service reach/coverage / reduces coverage (territory)	8%	10%
Access / reduced access to downtown	3%	3%
Access to schools/mall/hospital	3%	10%
<b>(Net) Travel times / Transfers</b>	<b>21%</b>	<b>23%</b>
Longer commute / Many transfers	9%	14%
Reliability of bus transfers	7%	1%
Coordination between buses/LRT	4%	5%
Punctuality of service / Timeliness	3%	4%
Limited express/rapid bus/direct route service offer	2%	3%

	Edmonton Insight Community (n=881)	Open Link Respondents (n=1,535)
<b>(Net) Service frequency</b>	<b>14%</b>	<b>16%</b>
Less / Reduced frequency on specific routes	5%	7%
Not frequent enough during off-peak hours	2%	2%
Frequency of service during rush/peak hours	2%	3%
Reduced service the evening / at night	2%	3%
Maximum wait time is too long	1%	2%
Frequency issues (unspecified)	1%	-
30 minute interval is too long	1%	-
20 minute interval is too long	1%	-
15 minute interval is too long	1%	-
60 minute interval is too long	1%	-
Decreased frequency of buses during the weekend	<1%	<1%
Decreased frequency of buses in the evening	<1%	<1%

Note: NET is the proportion of respondents who provide one or more sub-theme responses combined under the same theme

Q.11 - What, if any, are your main concerns about this final draft bus network design?

# CITIZEN CONCERNS WITH THE BUS NETWORK REDESIGN

## CONCERNS ABOUT THE PROPOSED NETWORK (CONT'D)

	Edmonton Insight Community (n=881)	Engagement Participants (n=1,535)
I don't like the planned service/proposal (in general)	12%	14%
Distance / walking distance to bus stops / more walking	12%	22%
Concerns about service during the winter	6%	8%
Concerns for seniors, children, mobility-challenged	6%	10%
Too confusing to understand / Need more information	6%	3%
Price / cost issues	5%	3%
Bus route mentions (specified bus, stop area)	5%	9%
Will promote car usage / Does not promote ridership	4%	6%
Security issues	4%	3%
Inconvenience (in general)	-	6%
Accommodations for mobility impaired	3%	2%
Overcrowding / capacity issues	2%	2%
Shelter issues / number of shelters	1%	<1%

	Edmonton Insight Community (n=881)	Engagement Participants (n=1,535)
<b>(Net) Span of service</b>	<b>1%</b>	<b>3%</b>
Reduced hours of operation during the weekends	1%	2%
Service should start earlier in the morning	<1%	1%
<b>Reduced accessibility to parking (cost, spaces)</b>	<b>1%</b>	<b>1%</b>
Cleared area/sidewalks during winter	1%	2%
Commuting experience (cleanliness, comfort)	1%	<1%
Special bus service for major events	<1%	-
Unsatisfied with current service offered	<1%	<1%
Other	6%	3%
None / Nothing / No concerns	13%	4%
Don't know / No answer	6%	5%

Note: NET is the proportion of respondents who provide one or more sub-theme responses combined under the same theme

Q.11 - What, if any, are your main concerns about this final draft bus network design?

Castle Downs YMCA

Clareview Rec Centre

Edmonton Tower

Idylwylde Library

Kingsway Mall

Lois Hole Library

Londonderry Mall

Millwoods Town Centre

Southgate Mall

Terwillegar Rec Centre

The Meadows Rec Centre

West Edmonton Mall

# PUBLIC WORKSHOPS

Bus  
Network  
Redesign

Edmonton's  
bus routes  
are changing.

ETS



Northwest

# WEST EDMONTON MALL (Slide 1 of 3)

**EVENT DATE:** October 30, 2018 3pm to 7pm

**ATTENDANCE:** 340

## Overall

### Positive

- Happy that #2 is staying the same
- New system makes sense if reliable and frequent
- It is a good system. Can't please everyone

### Negative

- Cutting of seniors' services. Wrapped around the LRT – moving to LRT is incorrect for seniors
- Have to walk further for zero benefit
- Creating isolation for seniors, not good for mental health
- The transit system should have less transfers to make it easy for children and mobility impaired individuals
- Getting penalized for where we live

### Lack of Service areas

- Cameron Heights (unique community, ravine)
- Wolf Willow
- Wedgewood Heights (no freedom and flexibility for disabled people)
- Westridge (nearest bus stop is 23 minute by foot)
- Lewis Estates

## Routes

- No express route
  - to go downtown from 172 st
  - From Southwest to West
- Need East/West connection on 163 st and 142 st
- Keep #14 on 178st and not turn east on 108ave. Need to get to Canadian Tire and other businesses
- Need small shuttle for Lewis Farms in morning and evening
- Keep bus stop on
  - Rhatigan Road
  - 98ave/174 Streett
  - Meadowlark (too long to back track to WEM)
- Keep buses
  - #104/#105

## Schedules

- Peak only does not help children go where they need to go and home (Wanyandi Rd)
- More evening buses to and from Leger and WEM, Meadows to University
- Extend #2 to 1:30am weekdays and 1am weekends
- Need all day service at Brander Gardens (aging population)
- Scheduling issues with current #4
- C2 should start earlier than 6am for shift work
- W6 should run on Sundays
- Universities need late night service

# WEST EDMONTON MALL (Slide 2 of 3)

## Sidewalk/Shelter maintenance

- Sidewalks:
  - Sidewalks are not safe for walking
  - Uneven sidewalks in winter; people don't shovel
  - Improve sidewalk on 178st (safety hazard)
- Improve bus stops (e.g., 95 ave has no shelter)
- Have shelters on every stop on major routes
- Shelters need to be maintained

## Safety

- Dangerous to cross
  - 170st/165ave
  - 178 st
- Concerns about safety on LRT
  - Seniors don't get enough time to settle down
- Safety for women, lighting on streets
- More security at transit centers

## Transfers

- Proposed 2-3 transfers will add 50 mins to travel time
- Transfers not easy for seniors from Fulton Place to downtown

## Walking Distance

- Walking distances increased for
  - Wolf Willow
  - Hope Rd
  - Hamptons
  - 167st
- Long walking distance:
  - Will have to walk 22 – 30 minutes (losing #138)
  - Have to walk 8 blocks from McQueen for a weekend bus
  - 20 mins walk is not acceptable (Callingwood)
  - Long walking distance from Connors Rd to LRT

## Frequency

- More frequency for A311 on weekends and evenings (e.g., for church)

## Travel time

- Harder and longer to go from Callingwood to downtown

## General suggestions

- Don't want a bus stop in front of the house (102ave/163st)
- No houses on 182st, bus should run on some other higher density road
- DATS/LRT/Bus should be an integrated system

## What do you like?

- Bus service to all areas
- #109 and #14 still good. Great service
- More frequency on busy routes (#9, #4)
- Frequent transit network
- The routes around Meadowlark - downtown still work
- Thank you for more #315 bus from Lewis Farms to Secord

## What are the concerns and barriers?

- No bus service. More cars on the road more parking required
- Removing bus routes makes it harder for students to get to school or U of A, etc. Not good for families
- Did you consult with Edmonton city planners?
- Bus drivers won't help seniors
- Students, elderly and people with disabilities not being able to get around
- Handicap with walkers or canes too difficult to do transfers
- Longer time spent commuting on the bus
- Students should not have to walk over 1 km to get to a bus stop to wait for a bus
- Losing bus stop on Rhatigan; a lot of people use bus; too far to walk in winter
- Loss of #32 (800m walk)
- Distances of over a kilometer to bus stops
- Bus stops in front of my house. Noise from buses. Noise from people waiting for bus
- Further walk to get to a stop - on Connors Rd - only rapid transit will run
- Transit centers have no route maps. Not every one has smart phone

## What could be the positive impacts?

## How can we minimize the concerns?

- Routes
  - Keep #315 on Lewis Farms, #104, #105 (Callingwood – bus stop 7625), #14
  - Bus in Wedgewood, Cameron Heights, Wolf Willow Rd
  - Need bus to University (special needs - epilepsy, autism)
  - Better connection at Lewis Farms (#117)
- Schedules
  - Longer bus hours on weekends and holidays
  - College and University buses should have extended service
  - Longer service for #117 on weekends to Hamptons (walking distance from Hope avenue is too long)
  - #33, SW20 should run all day
  - Need bus for seniors in Brander Gardens (all day)
- Actually listen to concerns of citizens
- Smartcard for getting on bus instead of tickets
- Stagger buses on Whyte Avenue
- Need to have bus stops in residential areas for school kids
- Start buses early – have to start work at 7am
- Bus shelters on 217 street and Secord Boulevard

# KINGSWAY MALL

**EVENT DATE: November 5, 2018 3pm to 7pm**

**ATTENDANCE: 47**

## Overall

### Positive

- Happy with N15 and N17
- Like how the plan is moving towards more frequent and express routes

### Negative

- New bus routes do not go in low income areas

## Lack of Service areas

- 82 street – multifamily dwellings; rely on bus
- Delwood area – low income, high density neighbourhood
- No direct route from NAIT to WEM
- Buses at major attractions like Zoo, Fort Edmonton

## Routes

- Need transit from Woodcroft to Westmount, Terra Rosa (medical appointments), Northgate, 95ave/170st.
- Better access to 137 avenue (Superstore) from Abbotsfield; need express from Abbotsfield/Clareview; need connection to NAIT and Stadium
- C2 should run on Dovercourt Avenue
- Move buses from 115 avenue to 142 street
- Keep #3, #143, #151 as is
- Keep something on 115 avenue to pick up local people
- Need connection to City Hall from 95/118<sup>th</sup> (Alberta Avenue)
- Hermitage road/132a avenue needs a bus
- Extend SW1 to 118 avenue

## Safety

- Personal safety to walk at night – Downtown to Kingsway (near 101 street), Coliseum
- Walking in winter; safety for seniors (121ave/66st – 4 blocks to walk)
- Safety around transit centres
- Safety as a commuter – buses have become shelters for less fortunate (e.g., #8)
- Don't feel safe in underground LRT stations

## Walking Distance

- Too long to walk/difficult to reach bus stop (Griesbach area)
- 85 st/115 ave – will have to walk 4 blocks in the dark, unsafe for single moms
- Hard for elderly to get to the bus at Londonderry
- Ok to walk 15 minutes in summer but not in winter

## Schedules

- C1 has reduced hours. Hard for students to get back from University
- Need buses after 6 pm for work
- Current #28 has reduced service in the redesign, no service on weekends

## Frequency

- Current #183 and #180 are not frequent enough

## Transfers

- Airport bus should continue to downtown and not stop at Century Park. Difficult to transfer with luggage

# CASTLE DOWNS YMCA (Slide 1 of 3)

**EVENT DATE:** November 21, 2018 3pm to 7pm

**ATTENDANCE:** 69

## Overall

### Positive

- New peak routes work well to Eaux Claires

### Negative

- New network will add 20 mins to travel time

## Lack of Service areas

- My neighbourhood has been ignored (128ave/105st)

## Schedules

- P11 needs to start earlier in the morning and afternoon. People start work at 6:30 am or 7 am
- P11 should run off peak hours, at least every 30 minutes
- Need Sunday service (176ave/104st)
- No service in evening from Calder to Bonnie Doon
- P5 should start early in the afternoon
- Buses should start early on Sunday (9:30am) to get to church (e.g., N9)

## Routes

- Nothing from 130 avenue to Londonderry (shopping, library)
- N9 should go onto 121<sup>st</sup>/145ave eastbound (Griesbach)
- Direct/Faster/express route
  - Castle Downs to Northgate
  - Northgate to Southgate
  - Northgate to downtown (current #13) to Northgate – bank, doctors, dentist
  - North South to University
- Keep the bus
  - on 167 ave/115st
  - Keep #12, #160, #161 as is
  - Have a smaller bus in Castle Downs or keep #304.
  - Keep #169: busy in evening
  - Keep #381: full in peak hours; community rely on it to get in and out of neighbourhood; lack of pedestrian connections to catch new routes
- Need a bus at Northwestern seniors centre
- Need access to go Northgate or Castle Downs from 145ave/117st
- #128 – should go to Superstore, prefer turn in on 137 avenue

## Safety

- Coliseum is dangerous
- Need sidewalk by tracks or else will have to walk on street
- Crossing the street will be impossible from Lions Seniors residence to YMCA after the LRT comes in
- Seniors have to walk too far; 20 min to 127st Walmart
- Concerned about safety on LRT
- Need enforcements to clear sidewalks

## Walking Distance

- Will have to walk 200-300 meters more with a 3 year old
- 1km walk to get a bus from 176ave/104 st. Seniors can't walk that far for no bench
- Will have to walk 4 blocks (115st/167ave)
- Have to walk 2 km to and from University in winter (Groat road bridge)
- Increase in walking distance by 12 to 15 minutes (128ave/105st) – bus#151
- Increase in walking distance (145ave/117st)

## Transfers

- Don't like the idea of going to Coliseum to go downtown, prefer to go Belvedere instead (like current #154)
- N11 should connect at Eaux Claires not Northgate
- N19 wont go to Mary Butterworth Junior high. It is a transfer
- Buses should not leave until other buses come in and people have transferred
- Stagger buses at Northgate
- Transfers are difficult with walker
- 130 ave forces too many transfers; should be direct

## Lack of pedestrian connection

- Lack of pedestrian connection: #138 is gone – need a walking path (currently fenced) to 50st from 157a ave to catch the bus in new redesign. 5 blocks to walk the other way. Elderly people and people with mobility issues can't walk this distance
- Have to jaywalk on 153 avenue to cross the road and catch the bus (6 lane road)

## Frequency

- Have more runs during peak (every 5-10 mins for express)
- E2 should be every 10 mins and should run until 6 pm
- Local buses at Northgate should run every 15 min and run later till 7 pm
- Buses should run every 15 mins, not 30 mins

## General suggestions

- Please give notice of service changes. Not all seniors have internet
- Educate people (especially seniors) before the roll out
- More free parking at LRT stations

## Travel Time

- Don't make the rapid buses full of stops (e.g., #15)

## What do you like?

- Like route P11
- Express buses

## What are the concerns and barriers?

- No connections
  - From 130 avenue to Belvedere
  - From 130 ave (Killarney) to Londonderry (popular destination)
  - Missing direct route from north Castle Downs transit centre to Northgate
- Schedule –
  - P11 starts too late
  - #162 has terrible weekend and evening service
  - Less service on weekends and evenings
- Loss of routes –
  - Losing #128 and #130
  - No pedestrian connection if #381 is removed; need #381 in peak hours; students and workers need it
- Dignity for disabled – should not have to ask buses to kneel
- Safety of older people and disabled people
- Increase in travel times

## What could be the positive impacts?

## How can we minimize the concerns?

- Schedule –
  - Start P11 earlier
  - Evenings and weekend schedule for Cumberland
  - Leave earlier (5:30 am) and leave downtown earlier (3pm)
- Routes –
  - Need route from Calder to downtown
  - Rethink #161
  - Keep #128, #130, #151
- Make loop into transit center instead of making people tour through Castle Downs
- #128 should be speeded up; no need to stop at 129 ave and Westmount
- Improve system for junior high and high school students

# CLAREVIEW RECREATION CENTRE (Slide 1 of 3)

EVENT DATE: December 4, 2018 3pm to 7pm

ATTENDANCE: 56

## Overall

### Positive

- Crosstown buses are a huge benefit

### Negative

- Feel stranded; seniors can't access grocery stores and medical services
- Transportation is a necessity, not a luxury
- Service is getting worse
- We will stay in our cars because the buses aren't good

## Routes

- Direct access to Pilot – businesses there are going to suffer (grocery stores, medical services)
- Service from Clareview to Hermitage area – access to Sobeyes, hearing, health clinic
  - Take Victoria trail up to Giant Tiger south of 144ave/north of 137 ave
- Keep bus along 134 ave by Sifton school (peak hours)
- #185 should run on 137 ave
- Bus service on 54 or 50 st (to Superstore on 137 ave)
- Poor service to Coliseum and downtown due to loss of service on 82st
- N10/N11 – one of these should go to Clareview East (Town Centre)
- Keep school specials (St. John Bosco / JJ Bolen School)
- Have East/West service from 90st to 66st
- Need buses for seniors centers and affordable housing residents
  - Holland Gardens 62st and 134 whole block
  - Emanuel home (135 ave / 57 st)

## Schedules

- Buses should run later:
  - To and from Belvedere (youth working)
  - Service to Brintnell should run past midnight (current #149)
  - SE18 should run later than 7 pm on weekends
  - Community buses should run later till midnight
  - C4 and C3 should run until midnight
  - N14 should run later than 10 pm and on weekends
  - #137 should run evening and weekends
  - N7 should run until 1 am
- Peak hours are not long enough
- Buses should be staggered more (#8, #15)
- A312 should run on Sunday for church
- There is no service in Beverely after 7 pm
- Bus should start early at 5 am (#182)
- Should run night buses

## Frequency

- SW1 should be more frequent (every 20 mins) at night - staff from commercial area use this bus
- Make sure N16 has enough capacity, used by a lot of kids; or increase the frequency
- C4 and C3 should be every 15 minutes
- Route F4 is full in the morning and evening. Look at the ridership again (118ave/42st). There is gender/racial bias by City in NE – needs to take bias into consideration
- Frequency of H3 should be better than an hour – major commercial area (97st / 107a ave and 105 ave). Chinese businesses on 97 st are getting less service. Hate to think BNR is racially motivated. Need this bus to run later in the evening

# CLAREVIEW RECREATION CENTRE (Slide 2 of 3)

## Lack of Service areas

- No routes down 25 avenue
- Loss of service on 144a ave/Victoria trail – shopping centre
- Hampton and Heath (current #30): need connections to South Campus, schools

## Transfers

- Taking transfers in residential areas is pointless. It takes half an hour for what's 5 minutes away
- N1 needs to sync up with C3 so wait times are not 20 mins

## Sidewalk/Shelter maintenance

- Sidewalks are not plowed up 76st/City public school
- City should clean sidewalks properly in winter

## Safety

- Scary to walk in winter in dark
- Not safe to walk down 97 st and 101 (side streets, safe injection sites etc.)

## General suggestions

- Park and Ride at Mill Woods Town Centre
- Bus drivers should wait if they see a passenger walking up to the stop
- Run buses on Anthony Henday

## What do you like?

- My bus route has not changed
- Thank you for making Manning Town Center part of the northeast McConachie and area
- There is a bus that goes all the way on 137 ave from Clareview to 170ave where lots of stores are
- I'm very lucky - I'll have a bus near my house
- Crosstown bus routes – Yay!
- Applaud your efforts for straight and frequent bus routes. 15 min frequency should be the stations point

## What are the concerns and barriers?

- Most of Belvedere cut off. Seniors and low housing cut off from local bus routes
- Major concern nothing from Ft Road to 96st for residence
- Expected to walk to 137ave or 132ave most located on 134ave
- Too many buses on one street
- N4 – will have to transfer at Londonderry; 40 minutes transit trip vs 10 min drive
- Does not address security issues for women riding the system alone
- No service on Victoria trail and 137 ave (Belmont Town Center – shops, doctors)
- Seniors with mobility issues will be very negatively impacted
- Students having to walk long distances to catch the bus to go to school in the dark (early morning) or cold winter
- Concerned with walking distance outside of downtown
- Infrequent access and poor hours into Chinatown
- Connecting to neighbourhoods at night
- One way conversation unless you are from the “better” south or west neighbourhoods

## What could be the positive impacts?

- Easier and less stressful to get the four corners of the city

## How can we minimize the concerns?

- Use smaller buses to travel through neighbourhoods to connect to LRT
- Better access to King's University College
- SW21 is so small; consider adding this route to another route
- Keep #152 – disabled people in the community
- Keep 190 school special
- Please have bus stops under/near lamp posts
- Charging for parking at LRT stations is a bad idea
- Increasing fares is not a good idea people will continue to use their cars
- Need a bus on 134 avenue
- More LRT parking
- Communicate with mailout to residents or provide NRC updates with map, some don't have computers or get the newspaper
- Want service comparable to #5 in Little Italy to exist in Chinatown or reroute #5 through Chinatown
- Community bus needs to run during peak hours



Northeast

# LONDONDERRY MALL (Slide 1 of 3)

**EVENT DATE:** October 25, 2018 3pm to 7pm (Part of Engage Edmonton)

**ATTENDANCE:** 187

## Overall

### Positive

- Happy about the added weekend and evening service
- Happy that service on 91<sup>st</sup> is being kept
- Like the N13, N16, N17
- Glad that buses are going faster

### Negative

- Too much congestion downtown
- Not catering to shift workers
- Need to better meet needs of people who rely on transit, not just the working commuters
- Seniors are being ignored

## Lack of Service areas

- 107st/127ave
- Delwood
- 82 street from 130 ave to 144 ave

## Routes

- More connections
  - From Coliseum
  - To LRT on Victoria Trail/137 east
  - To North Town mall from Archbishop O'Leary school
- Direct route
  - from 153ave/82st to Northgate
  - From Castle Downs to NAIT or LRT stations
- Route into Ozerna road
- Instead of eliminating 152 and 154, combine them
- Keep routes:
  - #10 as is
  - #154: seniors need this in Balwin, also school children
  - #152: seniors don't like walking Fort road, 137/66st; neighbourhood near Belvedere/Ft road prone to high crime rate
  - #154: low income housing, seniors, students

## Frequency

- P1 should be every 10 minutes in the afternoon
- 3 routes combined into N13; these buses are packed at peak. Increase the frequency to every 15 minutes
- N15 should be every 15 minutes in peak hours
- C4 should have higher frequency in peak hours
- Concerns that N16 will be too full

## Transfers

- Concerns about missed connections and waiting with too many transfers
- NESA (seniors centre) will have to take 3 buses, not convenient
- Concern that children will need to transfer at McConachie for school (Steele Heights Jr High)
- Hard to transfer in winter
- Concerns about long wait times at Northgate

## Schedules

- Need 24 hour bus service to hospitals
- Need service as early as 4 am for shift workers
- Buses should run later in the evening, especially those from entertainment venues (e.g., Manning Town Centre, movie theatres)
- Peak hours should start earlier

## Sidewalk/Shelter maintenance

- Concerns about snow clearing on 58st
- Need better lighting if increasing walking distances
- Bus stops on 137 ave are not paved and there are no shelters

## Travel time

- 4 minute trip is going up to 20 minutes
- 20 minute trip by car takes more than an hour on the bus in peak hours

## Safety

- No crossing lights on 66st between 167 ave and Henday
- Route going north on 66st to Henday is single lane: traffic will build up with new bus stop
- Concerns about crossing the road at 132 avenue to access bus stops to Balwin school
- Concerns about walking with groceries
- Concerns about increase in crime rate and people walking
- Not safe for seniors to cross 137 ave to catch the bus; it is too busy

## Walking Distance

- Would have to walk 5 blocks to catch a bus to Eaux Claires from 153ave/82st
- Would have to walk 6 blocks to catch bus from 191 ave/9st
- Walking distance more than 800m
- Mobility impaired people should not be walking 20-30 mins between stops
- Walking distance increased from less than a block to more than 6 blocks
- Seniors in NE are left walking too far (9 blocks)
- Walking distances have increased for those living in seniors home (about 160 seniors) at 58st (#80)

## General suggestions

- Need more sidewalks
- Transit center at Londonderry (would help with missed connections)
- More parking at LRT stations
- Buses should be clean of dirt, spills, stains and garbage
- Bus schedules should be posted on buses or in library
- Need more incentives to use transit

## What do you like?

- Workshop was very hospitable and informative (could have used more computers and manpower)
- This mini community gathering/workshop
- The feedback report following phase 1 demonstrates that you are listening to the concerns expressed
- The comprehensive approach recognizes the importance of transit contributing to the quality of life of Edmontonians
- Included feedback from phase 1
- This is one thing the city did right
- The variety of information tools ETS live to go, 311 phone line, public forums, etc. is dollars well spent
- Buses that can go everywhere
- Like the straight routes
- The convenience of the bus; the friendly drivers
- Opportunity to view info online as well as via community forums/workshops
- Frequency
  - Bus frequency to Alberta Hospital
  - Like the frequency
  - Like the 10 min frequency
- Schedules
  - Bus running later than 10pm for late night workers

## What could be the positive impacts?

- Increased efficiency of ETS resources, increased ETS ridership, increased awareness of "accessibility" issues
- The direct route to LRT then direct route to downtown and south

## What are the concerns and barriers?

- 82 street is a terrible loss. With demographics, it seems an important corridor
- People in suburbs are still going to drive
- No direct bus service to my neighbourhood, making it harder to commute to school and work and to return home
- Low frequency of bus services (e.g., 30-60 min wait) cold - shelter with heat?
- The environmentally friendly buses do not have an appropriate lockdown system for wheelchairs
- The new buses with plastic seats are very uncomfortable
- 97st right lane should be bus only – too much congestion
- Parking at Clareview and Belvedere LRT stations is difficult to find at rush hour times
- LRT is not safe
- By combining routes buses will be too full. Not enough buses to meet demand
- Bus service on weekends seems to be worse
- More walking distances; less service especially in main area
- Nothing from Coliseum to 144 ave
- Walking in the dark on icy sidewalks

## How can we minimize the concerns?

- Routes
  - Keep #152, #13 (for seniors), #182
  - Keep local routes
  - Keep 137 ave bus accessible
  - #12 should go to Kingsway
  - Proposed route on 132 ave should connect to Northgate (medical appointments)
- Consistent scheduling of buses; scatter buses so connections are not missed
- ETS priority should be those with some kind of challenge (seniors, moms with kids)
- Route numbers should not be alpha numeric (not seniors friendly)
- Synchronize LRT timings to the buses
- More buses in suburban areas – not downtown core
- Start peak hours earlier (6am)
- Have more security around the buses in the area
- Need night service
- More frequency for #181, 192, 193



Southwest

# SOUTHGATE MALL (Slide 1 of 3)

**EVENT DATE:** November 1, 2018 3pm to 7pm

**ATTENDANCE:** 157

## Overall

### Positive

- Happy to see Blackburn bus is back
- Bus in Callahan and Allard is better
- Happy with the routes
- Nothing much changed, works for me
- Meets my needs
- Huge improvement
- Buses will run for more hours now

### Negative

- Proposed plan is worse
- Not friendly for seniors – more walking distances
- New system will force people to use DATS, that system can't handle an influx of people
- Winter climate (walking conditions, conditions of sidewalks and roads) of the city are not being considered
- Walking long distances negates the impact of more frequent buses
- More shelters on Mount Pleasant; walking distance too far
- Need schedules and city maps on major stations – don't have smart phone
- Events end on the hour or half hour, so buses should start on the :40 or :10 minutes later
- Park and rides are not big enough
- Bus goes too fast in Pleasantview (at night) at 50kph. Reduce speed to 30kph in that neighbourhood. House shakes

## Lack of Service areas

- Avonmore
  - ravine on 90st; seniors cant walk the proposed distance; no snow shoveling down 76 avenue; maybe have community route in Ritchie go into Avonmore along 89st between 76 and 82 avenue
- South Terwillegar drive (current #35)
  - concerns about children and seniors walking on icy roads
- Bulyea Heights
- 117 street to 40 avenue

## Routes

- Need a connection:
  - on 34ave between Gateway Blvd and 99st. East/West corridor
  - on 34 ave by Value Village
  - Christenson Developments
  - From Brookside to South Campus
- Need a direct bus to LRT in Maple Ridge/Twin Parks/Oak Ridge
- Crosstown Capilano should go through Rio Terrace
- Extend a proposed route down 76 avenue
- Need off peak hours service in Blackburn for seniors and students
- Need route at 168 st 114 ave Goodwill Warehouse – staff uses bus 7 days a week
- Need route from Lendrum to Southgate

# SOUTHGATE MALL (Slide 2 of 3)

## Schedules

- Have the Blackburn bus run later in the evening
- Need the bus in Callahan and Allard area to start earlier in the morning to get to work
- Burton loop - SW20 South campus to Leger is peak hours only but school kids, seniors need it to be all day, or have SW6 (going to Southgate) loop into Burton to resemble the current bus
- Need SW6 to start earlier on weekdays morning at 5 am
- No mid day bus in Bulyea – concerned about how seniors will get around
- Extend evening peak hours to include people who leave work at 5:30 pm

## Frequency

- Route (BNR Route H6) from Mill Woods 34 avenue to Southgate is not good. Only half an hour service for 15 minutes walk
- Have to wait ½ hour if I miss a bus on Greenfield
- Need more frequency for SW20 as the bus is always full
- Increase the service frequency from Brookside to Southgate
- Increase frequency of F8 to 10 minutes instead of 15 minutes. Concerned if a bus is missed
- SW17 is packed in the morning even with 7 mins frequency
- Would use #331 more if more frequent

## Sidewalk/Shelter maintenance

- Concerns about snow clearing near school in Aspen Gardens/Royal Gardens
- Need shelters for all stops
- Need shelters for safe on street transfers in winter
- Want bus shelters on 40 avenue
- Need bus shelters where lots of buses/people

## Safety

- Safety on LRT is an issue, don't want to lose current bus service (#304, 6, 45)
- More security at transit centres – e.g., WEM
- Bus stops not safe – lots of transient, tend to hang out, not well lit
- Have to cross highway at Mayfield/Stony Plain. Consider safety when putting bus stops

## Walking Distance

- Concerned about walking distance in Aspen and Bulyea
- Walking distances are too much for Brookside (sidewalks not in good condition)
- Lendrum community – 6 block walk either way

## Travel Time

- Twin Brooks – Adding Blackburn to the route will increase travel time
- No change in travel time from Ellerslie to Century Park
- Increase in travel time from 20 min to 45 min (current #34)

## Transfers

- Worried about transfers and how they will work, especially with the crosstown routes
- Southgate to 38 avenue is missing a transfer centre
- Concerned about 2 transfers (76 street Millbourne mall)

## What do you like?

- Frequent service, travelling will be faster
- Crosstown service
- My bus remains the same
- Our bus to Blackburn was returned
- If scheduling efficiencies are met (staggering the bus) the system will be good
- Lot of staff to answer questions here
- Bus is running later with the redesign
- Simple and practical
- Buses connecting to LRT

## What are the concerns and barriers?

- Seniors not serviced well
  - In Duggan area
  - Longer walks on ice
- Lack of service – KEP, Avonmore, Skyrattler
- High taxes, low service (e.g., Aspen Gardens, Grandview, Lansdowne)
- Safety
  - Physical presence of authorities at transit centres
  - Well lit
  - Driver security
  - Dangerous bus stop at Mayfield and 170th Stony Plain Rd.
- Buses, trains are full - #45, LRT, buses on Whyte #4., #7, #94
- 30 minutes is a long time to wait
- Stagger buses better - #9, routes on 40th and 108st, #17, #74, #40, #41, #45
- Reduce walking distance in winter; sidewalks need repair
- Increase service for weekends
- Heritage Park and Ride increases commute time
- Seats not comfortable on new buses
- Significant backtracking with the new system

## What could be the positive impacts?

- Good, not too many buses in front of Harry Ainley School. The school got a route for students.
- Love the increased service levels on major corridors
- Increased ridership
- Better sense of security
- Will have more frequent service by bus than before

## How can we minimize the concerns?

- Need transit – Blue Quill to LRT (in the morning), keep #35, keep #334, keep #50, keep bus on Terwillegar drive, keep #52 routing in Allard, extend Blackmud creek drive to Blackmud Creek Crescent bus stop:9888, mid-day service for #77, Parson's road 31 ave 97 street routing
- #9 should pick up people at 111 street 37 to 29 ave (dead zone)
- General suggestions
  - Make one way traffic to funnel out vehicle in/out downtown make some streets for passenger only vehicle and first responder (uber/taxi with passenger)
  - Create free fair zone for city center or a route that runs along a figure eight of Stony, Jasper and Whyte
- Have the frequency along 82 avenue as 15 minutes or less
- Provide better access for disabled individuals (DATS will be overloaded)
- Dedicated bus lanes for Oliver and Jasper avenue
- Small buses/Dial-a-bus would be great
- We need more buses not less
- Accessible parking at train
- Ridership will increase if buses run later in the evening

# LOIS HOLE (Slide 1 of 3)

**EVENT DATE:** November 22, 2018 3pm to 7pm

**ATTENDANCE:** 63

## Overall

### Negative

- 15 mins walk 30 mins frequency will not encourage ridership in winter
- System is heavily focused on students, not workers
- The cancellation of routes will
  - Leave seniors, disabled, children without any option to get out of their neighbourhood
  - Decrease property values
- Redesign made areas like Lyburn worse
- Does not encourage to take transit
- Redesign does not address mobility issues

### Lack of Service areas

- Wedgewood: need transit for seniors, disabled and children; 1 minute in 1 minute out if bus makes a loop
- Westridge: need to go to downtown, WEM, southside
- Citizens are not happy with the change/removal of #4 (high ridership); deviations in redesign in this route don't work

## Routes

- Loss of bus on 156st/59ave (#4 won't go there anymore): multifamily dwellings, students, seniors
- Need service from Edgemont (south of Lessard) to South campus (W11 is too far to walk for seniors)
- Extend P6 further down 87ave into Rio Terrace
- #102 should come up 184st
- C5 should go to South Campus, not Southgate
- P9 should not change direction in morning and afternoon
- Extend #117 to Riverview
- Have more than 1 routes connect from Rio Terrace to LRT (current buses are full)
- Extend N11 onto Wedgewood Blvd
- Nothing to replace #110 on weekdays and weekends
- Connect to P6 close by (20 min walk); add a stop near 159st/79ave
- Keep service
  - At seniors complex at Wolf Willow Manor
  - Look at #105 again (it is full); keep #104 and #105 as is
  - Need #309 for seniors

## Safety

- Concerned about walking and safety: icy roads
- It is the City's responsibility to remove ice from bus stops
- Incidents at WEM transit center; security didn't do anything
- Current #4 goes to less congestion, low accident prone area. Design routes based on safety (congestion on 149st)
- F7 is on collision hot spots

## Transfers

- Miss connections at WEM; hoping that improves
- Kim Hung school on W14; kids from Guardian road will have to transfer on 62ave; not a safe transfer very busy street
- Disappointed about taking 2 to 3 transfers to reach university from Rio Terrace, currently no transfer
- Transfers are difficult because buses are always full from transit centres

## Walking Distance

- More than 5 min is too difficult
- 20 mins walk to 87ave (losing #4)
- Too far to walk from Suder Drive to Webber Greens Drive. That bus should go to Bishop Matiuk school; ethnic demographics and seniors in the neighbourhood

## Frequency

- Frequency of bus decreased from 10 mins to 30 mins (184st/71a ave)
- Need more buses from South Campus to Hamptons (full in the evening)
- Stagger #109 and #14
- #100 is packed; need more buses

## Schedules

- W20 should be all day and weekends (peak only does not work for seniors)
- P9 should run later (like current #104)
- Routes should start earlier on weekends (similar to weekdays) for shift workers

## Future Service

- Don't like dial-a bus; 2 hours waiting period
- Don't like Uber for vulnerable people
- Suggested first km last km solution
  - Taxi company contracted with ETS; fare equals bus fare

## Travel Time

- Takes an hour and half to get home in #4 (losing current #16)
- Long travel time with P9

## Sidewalk/Shelter maintenance

- Transit/LRT centers should have shelters
- Have a bus stop at 110ave/182st so WEM is not that crowded

## General suggestions

- Have more park and rides

## What do you like?

- Like bus ETS
- Like how much thought and planning has gone into the new design
- Workshop is well set up and very informative

## What are the concerns and barriers?

- Negative impact on property values and neighbourhood (losing #101 in Wedgewood)
- Safety concerns (poor weather, reduced sunlight in winter)
- Increase in walking distances create difficulties if passengers are carrying a load
- Keep transit affordable
- Counter intuitive to reduce service and receive no cost savings
- No way to get home from school (no bus to Westridge junior high school and high school)
- Congested 149st/87ave intersection
- Collision spot between Quesnell Bridge and 149st

## What could be the positive impacts?

## How can we minimize the concerns?

- Have F7 go through 159st Whitemud exit to avoid congestion at 149st/87ave and reduce risks of accidents

# TERWILLEGAR RECREATION CENTRE (Slide 1 of 3)

**EVENT DATE:** December 6, 2018 3pm to 7pm

**ATTENDANCE:** 107

## Overall

### Positive

- More frequent, so it is positive

### Negative

- Does not encourage people to take public transit; ETS showing poor leadership
- The bus service will be the bottleneck to the LRT
- Inner loop has lot of access than outside neighbourhoods. It is favouritism

## Lack of Service areas

- Brookside
  - Lots of seniors and apartments in neighbourhood
  - Suggestion: Have SW20 or SW3 to loop into Brookside
- Chappelle, Ambleside
- Grandview Heights
  - 15 minute walking to nearest bus; seniors in neighbourhood
  - Current bus #50 goes to Grandview Heights, connects to Landsdowne / Aspen gardens
  - Need a bus at least to connect to the LRT at South Campus
- No service on Whitemud between 122 st and Terwillegar Drive
  - Aging population in neighbourhood
  - Suggestion – Dial a bus; some kind of service every hour to South Campus

## Lack of Service areas (cont'd)

- Falconer Rd
- Heath Rd, Hector Rd, Henderson Estates (#30)
  - Reroute the bus to Heath route, need something going to South Campus
  - Peak hours buses are packed
  - Need bus for schools on this route (Riverbend Junior High) and Universities
  - Need bus for seniors in this neighbourhood
  - Not safe to cross the road on Riverbend to catch the bus
  - Henderson area to leger has high demand in peak hours

## Schedules

- Concerns about night travelling to and from Southgate (losing #384)
- Burton Rd should have all day route for kids and seniors
- Need better service after 10 pm on 23 avenue
- Extend afternoon peak to 8 pm and morning peak to 9:30 am
- SW20 should be all day. Need to volunteer at University of Alberta
- Need all day service in Bulyea – school students and seniors off of Butterworth Drive
- C6 should run later at least till midnight
- Riverbend bus needs to start early 5:45 am and run later till 11:30 pm
- Need off peak hour service in Burton Rd, Brookview, Bulyea for seniors in these communities
- Need a bus past 1 am (Burton Rd)
- Have evening service for football games

## Sidewalk/Shelter maintenance

- Shelter needs to be bigger if everyone is walking to stops
- Need more shelters under the new plan
- No sidewalks along 97 st / 58 ave and 77 st / 127 ave

## Routes

- SW12/SW14 – have one of these go to South Terwillegar Drive
- Burton Rd
  - Keep #34, need to get to Southgate; seniors prefer to shop there
  - Extend SW6 to loop into Burton
  - needs to be all day – University kids, seniors, special needs citizens
  - Pay a lot more taxes and have less service, not fair
  - Kids need to go to Riverbend school and nannies need to visit the neighbourhood
- Bulyea –
  - Need all day bus to Southgate, not South campus
  - South campus train is packed, can't get a seat
- SW3 should go to Southgate, not South Campus
- There should be a bus to the zoo
- Have a little loop into Cartercrest or keep #34
- Need a route to Southgate from Brookview condos (east end of Butterworth way)
- Have a smaller bus in Comrack/ Rabbit Hill to connect seniors to neighbourhood shopping center instead of going to Southgate
- Lost #50 – no replacement in the redesign (south of Fox drive 63 ave/129st)
- Need a connection from Haddow to South Campus. C6 not useful, want to go downtown, not WEM
- Keep #30
- Glenriding route should continue east to Rabbit Hill Rd then North because of new growing neighbourhood of Glenriding Ravine
- SW11 should come across east of 111st along 9 ave (instead of 111st); running creek
- Need service at 77 st/127 ave
- Have some bus stops on Terwillegar (near Rabbit Hill)
- Need connection to Windermere from Rabbit Hill/ Terwillegar Drive
- Need bus for seniors on Butterworth Way (Chinese seniors, don't speak English)
- Have service in Ambleside via Terwillegar expressway

## Transfers

- Seniors are concerned about having to connect with LRT (underground mobility)
- 2+ transfers from Ratigan Ridge to University is a concern

## Safety

- Safety should be the first priority. Have more routes in winter
- No crosswalk on Riverbend; dangerous to cross Riverbend to catch north bound bus

## Walking Distance

- Walking distance increased significantly in Terwillegar
- Long walk to SW6 (20-25 mins from Brookview condos)
- Longer walking distances on ice increases potential for slipping and potential for lawsuits against City
- Walking distance from Brookside on 60 ave is huge

## Future service

- Open to dial-a-bus type service

## Frequency

- 60 min after 10 pm is not enough (53ave to South Campus)

## Travel time

- Taking C6 to Century Park adds 15 minutes to my travel time

## General suggestions

- Need to advertise in Chinese newspaper (Masako Miyazaki), otherwise they won't know

## What do you like?

- Better frequency
- SW20
- Current routes and times
- Peak time service (especially the AM) is great
- Weekend and late evening service
- Better access to major locations. i.e. Downtown, Commonwealth, Windemere, from Leger
- More frequent service later into evening
- My bus route does not change much so that is a like
- Direct bus route to the LRT station

## What are the concerns and barriers?

- Increased commute times. Increased slipping and falling on ice from freezing rain
- The decrease in routes may have a direct affect on ridership (dropping numbers)
- This plan will increase traffic in Terwillegar area
- Not linking bus to LRT expansion is concerning
- Does not make sense to go to only Leger or south campus
- In winter it will be challenging to walk from Henderson/Hefternan Rd to Riverbend Rd
- Can't get a job because I can't get around
- Safety concern about #30 bus cancellation
- This will make commute much longer
- Late night minimum wage workers can't get around
- Very hard to get back home in the evenings and weekends (e.g., from theatres, events)
- Delays at LRT crossing, particularly at 114th, 76ave congested
- Increased population age riding the buses and LRT

## What could be the positive impacts?

- Better Sunday service
- Better access to areas that are underserved
- Now bus routes are combined to one bus station and more buses will serve and transferring is easier
- Will take ETS to the core on weekends
- Lower average trip time for same commute
- Rapid bus to certain area will be an improvement
- More sleep weekday mornings
- Easier access to transit on weekends

## How can we minimize the concerns?

- Need more bus shelters if we have to wait for buses
- Try to make transfers within a minute or two especially at timing points
- Less walking to bus stops so fewer falls on ice in winter
- Consider all groups and seniors/students/limited mobility
- More bus routes to service existing bus stops (even if less frequency)
- Keep overall commute times less or same as at present
- Frequency
  - 23 ave in SW needs 30 min service after 10 pm everyday
  - Increase frequency of #747 to 30 mins
  - Improve frequency for C6
- Schedules
  - Burton Rd routes needs to be all day and should go to Southgate
  - Improve late night service to major center in each quadrant
- Routes
  - Keep #34, #30, #36
  - School specials on Burton Rd
  - Add a loop through Brookside on SW3 route
  - Need service into Running Creek area 9ave/110st
  - Bus on Riverbend Rd to Southgate



Southeast

# MILL WOODS TOWN CENTRE (Slide 1 of 3)

**EVENT DATE:** November 8, 2018 3pm to 7pm (Part of Engage Edmonton)

**ATTENDANCE:** 208

## Overall

### Positive

- Like the concept of more frequent buses

### Negative

- Cut backs on outskirts is a concern
- Replacing bus with LRT; concerns about seniors not being comfortable using LRT

## Lack of Service areas

- 88st/115ave – long walk to either 118ave or 112 ave. There should be a bus on 115ave
- Fulton Court

## Schedules

- Need earlier start and later in the evening for route SE17, SE14
- Extend buses after 2:30am for safe commute (e.g., from downtown)
- #67 should run later than 9pm
- #95 should run all day
- Buses should later to Kiniski Gardens

## Sidewalk/Shelter maintenance

- Increase number of shelters (e.g., at Bonnie Doon), especially for night commuters
- Sidewalks icy in winter

## Routes

- Need service to the zoo
- Extend Roper Rd between 75st/51ave to get to McIntyre industrial
- #72 should go to Meadows
- Keep #66, #95, #59, #71, #81
- SE20 North/South should meet C5 East/West
- Better connection to Southgate rather than Century Park
- Too far to walk to 53st/38 ave; bus should run on Woodvale Rd
- Need bus
  - in Millbourne - Lakewood Rd West to Millgate transit (51ave/80st)
  - On 34st between Silverberry and 23ave
  - Direct route from Mill Woods to Southgate – do not want to back track
  - Direct route from Tamarack to Government Centre
  - Direct route to Mill Woods Town Centre

## Safety

- Need more police at transit stations, and on every train, bus
- Lakewood Rd is a high crime area; cancelling bus (#66) increases safety risk

## Travel Time

- New design more than doubles the commute time (from 12 minutes to 40 minutes)

## Transfers

- Concerns about having to transfer to get home from University

# MILL WOODS TOWN CENTRE (Slide 2 of 3)

## General suggestions

- Seniors prefer bus over LRT as LRT is too busy and they don't get time to settle down
- Use smaller buses for community neighbourhoods instead of cutting down service completely
- There should be washrooms at transit stations
- Use highways (like Henday) and have terminal to terminal express buses (e.g., Mill Woods to WEM)
- Hard copy of bus schedules should be easily available

## What do you like?

- The new 3/4 bus sizes
- Like ETS and LRT

## What are the concerns and barriers?

- Increase in travel time will decrease ridership
- Longer routes - increased distance to bus stops; 10 min car ride vs. 2 hour transit
- Transfers will waste more time
- Buses are crowded on main routes and therefore you have to wait for the next bus
- Park and rides are too expensive and crowded
- Longer walks to bus stops will make grocery shopping impossible – seniors, kids
- Southeast area has only local and crosstown buses – need more frequent buses to go to LRT efficiently
- Bus will not go where people are required to go - work, doctors, etc.
- Packed LRT cars
- Keep consistent service for weekends, nights and holidays
- South park bus stop in the parking lot is not barrier free
- Missed connections
- Discrimination against disabled and elderly (walking challenges)

## What could be the positive impacts?

- If the LRT station for Mill Woods opens on time, that would be awesome
- Better connection when transferring from one bus to another
- Better accessibility for the disabled having to rely on DATs giving more flexibility

## How can we minimize the concerns?

- Consult engineers in larger cities - US, Europe, Asia. Integration and efficiency is key
- Routes
  - Keep service on 28a ave / 34 st and Silverberry Rd
  - Keep #66, #60, #61, Youville Drive
  - Rapid route to LRT from Aurora, Summerside, Orchards, Walker
- Schedules
  - Need weekend route for #137
  - #63 should start at 6:30am
- Frequency
  - #67 should have 10 minutes frequency
  - More frequency at Meadow station
- LRT stairwell should be wider and accessible to help seniors
- Credit card scanners for payment on public transit needed
- Need more frequent connections between transit centers
- Resume bus stop 3843 and 3762 bus #95 and #370
- Park and rides on outskirts
- Public meeting (face to face time with Council)
- Use smaller buses in outlying areas and off peak hours
- Raise LRT

# IDYLWYLDE LIBRARY (Slide 1 of 3)

EVENT DATE: November 26, 2018 3pm to 7pm

ATTENDANCE: 79

## Overall

### Positive

- New bus timings are better

### Negative

- Loss of confidence in the City
- ETS never listens
- Transit is getting out of touch for seniors
- Concerns about 6 month gap between BNR roll out (replacing bus with LRT) and LRT roll out
- City is forgetting more and more about seniors

## Routes

- Look at peak hour ridership of #151; it's an important bus
- Need transit to get daughter to school in Avonmore neighbourhood
- #1 at 103 Fulton Rd should go downtown Jasper
- Extend SE4 along Maple Ridge Drive
- Keep late night service (drunk people, bar employees)
- Need bus
  - On 76ave, 98 avenue in Cloverdale
  - In Riverdale
  - #307 for older people (Ottewell place retirement community)
  - For seniors centre at 81<sup>st</sup>/101ave and 98ave
  - Evening and weekend service along 50st (south of Capilano)
  - For College St. Jean (students, administration, faculty)

## Lack of Service areas

- Avonmore and King Edward Park
  - Too long to walk, mobility challenged people can't walk in winter
  - Schools in the neighbourhood
  - High density of seniors
  - Need on-demand community buses
  - Students in University (MacEwan, UofA)
  - Have #80 (instead of turning west on 83<sup>rd</sup>) go east and finish route of #151 before returning to Southgate
- Ritchie, Kennedale, Davies
- No service in Grandview Heights
- Big gap from Whyte ave to 71ave
- Nothing between 90<sup>th</sup> and 80ave (over 800m walk)

## Frequency

- #112 from Capilano to downtown near Ottewell Rd will need 2 buses in peak hours
- LRT will be full when it comes from Mill Woods to stops just south of the river. Seniors won't be able to board in crowd.
- Increase frequency of SE1 during peak hours
- #81 should run later after 10pm on weekends

## Transfers

- Seniors from Avonmore will have to take LRT to downtown and transfer
- Students in Avonmore will have to make 2-3 transfers from Whyte ave (safety concerns)
- All buses come together; stagger the buses
- Not happy with 2-3 transfers to go to NAIT, UofA, downtown
- 2 transfers to connect to Strathearn LRT station are very inconvenient

## Schedules

- Schedule buses every two hours instead of cancelling routes
- SE4 should run later than 10pm
- N9 should have Sunday service

## Sidewalk/Shelter maintenance

- Need heated bus stops in winter
- Glass should be lower to the ground at bus stops

## Future Service

- Future service should be cost-effective
- Should have online component

## Safety

- Safety issues to walk 5 blocks to 89st (losing #151)
- Seniors will be crossing road at 9420 92st when the LRT will be coming. Not enough time on signals for seniors to be able to cross
- Can't hike to Connors road in winter from 91<sup>st</sup>/98ave

## Walking Distance

- 75st/94B ave – long walk to get a bus (losing #112)
- Improve walkability to the LRT (trails/sidewalks)
- Seniors in Kenilworth can't walk to route F7 on 90ave

## General suggestions

- Have bigger fonts on bus schedule prints for seniors
- Digital bus schedules on all transit centres at eye level
- Bus drivers should have training every 5 years to renew their license. They don't stop when they see someone coming to them
- Council should give adequate funding to transit

## What do you like?

- Improved service
- That there are still buses that go very near the Ed. cemeteries. Very important!
- That you listened and put back a bus from 106ave south on 79st to Bonnie Doon. Thank you for the '94' back!

## What are the concerns and barriers?

- Safety at stops, icy sidewalks
- No bus service in Avonmore and King Edward Park
  - Students won't be able to get to school
  - Seniors will be housebound
- Difficult to get around for seniors; more transfers, longer walks
- Loss of #151; new condos near beginning of Sherwood Park freeway
- Long walking distance to LRT (76 ave)
- #112 is full in peak hours
- Transfers from a full bus to a full LRT in peak hours will be a challenge
- How will the new plan be communicated to the citizens?
- Concerned about moving bus stops further apart on 99st
- Safety issues on LRT and LRT stations

## What could be the positive impacts?

- Increased weekend service for 112
- More frequent service and extended hours
- If planned properly, could cut commuting time and be more efficient with more frequent service
- Hoping for easier travel to further parts of the city

## How can we minimize the concerns?

- Bus shelters/seating on Whyte ave/104st, University station
- Consider a software driven schedule which dynamically adapts to call ins for service and drop offs
- Maximum 1 transfer
- Need a better way to get to WEM from Bonnie Doon (less than an hour)
- Extend SE4 down to Maple Ridge Rd
- Safety at bus stop – stop should be in Twin Parks not 17 street
- 15 minutes is not frequent enough for major bus routes
- Don't cut access to public venues (price of Whales Armory)
- Heated bus shelters (especially in winter)
- Better bus signage at stops; use colours to indicate peak only routes etc.
- Bring back #85 (small bus, peak only, hourly on weekends); will have to walk 25 mins up a steep hill to the LRT
- More frequent neighbourhood routes that feed into LRT in peak hours (#112, #85)

# THE MEADOWS RECREATION CENTRE



**EVENT DATE:** November 27, 2018 3pm to 7pm

**ATTENDANCE:** 15

## Overall

### Positive

- Like the idea of bringing people from lower density/low ridership to hubs/major destinations
- BNR is an improvement
- SW13 and SW14 are an improvement

### Negative

- New network will increase travel times because of so many connections
- Discouraged to take LRT as it gets too crowded

## Frequency

- #90 needs more frequency; always packed
- Bus does not show up, have to wait 30 mins
- C5 should be more frequent
- Silverberry to UofA hospital - only runs every 30 mins in morning; need more frequency
- SE7 every 30 mins – if miss one, will have to wait half an hour

## Safety

- Concerned about sidewalk snow clearance (Silverberry)
- No sidewalk on 38 avenue; will have to cross major road on 34st/38ave; will need to cut through a muddy alley

## Transfers

- Buses connect on paper but not in reality
- Fear about connections and transfers to work well for the new routes

## General Suggestions

- More park and ride along the LRT ride to promote more transit use
- Should have park and ride at Mill Woods Town Centre, Hills of Charlesworth area
- Cater to students, not working commuters
- Laminated bus schedules posted on each bus stop in big font (some people do not use mobile phones)

A blurred city street scene with a semi-transparent grey box in the center containing the word 'Central'. The background shows a street with buildings and a blurred vehicle, suggesting motion. The word 'Central' is written in a white, sans-serif font.

Central

# EDMONTON TOWER (Slide 1 of 3)

**EVENT DATE:** November 15, 2018 3pm to 7pm (Part of Engage Edmonton)

**ATTENDANCE:** 238

## Overall

### Positive

- Happy about improved service – gutsy, smart, bold move
- Pleased that bus goes to cemetery
- Like the overall concept and ideas behind it

### Negative

- Do not like the increase in travel times
- Seniors will be isolated as walking distance have increased and they can't walk that far

## Lack of Service areas

- Gaps in Victoria trail; no bus near shopping center
- Cloverdale – aging population

## Schedules

- Buses stop running near Rogers Place
- No midday service for SW20 makes it impossible to travel during the day
- SE1 should run past 10 am to accommodate for church hours and should run till 7 pm

## Routes

- Keep routes
  - #309, #128 – seniors need it, low income, dependent on bus for daily activities
  - #70 – access to St. Jean Seniors center
- Extend the route from Concordia/Highlands (old #2)
- Have P9 and P8 on 159st and Whitemud
- Concerns for aging community at far end on 93st east, near Forest Heights (losing #85), and on 80 st/101 ave
- Need service
  - for seniors living on Connors Rd at 95st
  - direct service from Oliver to Whyte avenue
  - better access to Grey Nun's hospital
  - Service on 82st/144ave
  - For St. Andrew's Ukranian (65 units; #85) – low income seniors with health and mobility issues, feel isolated and depressed
- SW6 should loop into Burton Rd at least every hour

## Sidewalk/Shelter maintenance

- Consider putting bus shelters on 91 and 99 st
- No sidewalks and street lights on 17st making it hard to walk to the bus (Maple Ridge Trailer Park – losing #306)

## Travel time

- Travel time increasing; will need 2 transfers + LRT which is currently a direct route
- Community bus routes should be shorter

# EDMONTON TOWER (Slide 2 of 3)

## Safety

- Safety issues at night in Cloverdale community
- Walking at night make seniors vulnerable for robbery and assault

## Walking Distance

- Seniors will have to walk 3+ blocks with groceries and cross at 97 street which is a very busy road (losing #151)

## Transfers

- Transfer timings should not be close together. Increases chances of missing connections

## Frequency

- A305 should run more frequently

## General suggestions

- Find ways to improve operators' respect among riders
- Washrooms at transit stations

## What do you like?

- Thanks for bringing back a bus from 106ave down 79st
- Links to Roper Rd industrial
- Keeps my community bus (Riverdale) and will improve my commute
- F3 is really nice. It's frequent and goes right downtown to Bonnie Doon
- Several rapid/frequent connections to UofA main campus
- Like the ideas conceptually
- More frequent service
- Frequent service connections to key locations, schools, public services, etc.
- More connection options (less loopy routes).
- Focusing demand where it already exists
- The bus hangers that informed the public of this engagement event
- Less crossover of routes (eg #3, #5 down 95st) higher core frequency
- Thanks for taking time to listen
- Increased frequency in busy corridors

## What are the concerns and barriers?

- Further walks during the last while is not okay for safety and people with mobility issues
- Lack of washrooms at transit stations
- Loss of service in areas that need it most - senior centers, etc.
- Buses don't go to all parts of the city or run at night, making it difficult to use transit as a sole source of transportation
- Travel between neighbourhoods is hard and requires multiple connections
- Unserviced areas (115ave in AB ave area) unsafe for women in area
- Unavailability of bus routes to access certain areas on weekend nights
- That there is no direct route to Highlands from downtown
- DATs already overloaded
- Moving stops apart is not humane
- Lack of crosswalks
- A task analysis and risk assessment needs to be done for each form of transportation and a comparison of alternatives

## What could be the positive impacts?

- Less congestion on roads
- Timeliness is critical
- More reliable service
- Less traffic
- Simpler, easier to navigate
- Reduced costs
- LRT working till 3am
- Easy access and easy transfers. Short wait times between buses
- Positive, keeping bus and transit safe, convenient for the whole city
- Less overlap

## How can we minimize the concerns?

- Mini buses allow seniors to socialize, otherwise they isolate and die early
- More shelters at stops
- No more street level LRT please
- Pedestrian activated crosswalk along bus routes
- Automated shuttles like ELA as last mile distributors
- On demand service for last collector routes for seniors and the mobility impaired
- Contactless payment on buses (reduce paper and make it easier!)
- Stagger buses
- Affordable for all!!! (or free)
- Marked cross walk 84 and 111 Stadium train
- Expanded late night service
- Frequency
  - 24 hour bus service on a 30 min interval
  - FTN should run at least every 15 min all day every day
  - More evening and weekends
- Routes
  - Keep #309, #112, #151, #104, #105, #81, #309
  - Route down 98 ave
  - Route from 144ave/82st to Coliseum LRT station

# CITY HALL (Slide 1 of 3)

**EVENT DATE:** November 29, 2018 3pm to 7pm

**ATTENDANCE:** 60

## Overall

### Positive

- Like that N10 runs by schools and churches
- Good job near Londonderry Park
- Happy with everything

### Negative

- Does not take into consideration seniors and people with kids
- Will have to go back to driving
- More transfers are detraction from taking transit
- Makes it hard to access non profit services
- Seems like some routes have more priority, e.g., Dunvegan Rd

## Lack of Service areas

- Dovercourt is a dead zone
- No bus in Delwood Rd , down 82 street
- Avonmore – schools, seniors, young families
- King Edward Park
- Lansdowne, Aspen, Grandview

## Routes

- N7 should run down 137 avenue
- St. Albert bus should stop at 127 st
- Keep bus stop for bus going down 66st in residential area
- Route 1 could be improved 124st to 142ave - very few people on this section in rush hour. Instead of run on 102ave go up to 118ave, from 124st and 142st. Even 111ave or 107ave
- Need connection
  - from YH and 127 st down 109st to Government center
  - Need connection to 107 st/ 29 ave Auxiliary hospitals from St. Joseph's seniors home (current #74, #17). Make sure the bus stops in front of the hospital
  - Extend Bonnie Doon – Holyrood to Connors Road so seniors can access the bus
  - No direct service from Northgate to Kingsway
  - Need a direct connection from Oliver to Concordia – students, physically disabled people
- Need service
  - 59 st/101a ave should have service
  - No downtown bus from Prince Charles
  - No direct route from Hudson to downtown / Pallisades to downtown
  - Kachegway School needs bus
  - Seniors need a bus at Glengarry Park
  - No bus on 76 avenue; can't reach Habitat for Humanity for volunteer work to pay house payments
  - There should a bus east/west across 76 ave
- Keep bus
  - On 98 ave, 85 ave
  - Put #5 back to downtown
  - Keep #143 – seniors and disabled people in the neighbourhood
  - Keep 309 in Oliver for seniors to go to groceries and medical appointments
- Splitting bus in Capilano (F3) is slowing down the service
- Continue W9 to 111 so don't have to transfer
- Bus stop should be closer at Grey Nun's Hospital; sick and seniors can't walk that far

## Schedules

- Should be all day
  - Service on Burton Rd should be all day
  - Community routes should be all day
  - #19 should be all day
- W10 should run earlier 6:30am and later 11pm on weekends (shift work)
- Should run later
  - Night service – expand service to 1 am
  - Should have service after 6pm (#112)
  - Local routes from entertainment districts should run later to get people home
  - Hudson's bus (N8) should run until 1 am Monday – Saturday
  - #152 should run later till 10 pm all week
- Expand peak hours
- Blackburn route should have extension of evening peak hours

## Frequency

- LRT (the only way out of Cloverdale) will be full, need more frequency
- Sunday morning frequency should be higher as people go to churches
- More buses at 106st/82ave during evening peak as school students use the bus and there is no room in the bus
- P10 needs to be more often
- #19 should be more frequent

## Safety

- Not safe to walk
  - On 178 st
  - Walking up Connor's Hill is not safe (Cloverdale neighbourhood)
  - Safety issues when walking late night in King Edward Park and Avonmore school
- Need more security on the buses and terminals
- Seniors don't feel safe in LRT
  - Can't reach help buttons on LRT as they are situated very tall

## Walking Distance

- Too much walking for seniors (10 blocks)
- Long walk to LRT from 91 street/98 ave
- No bus on 84st going East/West. Will have to walk up to 79 st
- Long walk from 82st to 66st to catch a bus

## Transfers

- Transfer issues at Coliseum, Northgate. Drivers don't wait and all go at the same time
- 30 minutes is a long time to wait when transferring
- More than 3 transfers makes it inconvenient to use transit

## General suggestions

- More paper schedules, large signage at transit centers with bus routes in large font; better communication for holiday schedule
- Keep the current numbering system for buses
- Real time schedules on bus stops as seniors can't operate it themselves on cell phones
- Remove 'bus stop closed' signs after re-opening the bus stop post-construction. Bus drives don't stop after seeing the sign

## What do you like?

- New LRT to see Edmonton. Better connections to amenities
- I am happy to see a potential bus route going right down 109st from Kingsway to Jasper

## What are the concerns and barriers?

- Difficult to cross 23ave
- Mature neighbourhoods (Hazeldean, Avonmore, Ritchie, King Edward Park) are losing service
- No service in Westridge
- The plan eliminates service to Cloverdale except for the LRT station; 7 blocks away; difficult for a senior to walk
- LRT schedule is really bad in the weekend (20°C) plus no clean sidewalks
- LRT stations getting scary especially for seniors
- Less abled persons are not able to access stops if they are 750m in winter
- Proposed service takes minimal advantage of the Meadowlark Transit Center the city just spent \$750,000 upgrading
- This system should be more user friendly and get people out of their vehicles. I see the opposite

## What could be the positive impacts?

- At this point, do not see many positives
- Looks like better service on Valley Line than on existing LRT routes
- Faster trip to Save on Foods. Typically it takes 20 min to get there by foot; the new Kingsway - Jasper route will be good.

## How can we minimize the concerns?

- Naming of bus numbers should be numeric
- Sidewalk maintenance between Clareview LRT and rec center
- Smaller buses for late night (until midnight) service
- Get traffic off 167 ave
- Schedule
  - Hours of service could be better for A310 into Rio Terrace (late night)
  - More service south of the Whitemud and between 156st and 159st
- Routes
  - Keep #112, #191, #145, #140
  - Need east/west service along 76 ave
  - Need connections out of Eaux Claires
  - Bus route from Castle Downs area
- Frequency
  - More frequency for #5
  - More frequency for Patricia Heights, Lynwood

Alberta Council on Aging

Cameron Heights Community

Canterbury Foundation

Catholic Social Services

Central Lions Seniors Association

Edmonton Food Bank

Edmonton Indigenous Seniors Centre

Eldercare Edmonton

Multicultural Health Brokers Coop

Operation Friendship Seniors Society

SAGE

Seniors Coordinating Council

Southeast Edmonton Early Childhood Community  
Coalition

VL Rehab

Wedgewood Heights Community

West End Seniors Activity Centre

Westridge Community

# TARGETED WORKSHOPS



# COMMUNITY PARTNER AGENCIES (Slide 1 of 2)



**EVENT DATE:** October 22, 2018 9am-11am

**LOCATION:** Central Lions Seniors Association

**ATTENDANCE:** 11

## **Organizations who participated:**

- SAGE
- Eldercare Edmonton
- Edmonton Seniors Coordinating Council
- Westend Seniors Activity Centre
- Operation Friendship Seniors Society
- Vision Loss Rehab
- Edmonton's Food Bank
- Catholic Social Services

## **Overall**

### **Positive**

- City did a good job. Appreciate all the work - considering all avenues - trying to maximize tax payer's money

### **Suggestions**

- Consider relationship between bus routes and poverty - hospitals, social services, etc.
  - Food bank - Kingsway and 111th - no bus service - people come walking - no sidewalks - need a bus that connects the north south corridor - 120st and 111ave. Maybe have First km Last km solution for food bank
  - Route from inner city to Argyll center. Seniors can't use DATS and other routes - throughout the city. Maybe use First km Last km solution for these issues here
- Routes to Capilano center for blind citizens
- Affordable assistant transportation - aging areas

# COMMUNITY PARTNER AGENCIES (Slide 2 of 2)

## What do you like?

- More frequent and faster service

## What are the concerns and barriers?

- SE held early coalition, Terra center - Braemar school, don't live around Braemar, 93ave and Ottewell
- Service for vulnerable populations. Urban sprawl affecting people to get downtown. Marginalized seniors, vulnerable immigrants, vulnerable Canadians
- Maple Ridge trailer park, newsletter
- Seniors don't qualify for DATs but can't use conventional transit
- Twin Parks underserved, grandparents looking after children, not just leisure trips
- Concern of having to cross more streets to get to new bus stops. City needs to install APS (accessible pedestrian signals) at lighted intersections for safer travel. Some routes equal to larger distance to walk to stop. There are more street crossings. Concern for visually impaired
- Hard to get out of outer areas, 3 buses to downtown
- Use same service delivery method for underserved population?
- Considered poverty? (access to services) Food bank at 111 st, WCB, Job core, services on 120st, etc. – First km Last km for food bank

## What could be the positive impacts?

- Better/faster access to community, resources, work, etc.
- Impact to reduce isolation, support new Canadians
- Increased ridership? What is impact of [illegible] low cost options to vulnerable [illegible]? Boyle St. Community Coop

## How can we minimize the concerns?

- Need further analysis (next iteration) - Consider on demand service for underserved areas (plan ahead) max 1 day min 1 hour priority, new develop high population density

# COMMUNITY PARTNER AGENCIES (Slide 1 of 2)



**EVENT DATE:** October 29, 2018 9am-11am

**LOCATION:** Central Lions Seniors Association

**ATTENDANCE:** 7

## **Organizations Who Participated:**

- Edmonton Seniors Coordinating Council
- Alberta Council on Aging
- Central Lions Seniors Association
- Canterbury Foundation
- Edmonton Indigenous Seniors Centre
- Drive Happiness

## **Overall**

### **Positive**

- Seniors from the center near Meadowlark would like the new design. It takes them to West Edmonton Mall, University Hospital and Meadowlark

### **Questions**

- Are there driverless vehicles planned for low density areas?
- Service in Blatchford?
- How are rural people encouraged to use transit vs driving into the city?
- Does any transit system in North America that recovers 100% cost?
- Did you look at overlay and seniors housing?
- Did you look at senior housing neighbourhood while making changes?

### **Suggestions**

- Use driverless vehicle for low density areas, e.g., Blatchford
- Smart cars can be used
- Have shelters at bus stops as a lot of people are worried about someplace they can stay warm while waiting for the bus
- Figure out potential to have a bus to the zoo
- Southside PCN do not have buses currently right now. The one on Calgary Trail and Gateway does not have bus service
- For online apps we need to incorporate language function
- Keep #169 – goes to church

# COMMUNITY PARTNER AGENCIES (Slide 2 of 2)

## What do you like?

- ETS has taken time needed to plan, engage, reflect, and amend and not rushing process

## What are the concerns and barriers?

- First km Last km change should not cost extra on top of bus ticket
- Concern is with growing proportion of older citizens who may need assistance and who can't afford cabs, uber, etc. Public service must meet needs
- Older citizens with mobility concerns and low resources (money) still need help to carry packages from vehicle to home and may need help up step at home

## What could be the positive impacts?

- First km Last km can engage some senior friendly service providers to meet need of older citizen in public service
- Less buses circulating with no/few riders

## How can we minimize the concerns?

- Ensure First km Last km accommodates older citizens who may need assistance i.e. help to get up front step

# WESTRIDGE (Slide 1 of 4)

**EVENT DATE: November 14, 2018 6pm-8pm**

**ATTENDANCE: 35**

Councillor Hamilton's office and ETS hosted a workshop in the Westridge/ Wolf Willow community to understand the impacts of BNR in this community and to understand their transit needs. A total of 35 Edmontonians from this community participated in the 2-hour workshop held on November 14, 2018 from 6 pm to 8 pm. Volunteers from the community were asked to validate the data and then also provided a summary of their viewpoints on the proposed network.

The evening began with a brief discussion on citizens' expectations from the workshop. These included:

- Transparency from ETS
- Clarification on transit future
- Solution to replace bus service / What can we have for reliable transportation
- Keep some routes e.g., #138
- To have their feedback recorded
- To be heard
- A transparent unbiased process

## What are the impacts of the BNR to your community?

- Walking distance challenges
  - 1 km is too far to walk in the dark
- Safety
  - Ravine
  - Coyotes
  - Homeless
  - Kids have to walk in dark and cold

- Lifestyle
  - Turnover in neighbourhoods – more families with kids, seniors
  - School decisions will be based on bus rather than academics
  - Neighbourhood won't be able to host college students
  - Will have to go back to driving thus increasing the carbon foot print and carbon taxes
  - Service changes mean lifestyle changes, i.e., jobs
  - Stereotyped as wealthy neighbourhood, i.e., "we can afford to drive"
  - Want us to drive; seniors don't want to drive anymore; seniors isolated in their homes
  - Have to stay home on weekend, can't get to mall or anywhere else
  - Special needs population in the neighbourhood – transit service means independence to them
  - It is a unique and isolated neighbourhood – service cuts will make it more isolated. Transit service keeps new people coming in.
  - People bought houses in this neighbourhood because it had ETS service

## What are the most important things that ETS needs to know about providing bus service in your community?

- We need transit
  - A connection to South Campus
  - Peak hours to school/work
- Look at #138 ridership again; was ridership calculated properly?
- Do more investigation on why people are not taking the bus, maybe the current bus service is ineffective
- Can reduce the number of stops in the neighbourhood

- Driving to buses is not ideal
  - If we drive to buses (as they will be very far away), where will we park?
  - Problems with snow clearing
  - Increase in greenhouse gases
- Not a self-contained neighbourhood
  - Need to go out for schools and grocery
- It is dangerous to walk down 170<sup>th</sup> street
- Consider “future” demographics – kids, seniors, college students
- Consider where people are going and at what times of the day
- Consider walking distance
  - By time of day – same distance is not safe at night
  - By season
- Access to transit centres / LRT stations

## Moving forward, what does the City need to consider as it develops transit solutions for your community?

- Revisit ridership data
  - Look at #138 ridership again – the bus is full
- Need school specials
  - Need buses to school
  - What will happen if school specials are dropped?
  - School special for high school and University would be nice
- Need Peak time service
  - To South Campus
  - To University and WEM

- Suggestions
  - Existing service suggestions
    - #105 – extend it to Westridge
    - One loop in the morning in Westridge
    - Expand Oleskiw local bus (W20) to include Westridge
- Mix of transit and alternative solution
  - Zero buses are not acceptable, we are tax payers as well
  - Peak hour bus in and out of the community and first km last km solution during the day
- Suggest smaller buses
  - Mini bus in the morning to South Campus
  - Use smaller buses and cut some bus stops to make service faster and reduce costs to the City
  - Use coach, commuter buses
  - Smaller buses in the neighbourhood can join larger buses

Alternate transit solution should have the following -

- Cost-effective
  - Should not cost additional to transit pass
- Faster on-demand service – online app
  - Should be able to book once for regular service – should not have to book everyday
- Pick up window –
  - Pick up window should not be 2 hours; smaller pick up window
  - Pick up/drop off should be at pre-determined times
- Pick up/drop off stops –
  - Use the current bus stops for pick up/drop off
- Walking distance –
  - Walking distance from pick up/drop off for on-demand should be a 5 mins walk ideally

## Alternate transit solution challenges –

- Safety of riders
  - Safety of kids in on-demand solution
  - Junior high kids should not get in car with a stranger
- Safety standards –
  - Alternative solutions should be held to the same safety standards – equipment (vehicle) standards, driver vetting, driver training etc.
- Synchronized timing with BNR
  - Alternative solutions should be in place before the current service is eliminated, or will be forced to drive
  - First km last km alternative solutions are tentative. We are interested in concrete ETS service and not tentative alternative solutions
- DATS does not work
  - DATS is first km last km but it is not reliable, not responsive, has a 2-hour waiting window and doesn't go to schools
- Uber is not ideal –
  - Safety of young kids riding alone
  - Not certified
  - No background checks

## What do you think should City Council's decision criteria be?

- BNR does not meet our needs
- Understand where we need to go –
  - South Campus
  - Grocery stores
  - School

- Consider that we will need strong partnership with EPS/ECS boards to get a yellow school bus
- We are higher paying tax payers; should our taxes be lowered as we will no longer be receiving transit services
- Human rights for vulnerable members of the community
- Be transparent with feedback

## Overall comments/questions

- Need clarification on school specials
- Why provide input when it is a done deal?
- Why provide more ideas for alternative solution when 50 solutions exist?
- We need more information on alternative solutions
- Don't feel listened to
- Community is stereotyped as being wealthy who doesn't need transit

## Preferred communications

- **Email – 22** Facebook community – 2
- **City website – 14** Direct mail – 2
- **Community newsletter – 13** Handouts on bus – 2
- Twitter – 7 Handouts at the stop - 1
- Facebook – 4 Snapchat – 1
- One on one conversation – 1

## What transit means to me? (verbatim comments)

- Public transit means my children can take safe, eco-friendly transportation to and from school
- Public transit for me means that I can get to work in about 35 minutes from door to door. That beats the drive time for sure! It saves me time and money. Plus, it is the quietest part of my day where I can listen to an audiobook and relax

- I have been taking ETS since 1994 or 1995 to school, work, career employment, job search, and attend annual summer festival in August
- Starting from a young age, I've always lived close to my schools. My family didn't have a car and we always took public transit to grocery shop, go out for family days and activities. Once we got a car, we moved, and schools and other places got farther from our house. Because our car was used for my dad's work, the rest of our family – mom, brother, grandmother – all took public transit every day. Because our community is so far from many locations in the city, buses are the only option for us.
- A member of our family has a medical condition which makes driving impossible. She relies on the bus service to get to work and back. She is in retail and her hours vary, so at times she has to use taxis, which she cannot afford. Without bus service, she would not be able to live with our family.
- Public transit is a public good that helps to ameliorate social and economic gaps. While we live in a wealthier community, not everyone has access to personal vehicles and many rely on transit for school and work. The move to rationalize service is worthwhile, but people and communities should not become isolated in the process.
- When you drive to work, you fight traffic and arrive home or at work tense. When you ride the bus, you have a relaxing social reading time and arrive refreshed.
- I take the bus #138 every day. My children take #107 to get to school and home every day. The proposed changes have a 20 min walk (perfect conditions) to the nearest bus stop. How do I get my kids to school? You are forcing me to drive.
- As a child I took ETS to junior high, high school and University. Now my kids take the bus to high school and University. ETS creates community lines of connection and engagement. It provides veins of transportation to children, youth, adults, and seniors to life in Edmonton. ETS is a part of services that I fund through my high property taxes. ETS service existed here when I purchased my home and should remain.

## I use the bus to....? (Verbatim Comments)

- Going to work downtown
- Work downtown
- Going downtown to meetings and concert
- Work; interview; job search; relax locations
- Work downtown, connect to LRT
- Two kids for school
- School
- We live 2 km from the proposed bus route
- School #107 and #2 JMS Parkview
- To get to and from Univ (#138); there is no bus from univ after 5 pm and this is already a problem
- Our family takes ETS to football games and heritage days
- Univ of Alberta
- Work, U of A
- Work, University, going downtown for interviews, shopping – groceries, everyday appliances
- Work for me, school for kids – b#138, #107, #2, LRT. 20 min walk to nearest proposed bus stop

## Final Thoughts

As a community, we felt that our needs are not listened to, and the network is already a done deal. Any input at this point (including this November 14th meeting) were just an "exercise", no feedback will be taken in consideration and/or work toward a solution that works for the community. We really hope that that the BNR team hear our concerns and take concrete actions accordingly, by restoring some fixed schedule bus services (i.e. 138 and 107 peak hours buses).

# CAMERON HEIGHTS (Slide 1 of 7)

**EVENT DATE: November 20, 2018 6pm-8pm**

**ATTENDANCE: 28**

Councilor Hamilton's office and ETS hosted a workshop in the Cameron Heights community to understand the impacts of the Bus Network Redesign (BNR) in this community and to understand their transit needs. A total of 28 Edmontonians from this community participated in the 2-hour workshop held on November 20, 2018 from 6 pm to 8 pm. Volunteers from the community were asked to validate the data and then also provided a summary of their viewpoints on the proposed network.

The workshop comprised of four stations, each station had one of the following discussion topics:

- What are the impacts of the BNR to your community?
- What are the most important things that ETS needs to know about providing bus service in your community?
- What do you want City Council to know about the process so far, and what needs to change?
- What data or facts do you need in order to give informed perspectives or views to ETS?

Leger facilitators at each station discussed the topics with community members and noted down their feedback. Any questions that participants had for ETS were passed on to the ETS team who were present at one of the stations.

This summary is a compilation of the comments and questions citizens shared during the workshop.

## What are the impacts of the BNR to your community?

### Overall

- This is frightening
- We are subsidizing other bus routes/neighbourhoods
- We own our community – more than just being homeowners
- Cannot access LRT, must drive to LRT but there is no parking there

- Kids only get school bus till grade 7
- We had a bus when we moved in

### Lifestyle

- Will discourage young families to live here
- No bus limits seniors' independence
- Demand will increase in a few years – kids will be teenagers, new developments. There will be an increase in cars and traffic.
- Increase in driving
- Future traffic projects will increase congestion
- We will have to drive/park to work
- Some do not have option to move
- We will have to move. We are working parents
- Limits what/who can come into community (e.g., nannies)
- People already leaving community because of the bus issue
- Limiting jobs for all
- Limited education
- More traffic congestion (1 way in, 1 way out)

### Isolation

- Isolated – must go out for everything. No store, commercial area
- Not our decision to be isolated, City designed it. Not fair we lose the service because of being isolated
- New communities being built, so we need more buses. These communities will have commercial areas and will make us less isolated
- Older females are impacted as they can't drive and are becoming isolated
- Limited our ability to access the city
- Cannot access any part of redesign as we cannot get out of the community
- If you work from home and don't have a car, you are isolated
- We/kids are cut off completely
- Less traffic/crime – all good parts of "isolation"

# CAMERON HEIGHTS (Slide 2 of 7)

## Need transit

- Impossible to get to school without bus
- Female without vehicle needs transit
- Get to Downtown, U of A, Terwillegar rec centre, Windermere
- Shift work, don't drive
- Bus to go to doctor
- Rec centre
- What will be the options for nannies (female, part time, work till late) – not fair
- Extracurricular activities for the kids – now we are driving during the rush hour
- Getting to school, work, activities for teenagers

## Future system

- We need to know what the options are before we know impacts- we would like another Public Engagement when the options are known
- Data collected from current service does not reflect what community wants/needs
- Want to know the options from COE
- Expect what we have today as a minimum
- City should look at how to improve efficiencies
- Does not have to be a full-size bus
- Create a nice trail through Ravine (lights, maintained, shovel etc.) – this might help
- Dial a bus is not dependable
- Pave access road. Create a link to the 'system'
- Would like to see – drop off bus, share a ride
- Let us provide a list of needs (areas needed most)
- Build a list of people who need the bus. Use this to determine best pick up places in and out (share a ride program)
- WEM – LEGER bus route: Improve bus route so goes to Cameron Heights, Leger, WEM
- Could be a lot to ask kids, seniors, immigrants to figure out 'rideshare'

## Current system

- Current system is ok but there is none on weekends
- Current system is difficult – need more direct service to Terwillegar Rec centre and Windermere shopping
- Inefficient, deters ridership

## Cost/Expensive

- Cost of a car is high
- Families will need 2 cars

## Taxes

- Property values are increasing
- If no bus service, our taxes should be lowered
- Our taxes go up but losing services

## Safety

- Safety issues around ravine especially for young kids and older people

## **What are the most important things that ETS needs to know about providing bus service in your community?**

## Overall

- Problem with additional bus routes downtown – not equitable, contribute property taxes
- Feel like City has put us in this position
- Consider the City as a whole community – need to service people on the fringes – council is neglecting those areas – underservicing
- Don't cut service to a community that is only going to grow

# CAMERON HEIGHTS (Slide 3 of 7)

## Future system

- Ridership might not be the best indicator of need for our community
- Need better public transit than what we have right now
- Bus runs 7 am – 6 pm. Fear – when things get reduced, feel like harder to get back
- Booking ahead – lots of planning ahead (a deterrent)
- Don't know what alternative forms of service are
- Is the City doing an audit to find more money for transit? Find efficiencies
- Have to have bus routes for children – need longer service hours
- Bus only goes in one direction – ridership would increase if they go East – to a rec centre
- Need service on weekends – 9, noon, 3 and 6 pm (if need be). Don't want to lose the bus
- Need service throughout the day
- One other way to get into the neighborhood – access road that joins Wedgewood – Crescent Heights residents, through the ravine 2 km – save time – currently used by bikes and walkers
- Would be willing to take lesser service in non-peak hours.
- Would be interested in transit pilots
- Other community across the road needs service in 12 months – south of Cameron Heights – consider this in planning – Maskekosiak – probably 100 houses already built
- Speaking on behalf of kids – need bus in the morning, until about 7 pm; kids need the bus for after school activities - carpooling
- Don't think we need a big bus
- All the infrastructure creating LRT might change bus routes in those neighbourhood – reallocate those buses

## Need transit

- No school in community, so anyone getting education or services must leave
- Past school bus planning was poor – low ridership as a result.
- Bus does not go to nearby amenities. Many new amenities in other areas of the city. Equi-distant to the amenities to the north and east. Takes too long. Stores, bus stations, schools
- Terwillegar is closest rec center – an hour by bus
- More would use the bus if the service didn't just go to West Ed. Current service is every half an hour. More frequent bus service with more connections would result in more riders.
- Building new services – who is going to work there? How will they get to work? New commercial building going in
- Concerns that kids won't be able to use transit to go to University
- Have to be able to get out for everything – shops, schools, services

## Unique community

- Have a community that wants to age in place – 55+ community
- Growing community. EPSB needs more buses
- Kids and tweens, seniors and people who don't drive rely on the bus
- Small community but unique. Isolated by roads, natural boundaries. Can't walk several blocks because of the ravine and river
- Seniors and nannies can't drive – no driver's license or vehicle
- Living on an acreage in the city
- When the community was built, bus service was a consideration
- Planning has not accounted for more kids and new condos – 170 rental units going on

# CAMERON HEIGHTS (Slide 4 of 7)

## Current system

- Using WEM transit centre adds time
- Have to drive to city events
- No bus on weekends isolates residents
- Transit route times don't work. 5:30 pm last bus
- Everyone who came to this consultation had to drive here. Couldn't take the bus here
- Impossible to use transit if you work shift work
- Disappointed with current bus service
- Off peak hours – as frequent?

## Lifestyle

- As buses get cut, concerns about housing resale values
- Affects choice of school – not the best choice for family
- Taxes – highest property taxes in the city – top 5 or top 10
- Opportunities for future development – concerns this will deter development – deter people from moving in – impact growth of the community
- Concerns that won't be able to stay in the community

## Safety

- Ravine is unlit and unmaintained
- Hard to get out. Don't think walking through the ravine is realistic
- Ravine – steep, inaccessible, coyotes - not an option, safety issues

## Isolation

- Can't leave a community without service
- Need a bus or else we can't get out of the community
- Can't be overemphasized that this makes Cameron heights inaccessible

## What do you want City Council to know about the process so far, and what needs to change?

### Overall

- In a city, you can't always meet all the needs, COE might have to take a hit to ensure service is provided
- Don't leave us to figure out stuff on our own
- I'm cautiously optimistic, school specials could work, it's cut back too early, we have a multi-family housing unit going in
- Felt really surprised and there was no warning
- Heard antidotally via bus drivers that we may lose service
- First reduction of service we are told on the bus – in June for the July change
- The process seemed fine to me when I went to the spring session. I have 4 kids, so this is important. I didn't really believe it was going to happen, removing service. I found about it on Facebook. We would have liked to be told first hand before seeing it online
- Didn't know about the process until the service was set to be removed
- Seems like we're sacrificing our service for others
- When we built, we were told as the community grows, the bus service will increase
- We bought knowing there is a bus system
- This is great that this is being done...if you took the bus, you wouldn't have made it here
- We just bought in, was so shocking, just 6 months after we moved in
- Process = Every community that pays taxes, gets services
- City isn't looking at the bigger picture, there is a more feasible way to draw the routes – less service costs

# CAMERON HEIGHTS (Slide 5 of 7)

## Considerations

- Need transit:
    - Bus in the morning is mostly students 8:00/8:30 am packed
    - Bus needed 7-9 am
    - We have senior housing, they need to get to services
    - Grade 7 daughter uses transit to get to St. Rose
    - Kids need transit for grade 7
    - Need for activities – craft club
    - Younger people (teens) would like to go east to Terwillegar
    - Going to Terwillegar makes sense
    - Bus is packed early in the morning
    - If service is removed, it will be harder to get back
    - Bus is so inconvenient. My 2 teenagers will bike to school all the way to St. Rose (10 km). Time is terrible – dangerous - wildlife
    - My teenager needs transit
    - My U of A student needs transit
    - Our teenage daughter needs this for her part time job (bad for evening/weekend)
    - We need a regular service, school buses are full, when they go to junior high, they will really need the service
    - People want to go east, south
    - We just need something to connect our kids to places
    - Volunteering is really impacted
    - Nannies – big problem for them
    - We only have 1 car, we take buses every day
    - Limited service reduces the opportunities for U of A students
    - School buses= crack kids fall into, major barrier
  - Growing community
    - Kids coming up
    - 170 persons rental unit going on
    - Commercial development is coming in too (holes dug)
    - Our population is increasing. We are paying our fair share, we're within the Heday, our community is getting cut off
    - Many young families with kids coming up needing transit
  - Lifestyle
    - We will need to move (this isn't something nice to have, it's a need)
    - People lose their independence, driving my family places turns into a full-time job
    - Our tax rate is high – one of the highest in the city
  - Unique community
    - Consider the uniqueness of our community – ravine, Heday (3 km across the bridge, 6km to the nearest bus)
    - We chose this lifestyle, but we need the bus
  - Safety
    - Not safe to use the bridge to connect to the bus – bears, cougars, coyotes, bush, issues...
  - Data
    - City needs to look at the census
- Future system:
- Solutions
    - Suggestion to get people to main transit station. Not an actual route by a service that does this – WEM – Cameron heights – Leger – loop
    - Work with the community to come up with solutions right away. Do a process with the community, 3-5 concrete plans, work together with Community League Board

# CAMERON HEIGHTS (Slide 6 of 7)

- What is missing for me is not knowing what solutions might be
- Combine 3 routes, save money and time. WEM to Cameron heights to Terwillegar to Rec centre to Lilian Osborn.
- Eliminate some service to combine routes
- Suggest new park and ride for this area
- Maybe just run service on peak hours only, not in the middle of the day
- How about a guy in a van?
- Community is brain storming creative solutions
- It's fair not to be able to drive a big bus through the community. A safe and secure 8 passenger van should work
- Call for service would work okay
- Access to LRT would be best, get route to Leger
- Increase in ridership
  - If there were buses in both directions, people would use the bus
  - Bus added for schooling, a loop, where people want to go, would increase ridership
  - Service that runs on weekends
- Characteristics
  - Reliable option is critical

## Current system

- Service today is not good either. Current service is 7 am – 5:45 pm, no weekend service
- The current service limits what schools my kids can get there
- Transit is terrible
- If we missed the bus, we are hooped
- Current service isn't convenient, but its manageable
- The current service isn't really working

## What data or facts do you need in order to give informed perspectives or views to ETS?

### Overall

- Why are you making transit so undesirable?
- Will we get another engagement after the options are released?

### Loss of Service

- DT buses work great, why are we adding more at the expense of us?
- If our community is growing, why is our service cut?
- We are within the Henday, we are not far, why is our service going?
- If we were connected to other routes, would it make a difference/keep the service?
- Who thought leaving a community with no service was a good idea?
- Why should we pay for South LRT service, we won't use, and we get nothing?
- Why are we subsidizing everyone else and we get nothing?

### Future Plan

- What is the plan/options?
- Need details on what the other options would look like?
- If this goes forward, will our service improve, remain the same or decrease?
- Why hasn't the City just gone to a small bus?
- Would it be cheaper to pave access road for buses?
- Would being connected to other routes result in service staying?

### Methodology

- How is data generated?
- How did the City come up with this plan?
- Not our fault we are cut off, what determined us losing service?
- Want to know more about the stats collected. What was recorded? Who is riding the bus?
- Was there research done in this area? – ridership counts – on random buses – don't feel it's a clear picture of Cameron Heights, "partially" accurate

# CAMERON HEIGHTS (Slide 7 of 7)

## Taxes/Money

- If busing stays the same or goes away, can I expect my taxes to decrease?
- If we get no service, we should pay less taxes. Is that an option?
- We are paying more taxes, getting less for money
- How much money is saved by doing this?

## New Development

- New development in Maskekosihk. Will they not get service too?
- What happens to the new communities coming on? Bus plan only covers existing service

## School buses

- What is the state of school buses?

## Evaluation

### Stats

- Ridership Stats – need specifics
- What are case factors to decide this? We get it, we can work together to come up with solutions
- None of the survey results matter if we're not getting services

### Comments

- ETS is sincerely trying to make things work
- Thank you, at least you are listening. There are many people who don't have a voice. Please keep our route.
- There is a lot of overlap at each station
- Start with planners to speak in general with the whole group/ give context that we won't lose service, spur better conversations.
- I do appreciate what you have done to hear us, I do feel like I've been heard
- I feel like I'm saying the same thing over and over, it's not being heard. It feels like things are already decided
- This discussion is happening too late
- We've heard it's a done deal

## What Transit Means to me?

- It means that my daughter can independently get home from school (St. Rose) so that I don't have to pick up my toddler from a nap to bring her back.
- Being able to mobilize around the City
- Transit means independence for my daughter...and will mean the same for my younger daughter in a few years!

## I use the bus to....?

- Get home from school (without bugging my mom!)
- Get to and from school
- I use the bus to safely get my daughter to and from school. I use the bus to bring my daughter home from after-school activities. Our family uses the bus more and more each year!

## Final Thoughts

- We need transit
- We are unique in that we are isolated by the ravine, Henday and the river
- Concerns regarding what future service will look like, service on demand seems to have been decided but we don't know any details on how that will meet our needs
- We want to continue to be a part of the process so that our needs are met

# WEDGEWOOD HEIGHTS (Slide 1 of 9)

**EVENT DATE: November 28, 2018 6pm-8pm**

**ATTENDANCE: 56**

Councillor Hamilton's office and ETS hosted a community workshop in Wedgewood Heights to understand the impacts of the Bus Network Redesign (BNR) in this community and to understand their transit needs. A total of 56 community members participated in the two-hour workshop held on November 28, 2018 from 6pm to 8pm. Volunteers from the community were asked to validate the data and then also provided a summary of their viewpoints on the proposed network.

The workshop comprised of four stations, each station had one of the following discussion topics:

- What are the impacts of the BNR to your community?
- What are the most important things that ETS needs to know about providing bus service in your community?
- What do you want City Council to know about the process so far, and what needs to change?
- What data or facts do you need in order to give informed perspectives or views to ETS?

Leger facilitators at each station discussed the topics with community members and recorded their feedback on flip charts. Any questions that participants had for ETS were passed on to the ETS team who were present at one of the stations.

This summary is a compilation of the comments and questions citizens shared during the workshop.

## What are the impacts of the BNR to your community?

### Overall

- We will have no bus service
- ETS option taken away
- A loss for our community, no gain
- Need to apply the same design criteria that's used elsewhere
- More pollution, more people will have to drive

- People won't be able to commute via transit
- Normalizing discrimination (against seniors, students, persons with disabilities, low income, people who choose not to drive for environment)
- Treat all communities the same – access to ETS
- Edmonton's reputation on a global stage – people deserve to choose dignity
- People deserve the right to take the bus when they choose to take the bus
- Not happy with options City (ETS) proposed
- The BNR feels downtown-centered
- Missed opportunity to better service surrounding neighbourhoods
- A false economy to cut off our stops
- ETS should consider it a public service, long term investment in the City, a way of providing an equitable service so people can improve themselves and be less of a burden on society
- The trade-off of increasing frequency for fewer stops doesn't feel right

### Lifestyle

- Property values will go down with no bus
- Resale value will go down, will take longer to sell
- Would change neighbourhood demographics
  - Seniors, families with kids won't be able to live here
  - Kids like taking the bus
- We will have to move, leave our neighbourhood, community if our kids can't take bus to school
- Families might go from dual to single income if one parent needs to stay home and drive kids
- Makes Wedgewood a "have-not" community; what will City cut next (e.g., soccer fields, snow removal)
- Will create a generation that doesn't use transit (including retired who want to start using transit)

# WEDGEWOOD HEIGHTS (Slide 2 of 9)

- People will get less exercise, people will drive to bus stop
- Will make it challenging neighbourhood for students to live in
- Fear, lack of certainty
- Quality of life
- Ability of seniors to travel around city to access services
- Demographics go through cycles, young families are moving in, how will their kids get around?
- Seniors home is planned on school lot, located to be along transit loop but now lost bus stop – now park space is cut up
- People are considering selling their homes over this; why is ETS forcing people to sell their homes?
- When we moved in 20 years ago, we knew our kids could take the bus – what will it do to our property values – not having a bus route?
- We're getting older, younger generation coming in, how will kids get to school?
- Isolates me from extended family visits (my grandkids)

## Need transit

- It was the only way I got my children to school and university
- We are getting older and will need the bus
- Nannies, daycare staff, cleaners coming to work by bus
- Hard for anyone with a disability (e.g., like a concussion)
- Seniors and people who don't drive are impacted – if housebound, will impact physical and mental health, and their access to healthcare
- Soccer players take the bus
- Getting downtown for work, festival, event access
- The people who do take the bus here rely on it

## Safety

- Safety for children getting to bus, winter, dark
- City sidewalks are not being cleared (dangerous to walk)

- People, students working night jobs (e.g., at WEM), employment will need to walk home in the dark
- Lose option of bus for safer travel – on an icy day – for my parents
- Lighting is dim, safety concerns (wall, park, isolated route) around a longer walk to bus stop
- Fewer “eyes on the street” without the bus coming through, people walking to and from bus

## School/Students

- Students will lose option of taking bus, unfair, will still need to pay for UPass
- Students going to school and work and impact on parents who may be late to work because need to drive kids
- Grumpier kids who have to wake up earlier
- Will add more time to commutes to school, university, travel will take more time that could go to other things – reduces quality of life
- Attendance at school will be affected
- Kids come back from school at different times, we see kids waiting for the bus

## Future Service

- Uncertain that the options to replace bus service will be appropriate; concerns about safety and how ridesharing will work for kids, ESL speakers
- Preferred options would be:
  - Smaller bus (need predictability of service rather than on demand); disagree - will a smaller bus actually cost less?
  - Less frequent service
  - Peak hour service
  - Removal of stops on current route, keep turnaround and park stops

## Walking distance

- Too far to walk to nearest bus stop, therefore won't be able to use the bus, 25-30 min walk

# WEDGEWOOD HEIGHTS (Slide 3 of 9)

- It's already a long walk
- For those with mobility issues "not a chance" we can walk 30 minutes

## Impact on other services

- Lose snow removal on major routes, this will have issues on yellow school bus
- Increase traffic congestion, people will purchase more cars, there will be more parking issues
- Without snow removal, will impact access for emergency services

## Expenses

- I will need to buy a car
- Additional cost to personal budget (needing vehicle for hire)
- We sold our 2<sup>nd</sup> car knowing we lived 200m from a bus stop, now I'll need to buy one (the new stop will be 1.2 km away)

## Taxes

- It creates inequity in service distribution, our taxpayer service is funding new neighbourhoods, we pay a lot of taxes
- I'm disappointed with where bus service is going, everybody pays taxes

## **What are the most important things that ETS needs to know about providing bus service in your community?**

### Overall

- Climate change – it feels like the City wants us to keep our cars by taking away transit.
- Comes across as a message we should use our cars more
- ETS wasted money in consultation
- City refuses to listen
- Inequity – several bus stops in nearby neighbourhood (on both sides of the street in Callingwood at 184 Lessard to 178). Not even one in ours

- Conscious decisions when moved in – kids were young, and we knew they will need transit when they grow up.
- Consultation process is suspect because of Eastglen Leisure Centre and Parkallen
- The new system makes no sense

### Need transit

- We have seniors. We need the service. Seniors – it is not fair to expect them to walk. It is dangerous for kids and students also
- It is an essential service. We depend on it for school, appointments, social events
- Evening service 10pm to midnight is important because a taxi won't come from the entertainment district to this area
- 40 min to WEM and transfer – proposed
- If we transfer at WEM or Lewis Farms, it takes a long time
- Daughter in school. We have to figure out how to get there – waste of time
- Vulnerable population should not rely on DATS. Should be an inclusive community and maintain their dignity
- Kids always used transit and were not interested in a car when they were old. They need to get to work
- Service throughout the day – variety of needs, seniors, students, kids
- We don't have high ridership, but we need some service to get to University, part-time work, and study at NAIT
- They want to take the bus because it is too expensive to drive
- People do not want to spend \$300 for parking
- Nannies come to this neighbourhood
- Aging demographic can't drive for medical reasons
- Want something
- Use ETS in summer, but not the winter – a number of seniors use it

# WEDGEWOOD HEIGHTS (Slide 4 of 9)

## Future service

- It's 3-4 min (2 mins at most). Maintain the current bus. Maybe remove a few stops
- Number of riders – may not be a large bus but some service
- Some different frequency and bus size can be discussed
- Peak only service won't satisfy – we need different times
- Consultation should happen prior to options being finalized
- Same service 6am-9am (and in the evening) and once an hour during the day
- Suggestion – bus to Wedgewood – take me to WEM where there are 50 buses
- Want to know First km last km solutions
- Eliminate Hodgson and take 2 mins in here
- Infrastructure already exists. Not going to be a big deal to continue service
- On demand – not sure if they will come on time
- Concern that new service might cost more
- Concern about privatizing transit
- Does not feel Uber is safe; Uber will not be safe. Bus drivers are well paid full-time, professionally trained

## Lifestyle

- Multi-generational families – students, seniors in a single home
- Want grandkids to come and visit me, how will they come if there is no transit in the community
- Kids in one section of the City want to visit friends – teenage mobility
- Have to travel outside neighbourhood for services – appointments, shopping, grocery
- Create a generation of non-transit users
- House values are impacted
- Neighbourhood demographic will change. Reasons for diversity is transit
- Change in community demographics. Younger families are coming in and the community is regenerating
- If we don't get transit riders now, we won't get any in the future

## Walking distance

- 15 – 20 min is too long of a walk in the proposed network
- Walking distance is not walkable
- Already a long way to the bus stop with the current service
- Lots of people in 50s, 60s, 70s who can't drive – should not be expect them to walk one mile in the rain or winter
- We have accepted that bus stops were far away and that they was 1 bus stop at the beginning and one at the end

## Safety

- Robbery, assault at risk if get off at Lessard and walk in the neighbourhood. Big walls
- Eyes on the street – neighbourhood security, people getting on and off bus and walking on the street
- Transit is an important service to go to education and other services. Cutting service is not creating a safer community. We need local service for connecting us in the City

## Report

- We should see the report before it goes out to Council
- Previous council reports First km Last km does not have any of our concerns

## Community

- Ravine on two sides – can only go in one direction. One way in, one way out
- It takes very little time to go in and out of our community. We don't have many bus stops

## Taxes

- We pay taxes. We pay higher property taxes and need some kind of service
- Taxes – there is a perception that people in new areas are getting more service than consistent tax payers

# WEDGEWOOD HEIGHTS (Slide 5 of 9)

## What do you want City Council to know about the process so far, and what needs to change?

### Overall

- Bus service is important for the whole city. I don't like being asked to carve out Wedgewood
- No input from the community before the changes. Feels like it was forced upon us
- Doesn't look like anything changed in the second draft
- City Council decided to rezone location of senior residence. Now they take the transit stop (by the fountains) does council need to rezone again?
- Want City Council to know we're going to watch how they handle this and there could be consequences
- Feels like a lot of things get brushed through by special interest groups. Feeling powerless
- People are frustrated. They didn't come because they feel it doesn't make a difference
- Bus service isn't great right now. Council speaks out of two sides of their mouth (e.g., eliminate climate change and decrease bus service)
- Major lack of sidewalks that the City does not sand or shovel
- Ideally would like the whole plan to restart
- The City Council needs to be responsive to group/individuals who have questions and the verbal/non-verbal responses have been inappropriate

### Process

- Process was self-serving. Intentionally did not ask people who ride the bus
- Process did not bring out the issues
- The process hasn't been forthcoming. Doesn't know what is going forward. How can we comment on what we don't know?

- Feels like its abandoned. Questions aren't answered as if people are really listening. Feels like its being sold
- Don't trust the process. Feels like you're trying to make us feel better about a decision that has been made
- We weren't consulted about the report before it went to Council. This needs to happen to get feedback
- Advertise better on the buses
- Inform riders of proposed cuts/changes
- Better communication of process/changes
- Got information Tuesday that was done in July. Why was it held back?
- Say upfront how you make the decisions, i.e. Budget/Service/etc.

### Data Collection

- Online survey was phrased to be very biased. It generated what the City wants. Didn't allow me to answer what I want e.g. Keep it as is. Didn't address what I wanted
- Survey was too long. Couldn't remember my first answers as I got towards the end. I suggest making it shorter
- Add a comment section after each question not just at the end
- Question the way they interpreted the initial survey, e.g. Cutting local service
- Survey was extremely discriminating, e.g. high level of reading/literacy, map reading. Discrimination against low level or reading, new citizens, needed to be at an accessible level for all. Took too long
- Make it possible to do the survey on the bus (e.g. iPad)
- Why does City Council ignore information that is gathered from citizens?
- We are dealing with incorrect data (e.g., amount of time to walk to stops)
- Put this upfront in the survey: How are you rating the decisions? Budget? Service? Community impact?

# WEDGEWOOD HEIGHTS (Slide 6 of 9)

## Questions

- Why is the City dealing with this? How did they come to this topic? Did they look at other options in the budget before doing this?
- How does this help the climate change strategy when less people will use transit?
- Does the City get more riders?
- To council – are there other areas to cut rather than ETS?
- #101 and the route after 2020 goes through Hawkstone. Why? It's on residential street with kids. It could go up 184 street, turn at 52 Avenue and you're back on route. Probably save two minutes going into Wedgewood to bus stop 5968 Hawkstone does not lose any business – post 2020 – still within 500 metres from a stop. Wedgewood in 2020 – I would have to walk 1.2 km. ETS is ignoring me!

## Lifestyle

- Need to account for the transitions in demographics in the neighbourhood
- Needs to be more inclusive e.g. older people with mobility issues, younger people, could have been better to involve people in these populations
- Council has to realize it's more than a bus. Needs to be more encompassing. (e.g., mental health, property values, need to get around)
- Reducing quality of life in this neighbourhood
- ETS should not be run simply as a bus service. Remember quality of life issues are important

## Walking distance

- Fixed premise that people were okay with a 10-minute walk. It was skewed. Too much emphasis on this from the start. Result don't fit 10 min
- Process was downtown biased where everybody is within 10 min
- Don't make people walk long distances

## Need Service

- Younger people/retired people needing services
- Still have kids that need to take a bus. If the bus is gone, leave at minimum a peak hour service

- It is also for people coming to the neighbourhood e.g. Grand children

## Taxes

- Not sure where taxes are going? Why are they taking away buses? Not clear why buses are taken away – lack of consultation
- City is supposed to provide police, fire, and transportation. Can't just take it away. Add services e.g. Chappelle without increasing the budget

## Future Service

- Don't know the options. It looks like there's none. We need to see the options in order to be able to comment

## Impacts on other services

- Feedback around other services that affected are not covered/consequences are not covered. e.g. Snow removal

## **What data or facts do you need in order to give informed perspectives or views to ETS?**

### Overall

- Why aren't we increasing the services in order to increase ridership?
- Why are there excessive delays to get information out?
- Will the junior high schools be provided the opportunity to provide input?
- Why the Wedgewood HOA was not informed of this earlier? We found out about 6 months
- Why didn't we hear about this earlier? We were caught off-guard
- What has been the involvement of the elected officials?
- Are they completely removing services from this area?
- What information is Council using to make the decision? I want information before they make the decision
- Why are you even asking this question about impacts?
- What is the relationship between Council and ETS?

# WEDGEWOOD HEIGHTS (Slide 7 of 9)

- Why is ETS forcing people to sell their homes?
- What does service mean?
- How much is the current cost to dip into Wedgewood?
  - It's such little time
- What are the effects of adding more cars from the suburbs to the road (e.g., going to the University)?
- Studies on losing ridership? What is this?
- Wedgewood is a community that is turning over?
  - Answer: This is a short-term plan
- Once it's gone, it's gone. How do you get it back?
  - Answer: We will study at 6-month, 12-month mark. We need to build a solid foundation now
- Wedgewood park is getting the seniors residence, because they have a bus route. City does not seem integrated?
- We don't want a new network. What are the potential consequences of changing the route?
- Has ETS considered doing a transit promotion push?

## Future Service

- Can you schedule every third bus to stop in our community?
- What does on demand mean?
  - Answer: It only runs when it's needed / scheduled
- Would predictability be a part of future service?
- Why didn't they go further into Wedgewood?
- When will we know the options?
- Why no bus from here to Windermere? It is 10-minute drive on Henday
- How can students and employees get to U of A? Currently #138
- What kind of security for future service?
- Why didn't we have this conversation before the report went to Council?

- How would a rideshare work?
- What are the next steps? What else is coming?
- What's next?
  - We want smaller buses
  - We don't understand what on-demand is
- Does ETS operate the on demand service?

## Stats/Process

- What is rider threshold?
  - Answer: 30 boards per hour is the standard for the route
- Is the motivation to reduce costs? e.g., snow removal
- Who is the demographic using the bus? How do design if you don't know your ridership?
- Did you look into other cities with suburbs for inspiration? How do others solve this problem?
- Were the schools included in the process? If so, how?
- How did they plan the whole process?
- What is the "magic" number that gets bus service? e.g., 138
- Are you analyzing peak vs. non-peak ridership?
- How did you take into account current neighbourhood transition?
- How will public input be weighted and influence the final decision?
- What is the next step, will our comments go directly to Council?
- What is the specific criteria data?
  - Answer: Infrared sensors count passengers
- What is the measure of efficiency?
  - Answer: number of riders/time
- What was the time frame of the data? What is the study?
  - Answer: March 2018 – weekday
  - Sample for each trip – remove outliers

# WEDGEWOOD HEIGHTS (Slide 8 of 9)

- What criteria is part of this?
- What is the demographic of ridership?

## Taxes

- Why are newer neighbourhoods getting services when we've paid taxes for years?
- Windermere is a new community and they are getting new service at cost of us with our taxes (Why?)

## Comments

- Overall
  - People are so upset, they feel like its being shoved down their throat
  - Calgary system work well, old system, better maintained in Calgary
  - Transit equals diversity and you're taking away our connection to each other
  - Callingwood YMCA as a hub connecting a spike
  - Big issue with corridor design in the city
  - The Henday is already crowded at 5 am
  - General feeling – it would be easy to continue service to use existing bus loop
- Transit needs
  - Seniors can't use this system – unable to drive, need a good way to get around
  - I have a disability; this system discriminates against people
  - Extra travel time for students is a big issue
  - Kids riding the buses is an issue, we need kids to go to school
  - University students have to pay a fee for service. They need this
- Lifestyle
  - New families coming into the community

## • Process

- I was never directly contacted
- Need more consultation before council makes a decision
- We are coming out, there are no answers, not listening
- Advertising didn't speak to what was happening; use bulletin boards, big road signs
- The problem with the process is you're trying to convince me you're right; take issue with the question asked
- We have zero information. It doesn't work – just emailing community presidents
- We need data quicker to be a part of this
- Direct mail is the best way. Different languages are required for these notices
- The survey was not inclusive. Survey in a different language is needed
- The first survey felt biased. Didn't let me say I didn't want the BNR. Should be space for open ended comment
- Urban core is dictating the decision – majority people who answered are in urban core. Of course, they would be ok walking. The survey was flawed
- 2015 survey is flawed, does not take into account reality

## • Walking distance

- Walking 20 minute in Wedgewood isn't 20 minutes on Jasper – blind sided
- Your design doesn't follow the minimum walking distance

## • Future Service

- ETS is safe, dial service wont work because its between a time; people will have missed appointments
- Smaller buses in peak hours are better
- We have ideas about options
- Have other options such as peak only, smaller buses, less frequency

# WEDGEWOOD HEIGHTS (Slide 9 of 9)

- Bus that goes through all three West communities like a loop
- Most vulnerable people need better solutions, first km last km doesn't address that
- Suggest smaller buses on a regular basis
- We don't want a pilot program
- 20 minute service is ridiculous
- Don't need so many routes or stops, even peak would be ok
- Taxes
  - It took a long time to get a stop, we all pay taxes and need transit

## What Transit Means to me?

- A basic municipal service
- A way to link the city
- How to get to school
- Bus service is essential. It is part of a community
- I will have no way to get to school
- Way of getting to school
- I won't be able to get to my doctors that are spread across the city if I have to walk a mile on the way there and also on the way back as a senior
- Property values will go down and then who wants to buy in an area with no bus
- School for kids
- Transportation for non-drivers
- Avoidance of walking a mile particularly at night or in bad weather
- Increases property values

## I use the bus to....?

- Go to school
- To go to work
- I need to get to school
- Go to and from school
- Kids need to go to school, go downtown. Even go to WEM for bus transfer
- Go to school, if there is no bus it will be hard for me to get to school

## Final Thoughts from the community

All in our community are proud citizens of Edmonton and want to be seen and heard when it comes to making Edmonton and our community a better place to live and raise families. Especially when it is our specific community affected.

As a community of Edmonton all are deeply concerned with the consultation process to date. And with the date of release (Nov 26) of the 'First Kilo Last Kilo Report' not being made available well before the November 28 2018 workshop. Our questions and concerns could have been far more relevant and specific. The reality is there is no consultation with our community (and others across Edmonton as we hear from them) prior to reports going to Council.

Now that the 'First Kilo Last Kilo Report' is completed and Wedgewood is destined to be a test site (assuming our current busing is indeed being eliminated), we ask for consultation as to the types/modes/schedule of alternative service strategy for our community well before the final decision is made to them, and put in place.

Will this opportunity be provided?

A blurred city street scene with a semi-transparent grey box containing the text 'CITY-LED ACTIVITIES'. The background shows a street with buildings and a vehicle in motion, creating a sense of urban activity. A vertical white line is positioned to the left of the text.

# CITY-LED ACTIVITIES

# AAC (ACCESSIBILITY ADVISORY COMMITTEE) MEETING



**EVENT DATE:** November 19, 2018

**ATTENDANCE:** 14

**PRESENTATION BY:** ETS

**FACILITATED BY:** CITY OF EDMONTON

Comments/questions received include:

**Question** - What are the plans for Park & Ride within BNR? Edmonton is a winter city, people with mobility challenges NEED Park & Ride.

**Answer** - Park & Ride is not part of BNR project but we are planning to provide buses to the new free Park & Ride opening at Heritage Valley.

**Question** - Are you keeping third party transit app with real time GPS?

**Answer** - Yes.

**Question** - What was the %/type of feedback you received in surveys specific to people with mobility issues or other disabilities?

**Answer** - People concerned about walking distance. Reduced it to 5-7 minutes for most people in second version of bus network.

**Question** - Will there be benches/shelters at the new bus stops when BNR rolls out?

**Answer** - Yes, but they won't all be in place day one. It will be a gradual process to move them from original locations to new locations, if bus stop is changing.

**Question** - What are the City's plans for First KM Last KM? When will it roll out?

**Answer** - Report to Council in early 2019. Rollout possibly to align with BNR launch.

**Question** - If number of routes halved, does this mean there is decreased costs to the City or decreased service?

**Answer** - No. the savings were reinvested into more frequent or extended service.

**Question** - How will this new system impact the homeless, people new to the city, the aboriginal community?

**Answer** - Based on feedback, we moved some routes around to access service agencies.

**Question** - What do you mean by frequency increase? What does it mean for me?

**Answer** - It means 7-10 minute service during peak and 15 minute in off peak.

**Question** - Are you going to be extending hours of service?

**Answer** - Yes, evenings and weekends.

**Question** - Many DATS users, also use regular transit so how will the BNR changes impact them?

**Answer** - Some people will be closer, others further away. We have been working closely with DATS as the BNR is developed and rolled out.

**Question** - The new wheelchair mechanisms in the 7000 series buses don't work properly. What are you doing about that?

**Answer** - We are working on a fix.

# WAVE MEETING



**EVENT DATE:** November 20, 2018 City Hall

**ATTENDANCE:** 20

**PRESENTATION BY:** ETS

**FACILITATED BY:** CITY OF EDMONTON

Comments/questions received include:

- What communities are most impacted by increased walking distances and why?
  - You are taking service from low population areas, but people who moved there due to affordable rent cost also need a bus (e.g., Kensington)
  - I'm concerned about public engagement process – you should meet with transit users face to face on the bus and at transit centres. Not everyone who is most impacted will attend a workshop or fill out online survey
  - 
  - Is there opportunity to ask Council for more money to extend service to areas losing service?
  - DATS and regular ETS have to work together, rather than separate entities. People who use DATS often use the regular bus too for some trips. Funding is needed for both
  - Is there any plan to increase communications that will result in ridership increase?
- Is there a plan to increase space for wheelchairs on regular buses? There is only space for 2 now
  - Edmonton Safe Spaces has done a study a year ago to identify the most unsafe places for women in city (600 women were interviewed). They looked at the areas where women felt most unsafe – number one was transportation. Will you consider safety for women in the BNR design?
  - Will the new security guards at transit centres be trained on discrimination and inclusiveness? Sometimes people in uniform inadvertently scare or intimidate people
  - How the public can report violence/incidents while on transit?
  - Are you planning to fix the problem with the wheelchair locking mechanism on the new 7000 series buses?

# RIVERDALE (Slide 1 of 3)

**EVENT DATE:** December 10, 2018 7:00pm -8:30pm

**ATTENDANCE:** 8

**FACILITATED BY:** CITY OF EDMONTON

## Implementation

**Question** - When will the changes take effect? Will there be any changes to the routes between now and 2020?

**Answer** - Implementation will take place in July 2020. No changes to routes are anticipated until then.

## First KM Last KM

**Question** - Would Riverdale be considered for a pilot project?

**Answer** - Focused on communities that have service today and won't have it in the new network.

**Question** - If Riverdale has service today, loses it at a later date, what happens to transit in the community? Will it get First km Last km? Will ETS reassess Riverdale after the pilot projects in the west end are finished?

**Answer** - ETS wouldn't consider reevaluating transit service in Riverdale in the first year. ETS needs sufficient data and evaluation of the pilot before considering rolling it out to other areas of the city.

Discussion about the old dial-a-bus in Riverdale, Mill Woods and Riverbend.

**Question** - How would the technology work for First km Last km?

**Answer** - Many different ways to deliver the service. Would likely be better than the technology used in the past. Discussion about Airdrie example

**Question** - Would ELA be used in the future?

**Answer** - Transit needs to be flexible to match demand and not just rely on 40' buses. Resident who loves ETS feels a bus roaming around the community is a reminder to everyone to take the bus. ETS hearing that people in recommended pilot areas want a solution delivered by ETS, not a third party.

## Social aspects of transit

**Question** - Will the social nature of riding the bus get lost with a focus on efficiency and technology?

**Community Comment** - A lot of people talk about being environmentally friendly but don't always "walk the talk"

## Route 308/309

### **Community Comment –**

- Transfer at Westmount between routes
- Wants routing through Riverdale reconsidered. The current proposed routing down 87 Street and 99 Avenue is unsafe due to pedestrian and bike use as there are a number of blind spots. There are no sidewalks along this road so people are forced to share the road with the bus. Due to the City's snow removal policy, snow removal equipment have damaged property. Vehicle damage is also experienced because of the snow piled on the driveways from the plows

## Riverdale ridership

**Question** - What analysis has been done about Riverdale? Who is using the bus? How many people are using the bus?

**Answer** - Community bus service standard is a minimum of 10 riders/hour on the bus.

# RIVERDALE (Slide 2 of 3)

## Transfers

**Question** - Can use the “new” Route 1 on Rowland Road to access downtown and other routes?

### **Answer –**

- “New” Route 1 would go down 104 Avenue and the Jasper Ave route would go direct to Stadium Transit Centre.
- Ability to continue traveling on Jasper Avenue to access other services
  - Need to transfer at 101 Street
- Shopping
  - Ability to transfer to 95 Street
  - Can transfer to the “new” Route 5
  - “New” 309 provides access to downtown shopping, Kingsway Mall and Westmount shopping areas.
- Ability to transfer to LRT during off peak hours. What do you need to do on a Saturday or Sunday afternoon?

## Scheduling

**Question** - Frequency of new frequent routes

**Answer** - New schedules to increase reliability of transit service. They will better reflect what’s happening on the road (rush hour vs midday vs evening). New schedules will be “dynamic” and buses won’t necessarily adhere to 15 past the hour no matter the time of day.

**Community Comment** - Printed schedules are necessary if riders don’t have smartphones. If schedules are “dynamic” and the time table can’t be memorized, printed schedules are even more important.

## Communication and marketing

**Question** - How is ETS promoting transit?

**Answer** - Planners visit schools, marketing/comms plan being developed.

**Community Comment** - Resident suggested community partners could push the new network out and provide local knowledge back to ETS.

Resident suggested a group of regular bus users to could advise ETS if the community routes were under review and help determine why the bus isn’t being used before ETS makes a decision to remove service.

**Question** - How will the City grow ridership

**Answer** - Reliability, communication, education

## Fares

### **Community Comment**

- Gas can be cheaper than cash fare over the course of a month
- Concerns about distance-based fares when Smart Fare is implemented

**Answer** - Discussion about costs to build garages and operate transit, current limitations of ETS’ ability to add more buses to the fleet. Discussion about the budget process for ETS

### **Question –**

- Cost of transit- how much is covered by fares and taxes
  - How does an increase in ridership affect the budget?
  - Would ETS consider the ETS@Work program at the community level if it meant selling more bus passes?
- Cost of LRT vs BRT infrastructure

# RIVERDALE (Slide 3 of 3)

## BNR General

**Question** - What are the reasons for undertaking the BNR project? It feels like it's built for peak hour ridership

**Answer** - Make better use of the budget, put service in areas of the city where it's better used in the "inner loop"

**Community Comment** - Resident wanted option to say they want higher frequency and coverage

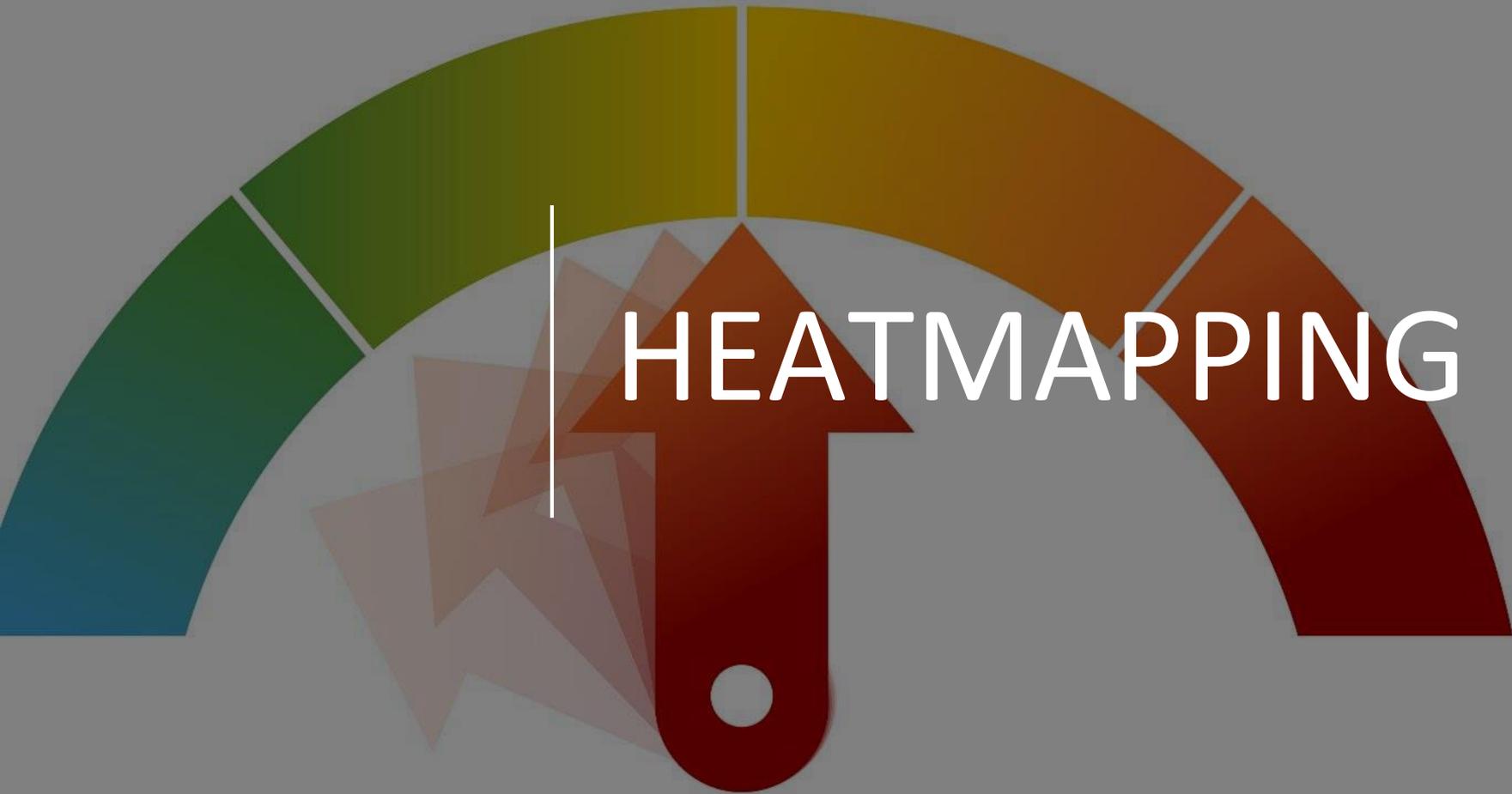
**Question** - How much sway does the project manager have on policy decisions?

**Question** - Will evaluation be built in or are adjustments organic?

**Answer** - Adjustments will be made, new network is built as a foundation for growth with mechanisms for evaluation built in. Changes likely won't happen for one to two years to the service can get established.



APPENDIX



HEATMAPPING

# HEATMAPPING

Citizens were asked to rate their agreement on seven attributes related to the bus network redesign:

1. The proposed bus network offers a variety of services for all Edmontonians;
2. The proposed network offers a variety of services for various travel needs (such as commuting, errands, or recreation);
3. The proposed network is easy to understand;
4. The proposed network connects major destinations across the city such as downtown, universities, major employment sites and shopping/ recreation areas;
5. Buses will come very often in the inner areas of the city;
6. The proposed network will make it easy to get from suburban outer areas to major destinations across the city; and
7. Within neighbourhoods, it will be easy to get to destinations such as seniors centres, recreation facilities, or schools.

The average rating of each attribute, combining all three methodologies, was used to determine an overall index score out of 5.

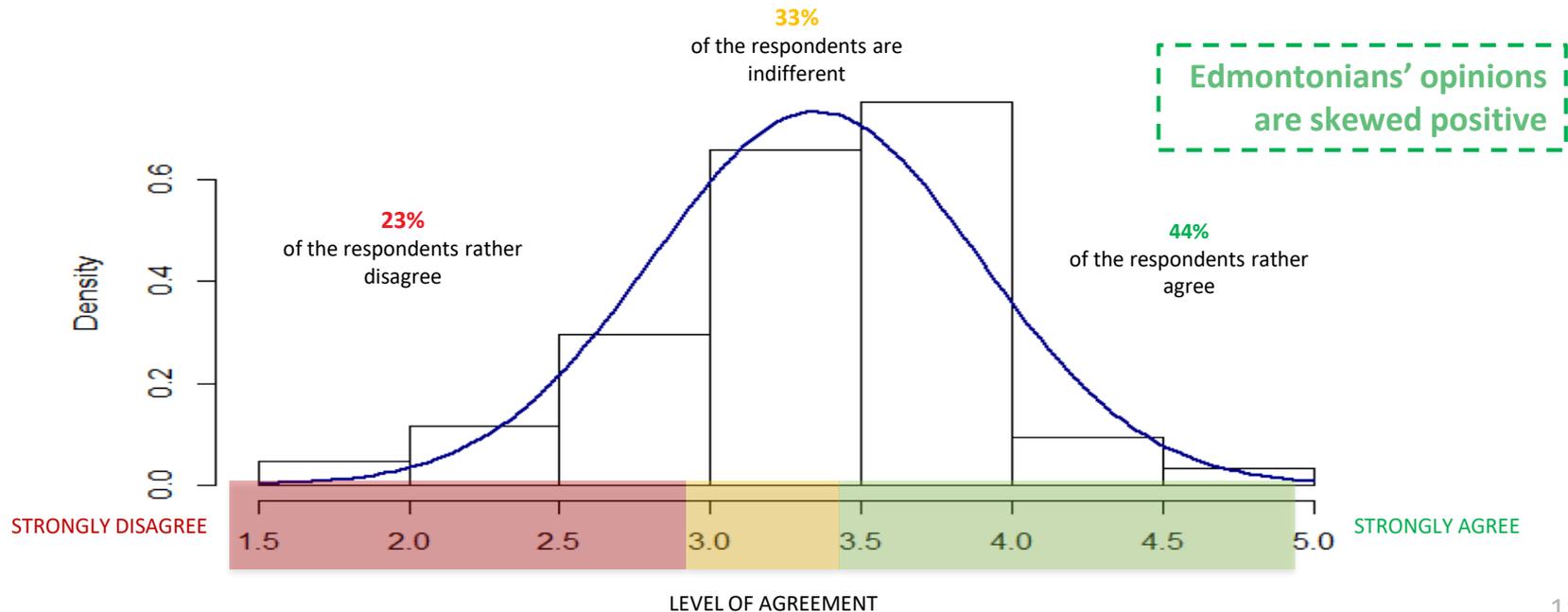
These averages were then cross tabulated against respondents resident neighbourhoods to generate a heatmap which illustrates overall agreement for each attribute as positive (4,5 rating – green), neutral (3 rating – orange), or negative (1,2 rating – red).

# METHODOLOGY

The index is an average of the mean scores of the eight statements related (Questions 4,5 and 9 from the online survey, using all data sources combined – Insight Community, Open Link) to the proposed bus network design.

- Note: Neighborhoods with fewer than 10 respondents are excluded from the Heat map analysis.

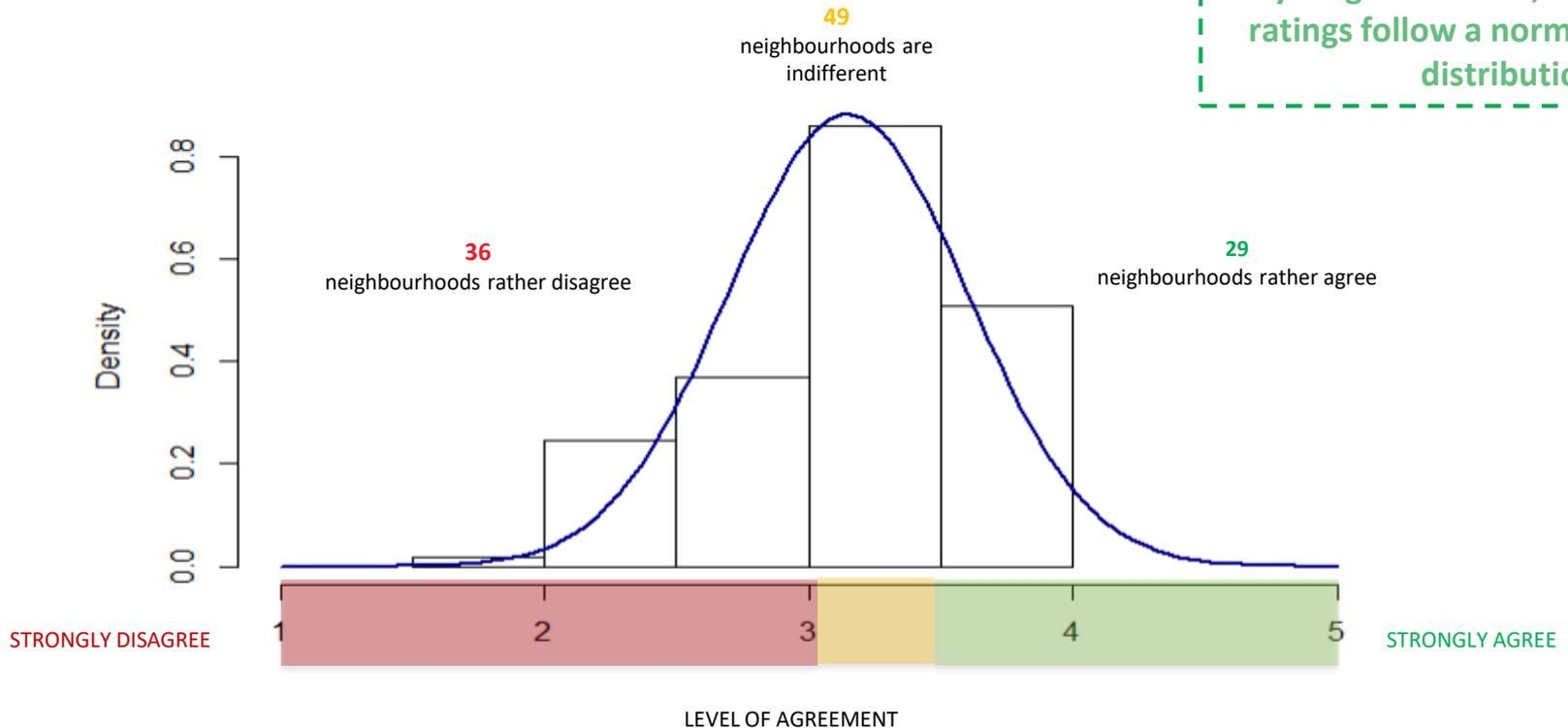
The heat map is built on the index and displays the level of agreement regarding the proposed bus network design. The cutoffs are based on the following data distribution:



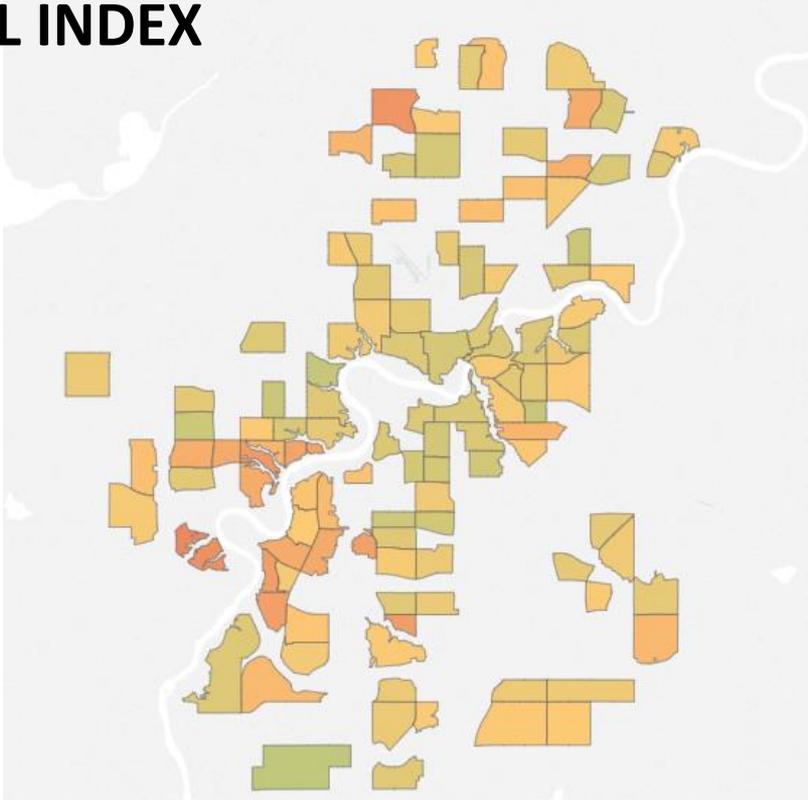
# METHODOLOGY

Excludes neighbourhoods with fewer than 10 respondents

By neighbourhood, the ratings follow a normal distribution



# OVERALL INDEX



**Highest scores**

- Chappelle Area (4.0)
- Newton (3.9)
- Idylwylde (3.9)
- Crestwood (3.9)

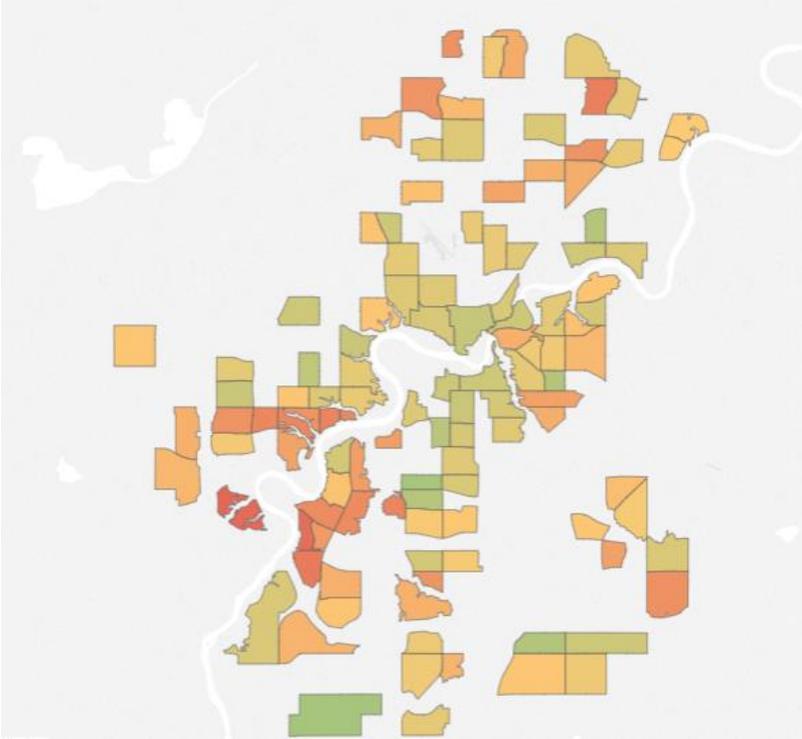
**Lowest scores**

- Wedgewood Heights (1.9)
- Cameron Heights (2.1)
- Dunluce (2.2)
- Westridge (2.2)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# “WILL BE GOOD FOR EDMONTON”



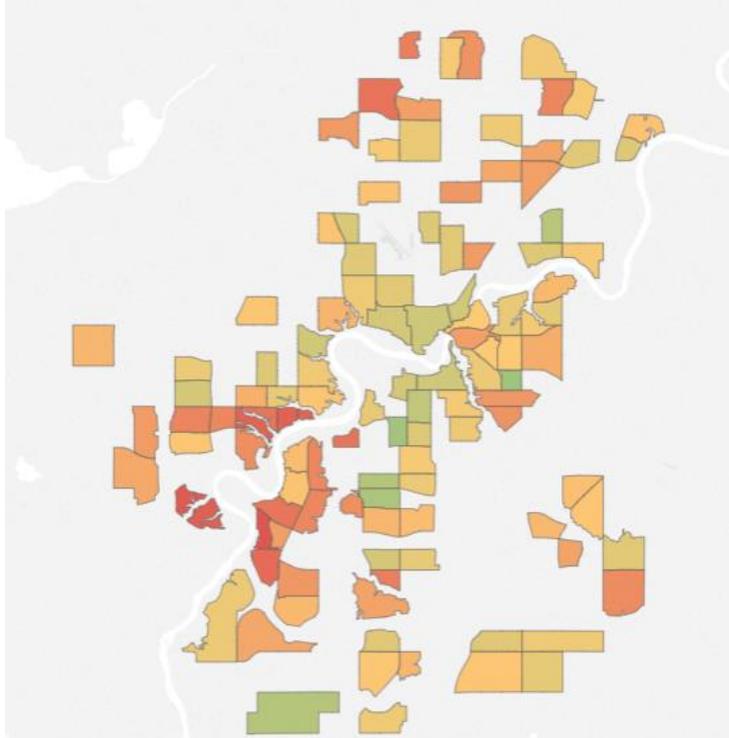
**Highest scores**  
Chappelle Area (4.4)  
Malmo Plains (4.4)

**Lowest scores**  
Wedgewood Heights (1.4)  
Cameron Heights (1.5)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# “WILL MEET MY NEEDS”



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



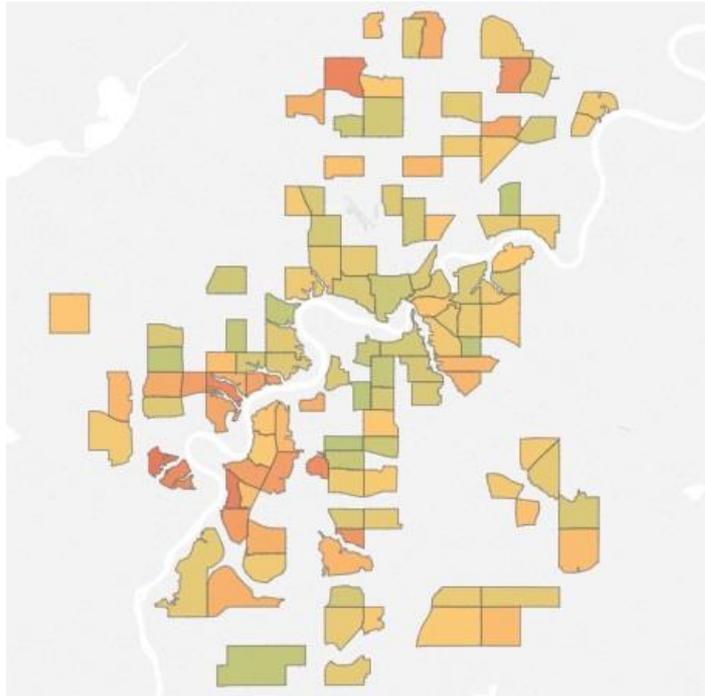
### Highest scores

- Idylwylde (4.6)
- Parkallen (4.5)
- Royal Gardens (4.3)
- Chappelle Area (4.2)
- Malmo Plains (4.2)

### Lowest scores

- Henderson Estates (1.1)
- Wedgewood Heights (1.2)
- Cameron Heights (1.3)
- Rio Terrace (1.3)

# “OFFERS A VARIETY OF SERVICES FOR VARIOUS TRAVEL NEEDS / ALL EDMONTONIANS”



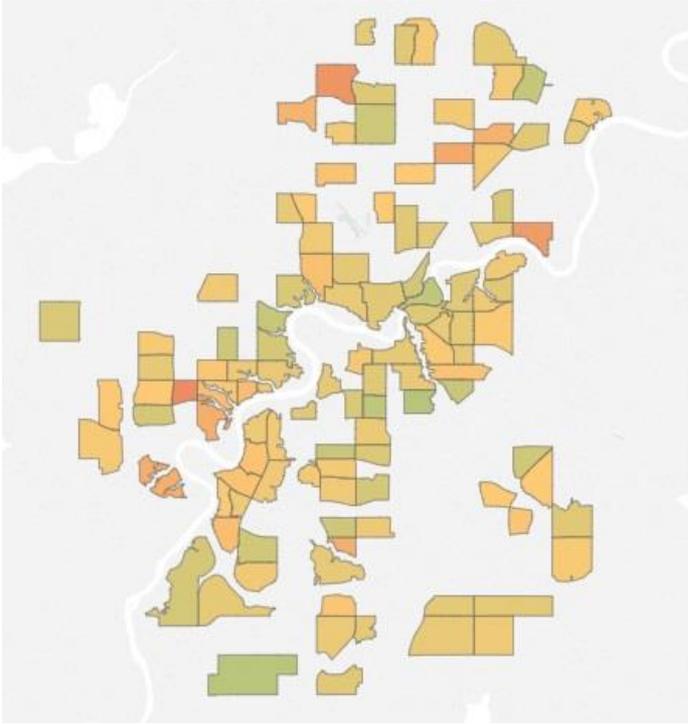
**Highest scores**  
 Idylwyld (4.1)  
 Malmo Plains (4.1)

**Lowest scores**  
 Wedgewood Heights (1.7)  
 Henderson Estates (1.8)  
 Dunluce (1.9)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# “IS EASY TO UNDERSTAND”



**Highest scores**

- Hazeldean (4.2)
- Chappelle Area (4.1)
- Riverdale (4.0)
- Allendale (4.0)

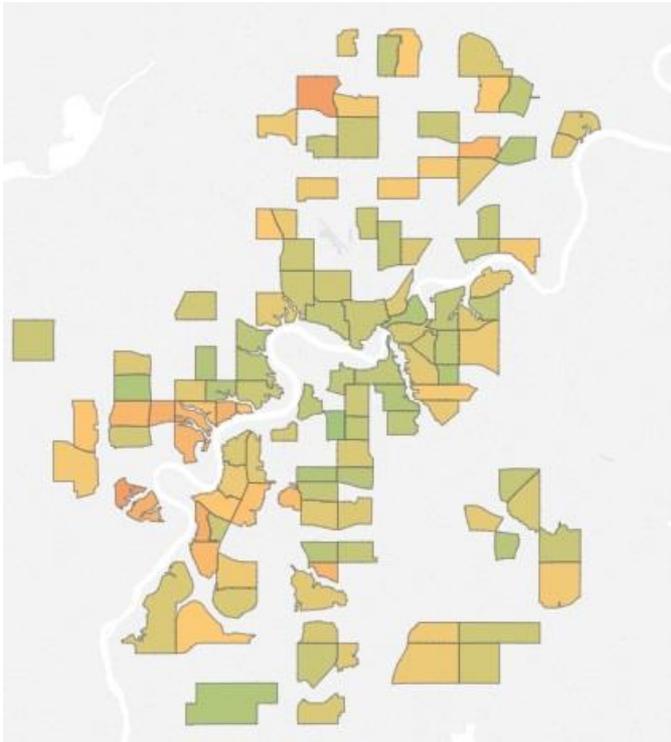
**Lowest scores**

- Callingwood North (2.0)
- Dunluce (2.1)
- Beverly Heights (2.3)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# “CONNECTS MAJOR DESTINATIONS ACROSS THE CITY”



Note that neighbourhoods with fewer than 10 respondents are excluded from the map.

**Highest scores**  
Parkallen (4.5)  
Chappelle Area (4.2)  
Aldergrove (4.2)  
Riverdale (4.2)

**Lowest scores**  
Dunluce (2.3)  
Wedgewood Heights (2.3)



# “BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY”



**Highest scores**

- Carlisle (4.3)
- Idylwylde (4.3)
- Terwillegar Towne (4.2)
- Newton (4.2)

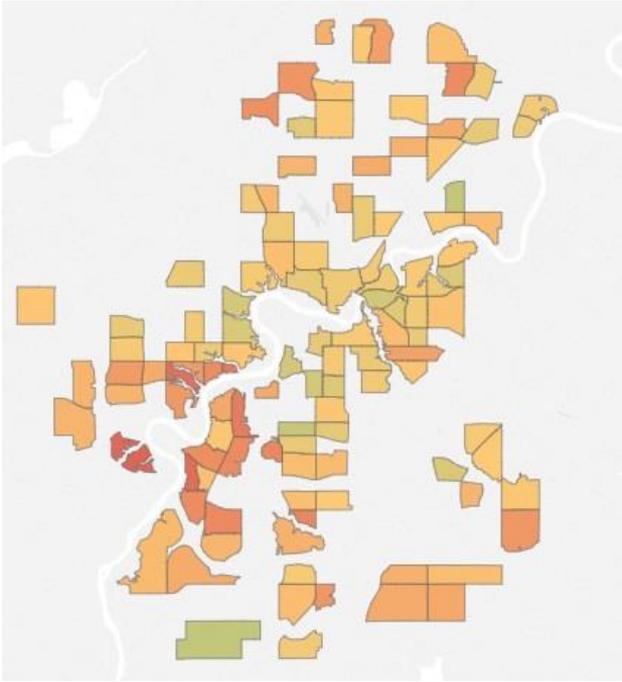
**Lowest scores**

- Laurel (2.1)
- Wedgewood Heights (2.6)
- Oleskiw (2.7)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# “EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY”

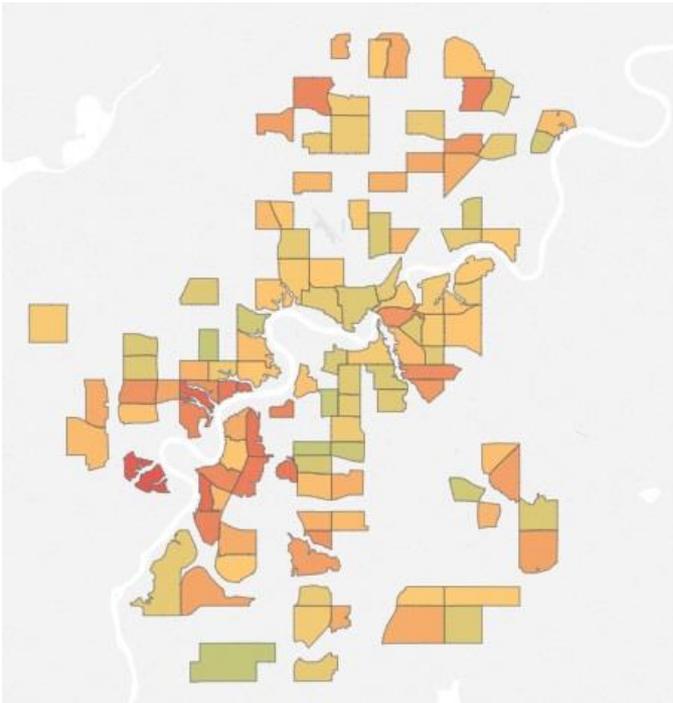


- Highest scores**
- Chappelle Area (4.0)
  - Newton (3.9)
  - Malmö Plains (3.8)
  - Belgravia (3.7)
- Lowest scores**
- Cameron Heights (1.4)
  - Wedgewood Heights (1.4)
  - Henderson Estates (1.5)
  - Westridge (1.5)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# “EASY TO GET TO NEIGHBORHOOD DESTINATIONS”



**Highest scores**

- Chappelle Area (4.0)
- Malmo Plains (3.9)
- Meadowlark Park (3.9)

**Lowest scores**

- Cameron Heights (1.2)
- Wedgewood Heights (1.3)
- Westridge (1.5)

Note that neighbourhoods with fewer than 10 respondents are excluded from the map.



# NEIGHBOURHOOD INDEX SCORES

Excludes neighbourhoods with fewer than 10 respondents

POSITIVE OPINION (4-5)	WILL BE GOOD FOR EDMONTON	WILL MEET MY NEEDS	OFFERS SERVICE FOR VARIOUS NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Alberta Avenue	3	3	4	3	4	4	3	4	4
Aldergrove	4	4	4	3	4	4	3	4	4
Allendale	4	4	4	4	4	4	4	3	4
Belgravia	4	3	4	3	4	4	4	3	4
Boyle Street	4	4	4	4	4	3	3	3	4
Brintnell	3	3	3	4	4	4	3	3	4
Britannia Youngstown	4	3	4	3	4	4	3	4	4
Carlisle	3	3	4	3	4	4	3	3	4
Chappelle Area	4	4	4	4	4	4	4	4	4
Clareview Town Ctr	3	3	4	3	4	4	3	3	4
Crestwood	4	4	4	4	4	4	4	4	4
Downtown	4	4	4	3	4	4	3	4	4
Empire Park	4	3	4	4	4	4	3	4	4
Forest Heights	3	3	4	3	4	4	3	3	4
Fulton Place	4	3	4	3	4	4	4	3	4
Garneau	4	4	4	3	4	4	3	4	4
Griesbach	4	3	4	4	4	4	3	3	4
Hazeldean	3	3	4	4	4	4	3	3	4
Idylwylde	4	5	4	3	4	4	3	3	4
Lynnwood	4	3	4	3	4	4	3	3	4
Malmo Plains	4	4	4	4	4	4	4	4	4
Meadowlark Park	4	4	4	4	4	4	3	4	4
Newton	4	4	4	4	4	4	4	4	4
Oliver	4	4	4	3	4	4	3	3	4
Parkallen	4	4	4	4	4	4	4	4	4
Queen Alexandra	4	4	4	3	4	4	3	3	4
Ritchie	4	3	4	3	4	4	3	4	4
Riverdale	4	3	3	4	4	4	3	3	4
Strathcona	4	4	4	3	4	4	3	3	4
Windermere	4	3	3	4	4	4	3	3	4

Score 3.8+    Score 3.5-3.7

# NEIGHBOURHOOD INDEX SCORES

Excludes neighbourhoods with fewer than 10 respondents

	NEUTRAL OPINION (3)	WILL BE GOOD FOR EDMONTON	WILL MEET MY NEEDS	OFFERS SERVICE FOR VARIOUS NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Allard		3	3	3	3	4	4	3	3	3
Ambleside		3	2	3	3	3	3	3	2	3
Avonmore		3	2	3	4	3	3	3	2	3
Bannerman		3	4	3	3	3	4	3	4	3
Beaumaris		3	2	3	4	3	4	3	3	3
Belmead		3	3	4	3	4	4	3	4	3
Belvedere		3	2	3	3	3	4	3	3	3
Beverly Heights		4	3	3	2	3	3	3	3	3
Blackmud Creek		3	3	3	3	3	4	2	3	3
Blue Quill		4	4	4	4	4	4	3	3	3
Bonnie Doon		3	3	3	3	3	3	3	3	3
Brander Gardens		4	3	3	3	4	4	2	3	3
Brookside		2	2	3	3	3	4	2	2	3
Calder		3	3	3	3	3	3	3	3	3
Capilano		3	3	3	3	3	4	3	3	3
Chambery		2	2	3	3	3	4	3	3	3
Charlesworth		4	3	3	3	4	3	3	3	3
Cloverdale		3	2	3	4	4	3	4	2	3
Cumberland		3	2	3	3	3	3	2	2	3
Delwood		3	2	3	2	3	3	3	2	3
Dovercourt		3	3	3	3	3	3	3	3	3
Duggan		3	3	3	4	4	4	3	3	3
Ellerslie		4	3	3	3	3	4	3	3	3
Elmwood		3	3	3	3	3	4	3	3	3
Ermineskin		3	3	3	3	4	3	3	3	3

■ Score 3.4-3.5 ■ Score 2.9-3.3 ■ Score 2.5-2.9

# NEIGHBOURHOOD INDEX SCORES

Excludes neighbourhoods with fewer than 10 respondents

	NEUTRAL OPINION (3)	WILL BE GOOD FOR EDMONTON	WILL MEET MY NEEDS	OFFERS SERVICE FOR VARIOUS NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Falconer Heights		2	2	3	3	4	4	3	3	3
Fraser		3	3	3	3	4	4	3	3	3
Glastonbury		3	2	3	3	3	4	3	3	3
Glenora		3	3	3	4	3	3	3	3	3
Grandview Heights		2	2	3	3	4	3	2	2	3
Greenfield		3	3	3	3	3	3	3	3	3
Highlands		4	4	3	3	4	4	3	3	3
Hillview		3	3	3	3	3	4	4	4	3
Holyrood		3	3	3	3	4	4	3	3	3
Inglewood		3	3	4	3	4	4	3	3	3
Jackson Heights		3	3	3	4	4	4	3	3	3
Kilkenny		4	3	3	3	4	4	3	3	3
Killarney		2	2	3	3	3	3	3	3	3
King Edward Park		2	2	3	3	3	3	2	2	3
Kiniski Gardens		3	3	3	3	4	4	3	2	3
Klarvatten		3	2	3	3	3	3	2	3	3
Lago Lindo		3	3	3	3	4	4	3	3	3
Laurel		2	2	3	3	3	2	2	2	3
Laurier Heights		3	3	4	3	4	4	3	3	3
Lymburn		2	2	3	3	3	3	2	2	3
MacEwan		3	3	4	3	4	4	3	3	3
McConachie Area		3	3	3	3	4	3	3	3	3
Meadows Area		3	3	3	3	3	4	2	3	3
Ormsby Place		3	3	4	4	4	4	3	3	3
Ottewell		3	3	3	3	3	3	3	3	3

■ Score 3.4-3.5 ■ Score 2.9-3.3 ■ Score 2.5-2.9

# NEIGHBOURHOOD INDEX SCORES

Excludes neighbourhoods with fewer than 10 respondents

	NEUTRAL OPINION (3)	WILL BE GOOD FOR EDMONTON	WILL MEET MY NEEDS	OFFERS SERVICE FOR VARIOUS NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Parkdale		3	2	3	3	4	3	3	3	3
Parkview		3	3	3	4	4	4	4	3	3
Patricia Heights		2	2	3	3	3	3	2	2	3
Pleasantview		3	3	3	3	4	3	3	3	3
Queen Mary Park		4	3	3	3	4	4	3	3	3
Ramsay Heights		3	3	3	3	3	3	3	3	3
Rhatigan Ridge		2	2	2	3	3	3	2	2	3
Royal Gardens		4	4	4	3	4	3	3	4	3
Rutherford		3	3	3	3	4	4	3	3	3
Secord		3	3	3	4	4	4	3	3	3
Sherbrooke		4	4	4	3	3	3	3	3	3
Silver Berry		4	3	4	3	4	4	3	4	3
South Terwillegar		3	3	3	3	4	3	3	3	3
Strathearn		3	3	3	3	4	4	3	3	3
Summerside		3	3	3	3	3	3	2	3	3
Terrace Heights		3	3	3	3	3	4	3	3	3
Terwillegar Towne		3	2	3	4	3	4	2	3	3
The Hamptons		3	2	3	3	3	4	3	3	3
Twin Brooks		3	2	3	3	3	4	3	2	3
Walker		3	3	3	3	4	4	2	4	3
Weinlos		2	2	3	3	4	4	3	3	3
Westmount		4	3	3	3	4	4	3	3	3
Westwood		3	4	4	3	4	4	3	3	3
York		2	2	2	3	3	4	3	2	3

# NEIGHBOURHOOD INDEX SCORES

Excludes neighbourhoods with fewer than 10 respondents

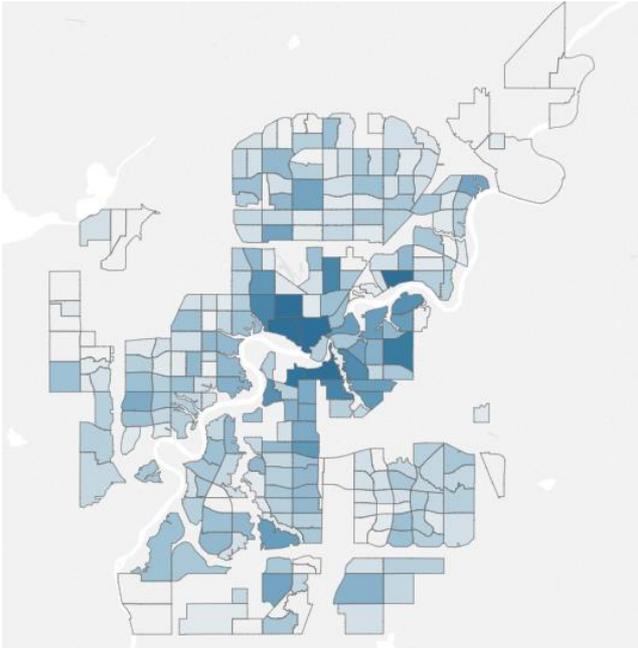
UNFAVOURABLE OPINION (1-2)	WILL BE GOOD FOR EDMONTON	WILL MEET MY NEEDS	OFFERS SERVICE FOR VARIOUS NEEDS / ALL EDMONTONIANS	EASY TO UNDERSTAND	CONNECTS MAJOR DESTINATIONS ACROSS THE CITY	BUSES WILL COME VERY OFTEN IN INNER AREAS OF THE CITY	EASY TO GET FROM SUBURBS TO MAJOR DESTINATIONS ACROSS THE CITY	EASY TO GET TO NEIGHBORHOOD DESTINATIONS	INDEX
Aspen Gardens	2	2	2	3	3	3	2	2	2
Bulyea Heights	2	2	2	3	3	3	2	2	2
Callingwood North	2	2	2	2	3	3	3	2	2
Cameron Heights	1	1	2	3	3	3	1	1	2
Dunluce	2	2	2	2	2	3	2	2	2
Haddow	2	1	2	3	3	3	2	2	2
Henderson Estates	2	1	2	3	3	3	2	2	2
Hollick-Kenyon	2	2	2	3	3	3	2	2	2
Oleskiw	2	2	2	3	3	3	2	2	2
Quesnell Heights	2	1	2	3	3	3	2	2	2
Rio Terrace	2	1	2	3	3	3	2	2	2
Skyrattler	2	2	2	3	3	3	2	2	2
Wedgewood Heights	1	1	2	3	2	3	1	1	2
Westridge	2	1	2	3	3	3	2	1	2
OTHER	2	2	2	3	3	3	2	2	2

An aerial, high-angle photograph of a large, dense crowd of people at what appears to be a festival or public event. The individuals are packed closely together, and their clothing is a mix of various colors, creating a vibrant, multi-colored mosaic. The overall scene is captured from a high vantage point, looking down on the crowd. The word "DEMOGRAPHICS" is overlaid in the center-right of the image in a clean, white, sans-serif font. A thin white vertical line is positioned to the left of the text, extending from the top of the word down to the bottom of the frame.

# DEMOGRAPHICS

# SURVEY SAMPLE DISTRIBUTION BY NEIGHBOURHOODS

INSIGHT COMMUNITY (n=1,423)



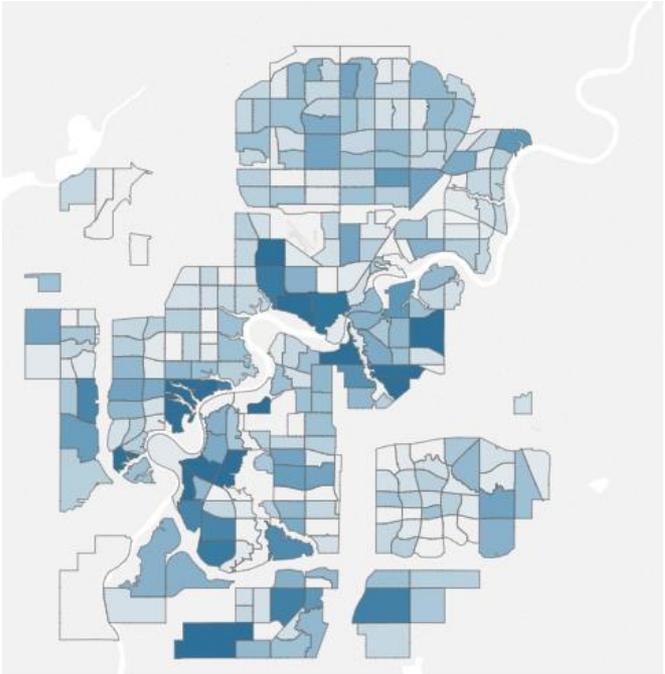
**Highest participation**  
Oliver (66 respondents)  
Strathcona (39)  
Downtown (22)  
Highlands (21)  
Queen Mary Park (20)

**Lowest participation**  
Starling (1)  
Strathcona Industrial Park (1)  
Webber Greens (1)  
Windermere Area (1)  
Winterburn Industrial Area West (1)



# SURVEY SAMPLE DISTRIBUTION BY NEIGHBOURHOODS

OPEN LINK (n=2,098)



**Highest participation**

- Rio Terrace (94 respondents)
- Wedgewood Heights (92)
- Bulyea Heights (63)
- Chappelle Area (57)
- Oliver (53)

**Lowest participation**

- West Jasper Place (1)
- West Meadowlark Park (1)
- Whitemud Creek Ravine North (1)
- Whitemud Creek Ravine Twin Brooks (1)
- Yellowhead Corridor West (1)

Number of participants 1 20+

# DEMOGRAPHICS

## TRANSIT USAGE

	ETS RIDERSHIP (n=1,608)*	INSIGHT COMMUNITY (n=1,423)	OPEN LINK RESPONDENTS (n=2,098)
<b>TRANSIT USAGE FREQUENCY</b>			
Every weekday or more	-	32%	71%
At least once per week	-	18%	15%
At least once per month	-	19%	7%
At least once per year	-	23%	5%
Never	-	8%	2%
<b>TRANSIT USAGE</b>		(n=1287)	(n=2054)
Bus	-	85%	96%
LRT	-	83%	77%
DATS	-	1%	1%

## TRANSPORTATION MODE

	ETS RIDERSHIP (n=1,608)*	INSIGHT COMMUNITY (n=1,423)	OPEN LINK RESPONDENTS (n=2,098)
<b>PRIMARY TRANSPORTATION MODE</b>			
Car/truck/van as a driver	72%**	53%	24%
Car/truck/van as a passenger	-	5%	5%
Public transit	100%	29%	67%
Walk	-	7%	3%
Bicycle	-	6%	1%
Drive (incl. passenger)	-	1%	2%
Taxi (incl. Uber)	-	<1%	2%
Other	-	<1%	<1%
Don't know / No answer	-	<1%	1%

\*Source: City of Edmonton 2017 Annual Report; (2017 ETS PAST 4 WEEK RIDERS)

\*\* Access to a vehicle

# DEMOGRAPHICS

## GENDER & AGE

	ETS RIDERSHIP (n=1,608)*	INSIGHT COMMUNITY (n=1,423)	OPEN LINK RESPONDENTS (n=2,098)
<b>GENDER</b>			
Man	47%	47%	31%
Woman	53%	48%	58%
Neither describes me	-	1%	1%
Prefer not to say	-	4%	10%
<b>AGE</b>			
Less than 18 years		1%	5%
18 - 24 years	31%**	5%	16%
25 - 34 years	21%	29%	21%
35 - 44 years	14%	19%	20%
45 - 54 years	15%	16%	15%
55 - 64 years	11%	15%	13%
65 years or older	8%	15%	6%
Prefer not to answer	-	2%	4%

## TENURE IN EDMONTON

	ETS RIDERSHIP (n=1,608)*	INSIGHT COMMUNITY (n=1,423)	OPEN LINK RESPONDENTS (n=2,098)
<b>TENURE IN EDMONTON</b>			
Less than 1 year	-	<1%	2%
Between 1-2 years	-	2%	2%
Between 3-5 years	-	6%	9%
Between 6-10 years	-	11%	11%
Between 11-15 years	-	9%	12%
Between 16-20 years	-	8%	12%
More than 20 years	-	64%	53%
I do not live in Edmonton	-	<1%	<1%
<b>CITY QUADRANT</b>			
Northwest (Edmonton Population Proportion - 36%)	-	36%	36%
Northeast (Edmonton Population Proportion - 17%)	-	18%	12%
Southwest (Edmonton Population Proportion - 23%)	-	23%	34%
Southeast (Edmonton Population Proportion - 24%)	-	24%	18%

\*Source: City of Edmonton 2017 Annual Report; (2017 ETS PAST 4 WEEK RIDERS)

\*\* Age 15-24 years

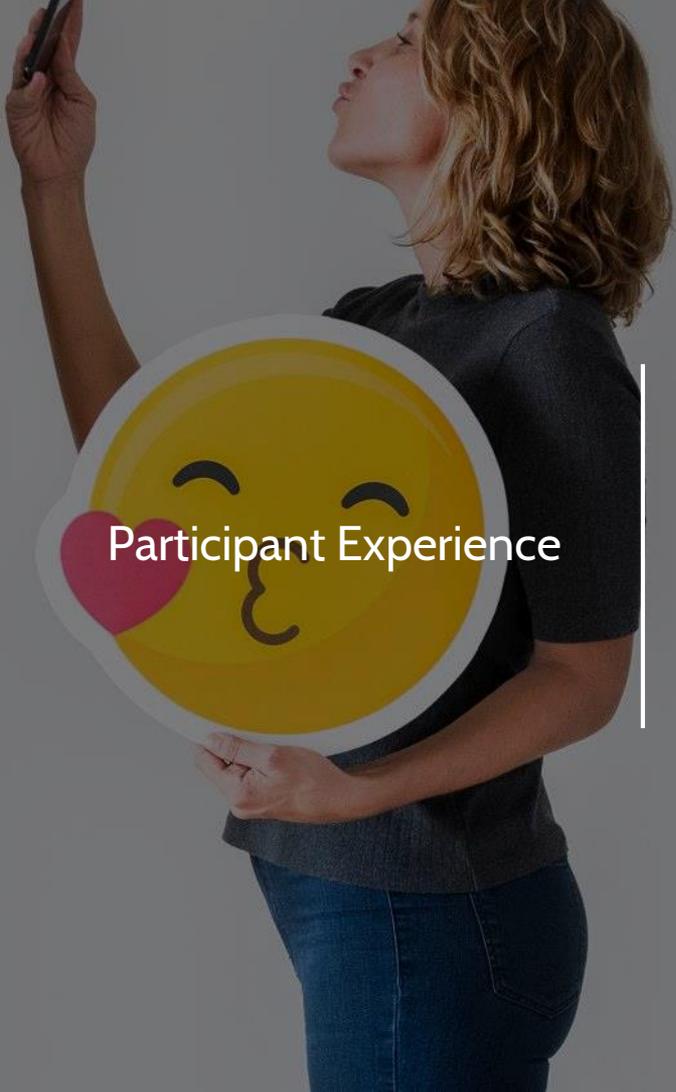
# DEMOGRAPHICS

## EMPLOYMENT STATUS

	ETS RIDERSHIP (n=1,608)*	INSIGHT COMMUNITY (n=1,423)	OPEN LINK RESPONDENTS (n=2,098)
<b>EMPLOYMENT STATUS</b>			
Employed full-time (30+ hrs / week)	50%	65%	57%
Employed part-time (<30 hrs / week)	19%	7%	10%
Homemaker	-	2%	2%
Post-secondary student	21%	5%	13%
High school student	7%	1%	4%
Unemployed	23%	2%	2%
Permanently unable to work	-	1%	1%
Retired	9%	17%	8%
Maternity / medical leave	-	<1%	<1%
Volunteer	-	<1%	<1%
Business owner / self employed	-	1%	1%
Other	-	<1%	<1%
Prefer not to answer	-	<1%	<1%

## BUSINESS OWNER, RESPONDING FOR AN ORGANIZATION

	ETS RIDERSHIP (n=1,608)*	INSIGHT COMMUNITY (n=1,423)	OPEN LINK RESPONDENTS (n=2,098)
<b>CITY OF EDMONTON EMPLOYEE</b>			
Yes	-	10%	5%
No	-	90%	95%
<b>ETS EMPLOYEE</b>		(n=134)	(n=115)
Yes	-	6%	8%
No	-	94%	92%
<b>EDMONTON BUSINESS OWNER</b>			
Yes	-	10%	7%
No	-	90%	93%
<b>RESPONDING FOR ORGANIZATION</b>			
Yes	-	<1%	1%
No	-	100%	99%



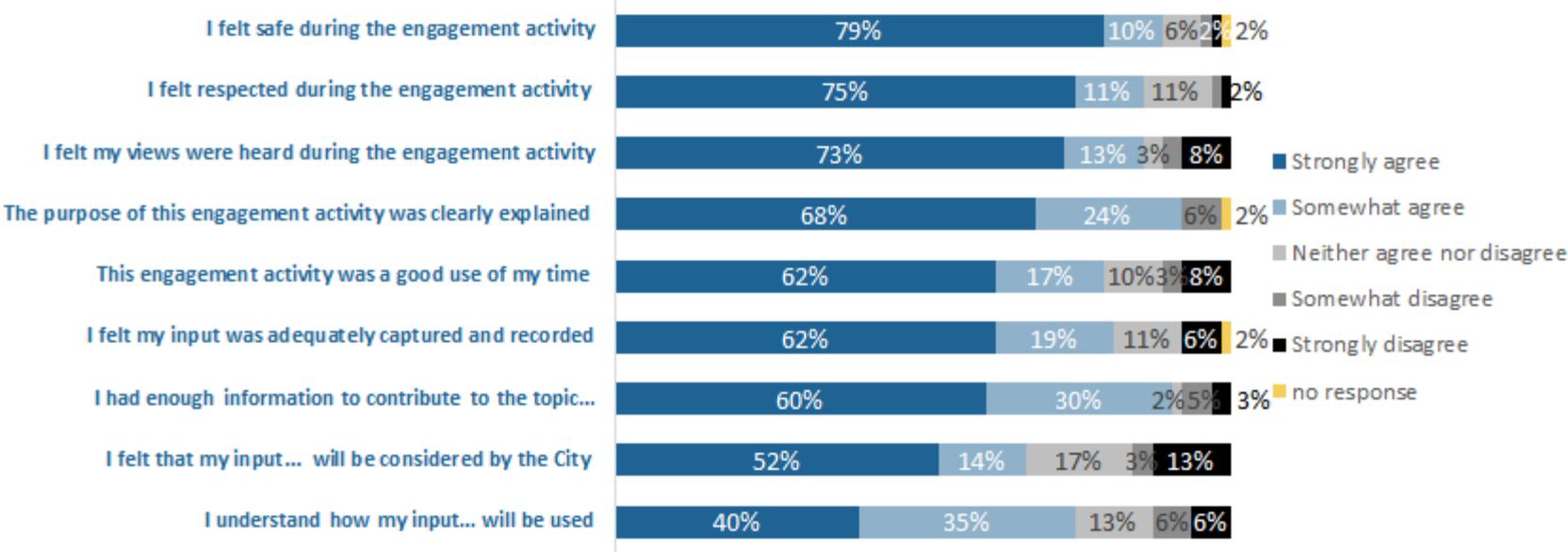
Participant Experience



# WORKSHOP EVALUATIONS

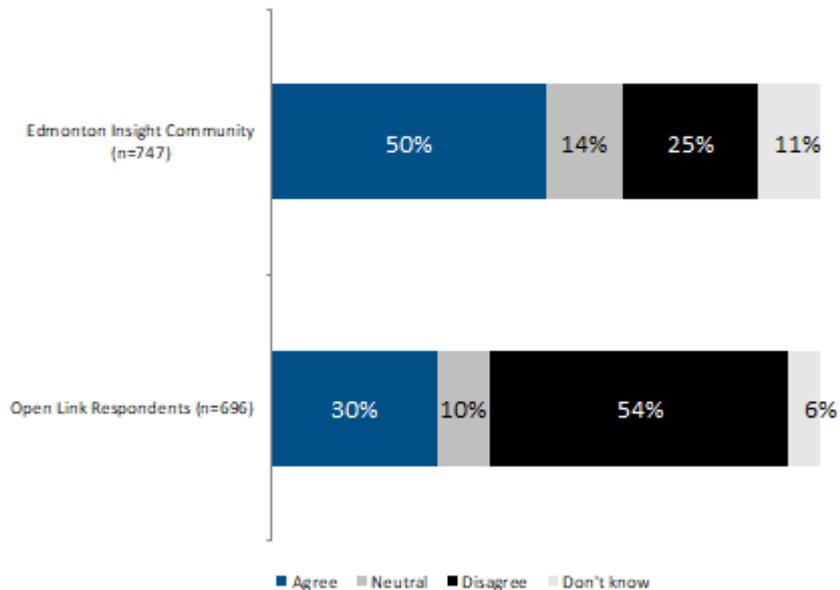


# MOST PARTICIPANTS HAD A POSITIVE WORKSHOP EXPERIENCE



# SOME CITIZENS DO NOT FEEL THEIR FEEDBACK FROM THE FIRST ENGAGEMENT (PHASE 1) WAS TAKEN INTO ACCOUNT

The second draft of the bus network takes my feedback into account



Base: Respondents who participated in Phase 1 of the Public Engagement (Spring 2018)

Q.7 - Did we hear your feedback in Spring 2018? Please indicate how much you agree or disagree that this final draft bus network design takes into account the feedback you gave in Spring 2018.



# ARTIFACTS

Letters

Maps

Petitions

Ideas

...received from citizens

# LETTER FROM WOODCROFT COMMUNITY LEAGUE (1/7)

Letter from Woodcroft Community League (Linda Slavin / Paul Good - Marty Klein)

- c1 - No comment on route.
  - Would prefer not to see reduction to runs. We were pleased to see the addition of extra runs with the first proposal.
- c2 Preferred route <sup>with proposal summary</sup> on 115 Ave between 135 & 139 Streets through Dowercourt Avenue to Broad Road. The increased frequency will give users of this route good access to transfer points at Northgate, Westmount & WCM while serving the most number of community residents & neighborhood schools. Resident will not be happy with the increased noise & traffic intrusion but this would be a more acceptable option than running N19, W5, W6 & W7 through the community of the 115 Ave adjacent to homes, playground & playing fields. Rush hour from 139 St residents could be mitigated by a concentrated effort by ETS drivers to adhere to 30 & 40 km speed limits. Upgrade lanes must be built into the schedule to allow for this.

W3 Good changes accept that it no longer runs downtown. We can now more easily access businesses on 115 Ave & Plains. The school bus will reduce access to downtown.

W5 Westmount to Northgate will ~~not~~ <sup>not</sup> be industrial. Did Woodcroft residents request industrial access or was this a misunderstanding of their request to get buses off of 115 Ave? ~~see~~ <sup>see</sup> attached map & comments.

W6 Same questions as above (W5). See ~~map~~ <sup>map</sup> & attached notes.

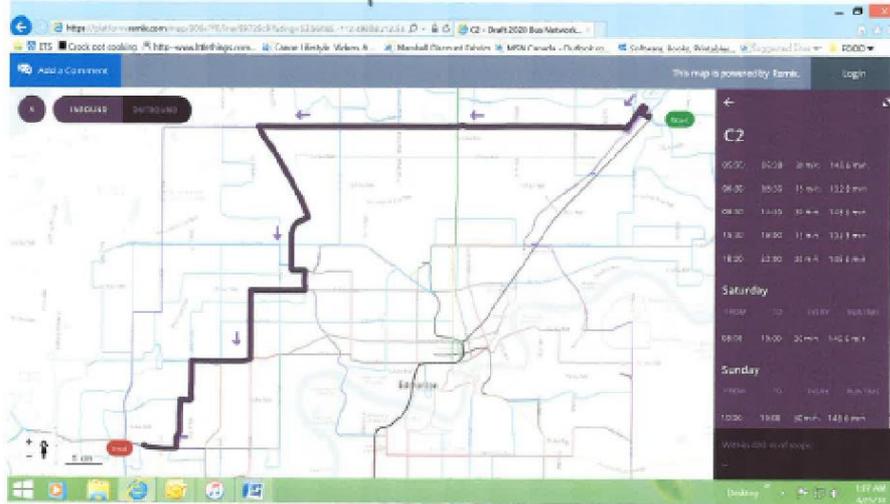
W7 Same questions as W5 & W6. See map & notes attached.

N19 This is an unacceptable alternative to first C2 proposal. This should be rejected one of three ways from the Westmount Terminal. Either east on 14th or 12th Street south onto 111 Avenue. Current N19 ~~proposal~~ <sup>proposal</sup> does not serve the community well as west community as it skips out to transit centre.

# LETTER FROM WOODCROFT COMMUNITY LEAGUE (2/7)

C2

*1 not proposed*



Weekdays (5:30 - 22:00) <i>24/40</i>	42 X 2 = 84
Saturdays (8:00 - 19:00) <i>24/40</i>	23 X 2 = 46
Sundays (10:00 - 19:00) ✓	19 X 2 = 38

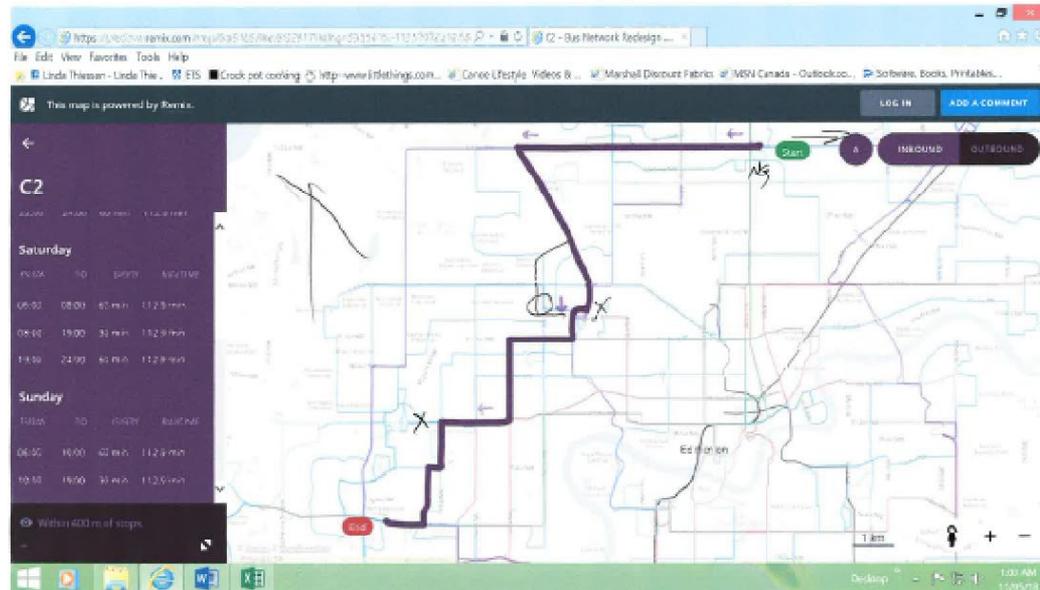
*Please keep  
at least  
Woodcroft  
Community  
League  
Kind to  
780 452-9160*

# LETTER FROM WOODCROFT COMMUNITY LEAGUE (3/7)

C2 (150/115)

- Previous plan was to split the 150/115 route with the 150 going north and the 115 going south.
- Mistake taking this away from the previous route through Woodcroft (115 Ave West to 139 Street and then North to 118 Ave) This is the wrong bus to send north on Great Rd/St. Albert Trail.
- Community members can no longer access medical services at Northgate
- Can no longer access Terra Losa
- Good that it passes many of the schools.

*2nd proposal not OK.*

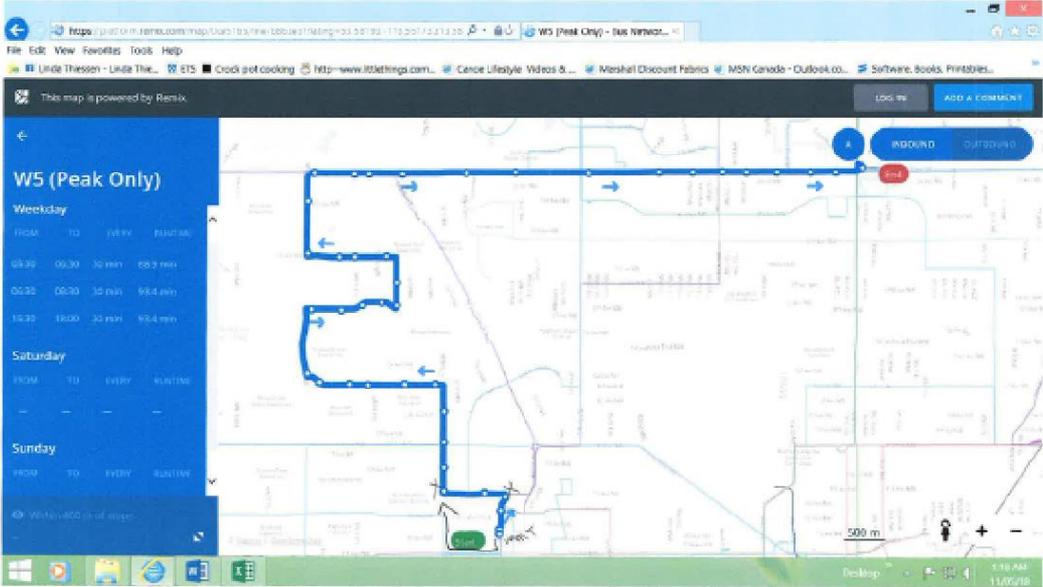


# LETTER FROM WOODCROFT COMMUNITY LEAGUE (4/7)

W5 (intended as industrial run?)

Was there feedback received from community saying that this run was needed? If not, should leave the community via 111 Ave to 142 Street.

Is this intended to be the community's access to Northgate? This will take us seniors for an 89 to 94 min ride to medical facilities and shopping at Northgate and we will have to ensure we are home early because this just runs peak hours. This is not an improvement over the previous service received via the 150 (C2)



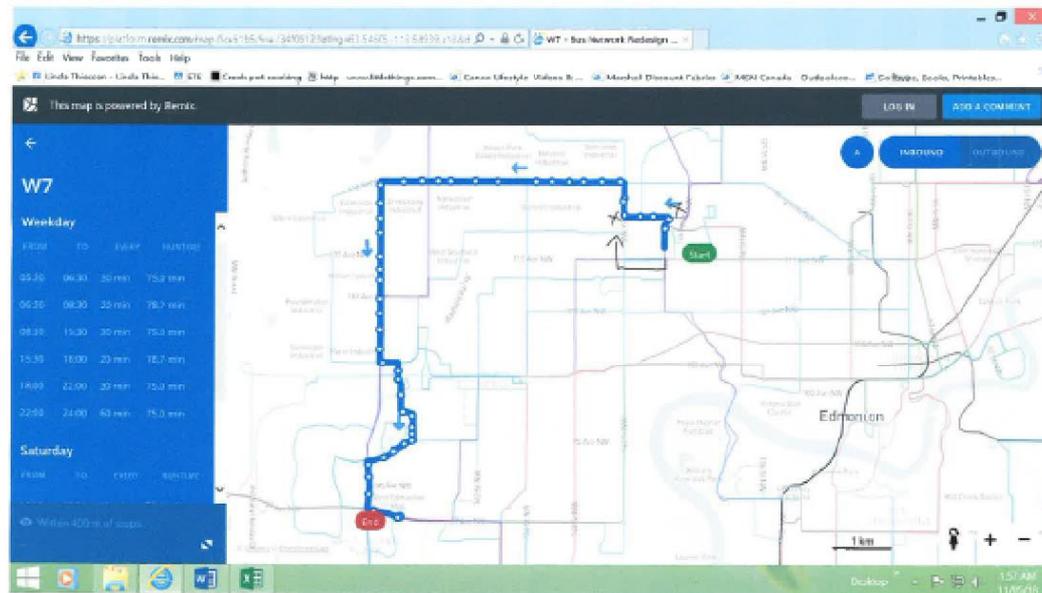


# LETTER FROM WOODCROFT COMMUNITY LEAGUE (6/7)

W7

Is this intended to be the community's access to WEM?

Was feedback received from the community indicating that this service was needed? If not, this run could exit the community via 118 Ave to 142 Street. Too many industrial runs going through the community when it may not be needed.



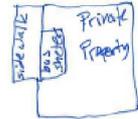


# LETTER FROM CITIZEN

To ETS

From Cheryl Semrau

- 1) The people who use 303 are saddened and disappointed that the service ~~wasn't~~ isn't extended!
- 2) Do not understand why 128 is going to Government Centre (Yes I know about the Great Bridge)
- 3) Two items for bus etiquette
  - a) Young people should give up their seats for older people
  - b) Respect people's property



I take the bus on 127 street and 135 avenue going south and people are constantly going on the private property, even sitting on their front steps

- 4) Don't like the <sup>new</sup> slippery blue seats. Also the back goes too far back.
- 5) Why are some older communities have less bus service and newer ones get more. Example Virginia Park gets less and Lewis Estates get more
- 6) Don't like when driving to the bell the bus driver speeds up. The bus driver →

should slow down. Also when I get on the bus the bus driver should either let me get to my seat or drive slowly. I can get to the door.

7) Why the emphasis on LET? If a bus can get there that's good. Also LET is too expensive. Also LET takes away people's homes and businesses.

- 8) Adult bus passes too expensive.
- 9) More service on Sundays

Thank-you for your service.

I live at Kensington Shepherd' Care.

Cheryl - semrau@hotmail.com

# PETITION FROM SENIOR'S HOUSING (1/3)

I am a resident of the St. Andrews Ukrainian Selo. It is a seniors residents of 65 units. Most of the residents depend on bus route 85. The residents take the bus to Capilano Centre because the Walmart and the Safeway. It is convenient for them.

We are an older established neighborhood with a large number of senior citizens. These are the most vulnerable people of our society. A majority of them live below poverty level or have very low income. It is mainly their pensions.

By removing the #85 bus this would force these people to stretch their budget even further by taking taxis and paying their family or other people to drive them. The city will also lose the ridership of the most vulnerable people. There are agencies that drive seniors but they cost a lot more money. Ex: Driving Miss Daisy and Driving Happy. They have fees involved to drive seniors. Some even have joining fees.

By asking the seniors to use Dats will cause further delays pickups and disrupt the lives of seniors and cause them more stress thereby increasing or exasperating medical problems. Also it put a huge stress on Dats which is already stretched to its limit and has a lot of problems. Many times Dats are very late and the riders are very stressed because they will be late for appointments and sometimes have to even reschedule.

The new bus routes are too far for most of the seniors. They have medical and mobility issues prohibiting them from getting to these new bus stops.

Taking away the bus stop in front of St. Andrews Ukrainian Selo senior's residence is a huge mistake for a number of reasons:

The senior's budgets are already stretched as far as it will stretch and cannot any be increased further if they have to seek other transportation.

Major medical issues prohibit them from walking too far to bus stops.

It will increase their vulnerability especially when it is dark outside. They could be preyed upon by aggressors by having to walk further distances. They also risk having major falls because ice and snow. In the winter it gets dark very early.

It would take away the seniors independence by relying on other transportation, people or family. Most of their families have very full lives and do not have time to help or do not want to. Some seniors do not have extended family.

Many seniors will become house bound and become depressed. This will cost the health care system more money in the long run.

Removing a bus stop in front of a multiple senior residence is not a good decision as it will make the seniors more vulnerable and will in the end cost the health system.

These people deserve more from <sup>Edmonton</sup> this city. They were very instrumental in building Edmonton into the city it is. You cannot cast aside their wellbeing. The seniors want to feel safe and be independent. As well, they want to be valued by the City of Edmonton.

I would like to present a petition with the signatures of most of the building residents and managements protesting of discontinuation of bus #85.

# PETITION FROM SENIOR'S HOUSING (2/3)

## Petition to save the bus route # 85

We are scheduled to lose bus route 85 as of 2020. We need to keep our bus. In order try to keep our bus we need as many signatures as possible. There is a public forum November 15, 2018 at 10111 104 Avenue (Edmonton Tower Lobby) from 3pm to 7pm. If you cannot attend the public forum and want to voice your opinion please sign the petition.

Name and suite number and a comment

V. MEJSTERS	101	
I. KOPCHUK	102	
D. Husulak	104	
Danyil Holimay	105	
Jean Boshko	106	
John Hryciuk	116	
Anna McGinn	117	
Suzanne Puncannon		

Eden Kostikov	215	
MARGE LARNG	217	
Jean Zukowsky	219	
Dorothy Korbut	222	
Jamika Fudge	223	
Jean Chambers	224	

# PETITION FROM SENIOR'S HOUSING (3/3)

## Petition to save the bus route # 85

We are scheduled to lose bus route 85 as of 2020. We need to keep our bus. In order try to keep our bus we need as many signatures as possible. There is a public forum November 15, 2018 at 10111 104 Avenue (Edmonton Tower Lobby) from 3pm to 7pm. If you cannot attend the public forum and want to voice your opinion please sign the petition.

Name and suite number and a comment

Anna Hitchcock	304	
Vicki Marowski	307	
Doreen Dawson	311	Good communication?
Russell Van Rest	324	
Janet Van Rest	324	Difficultly need for seniors
Blair	322	BOA: S AAABSK
MARYANNE ROBINSON	321	
Paula Birch	320	moved to 321 because of a floor
Stark & Tadii	316	

Leticia M	314	
Theresa Chong	312	
Adelina	306	
Ashli Karpur	302	
Dawn Takla	301	
Theresa Martini	323	
Sophie Fogalaki	303	
Marlene Kropesh		Office - Chief Administrative Officer
Choo		Office - Admin. Assistant

# LETTER FROM USERS OF BUS ROUTE 66 (1/2)

1909 Lakewood Road south  
Edmonton, Alberta  
T6K 3W9

November 8<sup>th</sup>, 2018

To Whom It May Concern:

**Subject: ETS Edmonton's bus route 66 runs within a high assault crime rate route area, which in 2020 will be canceled and this should not happen. Within are facts which state why this bus route 66 should be reinstated into the 2020 ETS Edmonton plan, and not canceled.**

Residents that use bus route 66 will be placed at higher risk for assaults in 2020 when this route is canceled. ETS Edmonton knowing this and canceling bus route 66 indirectly will be responsible for residents safety along route 66's canceled route while they navigate streets, walkways etc., to reach areas to obtain ETS new bus routes .

ETS Edmonton when calculating walking time for distances to new bus routes only factored in abled bodied people, thus eliminating people who had disabilities, or the elderly. This is systemic discrimination (human right issue) and ETS Edmonton should have included everyone into their calculations regarding walking estimates. Elderly and disabled often have limited energy, take longer to walk distances, and have mobility, balance, hearing and sight problems. Edmontonians with disabilities and the elderly right to free movement, independence, is having these human rights taken away from them by ETS Edmonton canceling route 66. These disabled and elderly will become prisoners within their own homes owing to route 66 being canceled in 2020.

Canceling bus route 66 will put residents along this route health and safety at risk.

Enclosed are a few photographs of just one area that residents of 66 bus will have to walk to get to 23Ave to obtain a bus owing to route 66 being removed. This is just one area showing the gravity of safety concerns because of route 66 being canceled in 2020, there are many more places but ETS Edmonton knows and understands where these are and the gravity of them.

**Safety** – This alleyway is a crime scene waiting to happen – note inadequate lighting, length of alleyway that young , old, abled and disabled will have to walk through. Note: snow and ice (only start of winter), and uneven walking area.

**Facts:** On September 28<sup>th</sup> , October 4<sup>th</sup>, November 6<sup>th</sup> of 2018 three (3) assaults have happened in the Meyonohk area. The area that ETS Edmonton are going to cancel route 66 in 2020.

Dats is available for disabled users if they qualify, however many users call it the ride from hell. Sometimes disabled riders have no other choice, however ETS will be taking away disabled riders independence by taking away routes, especially along route 66. Many elderly, disabled residents along route 66 use this bus and Edmonton ETS will taking away a human right – right to movement, independence, and will place these vulnerable residents in health and safety situations, ones they never encountered before while route 66 was in operation.

Please place copies of this letter/photos in you files for future reference for residences to use in any court cases if needed owing to the fact their health and safety were compromised because route 66 was canceled. If route 66 is NOT going to be canceled in 2020 then this letter and evidence of putting residents health and safety at risk and in harms way will no longer be needed.

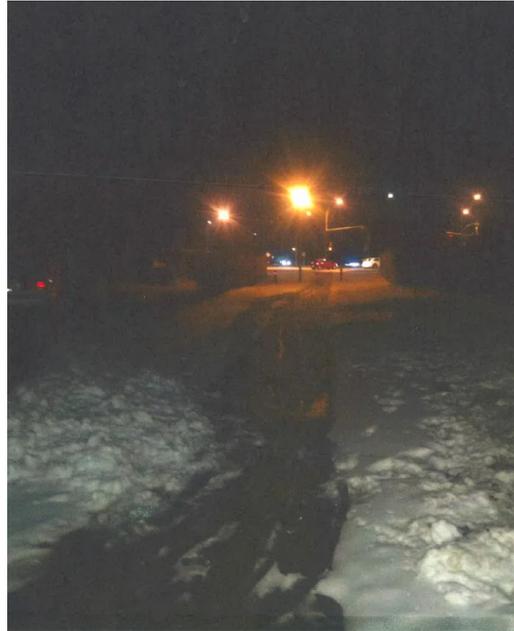
Yours sincerely



Patricia Mitrovic

CC. family lawyers file

# LETTER FROM USERS OF BUS ROUTE 66 (2/2)





# PETITION FROM USERS OF ROUTES 95, 370 (2/6)

Name	Email	Home	Phone
1) Sukhdeep Singh	vs1818@proton.com	1485 3389	7780
2) Veeraj Kaur	veerajkaur14@proton.com	1529 3301 St. NW	780 968 3045
3) CAROLLE	millange.carolle@hotmail.com		780 241 8352
4) Yashwanth	gudabhatkar.yashwanth@gmail.com	1612 - 33rd	780 209 7074
5) Karam Dhillon	karandhillon74@proton.com	1677 3341 St	780 425 3526
6) Malvinder T. Patel		780 166 5253	780 168 Ave NW
7) Satinder Singh	satinder.singh158@gmail.com	780 239 7784	3248 168 Ave NW
8) Babinder	babinder@proton.com	119 3357	168 Ave

9) Kishu Arora	kishu.arora@gmail.com	894 1176	780 625 2397
10) Preet Dhillon	preet_dhillon@hotmail.com	2724 17th Ave	780 991 4558
11) Ashutosh	moreashutosh@gmail.com	1720-3345 St	780 710-4558
12) Parul Mali	ParulMali@felo.com	1215	780 660 6556
13) Kamal Mali	Kamal@live.ca	780-960-0558	
14) Dhaval Patel	Pateldhaval98@yahoo.com	780-950-2317	
15) Vinod Patel	vip1767@gmail.com	780 709 8209	
16) Nitesh Saini	nitesh_saini72@yahoo.com	9201 50A 5306	
17) Ravi Thoria	Ravithoria1981@gmail.com	587-3318 1/2	7743 - Address
18) Nidhi Gupta	Nidhi 3393@gmail.com	780-245-0003	
19) Babinder	babinder@proton.com	587 501 - 7578	119 3357 168 Ave

121

20) HARPREET KAUR JAKHU	647-542-7910		
21) Preet Singh	Preetphath786@yahoo.ca		
22) Sheen Vran	780-298-2246		Canaducosper@hotmail.com
23) Vezire Rehman	780 246 046		vezire_rehman2012@yahoo.com
24) Vezire Rehman	780 246 046		vezire_rehman2012@yahoo.com

# PETITION FROM USERS OF ROUTES 95, 370 (3/6)

Name	Address	Telephone
1 SHER	1694 3895 ST	587-648-4800
2 JAY PUM	1606 - 33 A ST	780-405-8783
3 KATIE	1606 - 33 A ST	780-691-8483
4 Sukhjit	3340 - 14 AVE	780-953-4407
5	5324 - 1706 NW	780-271-3372
6	3351 - 15 AVE	780-977-2306
7	3332 - 15 AVE	780-241-1859
8	6537 - 320 ST	780-903-1294
9	1174 - 33 A ST	780-878-2001
10 Kelly Dove	3004 152 AVE	780-228-2118
11	3267 152 AVE	438-5885-32
12	1550 - 33 A ST	780-973-6812
13	1544 - 33 A ST	780-973-7372
14	1544 - 33 A ST	780-973-7372
15	1544 - 33 A ST	780-973-7372
16 Danf Rahmani	1525 - 33 B ST	780-918-4882
17 Dina	1519 - 33 B ST	780-604-4254
18	1494 - 33 B ST	780-714-3919
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		

Name	Address	Phone number
32 Amandeep Kaur	1426-3885 ST NW	587-566-0274
33 Dipali Soni	1444-3885 ST NW	587-298-6576
34 Chiranj Patel	1490 3385 ST NW	780 616 6780
35 Leehne Bayley	1492-33B NW	780 977-6378
36	1478-33B NW	647-849-8513
37	1508-33 B ST	430-938
38	1597-709-0087	1983
39	3357 16A AVE	587-709-9700
40	3357 16A AVE	587-801-8707
41	3357 16A AVE	587-521-8707
42	3357 16A AVE	780-970-6809
43	1548 33A ST	587-588-8436
44	3357 16A AVE	587-471-9318
45	424 ST	780-910-6203
46	3331-14 AVE NW	780-807-0068
47	1471 33 A Street Ave	437-711-007
48	1489 33A ST NW	780-782-4393
49	1505 33A ST NW	780-780-660-5181
50	1526 33A ST NW	780 921-7524
51	1541 33A ST NW	780-629-4021
52	1553 33A ST NW	587-520-6772
53	1595 33A ST NW	780-277-1198
54	1611 33 A ST	780-807-7365
55	1647 33A ST	780-833-9917
56	1669 33A ST	587-581-1693
57	1681 33A ST	780-488-7695
58	2310 16A AVE	780-463-4472
59	3751 16A AVE	780-782-8055
60	3755 16A AVE	780-995-3969
61	1641 33B Street	780-694-6472
62	1723 33B Street	780-260-8108

Name	Address	Phone
63	1727	780-260-3545
64	1727	780-906-0396
65	1727	780-906-0396
66	1680 33B Street NW	780-462-2056
67	118 3357-16A AVE	780-613-1982
68	417 3357 16A AVE NW	780-239-3587
69	223-3357 16A AVE NW T6T0V4	587-708-3255
70	420 - 3357 16A AVE NW	306-612-3887
71	420 - 3357 16A AVE NW T6T0V4	780-200-6154
72	317-3357 16A AVE T6T0V4	780-200-6154

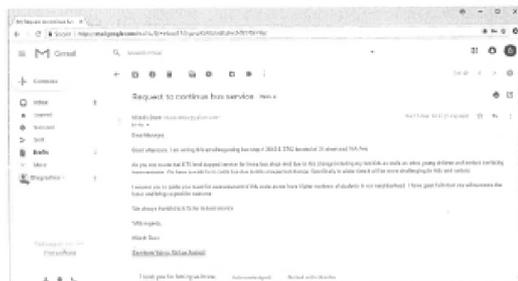
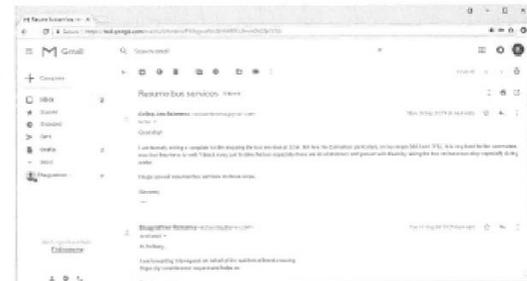
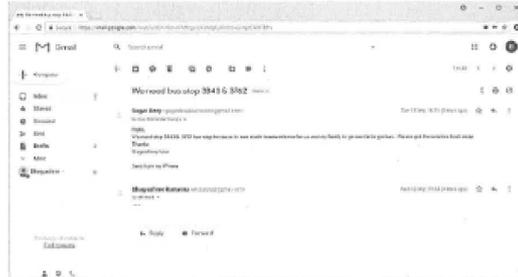
# PETITION FROM USERS OF ROUTES 95, 370 (4/6)

Name	Address	Phone #
73) JAGPAL S. ARORA	314-3357-16A Ave EDMONTON AB Ph. 306 502 1001 email: jagspal.arora@gmail.com	
74) Laura Rastogi	326-3352-16A Ave. Edmonton, AB TCT@VCL. Ph 587-332-3066 Email Laura_rastogi1117@hotmail.com	
75	MAMESU #315 Abobacar 780-766653 counbasysarr86@gmail.com	
76		
78	Jingwen Zhai 姜文婧 Shi Xin Yuan.	
79.	Gurbinder Sidhu jsidhu@gmail.com 7807161315 Jagjeet Sidhu	
80	Ryan Delosta chachi83nic@gmail.com 808862361	
81	Gramoz Roshqi Apt 326 3357-16A Ave	
82	Munish Singh 9116 3357-16A Ave 780-881-085	
83	Shulep Lewis 587-983-587 Abdu Elzein 780-961-5736	
84	Miriam Hadgu 780-729-6381	
85	Amrajit Sahal 587 357 9099	

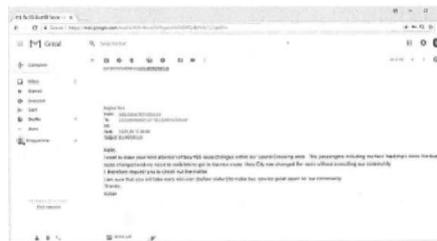
Name	Address	Phone #
86		
87	Ashley Amundson 213-3353-16A Ave 780 2469-5569	
88	Dobbe Casaday 713-3353-16A Ave 780 461-2048	
89	Dora Wallace 780 7242766 463 335716A Ave	
90	Amrajit Kaur 126-3357-16A Ave 780-246-9396	
91	RASWINDER SINGH-126-3357 16Ave 7802392857	
92	BIAN GARNER 318-3357 16A Ave 587-701-2347	

Am	McD	R	780 21 - 69 Amber McDuff @holtra.com
4	R	V	a (4) 20 610 andrath_22 7807246600

# PETITION FROM USERS OF ROUTES 95, 370 (5/6)



# PETITION FROM USERS OF ROUTES 95, 370 (6/6)



# EDMONTON JOURNAL ARTICLE POSTED AT WORKSHOP

## Consider making transit free to all, councillor says

Free transit - Edmonton Journal  
Advertising and sponsorships could help defray costs: Paquette

### ELISE STOLTE

More than 100 cities around the world have eliminated tickets and passes for public transit and Edmonton should look at free transit, as well, says Coun. Aaron Paquette.

He raised the issue Monday and tabled a motion for administration to examine the pros and cons of making transit free to ride for

at least one year as a pilot project. Council will vote Oct. 9 on whether to study the issue.

If people flock to the buses and trams, great.

"Imagine how many cars we'd get off the road," Paquette said.

That would leave lanes clear for those who need to drive, a better solution than simply continuing to widen roads forever.

"Transit should be seen as an

essential service... This is a basic necessity for a thriving economy," said Paquette in an interview Monday, suggesting federal, provincial and regional partnerships, plus advertising and corporate sponsorship, could help cover the increased cost.

Even if property taxpayers had to take it all on, by his calculations, that would be an average of \$160 apiece.

Edmonton Transit's 2018 budget anticipates \$120 million in revenue from transit fares.

Total expenses are \$355 million.

SEE TRANSIT 01 A4

## Critics argue free transit will mean higher taxes

### TRANSIT FROM A2

But a 2016 study of the transit subsidy found total annual benefits from transit systems are much higher. It found \$700 million annually in reduced congestion, reduced collisions, decreased parking requirements and environmental impacts.

Just think of security, said Paquette, saying bus drivers would no longer need to be the gatekeepers and fare collectors for the system. Paris is now looking at this, he said. At its basic, "increased mobility equals increased economic development, increased security and increased health."

"That's all I'm saying. Let's consider this, use if the numbers add up," he said.

When news of Paquette's motion hit social media, reaction was mixed. Many were worried about the increase to property taxes and said it's unfair for people who will never use transit to subsidize those who do. But others said taxpayers already pay the full cost to build roads — property owners pay

for roads whether they walk two blocks to work or drive daily for two hours.

"I thought council said they were trying to reduce tax increases, not come up with new ways to increase taxes even more," said Tyler Zitz, who jumped in on Facebook.

But this could reduce congestion, the price of the bus is a fraction today, said Chris Heck, who supported the idea on Twitter.

It costs \$13 for him and his partner to take the LRT from their downtown home to Southgate Centre to go shopping, where there's free parking. So they always drive, he said. But that feeds the constant need to upgrade roads.

"Bigger cities have learned this just doesn't scale. Wherever you build, it will be full of cars."

At city hall, many of Paquette's colleagues were taken by surprise.

Over the last year, council made transit free for children as old as 12 accompanied by an adult. It also created a pilot project for a low-income transit pass and signed a

contract to create an electronic smart fare system with regional partners.

But free transit is not totally new. In 2015, it was the No. 3 transportation recommendation by the mayor's task force on ending poverty.

"I would welcome a report," said Coun. Scott McKern, who pointed out transit use has been dropping during the economic downturn. It will be important to measure what financial upside this could have for the city, he said.

"I have to get my head around it," said Coun. Bev Esslinger. "Can we as a city afford this? I don't know."

Price might not be what's keeping more people off transit, she said, adding that she wants to see better service.

Edmonton had free transit in a limited way before. Between 1983 and 2004, riding the LRT during the laydown period was free. All it added that service in 2004, believing it could gain \$300,000 in revenue.

edmontonjournal.com  
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Mayer Don Iverson  
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Ward 12  
Mike Nickel  
Aaron Paquette  
Ward 14  
Tel: 780-476-800  
www.edmonton.ca  
2nd Floor City Hall  
Sir Wilfrid  
Churchill Square  
Edmonton, AB  
T5T 2A7

## What, exactly, are we going to be getting for our \$4 fare?



ELISE STOLTE  
Commentary

Daniel Huber was such a dedicated transit rider, he let his driver's licence lapse.

No more.

He was standing on a curb on St. Albert Trail this September with a senior who's a full-capacity bus blew past again.

The senior loudly ready to cry and Huber could see his blood

He realized it's just not worth it.

"This is not going to get fixed and I can't keep getting angry and worked up about it," said Huber, a chef in Edmonton who had been riding what he sees as a steadily eroding transit system for 36 years.

City of Edmonton officials blame the economic downturn for falling ridership numbers but Huber's story reduces any expense.

It's also exactly what experts have been predicting for years. The city's bus system is getting stretched thinner and thinner. It

hasn't had significant new investment years — small wonder ridership is now lower than it was in 2010.

Huber got his driver's licence again in October. He lives on a major bus route — Route 128 — but he says it's not worth leaving an hour early because Edmonton's transit is unreliable.

Now Edmonton Transit officials are proposing \$4 cash fares, up from \$3.25, for a system the city heavily subsidizes with tax dollars. I say, what are we getting for? The system that, then, let's talk prices.

SEE STOLTE 01 A4

## From a rider's perspective, the city has dropped the ball

### STOLTE FROM A2

Council is trying to fix the system. It has a bus route redesign scheduled to roll out in June 2023.

But it's not adding service — it takes service away from lesser-used routes, concentrates on main corridors and cuts an additional 50,000 service hours.

Edmonton Transit is trying to rearrange routes with simultaneously coping with increased congestion and limited new investment.

It needs 10,000 more bus hours each year just to offer the same service. For most of the last decade, it didn't get that investment and has instead cut back on community routes and weekend service. That's why a 2014 city audit found up to 42 per cent of buses were off schedule.

This year, the operating budget paints a dismal picture.

Even if council wants to expand, bus garages are at capacity. The \$210-million Kathleen Andrews Transit Garage simply replaces Westwood.

In addition, the budget warns a "high percentage" of the bus and train fleet is operating beyond its serviceable life, and Edmonton isn't sure what provincial and federal grants will be available to replace them.

At the same time, Edmonton's population is aging and seniors are expected to add demand on the system.

Basically, buses were ignored for years in favour of shiny new trains and council has continued to let service decline as it struggles to find an answer.

It can't blame riders like Huber for leaving a broken system.

But it's a vicious cycle. Now Huber is driving one more car stuck in Edmonton's morning congestion.

NEEDED REQUIRED  
Edmonton needs a reset.

That's why Coun. Aaron Paquette's motion is key — not because he's asking for free transit, which was just a distraction — but because it asks council to look at what value for money it gets.

We need to know what ridership levels are required to relieve congestion. How could that be achieved, at what cost, and how does that compare to the cost of widening roads?

What's the economic impact of giving Edmonton residents access to jobs across the city, and what damage is caused when services is too unreliable to use?

Council debated the motion Tuesday. Then referred it to administration to estimate a budget just to study the question.

Already, Edmonton Transit has a proposed budget of \$836 million for 2018, offset by \$140 million in ticket revenue.

Outside council Tuesday, Mayor Don Iverson said he believes the bus route overhaul will increase ridership, which will eventually increase revenue and allow Edmonton to grow the system.

Now smart payment cards also coming in 2020 will let transit charge by distance and give discounts for off-peak travel.

Opening the Valley Line LRT will free up buses to reprogram in the rest of the city.

But council needs to recognize what's happening today — from a rider's perspective, it has dropped the ball.

Loel Simon, who lives near Anthony Henday Drive and Silverline Road, used the bus and LRT to get to part-time jobs for the last 10 years.

But since the bus stopped running earlier, the schedule was cut back at night and on weekends.

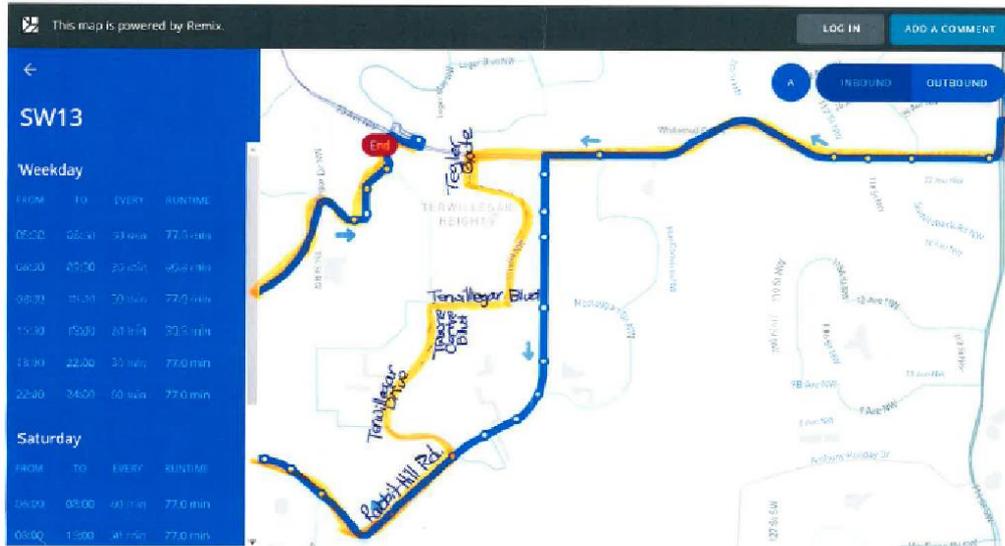
She started spending more on taxis to bridge the gap than the cost of her monthly pass, and it was a 90-minute commute to and from work each day. She bought a car last April. She'll never go back.

Get those hours back in my day. It's wonderful."

edmontonjournal.com  
@elise.stolte

# PROPOSED CHANGES TO SW13

Proposed SW13



Reasoning:

- SW13 & SW14 take same route from Century Park to Windermere Blvd
- Revised SW13 (as above) would accommodate more riders avoiding duplicate/overlapping routes.
- Existing bus stops (no new <sup>new</sup> stops required)

# LETTER FROM WEDGEWOOD (1/2)

Wedgewood Ravine Home Owners Association  
P.O. Box 101, Wedgewood Blvd NW  
Edmonton, AB T6M 2L5

Councillor Sarah Hamilton  
City of Edmonton  
2nd Floor, City Hall  
1 Sir Winston Churchill Square  
Edmonton, AB T5J 2R7

July 6 2018

Dear Ms. Hamilton,

On behalf of the Wedgewood Homeowners' Association (HOA), I would like to thank you for attending our Annual General Meeting on June 19, 2018. The opportunity to provide an update on busing in our neighborhood and respond to questions & concerns is appreciated.

Our community is highly engaged as evidenced by more than 74 people in attendance representing more than 15% of households in the neighborhood. This is at a time of the year when many of our young families had commitments and were unable to attend. Residents had many questions and even more not heard due to time limits on the discussion. Therefore, we have attached a set of questions that we would appreciate having a response to and have included a summary of the feedback below from our residents. This includes:

**Impact on Quality of Life.** Restricting modes of transportation in the community will bring hardship to those who rely on busing to get to school, work and to participate fully in their community.

The increased distance to bus stops (up to 1.6 km) will make transit inaccessible.

- A walk of up to 18 minutes (according to google maps) does not account for sidewalk conditions in the winter months when sidewalks are difficult to navigate. Snow removal on sidewalks is limited and not always timely.
- The standard for planning bus routes in North America is typically 400m for bus and 800m for rail transit. Proposed City plan includes distances that are 4X these distances for some of our residents.

There are safety concerns having youth walking alone up to 1.6 km in the dark.

- Providing "School Special" service and peak hour services is not sufficient.
- The neighborhood relies on regular service and a reduction in service may encourage occasional use instead of residents using transit as their primary mode of commuting.
- Schools vary their schedule, as do students, who need service throughout the day, especially high school age students who may have later or earlier schedules.
- For those commuting to work they may need to take earlier, later or midday busing to accommodate their schedules.

#### Property Value Impacts

- Citizens making decisions on where to live do consider access to transit in their decisions, especially those with children; Wedgewood is ideally suited for families.

- Some residents have purchased property in the neighborhood based on the ability to access bus service and have selected employers based on the bus service to their place of work.

#### Consultation & Communication Concerns

We have received feedback from many residents regarding the input the City cites as information used to make their decisions.

- Reference to a survey done before that received 20,000 responses was not addressing the impacts to our service. Residents have limited knowledge of this survey.
- Current survey is difficult to complete because of the length of time to do it and is not practical to complete it on a mobile phone. Even those highly motivated to fill it out have expressed frustration.
- Naming the initiative "Reboot Your Route" does not address what is happening. "Elimination of Bus Routes" would generate a different response and increase transparency in the process. Our residents became informed about these changes as a result of communication from the community.

Finally, in all of the City of Edmonton strategic documents encouraging active modes of transportation is a priority. In fact, the City promotes reducing reliance on vehicles, congestion on roadways and encouraging citizens to adopt an urban lifestyle. We applaud your council for embracing this vision for our city; yet, the proposed plan for transit in our community is contrary to this. For our residents, this plan will encourage reliance on personal vehicles, eliminate transit use due to distances to bus stops, and discourage our youth from adopting transit as their primary mode of transportation. The HOA and its members finds that the Transit Strategy outcomes do not align with eliminating service to our community, more specifically these outcomes:

- Build transit-friendly neighborhoods and places.
- Provide service that reflects the different preferences of inner and outer neighborhoods.
- Elevate the importance of safety.
- Keep up with trends in technology and the environment that encourage more citizens to choose transit.

The elimination of service in our community will reduce quality of life, affect our property values and raise a generation of youth that will likely rely on vehicles. We would respectfully request that service to our community be maintained and look forward to continuing this discussion. Our HOA would be more than pleased to schedule a community meeting to provide a forum to address the attached questions, should that be preferable.

Sincerely,



Bruce Hartfelder  
Wedgewood Ravine Homeowners' Association President

cc. Eddie Robar, Branch Manager, Transit Service, City of Edmonton  
Mayor Don Iveson, City of Edmonton  
Kelly Gray, Wedgewood Community League President

# LETTER FROM WEDGEWOOD (2/2)

## Questions from the Wedgewood Ravine Homeowners' Association

### Planning Bus Routes

1. What is the distance to bus stops that is used to plan service in the City to ensure equity of service for all citizens?
2. What is the distance currently? What is it in the new plan?
3. What is the research to suggest any changes in distances to route support the goals of encouraging transit use?

### Service for Students

It was mentioned that "School Service" was not part of this plan and would be offered.

1. Does the School Service address the needs of students to have busing that reflects the nature of flexible schedules for high school students?
2. Has the City consulted with the province with regards to impending changes in legislation on transportation service for students?
3. What will these changes be and how will that impact current yellow bus service?

### Removal of Service

1. What commitment will the City provide on sidewalk snow removal if they adopt the new plan? Can we be assured first priority and removal of snow within a 2, 4 or 6 hour timeframe of a snowfall?
2. What impact will there be to snow removal on our roads if we are no longer a transit route? What impact will there be on a future seniors' housing project if there is no bus service in the community; would it not be desirable for seniors to have bus service in front of their facility given mobility limitations?
3. A portion of the home owner resident's tax dollars go to Edmonton Transit Services, what percentage of the monies collected go to this area and how does the elimination of services make this a value-added proposition?

### Commitment to Consult

The consultation plans for the City no longer include "informing" but rather there is a commitment to demonstrating how feedback gathered is used to make better decisions.

1. Can you send us a copy of the questions on the survey that was done in 2015/16?
2. How will your council demonstrate that our feedback will impact decisions on service to our community?
3. Will there be another opportunity to provide input on the plan in the fall to address our service concerns?
4. What decisions have already been made?
5. When can we expect to have our questions are responded to?

# LETTER FROM CITIZEN

①

TUES Oct 30/18  
0:30 AM

With regard to the ETS system as a whole: Very well designed + professional!! I am 75+ and totally overwhelmed by the "system" as a whole: i.e. General attitudes of your drivers (both female/male) ~~to~~ Again: Treat THEM with respect and THEY return the respect!! They seem most eager to "engage" in "small talk" (I know I TALK TOO MUCH and some may not want to engage in "HOT AIR" conversations i.e. family or financial problems, argument with wife or husband, etc, etc. I know - I've lived it for 75+ years!!)

They appear to be "intent" on meeting time schedules i.e. stopping a minute or two at various stops to maintain schedules, ~~fight~~ dealing with uncontrollable circumstances (especially "long" or "down town") They meet up with constraints, "inconsiderate" + questionable drivers (public), stalls, accident scenes, weather (wind) conditions, ~~weather~~ RED signal lights - that always seem to be red when you are in a "HOT AIR" ~~zone~~ - I've been there for some 60+ years!! I now frequent the ETS system - no way can I operate another vehicle for \$15/month, i.e. insurance, registration, taxes, initial costs, upkeep, fuel, etc, etc!! + the "rest of driving"!! Drivers have "STOPPED" for me and "waited" while I hobbled along with obvious old age "trying" to intercept some!! An example: It was Sunday Oct 28, - quite cool!! @ approx 9:15? at the junction of 178st + probably 97-98 Avenue waiting many ETS travelling South to WEST. When I noticed there were no buses i.e. 126, 129, etc running on Sunday! I noticed buses turning "WEST" - just before my stop (#09 #44). This "kind soul" driving a #14 noticed my dilemma and as he made his "WEST" turn he slowed down and "waved" me over and let me ~~access~~ access the bus!! There ~~was~~ no buses going

②

South-bound for ~~WEST~~ on Sunday AM!! He was driving a #14 bus #4829 and appeared to be an "elderly" possibly East Indian ~~with~~ with a "delectable" neat beard and spoke fluent "English" with his native accent "WHAT A GREAT FEELING".

To me I cannot think of any improvement - I happen to be living 2 houses away from my "coming + going" stops and can actually wait on my "front" step to see when #113 is coming!! I noticed in addition to communication (radio system) - the "system" alerts drivers at departure times and often wonder how the lady with "location announcements" doesn't "get hoarse" HAHHA! "TERRIFIC".

I apologize for crude stationery, printing + spelling. I type with 2 fore fingers and even THAT "at this point" seems to be fading!! I was BORN TOO SOON BUT I HOPE my ~~feet~~ feet get across!!

I am happy to hear an increase in security is ~~power~~ in the making and often "feel" for the well-being of drivers!! THERE'S A LOT OF "STUFF" OUT THERE!! I had originally planned to rewrite "These pages" but my wrist is getting "sore" and "I TALK TOO MUCH" so my wife says - but not to HER (AHHA) I maintain: after 50+ years I run out of topics (AHHA)

by day's end

Many "TNX" for your (SYSTEM)!!

Sincerely,  
Ed Feschuk (phone book)  
~~Ed Feschuk~~

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