

West LRT One Year Review

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Westbrook Station - Calgary's first underground platform

Executive Summary:

In December 2012, West LRT, Calgary's largest ever infrastructure project was opened for service. As a new key piece of the city's transit system, the project was a catalyst to improve transit, pedestrian routes, cycling infrastructure, traffic flow and enhance development opportunities across west Calgary.

Through an extensive public engagement process, the line's alignment was finalized, stations were designed and a network of 32 bus routes was refined into 25 new, revised and unchanged bus routes along with the new LRT line. This was the largest revision to transit service in Calgary in over 30 years.

After opening, ridership stabilized and an overall increase in ridership of 11 per cent was measured. Additionally significant numbers of customers now walk to West LRT and no longer use private vehicles for their daily trips.

Overall impressions of the new line and revised bus network are positive but many customers express a desire for more frequent service and more Park and Ride stalls.

The following report highlights the background, planning, network changes, ridership and customer satisfaction of West LRT over its first year of operations.

West LRT at a Glance:

- 32,400 customers use West LRT each weekday (as of fall 2013).
- 6 new CTrain stations, over 8 kilometers of double track and 1,192 park and Ride stalls were constructed and opened.
- 47 per cent of customers have a faster trip than before the line opened, with an average time savings of 15 minutes.
- New connections have been made to activity centres throughout west Calgary including Westbrook, Weshills and Mount Royal University.
- Customers have an 88 per cent satisfaction rate with the LRT line and Stations.
- There has been an 11 per cent increase in transit ridership in West LRT's service area between fall 2012 and fall 2013.
- 12 per cent of West LRT riders are new. Most of these new riders previously used a private vehicle for their daily trips.
- Since the line opened, about 6,200 fewer auto trips are made each day in West Calgary.

Project Background:

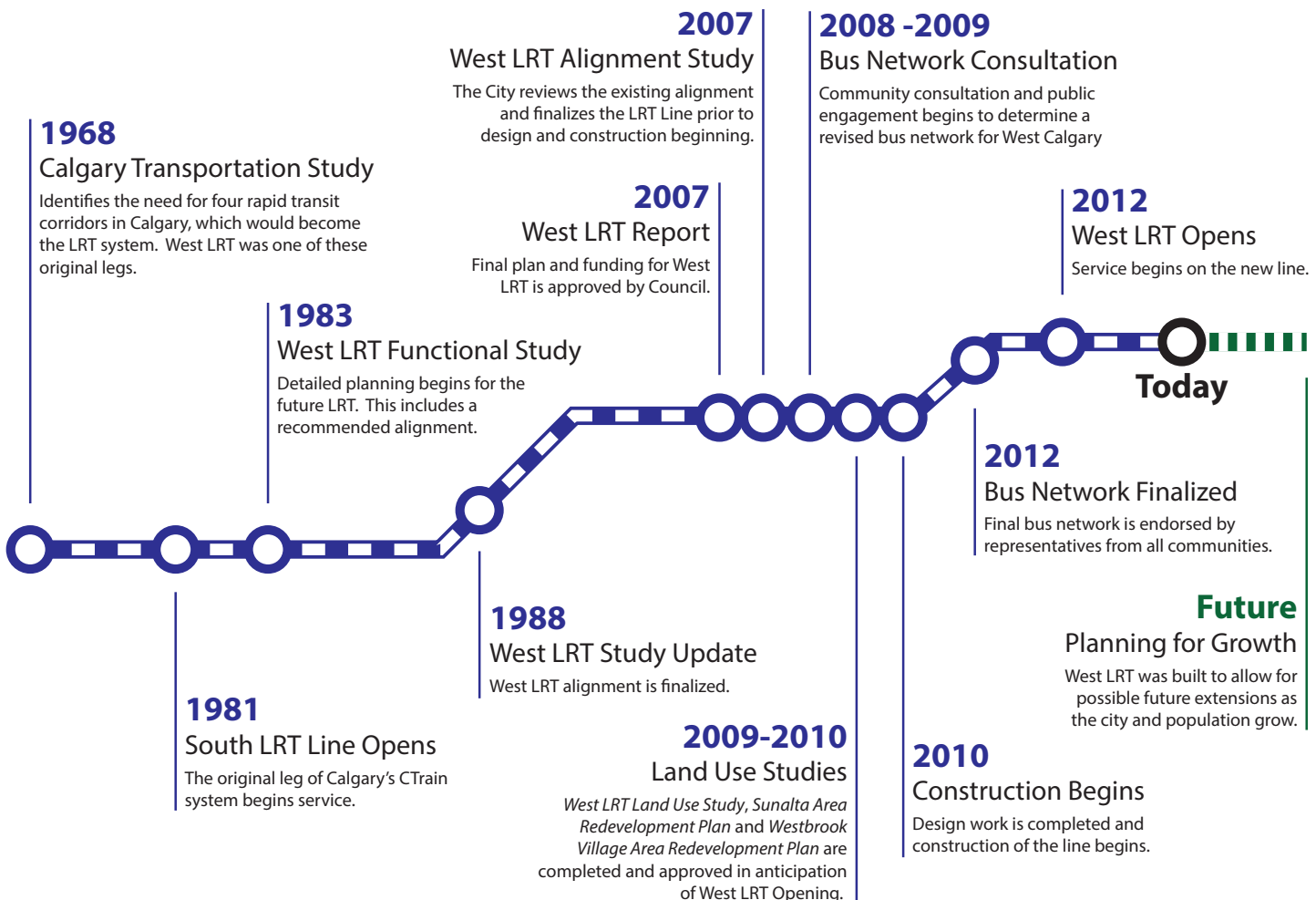
On December 10, 2012, West LRT, Calgary's largest ever infrastructure project began operation. The extension included building 8.2km of double track, six new stations and a number of improvements for connecting pedestrian, cycling and vehicle infrastructure.

More than just an LRT line, the project was about connecting Calgarians. It included new pathways and cycling infrastructure, better sidewalks, road network improvements and interchanges. Most importantly, West LRT was about integrating land-use and mobility ideas to create a better city for today and tomorrow. LRT is a faster, more reliable and higher capacity service that not only benefits Calgarians today, but will help ensure that Calgary Transit is a preferred transportation choice for more Calgarians in the future.

The West LRT project was the largest realignment of the transit network since the south LRT line opened in 1981. Transit service north of the Glenmore Reservoir and south of the Bow River was evaluated and reviewed to ensure that the LRT would be well integrated into the network. Planning West LRT also included comprehensive land use considerations. The *West LRT Land Use Study*, *Westbrook Village Area Redevelopment Plan* and amendments to the *Sunalta Area Redevelopment Plan* were all made in preparation to promote smart growth principles in the LRT corridor.

The West LRT Network One Year Review highlights the successes and challenges in the revised transit network through an analysis of ridership, customer feedback and the goals of the project.

West LRT Timeline:



A System for Today; a System for Tomorrow:

Designing West LRT was a process that involved looking closely at the system's lifecycle and ongoing maintenance. Using high quality materials such as copper and granite not only cut down on maintenance and downtime, they are less expensive over the entire life of the infrastructure. This ensures that Calgarians are getting good value in their new LRT line.

West LRT was also designed, built to be fully 4-car ready for when 4-car train service begins.

Barrier Free:

All stations and vehicles in Calgary's CTrain system are barrier free and fully accessible. West LRT facilities were designed and constructed to meet or exceed accessibility standards.

Looking to the future:

Beyond 69 Street, The City continues to plan for possible further expansion of West LRT to serve newly developing areas in West Calgary.

Public Engagement:

In 2008, shortly after West LRT was approved by council The City of Calgary began the two year process to finalize designs and prepare for construction of the new line. Using The city's *engage!* policy and framework, over 100 public engagement events were held to shape the LRT, stations and connecting bus service.

A comprehensive Public Engagement Plan was developed by The City and a group of citizens and approved by Council to guide engagement throughout the project. Community Consultative Committees were created for each station. In total, 70 citizens representing 12 communities worked on these committees to address station design, urban design, LRT alignment, noise abatement, traffic and several related projects. Specifically, public engagement helped to shape the following changes:

- Changes in LRT alignment from Crowchild Trail to 26 Street and from 37 Street to 47 Street.
- Changes in design to all stations.
- Changes in urban design and public spaces at all stations.
- Noise reduction strategies for adjacent residential communities.
- Implemented residential parking strategies for all communities adjacent to stations.

Over the same period, Calgary Transit's Planning section began a comprehensive planning and public engagement process for the new line and a revised bus network. Transit service in an area of forty communities spanning from the City Centre to the western city limits were examined and analyzed with respect to how they would influence or be influenced by the new CTrain line.

Following preliminary analysis of West LRT service area, a public engagement process spanning three years began. Through 14 open houses, thousands of customer contacts, online feedback and a community consultative committee that represented all residential neighbourhoods in the West LRT service area, a final bus network was completed and endorsed in 2012 prior to the line opening.

In addition to the LRT line and related bus service, 26 meetings and open houses were held for West LRT related projects including: 69 Street parkade, Ernest Manning High School relocation and Shaganappi Point Golf Course changes.



Building 69 Street Station and 17 Avenue interchange

Bus Network Changes:

Issues Identified in the Former Network:

Prior to West LRT, west Calgary was served by 32 bus routes. Included in this were seven express routes, one Bus Rapid Transit route, three crosstown routes and a number of community bus routes that were primarily downtown-oriented. In revising the network several criteria were addressed:

Connectivity

The road network in the West LRT service area is primarily a grid east of Sarcee Trail with several major roadways leading directly to the city centre. As the city grew, transit routes tended to follow these roadways and as a result the transit system functioned very well for downtown trips but relatively poorly for other trips within the area. Moving along any of the major transit corridors was relatively easy but moving between them was much more difficult. For example, travel between the various activity centres only a few kilometres apart required up to three separate bus routes and one hour of travel time.

To address this, the new network had the goal of providing better inter-community connectivity in west Calgary while continuing to provide attractive rapid transit service to the city centre.

Topography and Reliability

Communities west of Sarcee Trail were designed with few access points and indirect roadway connections which poses difficulties for providing efficient transit service. Furthermore, large elevation changes in these areas compound problems during severe weather. Together these factors can contribute to decreased reliability in the area.

To address this, the new network had a goal of providing a higher reliability by orienting service away from the most problematic hills and using LRT service (which is not generally impacted by severe weather) to traverse the steepest areas. In general this meant re-orienting most services from travelling east-west to travelling north-south.

Capacity and Efficiency

Growth in new areas and inner-city redevelopment in the West LRT corridor lead to a high number of overcrowded and at-capacity buses along the major corridors of 17 Avenue, Bow Trail and Richmond Road. Additionally, these major transit corridors were seeing higher traffic congestion that was increasing transit travel times.

To address this, the new network had the goal of connecting areas efficiently to the new LRT line to maximize the use of the service and its major benefits (reliability and capacity) while maintaining a competitive travel time.

Serving Major Institutions and Transit Oriented Development

In anticipation of West LRT, a number of adjacent areas were studied by The City's Land Use Planning and Policy (LUPP) business unit. Resulting from this, four land use plans (The *West LRT Land Use Study*, the *Westbrook Village ARP*, the *West Village ARP* and the *Sunalta ARP*) were created or amended to reflect the new LRT line and promote increased intensification of development around LRT stations.

Providing additional fast and direct service to major institutions not directly on the line (such as Mount Royal University) was also a significant goal of the new bus network. In anticipation of this, Mount Royal University built a new transit hub on campus to improve connections and service between West LRT and the the MRU campus.

West LRT Service Areas:

In response to studying these concerns and goals, three distinct service areas emerged each with a unique set of challenges and goals:

East Service Area

Areas east of Crowchild Trail primarily had downtown-oriented bus service on long established transit corridors. Existing routes extended south towards the communities of Mount Royal, Bankview, Knob Hill, South Calgary, Altadore and North Glenmore Park. The distance from the line meant that little benefit would be gained from changing to a feeder type of service. Instead, the key goal for this area was to maintain the existing service while ensuring that the routes connected to the West LRT and new crosstown routes.

Central Service Area

Areas west of Crowchild Trail but east of Sarcee Trail had downtown oriented-routes that converged onto transit corridors before reaching downtown. Service for downtown workers was convenient but few crosstown routes through the area meant that moving between nearby areas often required multiple bus routes and travelling several kilometres out of the way. This was particularly problematic on weekends and evenings when the frequency of service was lower. The key goal for this area was to balance the desire to provide efficient downtown service and provide connections within West Calgary to reach shopping, workplaces, schools and recreation sites.

West Service Area

For areas west of Sarcee Trail, newer communities (Discovery Ridge, Springbank Hill, Aspen Woods, West Springs and Cougar Ridge) had feeder service leading to the centralized Westside Recreation Centre bus terminal (now 69 Street Station.) With the introduction of BRT service in 2004, this model allowed for the growth of a pre-LRT rapid transit corridor. Downtown-oriented bus routes in a few older neighbourhoods (Signal Hill, Strathcona and Coach Hill) were also present and ensuring that West LRT offered competitive travel times to these areas was an important consideration. Communities in this area were planned with the knowledge of the future West LRT alignment and one goal of the area was to take advantage of the pre-built pedestrian connectivity to stations.

The goal for this area was a transition of existing BRT service to LRT service, and a realignment of the existing direct-to-downtown routes with ones that could benefit from LRT integration. Ensuring better inter-community connectivity was also a key consideration.

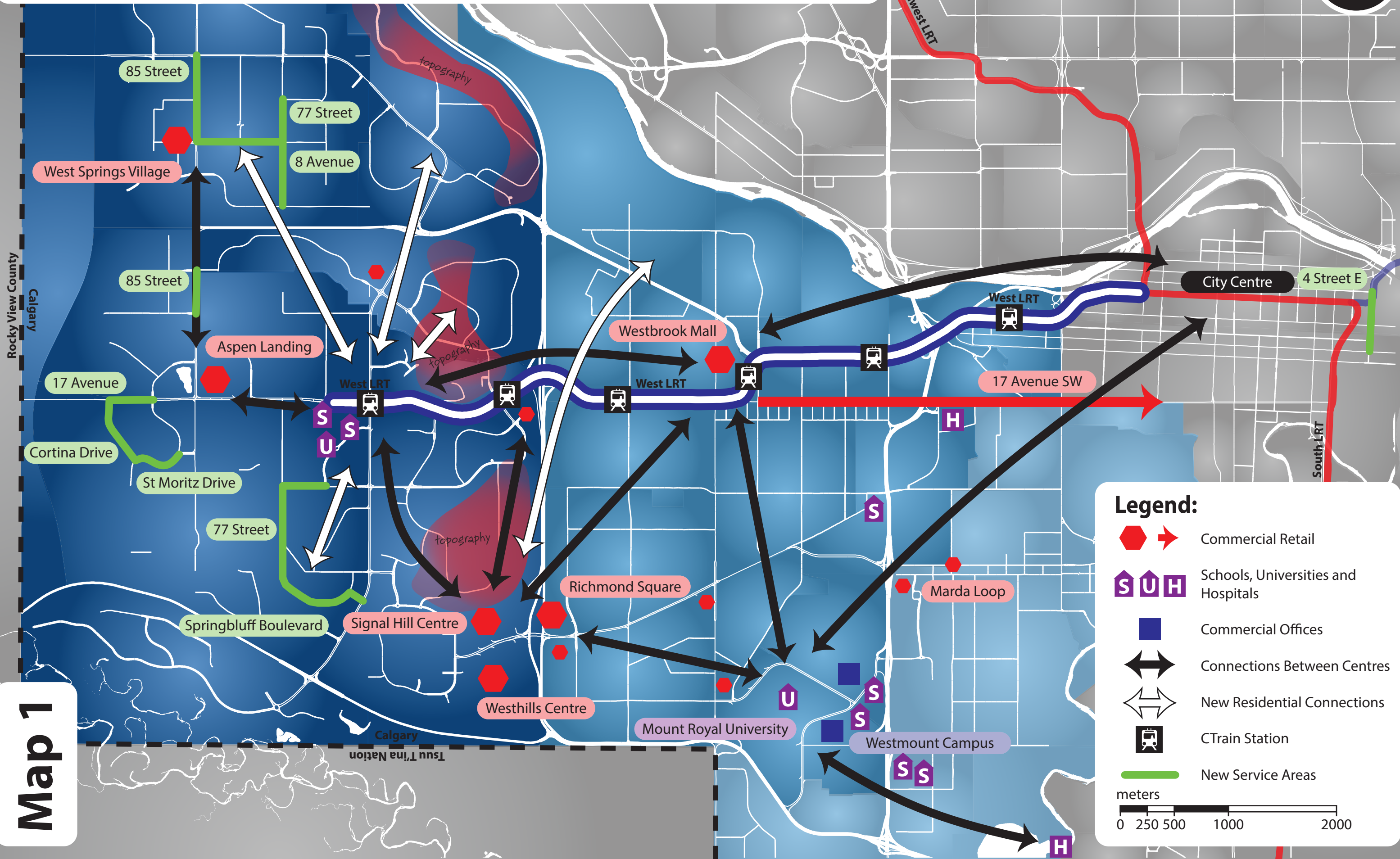
Connectivity:

One important goal of planning and implementing the new West LRT bus network was to better connect Calgarians to the places that they travel to. The West LRT service area has several dispersed activity centres. Mount Royal University, Westmount Corporate Campus, Lincoln Park, Westbrook Village, Westhills Centre, Signal Hill Centre, Aspen Landing, Westside Recreation Centre as well as the traditional commercial corridors on 17 Avenue and 33 Avenue are all significant destinations within the service area. Under the former network all areas were served, but travelling between any two of them often took multiple bus connections. In addition to linking many of these with LRT, a goal of the network was to minimize the number of transfers needed to travel from one activity centre to another.

In addressing this challenge it was also recognized that strong connections to the city centre would still be needed.

Map 1 highlights the three service areas, connectivity needs and problems in the West LRT area.

Activity Centres and New Connections



Rocky View County
Calgary

Map 1

Legend:

- Commercial Retail
 - Schools, Universities and Hospitals
 - Commercial Offices
 - Connections Between Centres
 - New Residential Connections
 - CTrain Station
 - New Service Areas
- meters
- 0 250 500 1000 2000

Summary of Bus Route Changes:

From the 32 bus routes in the former bus network, seven routes were revised, twelve routes were deleted, and eight new routes were created including the new CTrain line.

The following table shows the West LRT bus network: changes

Summary of Changes

Route Name	Change	Details
Route 2: Killarney 17 Avenue / Mount Pleasant	Revised	Service west of Sarcee Tr replaced by other routes.
Route 6: Killarney 26 Avenue	Revised	Service west of 37 St replaced by other routes. Route now serves Westbrook Stn.
Route 7: Marda Loop	N/A	No change to route.
Route 13: Mount Royal	N/A	No change to route.
Route 17: Spruce Cliff / Renfrew	Revised	West leg deleted and replaced by other routes.
Route 18: Lakeview	N/A	No change to route.
Route 20: Heritage / Northmount	N/A	No change to route.
Route 47: Lakeview	N/A	No change to route.
Route 53: Signal Hill	Deleted	All areas served replaced by other routes.
Route 63: Lakeview Express	N/A	No change to route.
Route 67: Signal Hill Express	Deleted	Express Routes replaced by LRT and enhanced service on local routes.
Route 70: Valley Ridge Express	N/A	No change to route.
Route 72: Circle Route	N/A	No change to route.
Route 73: Circle Route	N/A	No change to route.
Route 93: Coach Hill / Westbrook	New	Serves Coach Hill, Signal Hill, Richmond Hill, Glenbrook, Glendale, Westgate, Rosscarrock, Wildwood and Spruce Cliff.
Route 94: Strathcona / Westbrook	New	Serves Strathcona, Signal Hill, Richmond Hill, Glenbrook, Glendale, Killarney and Rosscarrock.
Route 98: Cougar Ridge	New	Serves Cougar Ridge, West Springs and Aspen Woods.
Route 101: Coach Hill	Deleted	No change to route.

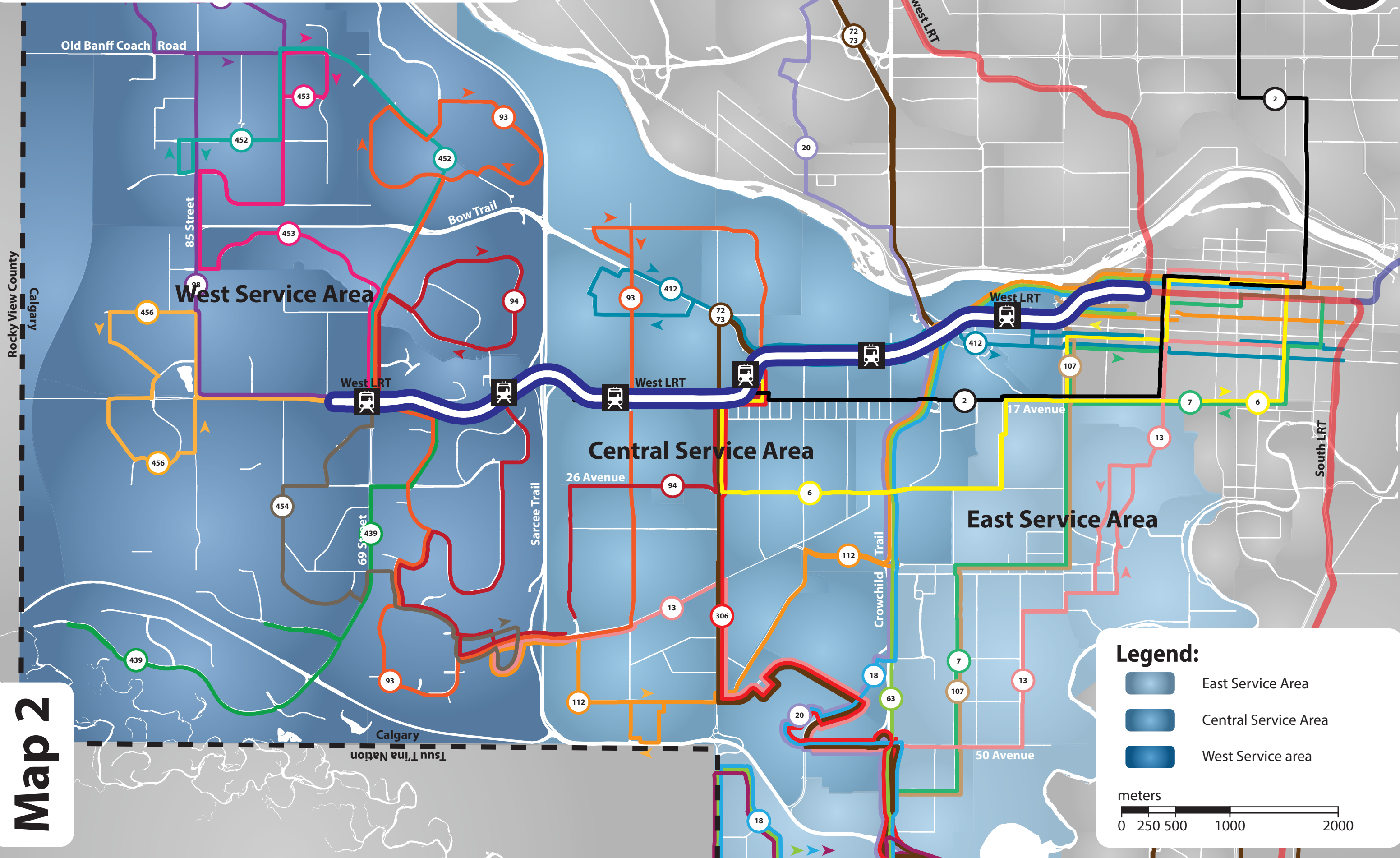
Summary of Changes (continued)

Route Name	Change	Details
Route 104: Strathcona	Deleted	No change to route.
Route 106: Killarney 26 Avenue	Deleted	Express Routes replaced by LRT and enhanced service on local routes.
Route 107: South Calgary	Deleted	Express Routes replaced by LRT and enhanced service on local routes.
Route 108: Richmond Road	Deleted	All areas served replaced by other routes.
Route 112: Sarcee Road	N/A	No change to route.
Route 144: 69 Street Express	Deleted*	Express Routes replaced by LRT and enhanced service on local routes.
Route 166: Glenbrook Express	Deleted	Express Routes replaced by LRT and enhanced service on local routes.
Route 179: Cougar Ridge Express	Deleted	Express Routes replaced by LRT and enhanced service on local routes.
Route 181: MRU North Express	N/A	No change to route.
Route 182: MRU South Express	N/A	No change to route.
Route 202: Blue Line	New	West LRT.
Route 301: BRT North / West	Revised	West leg of route deleted and replaced by CTrain.
Route 306: BRT Westbrook / Heritage	New	Serves Westbrook Station, Mount Royal University, Rockyview Hospital and Heritage Station.
Route 401: Glenbrook	Deleted	All areas served replaced by other routes.
Route 403: Ramsay	Deleted	Route deleted and replaced by new leg of route 17.
Route 412: Westgate Beltline	New	Serves Westgate, Westbrook Station, Sunalta, Beltline and East Village
Route 438: Discovery Ridge	Deleted	Replaced by higher frequency on route 439.
Route 439: Discovery Ridge	N/A	Name changed to "Discovery Ridge." No change to routing.
Route 452: Wentworth	New	Serves Coach Hill, Wentworth and West Springs.
Route 453: West Springs	Revised	Cougar Ridge leg of route deleted and replaced by route 98. West Springs service extended.
Route 454: Springbank Hill	New	Serves Springborough, Springbank Hill, Richmond Hill and Westhills Centre.
Route 456: Aspen Woods	Revised	Service Extended to Cortina Dr.

* Route 144 deleted during construction phase of West LRT.

Map 2 Shows the new West LRT transit network.

West LRT Bus Network



Rocky View County
Calgary

Map 2

Legend:

- East Service Area
- Central Service Area
- West Service area

meters

0 250 500 1000 2000

Park and Ride Facilities:

Former Park and Ride Locations:

Prior to West LRT two surface park and ride lots were built along the west leg of route 301 BRT North/West to provide parking that would attract customers to BRT (and eventually LRT) service in locations that had been reserved for future LRT stations and facilities. 430 spaces were available at the following two lots:

- Westside Recreation Centre bus terminal (future 69 Street Station site) - 170 spaces
- Future Sirocco Station - 260 spaces

During West LRT construction, the bus terminal at Westside Recreation Centre was closed and a temporary bus terminal was built at Sirocco. This temporary terminal was later closed and rebuilt into the current Park and Ride facility for Sirocco Station when construction at 69 Street was completed.

West LRT:

West LRT has three Park and Ride lots with 1,192 spaces available. Surface lots are provided at 69 Street and Sirocco stations as well as a separate parkade structure at 69 Street Station.

- Sirocco Station - 365 spaces
- 69 Street Station - 827 spaces
 - Surface lot - 91 spaces
 - Parkade - 736 spaces

This number of stalls aligns with current policy to offer parking for no more than 20 per cent of a community's transit trips. In accordance with current Council policy that Park and Ride lots should not be offered within five kilometres of downtown, no other stations on West LRT have parking provided by Calgary Transit.

Currently all reserved and free parking stalls at West LRT stations are fully subscribed daily.

Access to Transit Service:

In building the West LRT bus network, it was important to maintain and improve transit service coverage in all communities. For established neighbourhoods, this meant trying to keep the main transit service in a neighbourhood as close to residents as before and only deleting stops where they could be replaced. For newer neighbourhoods this meant expanding service into unserved and underserved areas. In all areas, increasing frequency was an important consideration.

The most significant changes in coverage were:

Extended service coverage in Springbank Hill, West Springs, Aspen Woods and along 45 Street where routes were extended/added.

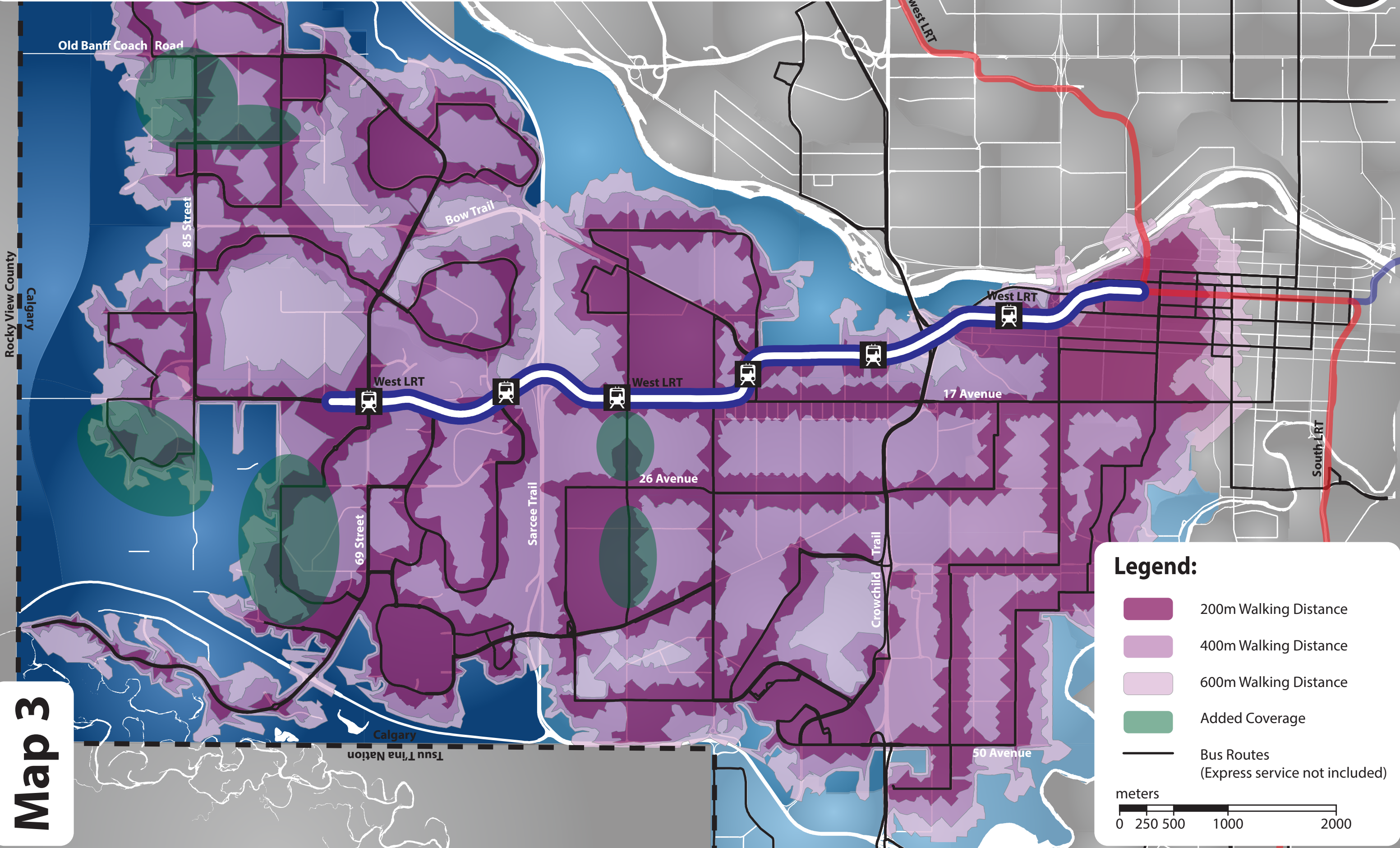
Reduced service coverage in Signal Hill (near Sirocco Station) and Bow Trail between Sarcee Trail and 45 Street reflective of the ability to walk to these stations.

Map 3 highlights the service coverage in West LRT Network and changes between it and the former network.



CTrain passes through Westbrook Tunnel

Service Coverage in West LRT Network



Legend:

- 200m Walking Distance
- 400m Walking Distance
- 600m Walking Distance
- Added Coverage
- Bus Routes (Express service not included)

meters

0 250 500 1000 2000

Map 3

Customer Response:

Ridership:

Ridership across the West LRT service area and bus network has seen a sizable increase of 11 per cent.

The following table shows the year-over-year ridership and changes from fall 2012 to fall 2013.

Ridership - Routes (Weekly Average)				
Bus Route	Boardings		Change	
	2012	2013	Absolute	Percent
New West LRT Routes				
Route 93: Coach Hill / Westbrook		22,730	22,730	New
Route 94: Strathcona / Westbrook		13,860	13,860	New
Route 98: Cougar Ridge		7,380	7,380	New
Route 306: BRT Westbrook / Heritage		8,050	8,050	New
Route 412: Westgate Beltline		2,170	2,170	New
Route 452: Wentworth		1,720	1,720	New
Route 454: Springbank Hill		1,830	1,830	New
Modified Routes				
Route 2: Killarney 17 Avenue / Mount Pleasant	54,470	44,790	-9,680	-20%
Route 6: Killarney 26 Avenue	28,740	21,320	-7,420	-30%
Route 17: Spruce Cliff / Renfrew	11,290	7,950	-3,340	-35%
Route 182: MRU South Express	1,250	600	-650	-70%
Route 301: BRT North / West	75,090	59,990	-15,100	-8%
Route 453: West Springs	7,990	4,790	-3,200	-50%
Route 456: Aspen Woods	4,250	4,760	510	11%

Ridership (Weekly Average, continued)

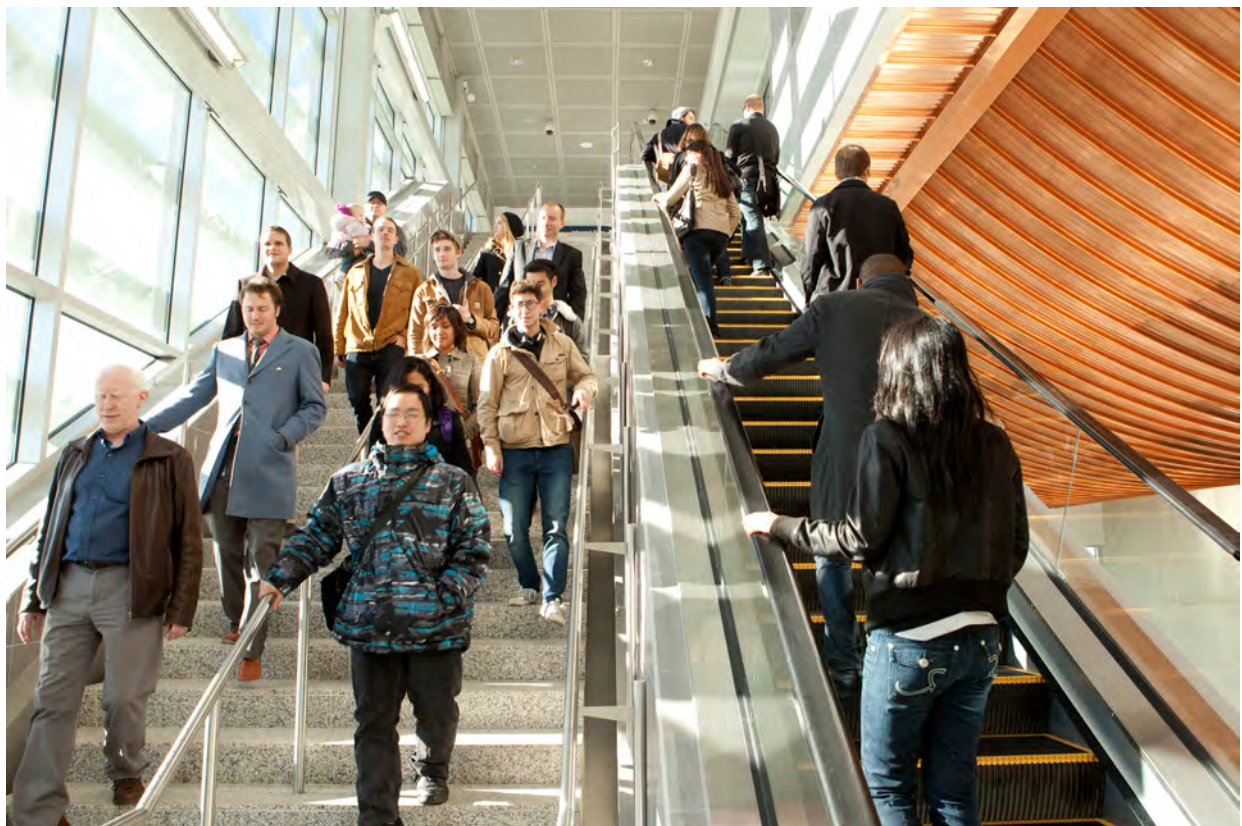
Bus Route	Boardings		Change	
	2012	2013	Absolute	Percent
Deleted Routes				
Route 53: Signal Hill	2,800		-2,800	Deleted
Route 67: Signal Hill Express	1,100		-1,100	Deleted
Route 101: Coach Hill	18,270		-18,270	Deleted
Route 104: Strathcona	17,000		-17,000	Deleted
Route 106: Killarney 26 Avenue	2,200		-2,200	Deleted
Route 108: Richmond Road	19,170		-19,170	Deleted
Route 166: Glenbrook Express	800		-800	Deleted
Route 179: Cougar Ridge Express	2,750		-2,750	Deleted
Route 401: Glenbrook	2,320		-2,320	Deleted
Route 403: Ramsay	3,130		-3,130	Deleted
Route 438: Discovery Ridge	1,100		-1,100	Deleted
Unchanged Routes				
Route 112: Sarcee Road	12,550	13,960	1,410	11%
Route 182: MRU South Express	1,250	600	-650	-70%
Route 439: Discovery Ridge	850	2,510	1,660	99%
CTrain				
Route 202W: Blue Line West - West LRT		162,000	162,000	New
Total:	267,120	297,790*	30,670	11%

* Total ridership for 2013 counts customers transferring between bus and CTrain service only once.

West LRT average ridership is approximately 32,400 customers per weekday or 162,000 customers weekly. Of this (based on customer survey results) 51 per cent of customers walk, cycle or drive to stations and 49 per cent connect to or from one or more buses.

The following table shows daily boardings by station.

<h1>Ridership - Stations (Daily)</h1>	
CTrain Station	Boardings
69 Street Station	10,590
Sirocco Station	3,040
45 Street Station	3,630
Westbrook Station	8,180
Shaganappi Point Station	1,320
Sunalta Station	5,640
Total:	32,400



Customers at Sunalta Station

Follow-Up Public Engagement:

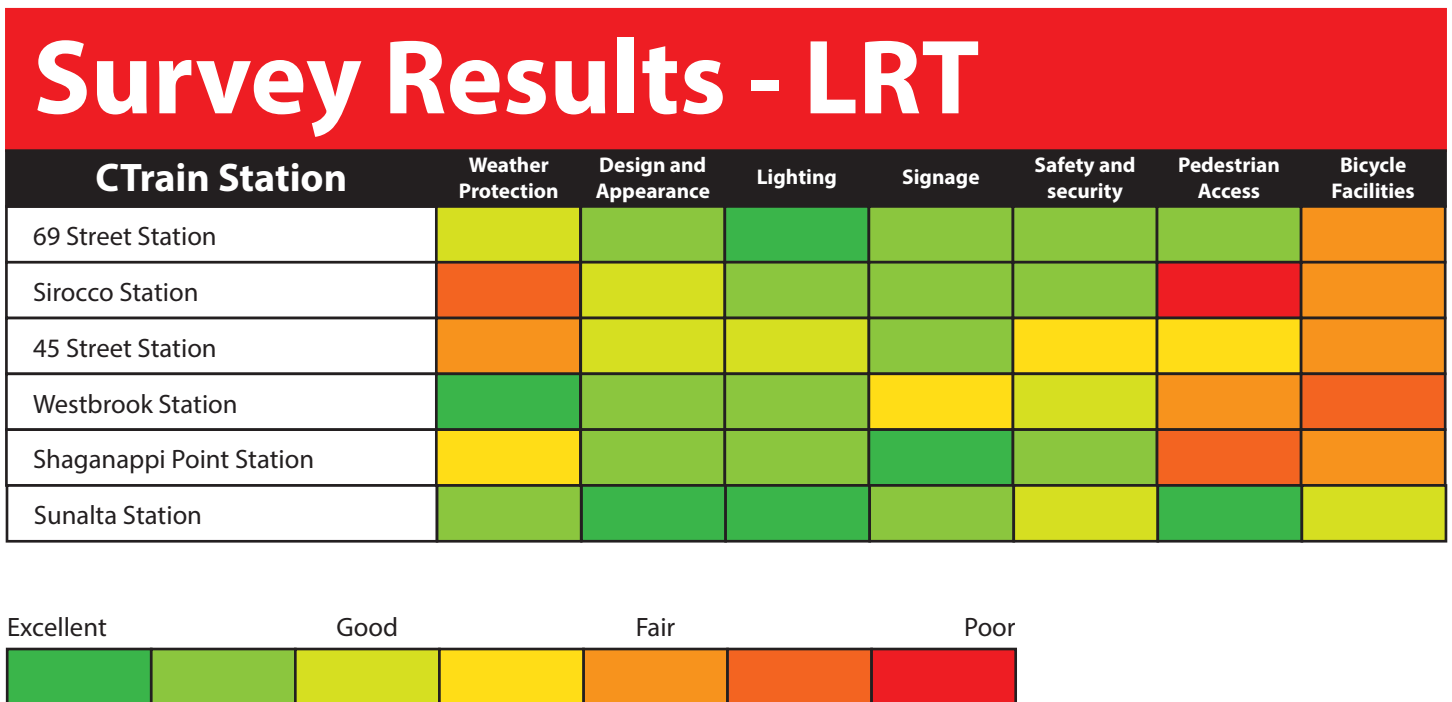
Feedback sessions were held in April and May of 2013 after approximately six months of West LRT service. Sessions were held at all stations on the new line, Richmond Bus terminal, and two open houses were held in community halls. Approximately 500 people attended these events providing feedback and requesting information. In conjunction with the feedback sessions an online survey was also conducted. Over 1,800 customers participated in the online survey.

Though generally feedback was positive, some concerns were raised. The most common were requests for more frequent bus service and more Park and Ride stalls.

Survey Results - West LRT Stations

As part of the feedback and survey process, stations along the line were evaluated by customers on their appearance and amenities.

The following table shows the results.



Overall, stations along the West LRT have been received favorably. Two key areas of concern are discussed below.

Pedestrian Access

Access to some stations, particularly Sirocco and Shaganappi Point were identified as difficult to access in the survey. In both locations traffic signal timing improvements have been made to improve the flow of both pedestrians and vehicles.

Bicycle Facilities

At the time of the survey some bike racks including covered racks had not yet been installed. This work has since been completed, with a total of 130 racks on the line, 70 of which are covered.

Survey Results - West LRT Bus Routes

Additionally as part of the survey, bus routes in the West LRT service area were ranked by customers on their comfort, speed and reliability.

The following table shows the results.

Survey Results - Bus						
Route Name	Overall Impression of Service	Stop Locations	Length of Trip	Traffic and Delays	Crowding and Comfort	Frequency
Route 2: Killarney 17 Avenue / Mount Pleasant	Good	Good	Good	Good	Good	Good
Route 6: Killarney 26 Avenue	Good	Good	Good	Good	Good	Good
Route 7: Marda Loop	Good	Good	Good	Fair	Good	Good
Route 13: Mount Royal	Good	Poor	Fair	Good	Good	Poor
Route 18: Lakeview	Good	Good	Good	Good	Good	Good
Route 20: Heritage / Northmount	Good	Good	Good	Good	Good	Excellent
Route 72: Circle Route	Good	Good	Good	Good	Good	Good
Route 73: Circle Route	Good	Good	Good	Good	Good	Good
Route 93: Coach Hill / Westbrook	Good	Good	Good	Good	Good	Good
Route 94: Strathcona / Westbrook	Good	Good	Good	Good	Good	Good
Route 98: Cougar Ridge	Good	Good	Good	Good	Good	Fair
Route 112: Sarcee Road	Good	Good	Good	Good	Good	Fair
Route 306: BRT Westbrook / Heritage	Good	Good	Good	Good	Good	Fair
Route 412: Westgate Beltline	Fair	Good	Good	Good	Good	Poor
Route 439: Discovery Ridge	Good	Good	Good	Good	Good	Good
Route 452: Wentworth	Good	Good	Good	Good	Good	Fair
Route 453: West Springs	Good	Good	Good	Good	Good	Good
Route 454: Springbank Hill	Good	Good	Good	Good	Good	Good
Route 456: Aspen Woods	Good	Good	Good	Good	Good	Poor



Routes with small sample sizes are not included.

Feedback on bus service has been very positive, however on nearly all routes, customers expressed a desire for additional service.

Survey Results - Key Findings

From the survey results the following was learned.

- 88% of customers are satisfied with West LRT and new bus network.
- 12% of customers are new riders since West LRT opened.
- 9% of West LRT customers formerly used a private vehicle but now use Calgary Transit.
- 4% of customers use Park and Ride facilities at 69 Street and Sirocco stations.
- 47% of customers have a faster trip to their destination (compared to 39% who report a slower trip.)

From feedback and comments received, additional common concerns raised were:

- Pedestrian crossings should be improved.
- Noise from transit vehicles.
- More community shuttle buses should be used.

Customer Feedback - Responses

Route 412 Routing Change:

- In response to concerns about one-way service on 8 Avenue and Bow Trail in Rosscarrock, Route 412 was changed to provide service in both directions on Bow Trail.

Route 93 Detour:

- In response to concerns that too much service was provided on Sienna Park Drive, Route 93 was detoured using 69 Street between 34 Avenue and Sirocco Drive and feedback about the change was solicited. A majority of respondents were concerned with the loss of service on Signal Hill Drive that the detour had created. As a result Calgary Transit returned Route 93 to its previous routing to restore service coverage.

Route 452 Schedule:

- In response to concerns that new Route 452 operated on a 45 minute schedule, the schedule was improved to every 22 minutes shortly after opening.

Route 306 Schedule:

- In response to requests to improve the schedule of Route 306 and steady increases in ridership on this new BRT route, the frequency was changed from 30 minutes to 25 minutes in September 2013 and will be every 20 minutes beginning in March 2014.

Advisory Committee on Accessibility - Field Review

In November of 2013 a review of West LRT facilities was completed with the Advisory Committee on Accessibility. Calgary Transit is continuing to work on implementing improvements to address the needs of customers with disabilities.

Customer Feedback - Future Efforts

Calgary Transit plans to work with some communities in West Calgary in early 2014 to further refine routings and see if additional improvements can be made.

2013 Calgary Transit Customer Satisfaction Survey:

Each year, Calgary Transit conducts a customer satisfaction survey to review various aspects of performance and track trends over time with a consistent methodology. The 2013 report is the first occasion where West LRT is represented and offers a direct comparison between the former and current service in the West service area.

Survey Results - Key Findings

From the customer satisfaction survey, the following was learned.

- 77% of customers are highly satisfied with the convenience of connections and transfers compared to 57% in the previous year.
- 77% of customers are highly satisfied with the hours of service provided on bus routes and the CTrain compared to 66% one year before.
- 76% of customers are highly satisfied with the length of their trip compared to 66% in the previous year.
- 74% of customers are highly satisfied with scheduling and route information available to them compared to 70% in the previous year.
- 66% of customers are highly satisfied with the frequency of service compared to only 56% one year earlier.

Additionally, the proportion of customers reporting a poor or very poor satisfaction rating decreased in almost every category.

Conclusions:

West LRT CTrain Service:

As the biggest ever infrastructure project in the city's history, West LRT has proven to be a faster and more reliable service for Calgarians. With six new stations and better connected, pathway, sidewalk and bus network, West LRT is a model for future transit projects.

Over the first year of service there has been an 11 per cent increase in ridership in West Calgary. Customers are generally pleased with the new facilities and report an overall satisfaction rating of 88 per cent. Some areas of concern such as pedestrian access, wayfinding and bicycle parking have been improved since the opening. Calgary Transit will also continue to look for areas of improvement throughout West Calgary.

CTrain service has attracted many riders and has reduced the number of auto trips in the area.



CTrain passes under new pedestrian bridge over Bow Trail

West LRT Bus Network:

West LRT bus network and stations were designed in cooperation with Calgarians and refined over several years to provide a service that complements and benefits from the new CTrain line. After recognizing existing issues and goals of the new network, a concept was planned, revised and ultimately endorsed by representatives from all communities in the West LRT area.

The new bus network has been received with an overall satisfaction rating of 72 per cent and an increase in ridership of 11 per cent over the first year of service. Some concerns and continuing issues remain. Calgary Transit continues to address issues as they are identified.

Customers consistently want more frequent bus service but some are sensitive to the noise and presence of transit vehicles in their communities.

The new network has attracted new riders to transit. Additionally, a significant number of riders (9 per cent) have chosen West LRT over their personal vehicle since the line opened. Ridership is expected to continue rising as development continues in this part of the city.

Overall convenience of connections and transfers, length of travel time, hours of service and frequency of service have all seen increases since the opening of West LRT.

Calgary Transit



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