

REFINE

What We Heard Report: Bus Rapid Transit (BRT)

Route B1 and Route B2

SHARE YOUR VOICE
SHAPE OUR CITY

Edmonton

What We Heard Report: Bus Rapid Transit (BRT)

Route B1 and Route B2

Table of Contents

3Project Overview
4Public Engagement
5Respondent Transportation Modes
6What We Asked / What We Heard
6BRT Priorities
9BRT Route B1: Castle Downs – Downtown – Century Park
12BRT Route B2: West Edmonton Mall – University of Alberta – Bonnie Doon
14BRT Station Features: Priorities
15BRT Station features: Additional Comments
16Next Steps

Click on the topic to jump to that section.

Land Acknowledgement

The City of Edmonton acknowledges the traditional land on which we reside is in Treaty 6 territory. We would like to thank the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory for centuries, such as the nēhiyaw / Cree, Dene, Anishinaabe / Saukteaux, Nakota Isga / Nakota Sioux and Niitsitapi / Blackfoot peoples. We also acknowledge this as the Métis homeland and home of one of the largest communities of Inuit south of the 60th parallel. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together, we call upon all of our collective, honoured traditions and spirits to work in building a great city for today and future generations.

Thank you to those who participated in this engagement by attending the public event, sharing comments at meetings or by email, or by completing the online survey. Your input is valued and will be used to inform the concept design for BRT Route B1.

Project Overview

As part of the Mass Transit initiative, the City of Edmonton is expanding its transit network by adding Bus Rapid Transit (BRT) routes. BRT will complement current bus and Light Rail Transit (LRT) service, providing a new, efficient, and sustainable travel option as our city and population grows.

BRT typically features:

- + Dedicated bus travel lanes
- + Priority at intersections
- + Bus stations, which provide enhanced services over typical bus stops

BRT service will provide high-speed travel between urban nodes and main corridors, with only key stops along the way. The implementation of BRT in Edmonton may impact traffic lanes (removing a lane of vehicular traffic, where feasible), traffic flow, and some trees and landscaping along the selected routes.

The City is developing concept plans for two BRT routes:

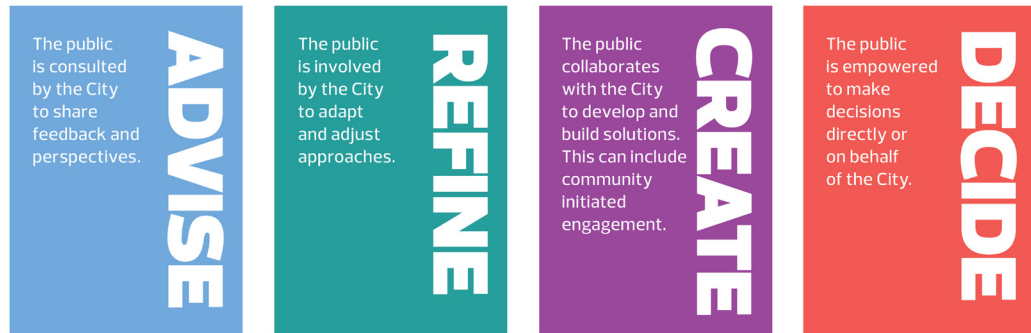
- + BRT Route B1: Castle Downs to Century Park via Downtown
- + BRT Route B2: West Edmonton Mall to Bonnie Doon via University of Alberta

This report summarizes feedback received from an online survey conducted from November 17 to December 5, 2025. The survey asked respondents to confirm what we heard from previous engagement (October 2022 to June 2023), and to share their views on potential impacts of BRT Route B1 and BRT Route B2, as well as preferences for BRT station features.

The engagement builds upon feedback received during the Strategy phase of the Mass Transit Implementation project, which supported the development of the City's Mass Transit Principles.

Public Engagement

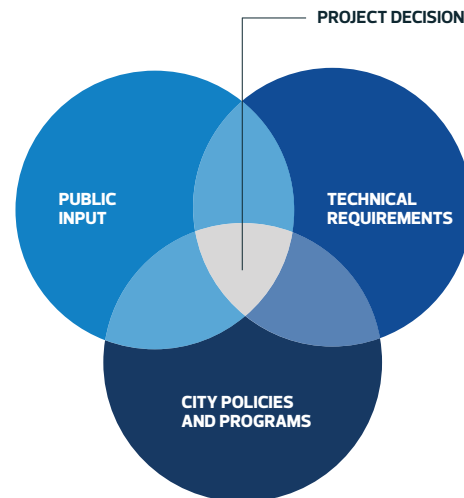
This engagement activity was at the **ADVISE** level on the City's public engagement spectrum.



Decision making process

When making decisions, there are three considerations: City policies and programs, technical requirements and public input.

These inputs will be considered along with project constraints, including budget, to support the selection and refinement of the preferred concepts.



Public engagement activities

The online survey was available on the project webpage edmonton.ca/BusRapidTransit from November 17 to December 5, 2025. It was advertised through billboards, reader boards, bus shelter ads, social media and the project website. It was also shared by email with the City's Insight Community.

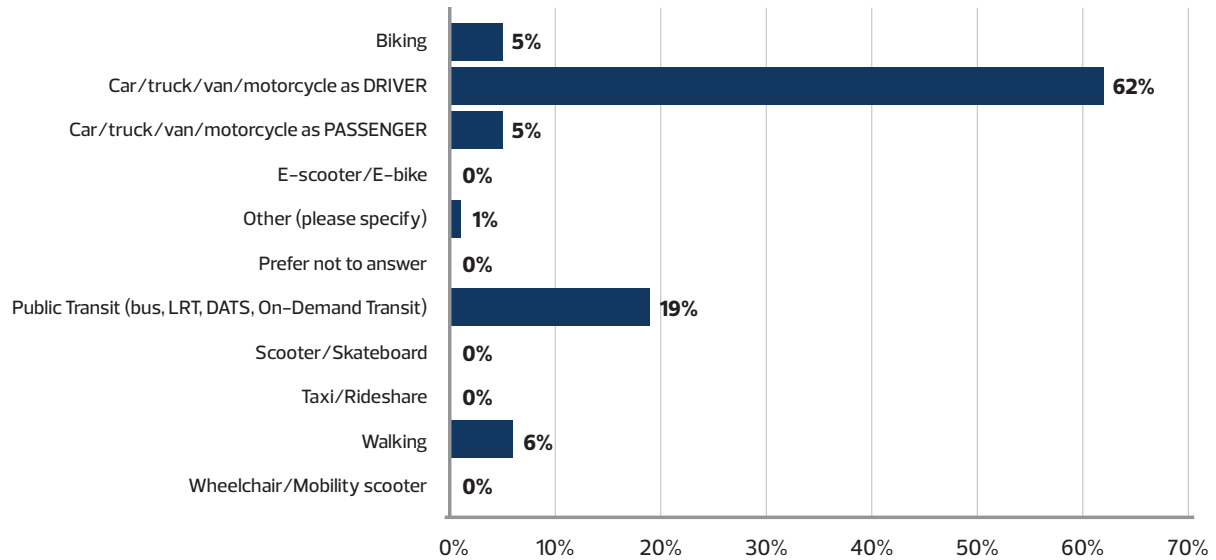
The survey was designed to provide an opportunity for Edmontonians to learn about the project and provide input. Feedback will be used to inform the concepts for both BRT Route B1 and BRT Route B2, which will be shared in 2027.

A total of 4,200 respondents completed the survey.

Respondent Primary Transportation Modes

Survey respondents represent a mix of primary travel modes, with driving (62%) as the highest followed by public transportation (19%). Others include vehicle passengers (5%), walking (6%) and biking (5%). This distribution indicates feedback is informed by both transit users and roadway users, providing perspectives across multiple modes of travel.

Primary Mode of Transportation



For this report, primary mode user groups in Questions 1, Question 2 and Question 3 have been combined into the following three categories:

- + **Vehicle users** (Drivers, passengers, taxi/rideshare)
- + **Public Transit users** (Bus, LRT, DATS, On-demand transit)
- + **Active Transportation users** (Walking, biking, E-scooter/E-bike, wheelchair/mobility scooter, scooter/skateboard)

What We Asked/What We Heard

BRT Priorities

What we asked

Themes that reflect what we heard during previous (2023) engagement about priorities for BRT were shared and respondents were asked how well they reflect their current priorities for BRT in Edmonton, using the following response scale:

- + Does not reflect my priorities at all
- + Reflects my priorities a little
- + Neutral
- + Mostly reflects my priorities
- + Completely reflects my priorities
- + Don't know/Not sure

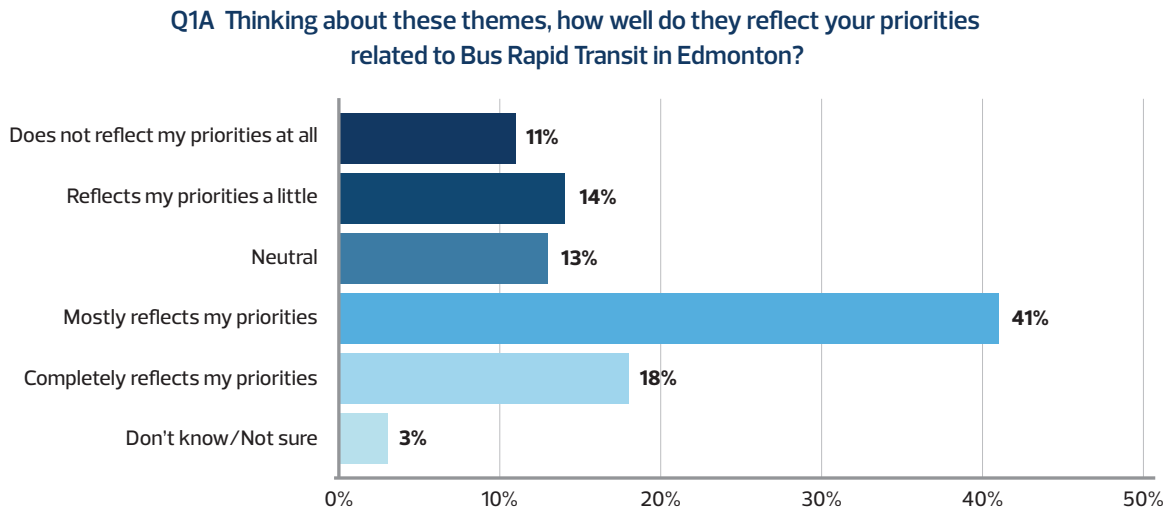
BRT themes:

- + **Transit safety:** Personal safety and security while using transit is a major concern for everyone and a reason many claim is preventing them from using transit.
- + **Strong support for a new type of transit:** We consistently saw strong support for mass transit that uses buses to provide reliability and speed similar to LRT but with much greater flexibility and adaptability.
- + **Diverse uses and users:** Edmontonians have diverse needs and mass transit must connect diverse locations, including those outside of the downtown.
- + **Balancing trade-offs:** It is critical that mass transit equitably balances benefits against costs and potential drawbacks.
- + **Location-specific concerns:** Each area has a unique character, history and context that needs to be reflected in how mass transit is implemented.

What We Heard

The proposed BRT priorities broadly reflect the priorities of most respondents (59%) **Mostly** or **Completely**. A quarter of respondents (25%) suggest the themes reflect their priorities **A Little** or **Do Not At All**. Sixteen percent are *neutral* or *were not sure*.

Overall, the themes align most strongly with the priorities of public transit and active transportation users. While vehicle users show somewhat more mixed views, a majority report that the themes still reflect their priorities.



The following details the explanation of responses by user groups.

Public Transit Users

Public transit users show strong overall alignment with the themes, with responses primarily driven by system performance and safety considerations.

- + Transit safety, security and cleanliness are the most common themes among those who feel the project **Mostly** or **Completely** reflects their priorities, suggesting that rider confidence and conditions remain central to support.
- + Also noted is direct, fast and reliable service by use of dedicated BRT lanes, which reinforces that transit users prioritize travel time, frequency and operational efficiency.
- + Some supportive respondents highlight usability factors such as affordability, accessibility, network integration (connections to the broader transit network—local bus and LRT) and system expansion to underserved areas.

Vehicle Users

Among vehicle users, views are mixed and largely shaped by impacts to roadway operations and system performance.

- + Transit safety, cleanliness and security is highly cited, suggesting that vehicle users consider system safety important when evaluating overall transportation investments.
- + Traffic congestion and lane reduction is the primary concern across all response categories (those who feel the themes reflected their priorities and those who did not).
- + Supportive vehicle users emphasize the importance of direct, fast, reliable service with dedicated BRT lanes, broader network expansion and overall system usability. In contrast, those who feel the themes reflect their priorities A Little or Do Not At All focus more heavily on congestion concerns, cost/value skepticism, network reach and limited personal benefit.

Active Transportation Users

Active transportation users show strong overall alignment with the themes, with support largely driven by system performance, safety and network connectivity.

- + The most common priority noted among supportive active transportation respondents was direct, fast, reliable transit with dedicated BRT lanes, suggesting that users value efficient transit as part of a broader multimodal system.
- + Transit safety, cleanliness and security also rank highly, indicating that safe, well-maintained infrastructure is essential to encouraging combined walking, cycling and transit trips.

BRT Route B1: Castle Downs – Downtown – Century Park

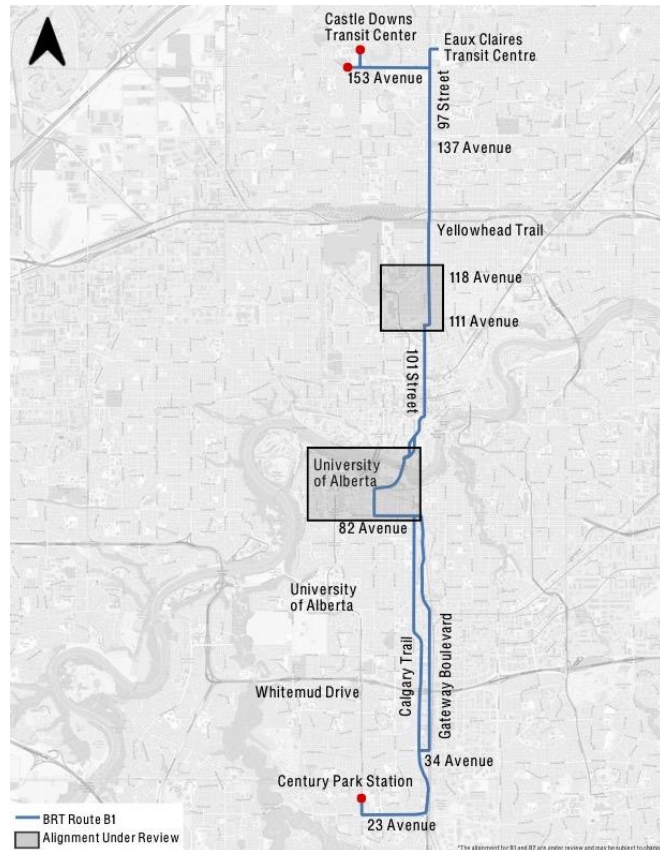
What we asked

Respondents were asked how they anticipate the proposed BRT Route B1 might impact them using the following response scale:

- + Very negatively
- + Somewhat negatively
- + Neutral
- + Somewhat positively
- + Very positively
- + Don't know/Not sure

The proposed BRT Route B1 will create a key north–south connection from:

- + Castle Downs to Downtown by way of 153 Avenue, 97 Street and 101 Street (south of 118 Avenue)
- + Downtown to Whyte Avenue by way of 101 Street, Bellamy Hill, Walterdale Hill and 109 Street, crossing Walterdale Bridge
- + 109 Street to Whyte Avenue to Century Park by way of Calgary Trail and 23 Avenue

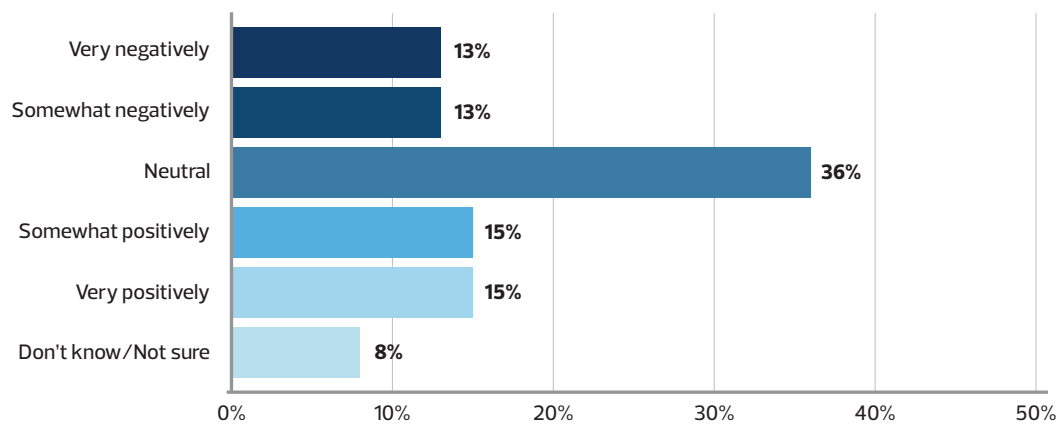


What we heard

Overall responses to the proposed Route B1 impacts are mixed, with *Neutral* views most common (36%). Positive and negative impacts are evenly balanced, with 30% reporting a *Somewhat* or *Very Positive impact* and 26% reporting a *Somewhat* or *Very Negative* impact. Eight percent *Don't Know*.

Overall, the results indicate the strongest perceived benefits among public transit users, moderately positive views among active transportation users and more mixed or cautious expectations among vehicle users.

Q2 Thinking of the possible impact of Route B1, how will these changes impact you?



The following details the explanation of responses by user groups:

Public Transit Users

Overall, public transit users appear broadly supportive of BRT Route B1. The most frequently cited reasons for positive responses are:

- + Improved north–south transit connectivity
- + Overall transit system improvement
- + Expectations of direct, faster and more reliable service

Those expressing negative impacts noted concerns about increased traffic congestion due to a reduction in vehicle travel lanes.

Vehicle Users

Vehicle users suggest they will be more negatively impacted by Route B1 than other users, with their sentiments strongly influenced by perceived impacts on traffic operations and personal travel patterns. Traffic congestion due to lane reduction is the dominant driver of negative responses, cited significantly more than any other theme.

Those who feel the route will have negative impacts noted additional concerns:

- + Limited personal benefit or usefulness
- + Loss of urban trees and green space
- + Perceived redundancy with LRT
- + River crossings bottlenecks

Among those who expressed positive comments, support is largely driven by improved north–south transit connectivity. Additional positive comments include:

- + Potential for mode shift from cars to transit
- + The expectation of direct, faster and more reliable service for transit users

Active Transportation Users

Overall, active transportation users appear broadly supportive of Route B1, particularly where it improves north–south connectivity and the alignment that it follows. The expectation of direct, faster and more reliable transit service is also mentioned.

Concerns focus primarily on impacts to traffic flow due to lane reductions.

BRT Route B2: West Edmonton Mall – University of Alberta – Bonnie Doon

What we asked

Respondents were asked how they anticipate the proposed BRT Route B2 might impact them using the following response scale:

- + Very negatively
- + Somewhat negatively
- + Neutral
- + Somewhat positively
- + Very positively
- + Don't know/Not sure

The proposed BRT Route B2 will create a key east-west connection:

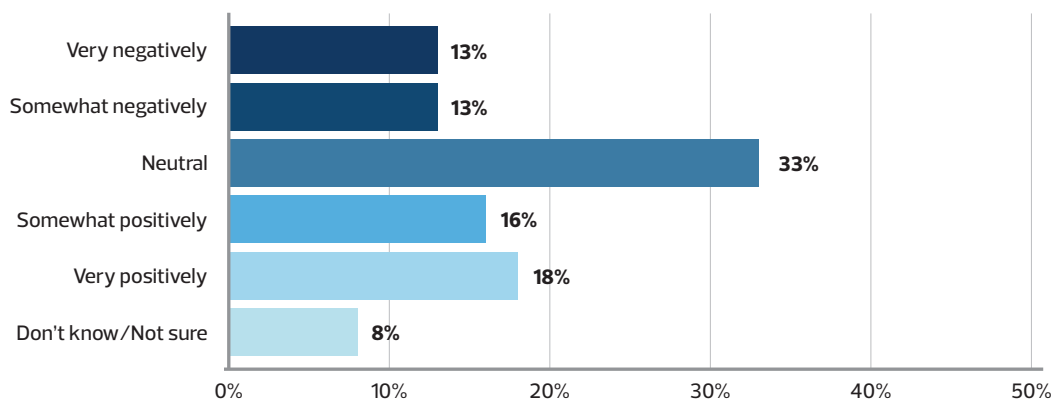
- + West Edmonton Mall to South Campus by way of 87 Avenue, Whitemud Drive, Fox Drive and Belgravia Road. The route crosses the North Saskatchewan River using the Quesnell Bridge
- + South Campus to the University of Alberta by way of 109 Street and 87 Avenue
- + University and Garneau areas to Bonnie Doon by way of Whyte Avenue

What we heard

Overall perceptions of the BRT Route B2 impact are mixed but lean slightly positive. While 33% of respondents expect a neutral impact, 34% anticipate a Somewhat to Very Positive effect compared with 26% who expect a Somewhat to Very Negative impact. Eight percent are unsure.

Overall, the results indicate strong positive expectations among transit and active transportation users, while vehicle users express more mixed views, with many expecting neutral or negative impacts.

Q3 Thinking of the possible impact of Route B2, how will these changes impact you?



The following details the explanation of responses by user groups:

Public Transit Users

Overall, public transit users appear broadly supportive of BRT Route B2, particularly providing direct, faster, and more reliable transit service and improving east–west connectivity and travel reliability.

Vehicle Users

The most significant comments received from vehicle users on Route B2 are similar to those received for BRT Route B1 and are largely shaped by anticipated traffic and corridor impacts. Support emerges where the route is seen to improve east–west connectivity and transit performance.

A few additional concerns noted include:

- + Perceived redundancy with the existing LRT network
- + Potential loss of urban trees and green space

Among those expressing positive impacts, support is primarily driven by the improved east–west connections and the route alignment.

- + Additional positive remarks included:
 - + Improved access to destinations and improved network connectivity and integration
 - + Expectations of direct, faster and more reliable transit service
 - + General support for more transit options
 - + Potential mode shift from cars to transit may result in improved traffic flow

Active Transportation Users

Overall, active transportation users appear generally supportive of Route B2 where it strengthens network connectivity and supports multimodal travel. Concerns focus primarily on corridor design impacts and potential overlap with existing transit infrastructure.

The most frequently cited reasons for positive responses are the improved east–west connection and expectations of direct, faster and more reliable transit service.

Additional positive comments noted the potential for mode shift from cars to transit, which could reduce congestion and improve corridor conditions for walking and cycling.

BRT Station Features: Priorities

What we asked

While transit station designs follow standards and guidelines, the City is considering ways to make stations more user-friendly. Respondents were asked which of the following features they feel are most important.

- + Shelter with seating for weather protection and comfort
- + Real-time bus arrival information displayed on digital screens
- + Platform-level boarding for easier and faster access (no steps)
- + Lighting and signage to enhance visibility and wayfinding
- + Garbage and recycling bins for cleanliness
- + Emergency and maintenance access space nearby, where possible
- + Direct passenger connections to sidewalks, crossings, transfer opportunities to other bus routes and active transportation connections
- + Mostly glass surroundings for improved safety and visibility

What we heard

Overall, respondents place high importance on station features that improve safety, comfort, accessibility and ease of use, with several features receiving a majority of Very Important ratings.

The following details the key priorities identified.

Key priorities

- + Visibility, safety and wayfinding are the highest priorities, with lighting and signage rates as the most important overall (62%).
- + Cleanliness and comfort features are also highly valued. Garbage and recycling bins (60% Very Important) and shelters with seating (56% Very Important) are seen as essential for a comfortable waiting environment.
- + Clear connections to surrounding routes and pathways are critical. Direct connections to sidewalks, crossings, and other transit/active transportation options (60% Very Important) indicate respondents prioritize stations that integrate easily with the broader transportation network.
- + Real-time bus arrival information is another key feature, with 57% rating it as Very Important, showing strong demand for reliable, real-time travel information.

BRT Station Features: Additional Comments

What we asked

Respondents were asked if they had anything additional to share with the City regarding BRT station features.

What we heard

What we heard in this open-ended question confirmed what was heard in the survey's previous responses about the importance of station features.

Respondents emphasize that safety and security are the most important factors for BRT stations. Many request visible security presence, emergency call buttons, cameras and strong lighting. Concerns about homelessness, drug use and loitering are frequently raised, with some respondents suggesting controlled access measures such as fare-paid zones or gates. Many indicate that improving safety is essential for encouraging transit use and growth.

Respondents also stress the importance of durability, maintenance and winter protection. Many express concern about glass shelters being easily vandalized and prefer more durable materials. Heated or wind-protected shelters, snow clearing and de-icing are widely seen as necessary for comfort and accessibility in winter. Respondents note that quick repairs and consistent maintenance are important for cleanliness and safety perception.

Accessibility and practical amenities are another key theme. Respondents highlight the need for platform-level boarding, seating, wide pathways and reliable snow removal to support seniors and people using mobility aids. Requests for monitored washrooms at major stations, real-time arrival information, garbage bins and connections to cycling infrastructure were also made.

Finally, some respondents raise cost and transportation network considerations, including concerns about property taxes and a preference for cost-effective, durable infrastructure rather than elaborate station designs.

Next Steps

Feedback received from this engagement will be used (alongside other technical and design data) to inform the final concept.

Spring 2027 Share draft concept plans for BRT Routes B1 and B2

Future project phases are subject to funding availability.

Stay informed

Visit edmonton.ca/BusRapidTransit for more information.

| **SHARE** YOUR VOICE
SHAPE OUR CITY

Edmonton