



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

## Project overview

The Seniors' Transit Usage project aimed to understand the relationship between seniors and transit. The project team wanted to understand seniors' preferences when deciding whether or not to take transit.

In June 2016, the Calgary Transit zero-based review report was presented to Council. This report made various recommendations in which Transit could improve their efficiency and effectiveness in public transit service delivery. As a result of this report, Council directed Administration to provide an assessment of their transit services in order to identify potential changes to service levels or service efficiency, which means the overall customer experience. This also included potential changes to the cost of the Regular Senior Yearly Pass.

Additionally, Calgary Transit aims to align their services with the Seniors Age-Friendly Strategy. The Seniors Age-Friendly Strategy includes initiatives that provide opportunities for Calgary's aging population to participate more fully in their communities. This has resulted in identifying key priority areas for The City to track how it's supporting social inclusion and wellbeing for Calgarians as they age. The priority area that this project aligns with in the Seniors Age-Friendly Strategy is *Transportation and Mobility*. The goal for this priority area is that *Calgarians are able to freely move throughout the city as they age*. One of the primary indicators that tracks the progress of this result is *affordability of public transit fares and passes for seniors*.

## Engagement overview

Through engagement for the Seniors' Transit Usage project we wanted to understand what influences seniors to take transit. The project team used criteria developed by the Seniors' Age-Friendly Strategy to gauge the transit experience. Criteria used to determine seniors' transit experience were affordability, accessibility, acceptability, availability and adaptability. These criteria, described below, are used by the Seniors Age-Friendly Strategy to describe the qualities of age-friendly transportation services.

The cost of the transit trip
Transit stops and vehicles (i.e. buses and trains) are accessible for people with different levels of mobility
Comfort, including being able to get a seat, sense of safety and transit cleanliness.
How far the senior needs to walk to and from transit stops and the overall time it takes to make the trip
The ease of planning and making the transit trip

At the December 6, 2017 Standing Policy Committee on Community Services an increased desire to reach out to groups within our aging population to participate in engagement was expressed. Engagement is inclusive and therefore cannot be considered representative. However, to foster a wider reach to seniors in Calgary and to respond to Committee's request to reach out to various senior groups, an invitation was sent



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

to senior-serving agencies through the Seniors Age-Friendly Strategy to share with their networks and post at their facilities. The distribution list included organizations that are connected with seniors and caregivers of seniors suffering from dementia or other mental health issues, Indigenous seniors, LGBTQ seniors, senior new immigrants and senior women as well as seniors who fall outside any of these groups.

In order to reach as many seniors and/or caregivers of seniors as possible, we communicated the engagement opportunities using various methods. These are listed in the chart below.

Digital Display Units	Jan. 26 – Feb. 13	Ran on all internal and external Digital Display screens
Bold Signs	Jan. 26 – Feb. 3	Five bold signs – one for each community where engagement sessions were being held
PDF invitation	Email sent Jan. 25	Email sent to approximately 85 Age-Friendly Calgary agency contacts, the Seniors Age-Friendly Strategy Steering Committee and City of Calgary staff to share with their community networks.
Promoted Facebook posts	Jan. 26 – Feb. 11	Promoted to Calgary Facebook users over age 60 along with organic social media
Twitter	Jan. 26 – Feb. 11	Messages were sent using both the City of Calgary and Calgary Transit Twitter accounts
Public Service Announcements	Jan. 25 – Feb. 11	Announcements at LRT stations
Transit Digital Display Units	Jan. 25 – Feb. 11	Advertised on Transit station screens

## Engagement Guiding Principles

In alignment with City Council's [Engage Policy](#), all engagement efforts, including this project are defined as: *Purposeful dialogue between The City and citizens and stakeholders to gather meaningful information to influence decision making.*

As a result, all engagement follows the following principles:

- **Citizen-centric:** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

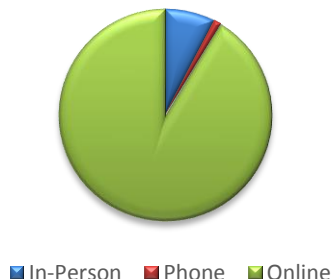
- **Accountable:** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement
- **Inclusive:** making best efforts to reach, involve, and hear from those who are impacted directly or indirectly
- **Committed:** allocating sufficient time and resources for effective engagement of citizens and stakeholders
- **Responsive:** acknowledging citizen and stakeholder concerns
- **Transparent:** providing clear and complete information around decision processes, procedures and constraints.

For more information about engagement at the City of Calgary, please visit: [engage.calgary.ca](http://engage.calgary.ca).

## What we asked

Engagement occurred online, by phone and in-person. Online and phone-in engagement ran from January 29 to February 11 while five in-person engagement sessions were scheduled between January 30 and February 3. In-person engagement sessions were held in each quadrant of the city with the addition of a Saturday session for those unable to attend a weekday event. The chart below shows general responses using the three engagement opportunities.

## Engagement responses



This chart reflects participation in engagement opportunities and should not be considered representative

Through engagement we asked you to tell us about yourself. For the purpose of the engagement and to make sure we were all in alignment, we defined older adults as Calgarians 65 years of age and older and younger family members as Calgarians under 65 years of age. We wanted to understand your transit usage as well as a little of your current personal situation. We asked about your personal situation to understand if



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

we were reaching both seniors and people who are caregivers to seniors. The categories in this question were based on feedback from the Seniors Age-Friendly Strategy.

We then asked you to prioritize your deciding factors when you are considering whether to use, or not use, transit. You were asked to provide your reasons for a maximum of three priorities that weigh into your decision. Providing a rationale for your most important deciding factor was the only question that was mandatory in the engagement process. All other questions were optional.

Lastly we asked you if there was anything else you wanted us to know about your experiences using Calgary Transit. This question was asked at the in-person engagement sessions as well as online and was optional. We learned after the engagement closed that this question was not posed during phone-in engagement. Since the question was optional and the results from phone-in engagement were minimal in comparison to online and in-person engagement, it does not in any way impact the themes we heard from you.

The full list of questions that were asked can be found in [Appendix A](#).

## What we heard

The input that we received from in-person, phone-in and online engagement highlighted what factors you take into consideration most when deciding to use, or not use, Calgary Transit.

Your top 3 priorities when deciding whether to use, or not use, transit, are:

- Winter weather conditions negatively impact seniors by serving as a barrier to accessing transit.
- Mobility challenges, including balance, physical limitations and other health concerns pose a problem for seniors when considering transit.
- Many seniors using transit consider personal safety to be at risk due to external factors, including night travel and the behaviors of other transit users.

Other considerations that we heard from you, in no particular order are:

- Access to seating impacts seniors' decision to use transit.
  - Cost increases to the seniors yearly transit pass would negatively impact users.
  - Logistics in planning transit trips, including planning tools, transfers, wait times and distance between stops pose a challenge for seniors.
  - Amenities, including washrooms and benches, would encourage more seniors to use transit.
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- ▶ For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.
  - ▶ For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard  
March 6, 2018

## Next steps

Your feedback, in combination with RouteAhead, the Seniors Age-Friendly Strategy, and the Calgary Transit Zero-Based Review report will be shared with Calgary Transit for consideration in their future business planning and will influence the recommendations that Calgary Transit makes to Council in their Fare and Revenue Framework report. These recommendations will be presented to the Standing Policy Committee on Transportation and Transit in May 2018 and to City Council in June 2018. This What we Heard report will be shared to the [Seniors' Transit Usage](#) engagement webpage in March 2018.



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

## Summary of Input

All of your comments are reviewed to create themes. Each theme includes a summary and examples of verbatim comments in italics. These are the exact words you used. To ensure we capture all responses accurately, verbatim comments have not been altered. In some cases, we utilized only a portion of your comment that spoke to a particular theme. This is reflected by using '...'. The chart below reflects the major themes we heard from you. Each of the themes are interconnected, so you will see crossover between them. Topics such as seating and weather conditions are listed separately, however their detailed explanations may have elements of each due to their relationship with one another.

Category	Theme	Detailed explanation and supporting examples
Most important deciding factor	Winter weather conditions negatively impact seniors by serving as a barrier to accessing transit.	<p>Many of you shared with us that during the winter season, snow is often moved from the roads in a way that it acts as a physical barrier between the bus stop and the bus, thereby preventing you from being able to access transit. We heard from many of you that due to existing mobility challenges such as arthritis, osteoarthritis, use of walkers and canes, you struggle to navigate the snow and ice at and near transit stops. Few of you also told us that due to the piles of snow at bus stops, buses are not always able to lower their ramps, again reducing your ability to access transit. We heard from you that you would like to see more attention paid to removing snow and addressing icy conditions at transit stops so that you are able to make better use of Calgary Transit during the winter season.</p> <p><i>"In winter the snow is piled high at the bus stop, making it very difficult to board the bus with a cane, as I can't climb over that huge pile. Also, the new C-train cars have a sloped entrance/exit, which is VERY slippery, only convenient for w-chairs."</i></p> <p><i>"When roads are snowplowed they push snow up to bus stop and you have to climb over the bump to board bus"</i></p> <p><i>"The pile up of snow and ice is a huge hazard after the streets/roads are cleared. When that happens I am not able to take transit as it is too difficult for me to climb over the snow piles. I am forced to take a taxi which I find totally unacceptable."</i></p> <p><i>"The sidewalks, crosswalks, and bus stops are hazardous with snow and ice for several months of the year. I have already broken bones 3 times. This is not safe for me.."</i></p>



	<p>Mobility challenges, including balance, physical limitations and other health concerns pose a problem for seniors when considering transit</p>	<p>Many of you shared with us that your existing mobility challenges and health concerns factor heavily into your decision to take transit. You told us that you struggle with balance and pain due to these mobility challenges which can be worsened during your transit experience if you are unable to get seating; if the bus moves before you are seated; or, you need to walk long distances between stops. We heard from you that in some cases, the physical set up of the bus or train can negatively impact pre-existing mobility concerns. This included the type of seating on the new trains, the sloped entry on the small buses, the height of the 'stop request' buttons and cords and some materials used in the design (ie. Some floor surfaces that are better for wheelchairs are slippery when walking, hard seating materials increase back pain in some people).</p> <p><i>"While the exercise of walking is good for me, my osteoarthritis can be a problem in winter with ice and balance. As a diabetic I also have to take snacks with me to raise blood sugar if there are delays."</i></p> <p><i>"I have chronic lung problems and there is no way I can walk from my home to the nearest bus stop..."</i></p> <p><i>"I must use crutches. The ramps are too long, too risky, too steep, much too hard. Elevators are hidden and inaccessible. Time 2hrs 7min one way to get to my hospital appointment by walking, bus and LRT = exhaustion"</i></p> <p><i>"the rough ride and jerking and stopping and starting is very hard on those with spinal injuries. The smaller shuttle buses are terrible for this. We can't take them."</i></p> <p><i>"I can't reach the stop button."</i></p> <p><i>"Bus stops are blocked by plowing windrows in winter which is not safe. Stops usually do not have benches even though there may be long waits for infrequent buses. Small buses have a sloped entry floor due to ramp which makes getting on the bus unstable."</i></p>
<p>Second most important deciding factor</p>	<p>Many seniors using transit consider personal safety to be at risk due to external factors, including night travel and the</p>	<p>Many of you voiced concerns for your personal safety and indicated your hesitancy to ride transit, especially the C-train in the evenings. We heard from you that you feel safer on buses with the presence of a transit driver nearby and that increased visibility of Transit Peace Officers as you travel would help improve your sense of safety. We also heard from</p>



	<p>behaviors of other transit users.</p>	<p>you that threats to your safety include intimidating behaviours from other transit users. These behaviours include public intoxication, drug use, belligerent attitudes, and offensive language. You shared that you would like to see improved behaviours and improved monitoring of these behaviours to ensure a more respectful transit experience for everyone.</p> <p><i>“Safety is more important as I have witnessed some sketchy and belligerent individuals on transit...LRT in particular.”</i></p> <p><i>“The language and the behaviour of so many on buses is disappointing. It should be a safer and more respectful environment and drives need to be able to control transit riders as I have seen too much disrespect to customers and drivers. Enough is enough!!”</i></p> <p><i>“Wouldn't ride c train at night. Not safe. At least on a bus there is a driver close by”</i></p> <p><i>“Safety.i try not to have to access downtown platforms later at night, actually any platform. I seldom/never see transit officers on trains or at stations”</i></p>
<p>Third most important deciding factor</p>	<p>Some seniors indicated that access to seating impacted their decision to take transit.</p>	<p>We heard from many of you that being seated while on transit was of high importance and weighed heavily into your decision of whether or not to take transit. You shared with us that you are concerned with falling and sustaining injuries if you must stand in a moving vehicle. Some of you relayed experiences of falling while on a moving transit vehicle when you were unable to obtain a seat. We heard from you that balance, strength, existing mobility challenges and health concerns all contribute to your desire to be seated on transit. You identified problems you face in obtaining seating, including being asked to give your seat to people with strollers and other users not giving up priority seating so that you may be seated quickly. Part of the reason you indicated that you prefer priority seating is that it allows you to be seated quicker so you are not still standing when the bus or train begins to move, thereby reducing your likelihood of falling. We heard from you that while there is signage that indicates priority seating, you would prefer that it be more visible and that its message is respected and enforced.</p> <p><i>“as an older adult I am nervous about having to stand on crowded trains...I am nervous that I might lose my balance. In my experience on trains, although there are designated seats</i></p>





		<p><i>for older adults, very few people obey the signs, which are not prominent.”</i></p> <p><i>“Making it to a seat without being upset by a moving vehicle is important. Also, being able to get a seat at times when I'm feeling dizzy is very important...”</i></p> <p><i>“The courtesy seats are often filled w/ strollers, they get on w/ double strollers two at a time and then there are no seats for seniors, there should be a separate section for strollers, especially on the articulated buses.”</i></p> <p><i>“important to be find a seat so as to not lose balance when bus/train is moving”</i></p>
<p>Other themes</p>	<p>Cost increases to the seniors yearly transit pass would negatively impact users.</p>	<p>For those of you who identified cost as the most important factor when deciding whether or not to use transit, being on a fixed income was often cited as the reason for this. Many of you told us that if the cost of transit continues to rise, you will have to opt out of using transit and drive instead. Some of you shared that you do not have access to a vehicle and are dependent on transit to reach appointments, purchase groceries and stay active. We heard from you that you are concerned about sacrificing these if the cost of transit were to increase. Some of you offered suggestions to move away from age-related transit fares to income based fares as well as adjust the fare structure for those seniors who use transit infrequently.</p> <p><i>“Fares should be based on income. On a fixed income, \$5 increase is make or break for a bus pass or groceries.”</i></p> <p><i>“Fixed income. Even when you raise the fare a small amount, I don't have any more income coming in. What I have is all I have.”</i></p> <p><i>“A yearly pass is convenient but cost too much for the number of times I use it. Purchase of Individual tickets books are not easily available - not enough places to purchase- I used to get them at Safeway- why not now available there.”</i></p> <p><i>“To date, there is no move towards introducing a single use senior's fare. The pass price keeps going up and up further discouraging seniors from using.”</i></p>
	<p>Logistics in planning transit trips, including planning tools,</p>	<p>We heard mixed feelings from many of you on your experiences using Calgary Transit's online planning tool. Some of you shared positive reviews about the ease of</p>



	<p>transfers, wait times and distance between stops pose a challenge for some seniors</p>	<p>accessing the tool to plan your trip while some of you also shared your frustration with discrepancies in real time information available on the site. You also conveyed that you feel the system is not always reliable regarding route information and will sometimes add time/distance to your trip by not providing the most direct route details. We heard from a few of you that you value access to paper transit schedules as you either don't have access to, or are apprehensive using, computers.</p> <p>Many of you shared your experiences with not only the amount of time it takes to make your overall trip, but also the impact of transfers and wait times. We heard from you that due to wait times and the number of transfers needed to make your overall trip, you sometimes exceed the allowable time for a transfer pass to be used. You told us that you would appreciate the usable time for a transfer pass to be extended.</p> <p><i>"The website is a disaster for seniors and sometimes the voice instructions are to vague and misleading."</i></p> <p><i>"I only comfortable with trips I've made before and with paper schedules. I'm afraid of phishing so uncomfortable with computers. TRANSFERS - avoid them."</i></p> <p><i>"trip planning is really hard to do especially when the real time does not always can side withe scedule time"</i></p> <p><i>"I plan most of my trips online, but at time the trip planning program is not very accurate. Its shown me trip plans that I know are inaccurate or that take me on unnecessary routes/or walking great distances."</i></p> <p><i>"To visit my daughter in Southwest Calgary requires 2 buses and the Ctrain. This means long waits at transfer points as often I just miss the connections. It takes approximately an hour and a half to make the trip so I dont do it often. Sad."</i></p> <p><i>"The walk can be a factor. Older folks often have mobility problems. Also waiting up to 30 minutes in cold, windy weather deters me from using transit"</i></p> <p><i>"Less transit stops than years ago, few bus shelters or benches to rest while waiting, fewer buses, longer to wait, poor connections meaning even longer wait times while trying to stand. Drivers often not on schedule."</i></p>
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	<p><i>"We support transit, but on snowy days, sometimes the transfer will not be accepted because the trip took much longer. Perhaps a longer period of time to accept transfers in general?"</i></p>
<p>Amenities, including washrooms and benches, would encourage more seniors to use transit.</p>	<p>We heard from some of you that there are certain amenities that if more readily available, would encourage you to use transit more frequently. You shared personal experiences about your need for access to washroom facilities, especially over lengthy transit trips.</p> <p>You also shared with us that when deciding whether or not to take transit you consider the comfort of stops and stations. We heard from you that you would feel more comfortable during the winter season if there were adequate space to warm up when you have long wait times. You also informed us that you find standing for long periods of time while you wait challenging and would be grateful for benches at stops and stations. Additionally, we heard from you that shelters at transit stops would make it easier for you to wait when the weather turns cold and windy.</p> <p>In addition to easy access to washrooms along your route and adding benches and shelters at transit stops, you also shared that you sometimes find it difficult to understand messages being shared over the intercom and would appreciate a clearer system so that you can understand what transit is trying to tell you via the system. Some of you also told us that you use transit to complete errands and would value a space in which to place materials (i.e. groceries) during your trip.</p> <p><i>"If the walks or the waits are long, indoor places to warm up would encourage my use of transit."</i></p> <p><i>"Lack of washrooms is my biggest concern. If I have to take a bus to get to the train then wait for the train (or vice versa), then walk to my destination (especially if it's cold out), then the lack of available washrooms makes it impossible for me."</i></p> <p><i>"The closest stop to me is unsheltered and exposed to high winds, meaning I have to walk to a stop farther away to get shelter. My stop originally had shelter but it was removed."</i></p> <p><i>"You do not provide washrooms - A person my age has to wear dipears and this can be expensive. I have peed myself with transit not providing these facilites."</i></p>



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard  
March 6, 2018

		<p><i>"A place to put heavy bags, for longer trips, and noise control are important for me."</i></p> <p><i>"...Sound system, speaker in train is very bad, we can hardly understand."</i></p>
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# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

## Verbatim Comments

Verbatim comments presented here include all of the comments that were collected online, over the phone and in-person. All your comments were reviewed against the criteria listed in the [Engagement Overview](#) and the response you provided for each selection was used to create the themes in the [Summary of Input](#). Since many of the comments provided contributed to more than one theme, they have not been separated in this section. What this means is that the response you provided to each question below is not categorized in this section by affordability, accessibility, acceptability, availability and adaptability.

Personally identifying information has been removed and replaced with either [personal information removed]; duplicate comments which were word for word verbatim have been identified by [duplicate comment] next to the comment; otherwise, comments here are completely un-edited.

### When deciding whether or not to take transit, the most important thing to me is...

- I would go more places on transit if tickets were cheaper. Annual pass too costly. \$7 per single trip is also too costly.
- People who are above low-income but not high income need a break
- "None of their business." Qualifying for Fair Entry (not fair). Fed up with the process (and other processes eg. GIS) Age should be the criteria. Frustrating when income is just above the limit. Dollar amount of low-income limit is too low.
- Living on a pension - costs go up but pension didn't. Don't qualify for subsidies - if full subsidy is not possible, a partial subsidy would help.
- My income which is limited to needs only. Going to programs & places spending on tickets is a luxury.
- Prior considerations 1) Number of persons in carpool or single, 2) cost of gas & pkg versus transit fare, 3) Is the program or trip worth my \$ and time?, 4) Duration with value
- The reason I take the bus is to avoid the hassle of parking. I only make 2 trips/month. I don't want the cost to be so expensive that I need to resort to a daily pass. \$135/year is pushing it. Should be some consideration for seniors. Needs to work for people making infrequent trips.
- Retired. I qualify for the seniors' low-income pass and I'm happy with this service
- Perhaps peak hours for business travel and off peak hours for low income seniors
- Cost is reasonable for seniors & yearly pass is very convenient. Stops and station are convenient for my use.
- Living in Shawnessey, the cost of the pass needs to be a cost effective way to get downtown for the number of times need/want to travel there
- Cost - most important as my income is not as high as it was when I worked full-time. I expect to retire later this year which will further reduce my income and affect my travel plans even more.
- Seniors are on an income that doesn't go anywhere. I'm on a fixed income
- Seniors passes are going up but incomes are not.
- Reasonable if using on occasion.



- Annual pass isn't worth it financially. Don't take transit enough to make the cost worth it.
- I use Cal. Transit, 4 times a day ore more depending on how many times go to the Hospital (Foothills) or Rocky View [personal information removed]
- I agree that my senior pass could go moderately up (eg. <\$200/year) but not more. Otherwise people (even older) will start driving car again.
- Do to being in th elow-income category the cost of a bus pass monthly or yearly is very important and would be the biggest barrier to my mobility. There should be a more graduated fee scale between \$95/yr as it is not and the \$780/yr being proposed. Perhaps every \$5000 increment in income from the low income cut off raise th epass \$100/yr.
- Transit is a benefit but don't want an increase. \$65/mos is too expensive. \$120/yr is perfect. This reflects what I use. We're seniors, paying taxes and lived here a long time so deserve a special price. I wouldn't buy it monthly if \$65/mos.
- cost of transit trip. Monthly - NO. Prefer 1 yr. or if u must 6 mos. I have no choice. I use transit all the time. No car. No friends.
- Seniors fare - like link to sliding scale (as long as you don't have to go monthly) (fixed income)
- Cost - need to fill out tax returns to get seniors pass.
- Yearly pass is good because only need to go once to get it.
- LICO for seniors. - fixed income is important
- Not a bad price when divided by 12 month
- LICO - \$600/month. No room for increases for fares
- Could afford double the price (\$200 -ish per year) but not more. If the pass is too much, I would drive more.
- Fares should be based on income. On a fixed income, \$5 increase is make or break for a bus pass or groceries.
- Cost yes - But I guess it is reasonable. Easy of planning trip - yes - sometimes the online planners is hard to use. Making the trip can seem quite lengthy & burdensome. Winter street cleaning piles snow on the edge of the sidewalk - the mounds are impossible to navigate over. Seniors Bus Pass is costly. I would not buy one as I think individual tickets will be cheaper for my use - I would need to take 41 - one way trips in a year (I don't do that as I still drive)
- Good lighting and emergency sounds for hearing & sight impaired
- Ice/show portholes & puddles a hinderence
- Very difficult to get to bus stops when snow not cleared away.
- Snow mounds are too high between sidewalk & bus. Thinking of others. Many seniors by me use a cane and I see them struggling to navigate this. Clearning this snow is slow.
- When calling in comments about bus stop snow clearing to 311, it doesn't matter which stop I am refering to. The snow clearing problem affects the whole city.
- In winter, snow and ice is plowed in front of sidewalk and bus stop. Needs to be be removed. Sometimes the ramp on the bus cannot be lowered because of snow and ice.
- Graters come along and instead of removing snow from transit stops, it piles it up. Snow is at the curb and snow blocks access to bus where there is snow piled up. My wife has weak bones and if



she falls she doesn't heal quickly., It's harder for her to heal. "This is not snow removal. It's 'snow \_moval'."

- Transit drivers not waiting for disabled seniors to get seated safely. Transit drivers telling seniors and disabled to move to make room for strollers ie. Sit on the walker or stand with your cane.
- For people with brittle bones, one slip and fall is very serious
- Mobility and access to stops and service - SNIC
- Bathrooms - especially during a disruption
- Taking the bus and train is much more comfortable than driving - especially downtown. And parking downtown is expensive.
- Every night on the news (seems like) someone's been killed or attacked on a train. When dark you are taking life into your hands. Do I have extra now (retired) to be more cognizant of dangers. No one will know you're missing.
- Getting a seat not a problem. Safety is. Do not take c-train after 4:00PM
- Train at night from stampede. Safety. specific events - look at closely. Young people giving up seats. Ease of airport bus.
- Comfort - ability to sit (peak hours). Safety - persons in the area. Persons lingering - homeless. Physical security.
- Characters on the train make me uneasy - not just me but other people. E.g. guy swearing - he was there so long. Getting security in a timely manner. Nobody between Shawnessy and Chinook - lack of quick action, frustrating. Sometimes in shelters.
- Have a three block walk to bus stop
- Travel time is #1. It takes so long & I still drive.
- Winter, leaping over snow banks. Snow removal.
- The trains are great but waiting an hour at a station for a bus to get me home is too long, especiall in bad weather.
- CTA Eligibility. Include aquacize for physical health. Saves money from a health perspective.
- Bus routes should not change too often.
- Good so far but areas of Skyview, Saddleridge and NNE communities to be improved. Benches and shelter in winter - heater good.
- Would be great to have short stop at shopping centres
- I have to take my aging parents to the bus stop and they use walkers. It's difficult to navigate sidewalks, especially when there's snow and ice.
- I have to drive to transit stop then walk to bridge and go down to LRT platform. Too far to walk. It's not easy or convenient. Was in rehab and walking is difficult.
- fixed times vs. flexible times of bus schedules
- Seniors Pass - getting it on your birthday - shorter wait spread through the year.
- Seniors Pass - 1 time payment is hard - bi/yearly?
- I need readily available information on planning my trip. - time to next train, - arrival of next train, - connection time (bus train choice), - [illegible] time to expected arrival



- Can I get home again in the evening? When an evening event ends after 8:45PM there is less service because people like me have chosen to cause traffic congestion at 6-7PM just so that I can be sure of reliable transportation in the homeward trip at 9:30PM.
- Too much time wasted waiting from one bus route to get next bus route also a lot of times it takes 3 buses to get to a destination or more. Need to know which routes will not be operating on holidays like christmas for people without computers or phones
- Sit on East Action Team (12 communities). I hear that transit use within the communities is a problem for seniors. Most of their services are in the area. Paper maps aren't available or are hard to find. [referenced project in Manitoba]
- Increased use of mobile apps to schedule and provide real time updates. Good progress to date.
- Like the transit website to plan a trip and use it.
- Ability to find parking for my vehicle at the train station.
- Language barrier in using tools (immigrants). Teach them.
- Because if it's not cost effective I will take the car if the roads are good.
- Affecting my monthly budget
- If a car trip is significantly cheaper I will take the car. In bad weather (snow storms) I will take transit regardless of cost. I am looking forward to being able to purchase a yearly pass when I turn 65 - cost wise, time wise, and not having to drive.
- Older adults have limited income. Important to keep cost low.
- Until I turn 65 I can not add a transit pass to my budget
- I was interested in the pass and using it, with the increase I will probably drive more now.
- I find the train very accessible and a great way to go down town
- Only take it when it's the only option.
- My wife and I live on our own and hence are independent. We go for any engagements with the Calgary transit as its the cheapest mode of transit.
- Senior yearly pass increase makes it cheaper and easier for me to drive.
- If I have to pay regular transit fare just one return trip is a minimum \$14 For my husband and I. That's a lot of money for a couple of seniors to go somewhere. That would be \$70 a week - enough for a week's worth of groceries!!
- The low cost seniors pass gives me the opportunity to go some where and get exercise to walk to far away destinations (pending the weather).
- Limited income but not qualify for low income pass, ctrain one block away - so easy accessible and gets me walking. Pass means allows me to come and go to yoga class, meet friends for coffee, diwtown to Wordfest and Tyesday evening low cost movies.
- I use transit 90% of the time to do volunteer work. I used to buy a yearly pass until the price went to \$95. Then i decided it was too much. At this time i am able to walk to the stop, 3-4 blocks but that might change as I age.
- Low income
- limited budget





- Determines the frequency that I can access transit.
- Because I am now living on a basic pension and have to budget.
- I can take transit downtown on a Saturday for over six dollars return or I can drive and park in a parking lot for much less.
- If I walk, I can save the \$6.60 and sometimes buy a coffee or extra groceries like a lb of hamburger with that money - If I have more than 10K steps distance to go then I use transit, and sometimes if the weather is bad or my groceries are heavy.
- Because constantly increasing costs are a challenge.
- Because I don't have a vehicle.
- All of the above points are important! As a 69 year old who still works part time and who doesn't own a car, I rely on transit to get me to work. So far, transit has been great! However, if the cost of a transit pass goes above \$100/year, I would really
- There is very little that is good about getting older, but I do appreciate the low cost passes for seniors.
- Too expensive to use transit easier to drive.
- As long as it is cheaper to take transit than drive, I will take transit. If the passes get too expensive then I will go back to driving or just not going out.
- I take transit a lot because it is currently cheaper than driving. If that changes so will my habits
- I don't know why we can't get a break? We spent our time going out to shop where transit goes, so city gets back our pension money. Give some thought to seniors. I try to not drive when I can use transit, to give workers the road during rush hr. my thoughts
- Financially stressed, so everything I do involves considering the cost
- I would not use transit if I did not have an affordable annual pass.
- I live only on CPP & OAS and cannot afford the huge cost of Calgary transit
- Accessibility. I can't go anywhere on transit. The c-train station beside my place is inaccessible. Ramp at Rundle station is too high and steep
- I had planned to purchase an annual senior pass, however with the increased cost of a senior pass, it is no longer economical for someone with limited income & fixed pension.
- I rely on Calgary Transit to get around as I don't drive. Raising the cost would potentially result in my having less income to spend on food, shelter, utilities and other essentials. It would also make me reliant on getting rides from others.
- Many of us are on fixed income
- All of the above are important to me, but when I turn 65 cost of the transit trip jumps to the head of the list.
- My husband and I can drive our car and park it for almost the same as two return transit tickets. The convenience of using our car wins out.
- I have low income but am not able to get low income pass - laid off on EI
- If expensive I stay at home wait for a friend to give a ride by car
- Transit is a necessity in large city. There should be a way to make it more affordable for all.



- To keep budget ok for good nutritious food, for supplements for health, and household expenses
- I take the train once a week to downtown. If the price of a yearly pass is about the same as buying individual tickets, I get the yearly pass.
- I do drive but prefer to take the bus #2 and 3 to downtown but if the transit fares escalate every year , I might as well drive as it is about the same cost one way and more convenient and save time.
- Because I'm on a limited income.
- It's usually cheaper and always much faster to drive my car or ride my bicycle.
- I am just over the income limit for the low income seniors pass. Since the rates for seniors have increased I do not always buy the pass.
- Because I am a senior with fixed income, I don't drive.
- I am satisfied with the present service and planning options. That leaves cost as the important factor when living on limited income.
- On fixed income . Gas prices going up and expensive parking fees.
- I compare it to the cost of parking, if parking is same as but ticket,I will take my car
- please advise why seniors who withdraw from RRSP's must pay the top senior yearly fares. You do not require that of people that withdraw from their savings accounts so why with RRSP's.
- I am fortunate to qualify for a 5\$/month pass, low income. This has encouraged me 10 fold to take public transportation. I am fortunate also to live close to bus routes with a good connection to the C-train.
- Seniors on fixed income!!! Too expensive!!!
- Alternative cost to using my car.
- I still drive. If I am going where parking is inconvenient or expensive I may take transit.
- Please tell us why this is the most important thing to you..... Think about it .... most seniors have limited income.
- A yearly pass is convenient but cost too much for the number of times I use it. Purchase of Individual tickets books are not easily available - not enough places to purchase- I used to get them at Safeway- why not now available there.
- I will turn 65 this year. Right now it is the cost of transit versus the cost of driving and parking in the core that affects my decision to use transit.
- I currently have and use a Senior's Transit Pass.
- I am a low income senior and I don't think I qualify for the low income seniors' pass, which is only available to very low income seniors. I do not own a car and cannot afford taxis. If I had to buy monthly passes I would stay home and buy a few tickets.
- I don't have a lot of money
- I choose transit for trips that are clear across town because of the economy compared to driving our car.
- I am surprised that you didn't list "Cost of transit trip is less than the cost of driving and parking" as a decision. Why are you not exploring what options Seniors have for transportation and why they chose transit.



- Seniors are on fixed incomes.
- Cost always an issue but since I still drive I would prefer a discounted fare per trip vs. a discounted yearly pass.
- Because I can drive, park and return home for less than the cost of transit
- There should be lower fares off-peak when I see many buses running almost empty. The fares are too high to offer an incentive to leave the car at home.
- I want to be able to use bus service without having to pay an individual fare each way, keeping an eye on the time so as not to go over the allowed transfer time.
- The seniors pass is so expensive now. In Britain every senior gets a free pass. We just buy a book of tickets for the occasional use
- We do not have to drive with all the traffic now because Calgary has grown
- I have subsistence income and would have to stay home if transit fare were to increase.
- There should be a reduced cost fare for seniors who do not have an annual pass or they should travel for free like a lot of other countries
- I am in the 60 to 64 years group and currently not qualify for senior passes. But I normally don't drive but would like to take transit for mobility. Current costs are too high for me. Can you consider reduced monthly pass for non working seniors under 65?
- I am still able to get around with a walker. Distance from where I want to be is a major concern.
- If the stops aren't accessible I am not able to take the bus and have to take a cab to one that is.
- Ramps on smaller busses are useless, they don't work on or near snow, and they get really icy, and angle into bus is unacceptable for seniors
- I care for one person with limited physical ability.
- I live alone no family around and want to stay in my own home as long as I can and care for myself.
- Accessibility is critical to me because I have challenges walking long distances, doing stairs, walking up or down ramps. I use a walker or a cane.
- In winter the snow is piled high at the bus stop, making it very difficult to board the bus with a cane, as I can't climb over that huge pile. Also, the new C-train cars have a sloped entrance/exit, which is VERY slippery, only convenient for w-chairs.-
- I use a cane so accessibility is important to me. Unfortunately in the winter the city fails providing accessibility to buses . Stops aren't cleaned & trying to climb over snow banks makes it difficult to take transit in the winter.
- I need the transit routes to be handy for my needs. There is no use taking a bus if I have to walk 5 blocks to catch one or walk 5 blocks after getting off. I am not mobile enough to be able to walk around.
- In winter getting on and off the bus is difficult due to ice build-up on side streets to walk across and build-up of ice and snow at bus stops.
- I did this already, but I pressed the wrong button and lost it! I am concerned about ice build-up on street crossings as I walk to the bus stop. Sidewalks are fine, but city does not clear ice from the streets. Build up of ice at bus stops.



- Snow removal at stops is abysmal. Scheduled times are more often than not inaccurate. Lack of shelter for all is missing at most stops.
- I am disabled
- When roads are snowplowed they push snow up to bus stop and you have to climb over the bump to board bus
- LRT stations are designed for the able-bodied. They require a lot of walking and stair-climbing. Hazards exist like getting walkers, canes, wheelchairs stuck crossing train tracks. Ploughs pile ice in front of bus stops which impede bus ramps and steps.
- . because it is far too hard to take a bus in this city .
- Mainly because of the absolutely pathetic 'snow clearing' by the City and home owners :( :( Walking even one block in winter can be a death sentence if a person falls. everyone needs to do a much better job of clearing ice and snow. It is ridiculous.
- Prefer transit use environmentally and it is cost effective vis a vis downtown parking cots
- I use a walker. Can use C train no problem. I can use a bus only if my husband is with me because it has to be lifted to get an bus even with the kneeling.. Try not to have to get on or off the smaller buses In my opinion getting on and off those is pla
- Stops need to be accessible, not just at the stop, but also getting there. City sidewalks that The City (Roads) is responsible for need to be cleared of snow & ice. Submitting 3-1-1 requests don
- Stops need to be kept clear of snow & ice at the stop. Includes snow piles that Roads shoves at stops where bus can't get close & passengers have to climb over snow piles. Hard for mobility challenged, seniors & those with strollers.
- Most of the time I need to take 3 transit things to get somewhere. Takes over 2 hours which I don't have
- I turn 65 this month (Feb). I already have balance problems & use a cane, plus have breathing difficulties. Trying to climb snowbanks is very dangerous both getting on & off the bus.
- Older seniors do not want to drive and would like to rely on a convenient and accessible transit system to support their independence and to encourage them to go places.
- Accessible to me means buses being on time. Very important, not always the case.
- If I am with my 94 year old mother, we need accessibilty for her walker.
- The pile up of snow and ice is a huge hazard after the streets/roads are cleared. When that happens I am not able to take transit as it is too difficult for me to climb over the snow piles. I am forced to take a taxi which I find totally unacceptable.
- I have severe arthritis and asthma and cannot easily access a bus if the bus stop is not free of snow and ice
- Snow Removal! The graders come along and move the snow off the roads and where there are bus stops, the snow piles up. There have been times where I've tried to get off the bus and stepped in 3 ft of snow before I get to clean sidewalk. Not acceptable!
- Impossible to get on and off to get on the bus with snow.



- City transit and city snow removal need to plan removing the slush from the curb at bus stops. There is no way older people can navigate the frozen slush that extends a foot and more between the curb and where the bus stops.
- side walks not cleaned is a big issue, construction plays havoc with the elderly if they have canes, walkers or just plain unsteady.
- Because the current route is several blocks away, some uphill and in cold or inclement weather not for me. Besides, the focus on the train is not what I want
- Easy access to get on and off bus is important to stop stumbling and falling, which could result in serious injury for seniors with more brittle bones
- Less costly as being dependent to pension money only
- Safety is the most important if I have to keep my sidewalk clean down to bare pavement then the city should too
- Safety is no 1
- If I can't get on the train then it's useless to me.
- All levels of mobility are transit users
- my husband has mobility limitations, he walks very slow
- I have a bad hip and to have an easy bus to get on is great
- the ramps and stairs are long distances and hard to traverse for someone with walking difficulty.
- My wife is mobility challenged
- My grandma can't access the two closest bus stops.
- There are too many scary people on the c-trains. I won't use them after dark.
- Most buses accelerate and brake so quickly they cause me travel sickness. I am happy to use c trains but can't use a bus.
- I am 75 yrs of age and having comfort, easy to walk from stop ,etc are very important
- Safety is the biggest concern
- Because routes with the mini buses are uncomfortable and I always make sure that it's a regular size bus because it is more comfortable to ride
- Very unpleasant experiences with threatening/rude/drunk/swearing people
- I refuse to take some buses (e.g. Route 10 north and south) because of the unruly attitudes and foul mouths of many of the school kids
- Safety at some of the NE stations is an issue. I'm afraid to use the Marlborough station because there are always people loitering (not waiting for the train)
- Personal safety is key. Seldom see security on trains but frequently drunk people arguing loudly or drinking out of paper bags or sleeping it off.
- safety is the big issue. open concept stations do not provide a safe environment and lack of visible police just exacerbates the issue.
- safety and cleanliness
- Time it takes to go places as elderly parents have difficulty small bladders.



- It was a toss up between "comfort ..." and cost. I find the buses and trains are crowded and not very clean. I also think single rides are very expensive.
- Disabled signs are not visible in dark or are too small or folks obscure them with their backs...it is not fair to have seniors or disabled having to plead for a seat or trying to find disabled stickers which are not visible when dark. station not safes
- schedules
- As a senior a seat is guaranteed.
- It's hard for me to stand for a long period of time. some of the people on those trains are very scary. Not enough transit people on board the train to help if needed.
- Ramps & stairs are too steep for elderly people to use. I often have a hard time getting a seat as young people and certain groups taking up multiple seats (Eg. 1 man or girl taking 3 or 4 seats and not moving. Often all seats muddy. Trains smell bad.
- Taking Transit-bus is safer and cheaper than to drive my car - minimum twice a week return trips. I also take Transit ( bus) a minimum of twice a month downtown for appointments. I will start to use Transit in the summer to buy groceries at the mall.
- Off Peak travel can include many instances where unruly behavior, both by singles or groups (due to alcohol or drugs?) is evident.
- Safety is my number 1 concern especially as I travel at night.
- Many many homeless men using the Westbrook Irt station now. Feels very unsafe.
- Safety is paramount
- Often I feel unsafe on ctrain
- Hi, We live in New Brighton SE community serviced by Bus Route 152. Request Bench facility at STOP NO 2128 at this Bus 152 route as Seniors take bus from this point and there is Bench for waiting. IF Bench is provided at Stop we would be very grateful.
- This is only really important in the winter.
- Safety is a concern based on prior transit experiences
- Because travelling from Somerset to the Downtown Core while standing hurts my knees, back and feet. ESPECIALLY on the new, poorly designed train cars that are made for sardines with complete disregard for passenger comfort.
- I am fortunate in that cost is not too much of a concern. Being a woman safety is most important to me.
- I use the south transit line and at night it is pretty sketchy and I never feel safe getting off to go to my car. Lots of people who are unsavoury, rowdy, drunk. I feel threatened and intimidated and am always pretending to be asleep/listen to my iPod.
- getting a train and seat after a Flames game is problematic
- I don't feel safe, feel there are no transit police who actually ride these trains, just there to check fares
- My sense of balance is a bit off, and I prefer sitting to standing on a train or bus.
- Find it hard to stand on a train
- I want to survive or at least not fear.



- I am Asthmatic and my asthma condition has been often triggered by second-hand smoking from other passengers and the smoking smell from their clothing/belongings. Many of these smokers do not follow the non-smoking signs in the bus shelter and C-train stn
- Because I travel during peak times when trains are full.
- The alternative is the comfort of driving my car. Transit needs to make me feel just as safe and comfortable as when I use my car
- I like to enjoy my transit trips. There is nothing worst than having to push papers, used cups, wrappers etc off the seat or foot area. Also if people would only read the signs and give seniors a seat when the train or bus is full.
- The city is becoming more dangerous and, of course, the police do little to nothing to protect riders.
- I like the scheduling and the costs are very reasonable. It makes the trip so much more pleasant if I can get a seat as well. This is particularly true in buses in which keeping my balance is sometimes difficult.
- Last time I used CT, there was a mess on the train car, it was cold, and some bi-polar nut job was screaming at passengers. Going to stick to my car and Parkplus account. Don't need the abuse, mess or cold butt.
- I have some mobility problems and find it unreasonable that so many baby buggies are taking up the space allocated for seniors. Those riders and buggies should be charged for taking up four seats and on
- Depending on time of year, or time of day, train floor is very dirty, unfortunately hard to feel safe in train. Security is a problem with transit, and train.
- There have been occasions when I have been afraid or suspicious of another passenger and will get off and walk or take an alternate bus. It is probably just a symptom of the times and in my head but I do not feel as safe as I once did.
- Most people in Calgary wouldn't give you a seat even though they are a lot younger. They would rather see you stand even though you are a senior.
- I want to feel safe and often there are people riding the bus who look scary.
- Comfort is not meant to equate to the ability to obtain a seat. Comfort is highly correlated to the manner in which the vehicle is handled - the avoidance of abrupt stops and starts.
- Due to disc problem I can not stand for long and even though I am 64+ youngest do not give seat seeing me with stick also. I can't balance myself properly specially in the bus.
- Comfort to me means not travelling during rush hour.
- Medical issues requiring restrooms. B. Rude youth unwilling to let seniors sit down. C. Smelly perfumes and colognes. D. Drivers not waiting for people to sit before lurching bus forward.
- I simply cannot stand still for more than a few minutes, due to chronic pain.
- unsupervised, unsafe
- Being lunched around is dangerous
- I am 70 and have some mobility issues and always hope I can get a seat. I am very aware of my surroundings and I need to feel safe while taking transit.



- I don't care about getting a seat - but security is a big issue ( to everyone) I used the Toronto subway all my life until I came to Calgary. There are human beings visible through out the system. Try to find someone when you have an incident in Calgary?
- I can't stand on a train and being able to get a seat is a must for me and being on a train that does not have rock hard seats
- Hardly no one gives me a seat
- Calgarians are rude
- Sometimes you get on the bus only to find it full and no one gives you a seat. #1 and #350 imparicular. I worked downtown and came from the NW, it was loaded during rush hour. they also had sent a bus with narrow high stairs which almost made me fall.
- I used to have mobility issues and walked with a cane . I could not get a seat, even when tears rolled down my cheeks. There is little respect for handicapped, pregnant ladies, or the elderly.
- Feel extremely unsafe on trains with the constant harassment of passengers by impaired and aggressive passengers. No policing whatsoever except to check for tickets. This occurs daily.
- I don't have to, so I do not travel when busses will be busy.
- My car is my freedom machine. I can go anywhere, anytime. Stop killing me.
- packed trains no where to sit.
- I have used the train in the past however while riding it a fellow blew his nose into his hand and wiped the contents onto the hand rail that i used to balance with. That turned me off riding the train.
- it is difficult to keep my balance while standing on buses or ctrains
- as an older adult I am nervous about having to stand on crowded trains...I am nervous that I might lose my balance. In my experience on trains, although there are designated seats for older adults, very few people obey the signs, which are not prominent.
- Since I am a regular user, this is important to me.
- mobility issues regarding arthritis and ensure am seated before bus leaves
- I took transit to work for 20+ years. I had to quit work because could get a seat. I am now70 year,afraid to take transit and still can not get a seat. To short to reach the rails. Dirty smelly loud transit. Bad Roads make bus rides uncomfortable. insecur
- I am getting very tired of having drunken, angry people who sleep on transit, or hurl verbal abuse or gutter language at me. I DO NOT want to pay money, no matter how reduced to be frightened while going to my destination.
- I am far from my destination so I need to sit comfortably
- I am sometimes unsteady on my feet.
- I need sidewalks clear for my dad's bad leg
- getting from my neighbourhood to downtown is what is important to me. And doing it in a timely manner.
- My grandmother has arthritis and cannot walk/stand for long periods of time
- I have to walk down Shamis road but the worst part is walking up this hill on my return trip. To take the bus to the next ave. , It's about a seven block walk. I don't feel secure enough to walk this far.





- At the moment I can still drive when my husband doesn't need the car but I have the beginnings of glaucoma and may one day not be able to drive, so I am already used to using transit mostly the train.
- As I age, osteoarthritis rears its ugly head and affects my speed and balance, and while I like the exercise, I need to be close enough to not fall on ice in winter, and not overdo the walking if there is an issue.
- When choosing to take either my personal vehicle or transit, I consider how close transit can get me to my destination and a rough guess of how long the transit trip will take.
- While the exercise of walking is good for me, my osteoarthritis can be a problem in winter with ice and balance. As a diabetic I also have to take snacks with me to raise blood sugar if there are delays.
- I compare the transit option to taking a personal vehicle in terms of how far I would have to walk and the anticipated time for the transit option
- the number of transfers or the length of the walk to my final destination and the time it takes to get t there is most important because you need to know how far ahead you need to leave to be on time especially in off peak hours or wknds.
- I prefer taking transit rather than driving, but some of the places I need to go aren't easily accessible by transit. There can be some long walks from the stop to where I need to go.
- I will take transit anywhere unless it is going to take me a very long time to get there.
- I live in a community that only has bus service in peak hours. The nearest stop is a 25 minute walk away with clear pathways. In the winter with snow its 35 minutes.
- Time and distance..
- I find daytime weekday parking almost impossible. Too many stairs at outlying stations, and many have not had proper snow removal in the winter.
- With walkers and canes, it takes time, so a shorter distance is better. If there were more parking loops like in Beddington, we could drive the short distance and then take the bus or train. Unable to do that at north hill, university, Kensington.
- It's 6 blocks to Center street , to take a bus downtown and then return. I am a CPD adult . too far, bad schedule and you cut off the center street rail
- I prefer the convenience of my car. I don't want to stand at a bus stop and wait, then have to deal with crowds, discomfort, lack of privacy, longer travel time, inability to bring large, heavy items, or my dog.
- Calgary winters are cold, slippery, and long. I don't want to wait too long between buses or spend an hour getting somewhere when I can get there in 20 minutes by car.
- Icy sidewalks, bad weather, snow piled curb side making it so difficult to cross streets and get onto buses all make long walks between stops very discouraging and a hardship.
- I take a bus to the train, going. Then a bus from the train station to come home. The time waiting for that bus can often be better spent by walking the 20 blocks.
- I volunteer at Eau Claire and bus number 449 permits me to go.



- I took transit when I had to to get to work downtown, Calgary bases all the transit on people working in the downtown core. I find the C train stations have very different characters that hang around them making it not seem safe for seniors. The cost !
- I am a senior and drive senior's to their appointments or take them shopping.
- I have mobility issues, so I need to be within a couple blocks of the stops at both ends of my trip. Some trips from my home to appointments take as much as 1 1/2 hrs so careful planning is needed as well so I can arrive on time.
- Walking in the winter can be a challenge. Overall time is not as important to me as distance required for walking
- Icy sidewalks. Plus I still work full time so the time of the trip is critical
- I have arthritis in my right knee so I do not want to have to walk a long way for the bus.
- If I cab to get close by with approx 10 blocks or less will drive my car. Also depending on time of day it may not be safe to ride C-Train.
- I need to drive to get to the train station and there is often little parking available. The connector bus runs so infrequently that it just isn't worth it. Also, I would get a senior pass but they seem to only be available downtown and it's expensive with
- Because I have limited ability to walk distances greater than 100 feet.
- some trips take too long or involve too much walking and a taxi is a better option
- I currently seldom take transit because I can drive to my destination in half the time it takes to take transit.
- don't want to slip on ice walking to and from the bus stop, also time it takes to reach my destination and how many times I would need to transfer
- Have some difficulty walking
- Trips to downtown are by transit because is easy and not too time-consuming. Otherwise I usually drive my car because buses are not frequent and trips can take a very long time.
- I have walking issues because of osteoarthritis.
- Efficiency of trip and safety since getting closer to destination reduces any risks..especially at night.
- because of lung issues, I can't walk too far,
- Sometimes I need to get there quickly
- Planning for an appointment, hoping the buses are on time. During winter not all of the side walks are clear from ice and snow which would make the use of a walker difficult and unsafe.
- I have a Sr. pass and a car. So mostly its how easy it is to get where I am going and time frame and being ecologically sensitive.
- Transportation should be responsible for notching out transit stops. Real time doesn't that well.
- Since I am senior it is important to have stops easily accessible walking wise because my bad knee. It's important for buses to arrive on time, run more frequently have time efficient routes because it gets very cold during winter time.
- I use the transit for all trips like to get to where I am going in good time and and get to connections so I do not have a long wait



- My senior parents live in the NE and the ramps and stairs are difficult for them. Because of this, we have to plan to miss a bus or train most of the time. It can take up to two hours to get anywhere from the NE on transit, especially east west.
- With balance issues and other health problems, getting to appointments on time, this is a must for me.
- I have a medical problem so am not able to walk long distances, more than 4 - 5 blocks especially in the winter months.
- I am able to walk well. However I will not walk on icy sidewalks for fear of falling. No matter how good the transit is, if the sidewalks are icy it precludes transit use for me.
- None of the above cover the main reason. Since she doesn't drive, she takes transit for appointments, groceries etc.
- Wait times are too long, especially if you need to take more than one bus or train.
- i take transit because i won't drive on icy roads or when there is a threat of bad weather. only drive in summer time
- Because I still work and can't afford to miss a lot of additional time getting to-from weekday appointments. Also, mobility issues affect stamina.
- I live in St. Andrews Hgts. Last year the Transit Dept removed the only bus, #9, which took us directly down town. Since then I have had to transfer to different buses. For over a year, I have been going to the Eye Clinic and had to take a taxi
- I am 70 and have arthritis in my knees and right hip. I use Transit every day as i use it to get everywhere I need to.
- Because of a current disability, walking long distances can be challenging
- I am a senior, I have MS but am still mobile(mostly), I grocery shop & need to use a wheeled cart to carry groceries so need to get it on & off the bus & need to walk to my home with it. I need to be home before dark.
- I am a senior, I have MS but am still mobile(mostly), I grocery shop & need to use a wheeled cart to carry groceries so need to get it on & off the bus & need to walk to my home with it. I need to be home before dark. [duplicate comment]
- especially in the colder months it is not pleasant to have to wait for a long time
- i have health problems
- If the trip would take too long, I would probably drive. This is especially true
- I am 72 years old living in Discovery Woods Vi SW, to get to the bus stop I may have 10 blocks to the bus stop. Sidewalks are not clean and I will risk a fall!!! It is out of the question for me. Just to dangerous.
- If the trip is going to take a long time and transit stops are not convenient to where I'm going then it is more convenient to drive.
- Walking with older Adult who can not walk a long distance.
- compared to the time it takes to drive a car to my destination , especially if there will be items to carry, multiple stops, etc. public transit is not my first choice



- I have some mobility issues and the further the elk in winter the more hazards are encountered. The longer the trip the more likely to tire.
- it's difficult for me to walk long distance. especially in this cold
- I compare the cost and time-to-destination between a car trip and a transit trip and make my decision based on optimizing these variables.
- Where I work isn't downtown and therefore transit routes not near office
- I can no longer walk long distances or drive busy streets.
- Some C-trains are quite a distance from where I may be able to park (usually never) to the actual C-train platform
- i am old and can't walk far
- I don't use transit because of the poor sceduling in my area. The bus that connects me to the train runs only once an hour.
- I have difficulty walking
- Using transit must be as convenient as using my car, considering parking, traffic,etc
- If you have to ask why it is important how far a senior has to walk to a bus stop, you are part of the problem. Do you take the bus? Do you walk on icy sidewalks? Do you have any idea of the impact of falls and hip fractures?
- Personal mobility issues
- My mom is 85 years old and does not drive and has balance issues. Grocery store and church are her primary destinations. To get to transit stop is about a 15 minute walk for her if she uses sidewalks, or shortcut via a lane that is not ped friendly.
- if transit is not convenient then why use it
- Especially in winter walking to and from transit - I fear falling on the ice plus if it is really cold then waiting for the bus is an issue
- I have mobility issues and I do not walk well or too far.
- I have to make sure that I can make the trip safely and conveniently, particularly in winter time. I don't want to walk long stretches on icy streets or roads with little service as there are many like these in Calgary.
- The convenience of the train rather than the price of parking in the downtown core
- If I needed to use transit - the ease of access to it from my home is most important.
- Don't want to take all day for a short trip and don't want to have to wait outside in cold weather for long periods.
- If I needed to use transit, easy access to it would be most important to me
- Self-evident
- i can hardly walk around my house and I use a walker so how am I supposed to get to a bus stop or train pushing a walker in the snow or just trying to walk as far as the stops are
- to compare time it would take to do by car
- It is typically a shorter walk from my home to most of my normal downtown destinations than it is to the destination than it is to transit (the C-tran).



- Medical issue. Lack of energy.
- This is an issue at night
- i walk slowly and if its far it is hard to go.
- Transit does not work if I have to rely on a ride to or from the stop.
- Live quite a ways from stops and I never seem to be able find parking during the week. Went to four stops last time and ended up driving downtown and parking in parkade
- For the few times that I do take transit, it is usually due to weather conditions. I live inner city and walk or bike most places in the inner city. Proximity of stops is the most important.
- If the transit is not easily accessable and I have to walk say 6 blocks or more then it is not an attraction to me
- My time is valuable. I currently drive a car. I would like to or may have to take transit more often. If it takes too long by bus, the car wins out.
- The sidewalks, crosswalks, and bus stops are hazardous with snow and ice for several months of the year. I have already broken bones 3 times. This is not safe for me..
- Because I don't have a car, I rely on transit to get to various appointments,so the distance and times are important to my planning my trips.
- Since we have a car, we only take transit if parking might be an issue e.g. cost of parking or availability of parking spots.
- Mobility issues
- the length of time it will take - usually this is related to the number of transfers
- Use to take the transit all the time until they changed the route a year ago in Briar Hill District. It was important to me because of carrying groceries and limited walking ability and shortness of breath.
- I am mobile, so far. the icy streets in the winter are not user friendly so I don't take transit as readily.
- I dont usually take transit but I am 74 yrs old with hip problems. Distances to walk are important to me
- My energy level varies from day to day. As well the weather is another important factor.
- Walk with a cane and need to have stops that are close
- The bus service to my neighborhood is too infrequent in off peak hours
- As I age, I prefer not to drive, especially if the road conditions are poor. If at all possible and convenient time wise, I prefer to use transit. I expect, over the next year to move to within a 10 walk to a train station.
- I still drive, have a transit seniors pass and it depends what method of travel I choose by convenience
- Time is the biggest factor --- If it going to take an hour by transit and 20 minutes by my car --- goes which one I am going to choose.
- How long will it take me? How easy is it to transfer? How many buses/trains do I need to take? How frequently the bus comes? How long will I have to stand in the weather, heat, cold, rain?
- I do not live near a bus stop or ac train station



- if transit stops require a long walk, I am reluctant to take transit if I must carry things or if it is not during daytime hours or in areas where there is not much foot traffic.
- Time spent must not be way more than that required for getting from A to B by car.
- My stop has no bus shelter and the winters are cold. Also one of my destinations can no longer be accessed by transit.
- It boils down to whether it is practical to take public transit. Cost and safety are secondary issues.
- At my age, especially in the winter months walking a distance can be difficult especially when carrying parcels
- If it is cold the 15 minute walk uphill to my closest bus stop deters me from public transit.
- There is a bustop right outside my house but the useful bus(9) which used to stop there has been rerouted. Now transit is too complicated for me to use
- Can not walk.
- I find this especially in really cold or rainy weather...
- Convenience is important in me making more trips. I use it as often as I can since I live near the Tuscany Station.
- At my age, I am not able to walk a great distance, especially in bad weather.
- If transferring from the train or other bus, how long a wait for a commuter bus.
- I use a walker or a scooter. So many areas are too far between bus stops or don't have cutout side walks.
- We live downtown & walk to almost all the places we go to. If we need to take transit then the weather & how far we have to walk is the main concern.
- We live downtown & walk to almost all the places we go to. If we need to take transit then the weather & how far we have to walk is the main concern. [duplicate comment]
- If it takes too long to complete a trip via transit, I will not take it.
- Sometimes it is transit take to long. SE to NE is an 1 1/2 hour trip
- I walk a lot; sometimes it is easier to walk the whole way than to adhere to a transit schedule and route, especially if I still have to walk several blocks. Or I may use my car because the bus trip takes an hour or more and I still have to walk.
- I will always take transit if it is convenient rather than hunt for a parking place and pay for parking. If I have to transfer or walk farther than 1 km I will drive.
- I always want to take the quickest means of transportation
- If the walks or the waits are long, indoor places to warm up would encourage my use of transit.
- my main concern is total time from my house to my destination. I can drive a car, so that is always an option. Many of the trips I make from my house to my destination do not match conveniently to bus routes
- The COST is very important as it is too high for Seniors of any income level along with the amount of stops and the overall length of time it takes to get anywhere with public transit.

- as you age, walking distance becomes difficult and waiting at a transit stop is not always safe. If I have to travel with multiple changes of buses, this just takes too much time and so I need to find alternate ways to travel
- If it's very inconvenient, I'll drive, reluctantly.
- this is a concern in winter with icy sidewalks and piles of snow along side of road. Some bus stops are not easy to access due to snow and lack of sidewalks leading to the bus stop. It is not fun climbing over piles of snow to get on or off bus.
- Walking, changing buses, and waiting for transfers are difficult when carrying groceries. The length of time along with alternately waiting in the cold and overheating on the bus make the lack of toilet facilities even more of an issue.
- 30 minute walk to LRT is too long in winter
- With the recent drastic cuts in transit routes (e.g. Bus #9 or 419) my getting around the city became much more difficult and unpredictable. The frequency of buses on some routes makes the trip long, and provokes anxiety if you have to be places on time.
- If it is too far from home or an appointment to a transit stop then time and physical exposure become problems. Also if the time of a transit trip becomes excessive then driving or Uber have to be used. These factors have economic impact on a fixed incom.
- Walking in the snow can be problem
- Because of safety and security.
- The Ice on the side of roads and sidewalks are a huge safety issue for me.
- Route 35 service has been reduced to hourly buses. This is a strong disincentive to used transit as I cannot easily coordinate transit with appointments. The Canyon Meadows station is too far away to easily walk to, especially given the steep hill.
- Am a senior with feet that hurt. Walking is always part of taking transit. How far to and from stops therefore is most NB.
- It takes me a long time to walk distances and I get tired if there is no place to rest.
- Close friends live in the far southwest, I live in the northwest
- Icy sidewalks, cold waits at bus stop.
- I would always prefer to take transit if practical. So for my needed destination, the biggest issue is: Is it practical to take transit instead of driving.
- Have to balance difference in time between driving & transit especially on cold winter days
- My wife is in a wheel chair and to get around we would need to get to an LRT. We use transit when going to Stampede. The cost of going downtown and the inconvenience keep us using our car.
- Often it can take upwards of 2 hours just to travel halfway across the city. Between transfers and and transit being unavailable at many times, If my trip doesn't start early enough in the day I won't be able to make it home in a timely manner.
- Moved from a small community & rely on transit as not familiar with Calgary. Less stressful than driving the unknown areas
- I am unable to walk the distance required to catch a bus.
- Need you ask.



- With winter weather and reduced mobility (mine), long waits, long distances to walk and no smart-phone to help, this is important
- I just turned 65 & still working. Have bus pass so cost isn't an issue. Healthy, mobile & I like to stand. Usually take the same trip so - no planning.
- I tried planning 4 separate trips - one is a straight trip up 14th St SW to NW. Times ranged from 64 min to 82 min with walk times from 13 min to 41 min. Driving time is less than 20 min for each of these trips. I may be a senior but my time has value.
- I use transit only when the stops are conveniently located to my destination
- Cost not an issue - have bus pass. Fully mobile & I like to stand. I usually don't have to plan my trips as I take the same 2 or 3 trips all the time. The overall trip time is important. The importance of distance walked varies according to the weather.
- I have limited mobility and find walking distances on uneven ground challenging. While the c train platforms are easily accessible the same is not true for buses stops slippery surfaces and snow ridges create a barrier to access transit.
- Getting out of my neighbourhood is challenging on foot, secondary roads not polled, sidewalk not always shovelled
- Makes sense.
- If it is a non- stop trip from my house to downtown, it is not a problem. But, waiting downtown in cold or wet weather makes it a less attractive option.
- When one has an appointment , one does not want to spend four times the time it would take to go by car on the buse.
- Duh..
- ease of accessing stops in winter. being able to avoid unsafe icy walks
- In winter it is hard to get from transit stops without the possibility of falling. To many people do not tend to their sidewalks well enough and some of the side street are hard to walk across.
- I have some difficulty walking distances.
- This is important to me, especially in Winter when the sidewalks are icy and/or snow-covered, being difficult to manoeuver at times. Waiting 45 minutes for a bus is not very comfortable, especially at night.
- If I have to walk for half an hour in cold weather, snow and icy roads, I won't take the bus.
- have physical limitations.
- During winter, it is hard to walk some blocks to go to a bus ha
- During winter, it is hard to walk blocks to get to a bus shelter or to a train station.
- If parking at my destination is not a problem then taking transit must not take too much longer than driving; otherwise I will drive.
- balky and painful joints, most trips planned around getting a seat and minimizing walking distance, mostly indicating a longer trip
- Arrival at destination is usually time sensitive.





- All the above are important to me. Why not have me rank the concerns or use checkboxes to let me select all of them. I consider the cost of a round trip, stops, comfort walking distances and ease of the trip. All are factors that are considered!
- Weather, too cold can be a challenge
- The bus connection seems not related to transit operation. Need timetable at each of the bus stop for different routes, like in NZ.
- The removal of many bus routes that go directly downtown without the necessity of transfers to Ctrains and/or other buses has affected my ease of mobility.
- Sometimes it is hard to walk a distance from the transit stop to where I need to go.
- The condition of the sidewalks so as not to slip/ fall when walking to transit. The length of time is important especially during the winter months. Need to take most efficient route.
- The condition of the sidewalks is important so as not to slip/ fall . The time
- Especially during the winter months & some stops has no shelters which is very cold with the winds
- Condition of sidewalks when walking to and from transit to avoid slipping or falling. Quickest way possible in the winter when it is cold. Waiting for transit would be great to have more heated outdoor shelters downtown.
- At this point I am very mobile and I am happy to walk several blocks at each end. I do not, however, like waiting for buses, so if it is a long transfer time I will chose another way.
- I often carry heavy bags to work or for shopping. Also, in the winter I'm concerned about walking on snow and ice.
- Helps me manage my time more effectively
- I live on Rosehill Dr NW at 10 St & everything takes 2 buses & C-tain, & no buses on 20 Ave
- On weekends, if the buses come only every 1/2 hour, it could take 2 hours to cross the city as the train and the buses are not often not on coordinated schedule. Therefore, you could see the bus leaving when one descends from the train which is upsetiing
- the extreme eeather
- weather and distance, how far from parking to C- train station. More 4 hour parking spaces would be a good idea.
- According to CT, my nearest bus stop is a 10 minute walk. That is several blocks. In the winter I won't even attempt it as there is no guarantee I can even reach the stop without encountering icy and dangerous walks.
- Because this is the thing which is most important to me. (Stupid question.)
- As I am approaching retirement (when I plan to use transit more often), I am concerned with walking to and from transit in the winter. Icy conditions and the possibility of falls are a great concern.
- Overall time to commute to work as my time is valuable to me
- I don't want to walk a great distance in inclement weather. Also, icy sidewalks are problematic. CTS has recently eliminated a stop at 16th Ave. and Centre St. which was most convenient, replacing it with one on a narrow icy walk.
- Many areas of CALgary are not pedestrian-oriented, and in walking even short distances in such areas can a challenge, especially in winter.



- In the winter getting to transit stops can be a challenge
- I cannot walk far, and I fatigue easily especially in a busy or new environment.
- I really like taking Calgary Transit and using the App. I try to find the best connections and will adjust my plans accordingly.
- Planning parking and drive often transit is better ie downtown or stampede
- I like to minimize any transfer times if I have to take several buses or LRT.
- I am dependent on transit.
- TIME
- I find it relaxing instead of driving, enjoy the walks to and from the transit stations.
- I live on the edge of the inner city and use transit for convenience.
- Figuring out the bus routes and schedules is difficult for me
- The time needed to plan and make the trip is important.
- I tend to use transit when I am going downtown. I like not having to worry about parking.
- Need to know when bus will arrive and if I miss it, how long will I wait? I want to plan a trip that will minimize my wait times at cold bus stops.
- I rely on transit thoroughly and getting to appointments, banks, work on time is very important to me
- None of these choices fit my need
- Planning my day is important compared to the other options as I have a low income seniors pass and am mobile.
- Take into consideration unsafe road crossings to/from stops, uneven or slippery surfaces, inclines, stairs, ramps, curbs, sidewalks in place, lighting, sketchy individuals at stops or on bus/train, transfer connectivity. Avoid notorious routes.
- Haven't figured out the schedule and still own a fairly new car so it's just easier to take the car
- I drive my own car most of the time, but when going downtown where parking is limited and expensive, or when going to certain medical appointments, I choose to take transit. Fewer transfers to various buses/trains do make the journey more efficient.
- Except for my immediate neighbourhood, I am not familiar enough with the bus schedules and routes to know how to get from home to venues around Calgary. I would not use public transit as much if I couldn't plan my trip easily online
- Some destinations are a little more difficult to access by transit
- a frequent 9 km trip by car takes over 1 hour on 3 buses with NO public washrooms at transfer points
- If I can't get to transit easily and have to walk to my final destination and pay as much as the transit fare is, I would rather drive.
- I don't drive and depend on transit to get me to medical appointments, church, etc. I like to know my connections and route plan before I leave home.
- the schedules are changed every 3 months, so I never know if a route I have used is still valid, timely, or the bus numbers have not changed. The online route planning tool FREQUENTLY does not match the next ride. An undependable system is useless.



- If I feel I must struggle too much to get trip information, I will be less likely to tolerate the other potential deterrents to transit use, as you have referenced in this question.
- I don't own a car, so transit is my alternative to walking or cycling or (rarely) taxi.
- The current YYC transit web page isn't user friendly when it comes to trip planning. Give it a try, or observe someone over 65 attempting to plan a trip using public transit.
- I want to be able to plan my trip times to get to certain bus stops lrt for instance to and back from the Calgary Zoo. Getting their in a decent time
- The trip I would most like to use public transit for is too long and convoluted for such a short distance to be travelled.
- Saving time is important. When a 10 minute drive takes an hour or more, it makes no sense to take public transit.
- Reliability and accessibility.
- Practicality
- I want to get to my destination without a lot of planning
- How long will it take me? How easy is it too transfer? How many buses/trains do I need to take? How frequently the bus comes? How long will I have to stand in the weather, heat, cold, rain?
- I need to know his easy the trip will be and that my regular busses haven't been cancelled or routed elsewhere as was the no 9
- Transit use makes iy hard to do multiple errands
- Bus service in my neighbourhood has been cut to the point that transit, which I used to use, is no longer viable. Cost is another factor. The transit website is useless.
- walking is more difficult
- I would like to get to my destination with the least possible fuss, muss, and bother.
- Convenience in finding the routes and timing.
- I like the transit app and use it. In combination with the proximity of routes close to my home. I like to use transit rather than drive downtown.
- I find it complicated to figure out the buses/c-trains required to go where I want to go/I can no longer count on getting a parking space at the c-train station/It's expensive to pay \$6.60 for a return ticket to downtown/My bus stop has no bench/shelter.
- Do not want to have to transfer more than once or wait too long for transfers
- Safety and security is as important. A transit driver started from atop begire friend got to seat. She was severely injured and broke teeth. Still not better after 2 years. One day there were people pouring bear on c train seats. Its scary.
- I can still drive and park. But philosophically i believe in using public transit as long as i can make it work fairly easily for me. I live inner city—and am amazed at how great transit is.
- connections are a big issue if taking the ctrain and or the number 3 route then I have no issues because these are very frequent and I am not left out waiting in the rain or cold for 1/2 a hour or on some routes longer.
- I usually need to take more than 1 bus so have to plan my trip to make sure I can make connections



- All about timing
- The website is a disaster for seniors and sometimes the voice instructions are too vague and misleading.
- Very difficult to access due to snow, ice, lack of shelters. Too many transfers, crossing busy roads to get bus. Calgary transit was better before C-trains. Rarely use CTS now that I'm older
- I take the LRT when I want to go downtown to appointments, etc. It is ok, although lack of washrooms can be an issue. I don't like taking buses. They are hard to get on and off, the bus stops (in Silver Springs and Bowness) are clogged with snowbanks
- I have to travel to the opposite quadrant of the city and I drive to it, I took the bus once and it took quite a while to get there
- Having moved neighbourhoods and from a home to an apartment condo, I am ready to use a car less but figuring out what transit goes where and when, with ease, is a puzzle to me. I spent 6 days in London England and used buses there with their iPhone app.
- Coordination of buses and/or C-trains. Long waits between especially in cold weather. Bus in evening coming and going from Eau Claire
- Not having to make numerous changes between bus and train to reach my destination
- I find the online transit map hard to understand if I have to make a transfer. So sometimes I take a cab instead to make sure I don't get stuck or have to wait an extra half hour outside for the next bus.
- I am a regular transit user I have to take the bus and connect to city train. Lately the red train in the early morning is so late and with this bad weather I have to wait 20 minutes in the cold when the blue line is more frequent please do something.
- I find there is no help whatsoever to find transit info about how to get from A to B. And, I need a taxi available at the end of the C Train part.
- Lack of washrooms is my biggest concern. If I have to take a bus to get to the train then wait for the train (or vice versa), then walk to my destination (especially if it's cold out), then the lack of available washrooms makes it impossible for me.
- The on-line checking about new route trips is handy. But sometimes not the most direct route, so play around with different start locations, etc.
- If I cannot easily find a route(s) to use transit I don't use it. It has been so inconvenient I try not to take transit if at all possible
- Length of trip and therefore the ability to plan and make the trip is most important. I am really only interested in taking transit if there is no changeovers.
- I use transit often -- to get to places for shopping, volunteer activities and just getting out. So wait time is probably my most important consideration. Fortunately I live near transit with frequent service.
- Generally speaking, the C-train takes me to my usual destinations or to a point very close to them. I am one short bus ride to the nearest C-train station.
- Seniors have time to plan. If it takes 3 buses or 2 plus LRT and results in more than 1 1/2 hours each way I am likely to stay home. Ease and connections are key to me.



- When you live on a fixed income every dollar counts. My annual pass make it possible for me to make more smaller trips for week rather than trying to do too much at once. The one variable I have control over is food and entertainment .
- If a transit pass is reasonable I would use it rather than my car, particularly when going downtown. If an annual pass is more expensive I probably would not buy one. I would typically not travel during peak times so I believe they should get a break.
- We are a one car family and my husband commutes to Airdrie from Calgary for his job. That means I am the one who has to take transit to work, medical appointments or any social engagements. The fares are rising so that means I have to give up the social.
- As a senior I have to keep control of expenses.
- I don't have income.
- It is hard for seniors who are lower income to afford their own transportation
- I began using transit when the cost was about \$35 a year. The cost has increased. I haven't bought a ticket this year so don't ride as much.
- I really have another reason: convenience and purpose. When going to an event downtown or to or from the airport, my first choice is transit. Next: if I need to drive to several places or am getting groceries.
- Not the real reason: purpose and destination. For downtown events I prefer transit. If my work for the day requires several destinations, I drive. If I am only going to the office, I prefer transit.
- have to budget
- I take transit to crowded events, or places I can't park for free...am on a limited income, so find it more than just inconvenient to have to buy a monthly pass rather than have a reduced fee for a one-off ticket
- Potentially cheaper alternatives available: car, bicycle, walking.
- It may be less expensive and more convenient to use my car, depending on the cost of the annual seniors transit pass
- It may be preferable to drive my car instead of taking the bus if the cost of the annual pass becomes too expensive (>\$150). City needs a strategy to get seniors to become comfortable using transit so when license is lost they are familiar with taking bus
- Convenience. I will be 65 this summer, and will look at the senior's pass. I do strongly believe in reducing the numbers of cars on the road. Unfortunately I do not live close to the LRT. Also I do not go downtown frequently.
- Easy access to the buses - snow pile-up; to trains - too many stairs and not enough working escalators or elevators. I love the new Chinook station because it's all at ground level. I'd like to see Heritage station remodeled like this one.
- I use a walker and live near a transit stop on Varsity Drive. There is so much snow and ice piled up on the rogue to and near the stop I can not safely get to the stop with my walker. The snow and ice are never cleared.
- I use the transit when I have a doctors appointment. Most drivers knew the address so it's easy for me.



- my mobility issues can be limited
- The pedestrian infrastructure is insufficient in our neighbourhood (Braeside, Southland). There are crosswalks on 14th street, but sometimes no corresponding sidewalks. This makes it nearly impossible to walk to transit. Pedestrian routes are necessary.
- Safety and accessibility
- You missed a category above: frequency of stops. If there's a stop close to my home it doesn't matter if it only shows up every 45 mins. Or is always late.
- I find the overcrowded trains and buses unsafe especially when a person is 64 and a seat is not available and it's crowded and a person gets pushed all over.
- I like to be comfortable during my trip
- During the winter time it is not nice when transit does not turn the heat on, the conductors must be very warm yet we are freezing in the cockpit and so are my seniors. always a very cold ride when your trains are behind and we get on and still cold
- I want to feel comfortable when I use transit
- It is important for me to get a seat as I have troubles with balance.
- As I am 86 years old, it is important for me to get a seat.
- Safety is paramount. If your safety is in question you would not use service. Cleanliness and being able to sit down is also important.
- It's only common sense that seniors get to have a seat instead of the 20-40 year olds. Some buses and trains do have stickers saying that some seats are reserved for the seniors and handicap people, but it is not enforced, and means nothing.
- Balance issues so better for me to sit but there are fewer seats than ever on the trains which are handier for me.
- I do not feel very safe on transit and usually have to stand which is difficult for me and my mobility problems.
- My disabled son can't manage the smaller older shuttles and their jarring bounces. Within 30 minutes he is done in and has to lay down. Get rid of them!
- there is no shelters at the bus stops near us. very cold in winter. we use transit to go downtown but park at the LRT.
- It's very difficult to make that trip in the winter as I have to use sidewalks that are not safe. They are both private and public and very icy.
- If it is too difficult and too long to get to my destination, I will look at other options
- All of them are important to me but since I still have to work sometimes I have to walk in the dark and/or slippery surfaces to get to a stop.
- Commuting time
- Don't mind walking up to 2 kms to Brentwood station. Managing transfers would be the issue.
- I use transit an average of 4X/da. Usually I have to transfer to get where I want/need to go. I do not have a car.
- I have difficulty walking, using a cane. Travel time is not a problem for me.



- I often have difficulty walking
- because i have lots of things to do and need minimum walk to my home.
- right now I have to walk 20 minutes to the nearest bus stop which can be quite a long walk when it is cold.
- Disabled, distance to bus stop makes it a no go!
- It has to be convenient and not require long or unpredictable wait times
- The closest stop to me is unsheltered and exposed to high winds, meaning I have to walk to a stop farther away to get shelter. My stop originally had shelter but it was removed.
- I base my decision on using transit or driving by how cold it is how far I have to walk and parking cost vs transit fare.
- I have appointments with set times. Reliability is important.
- When i used transit my regional bus left just as I was getting off the C Train and it was faster to walk than to wait for the next one.
- I have chronic lung problems and there is no way I can walk from my home to the nearest bus stop. This applies to many people I think bus service in Varsity should be reviewed.
- Not the real reason: Destination matters most to me. For downtown, I usually choose transit. Same for going to airport for trips. Office if I do not have to go anywhere else that day. If I have multiple destinations, I prefer my car.
- Distance walked to a bus or a LRT can be very long.
- My ability to walk is still ok but I do not like to walk as far as I used to.
- To access my bank is a 3 block walk from the bus stop. I also use a walker.
- Some days it is difficult for me to walk however, on good days I still cannot walk long distances. I also use a walker.
- We live nearby to two excellent transit routes: #3 and #2 which makes using transit to go downtown in particular very convenient. #3 especially is an excellent route and is often more convenient than taking my vehicle.
- I must use crutches. The ramps are too long, too risky, too steep, much too hard. Elevators are hidden and inaccessible. Time 2hrs 7min one way to get to my hospital appointment by walking, bus and LRT = exhaustion
- To decide if it is easily walkable using transit, or do I need to drive and park. We prefer Transit
- i have limited mobility
- My knees are starting to go, so walking is becoming difficult
- e.g. by transit, it can take up to an hour to navigate between my house & Market Mall, however by car & / or taxi it is a 15 min. ride
- If it takes significantly longer to go on transit than it does to drive I usually choose to drive.
- This has become more important since the bus changes made in the NW approx. 2 years ago. Originally most trips pretty much anywhere in the city took 1 bus. Now nearly every trip I make takes 3 buses. This makes trips longer & extra walking between buses
- clearing the pathway from Dr Gordon Higgins School to the Rundle LRT station.



- Transit service should bring people as close as possible to their end location. Therefore, we need more services and transportation hubs.
- I'm old but I still value my time. It's pretty difficult to read at a bus stop in cold weather
- Don't have a problem walking at all but don't want to have to walk much more than 15 minutes if it's cold
- If I can't get to transit stop easily and to destination in a reasonable amount of time i can't see transit being an advantage
- Sometimes a half-hour drive to an appointment takes 1.5 hours by transit, with 3 transfers and walking included. This affects my decision to drive rather than being environmentally friendly by taking the bus.
- I live in Southwood near 14 St. SW and there is no transit service in this neighbourhood. I must walk to Elbow Drive if I want to use transit. This walk is long and treacherous in the winter for a senior.
- Especially during snowy times I find it very difficult to safely walk to my busstop. getting off the 73 at U dr and 13th I had two foot snow drifts to walk through!
- When it is very cold out it is important to be able to know the timing. Also it is nice to know how long I will be at the stop to get the next vehicle and not be wasting time waiting.
- If it takes too long to get to an appointment, or home from one, then a taxi or uber are better alternatives. This is especially true if the weather is bad.
- because I have many things to do and can't take hours and hours to travel from one thing to another. Transit also doesn't take me everywhere, esp. to airport!!!
- Because all the other choices are manageable. I don't want to have to walk too far when weather is inclement.
- I am disabled and use crutches and will be moving up to a walker soon.
- More than 10 mins walking and 30 mins of the bouncing and jerking and rough ride on the bus is beyond tolerable for my son's injuries
- I need to know how much time I'll spend waiting at a bus or Cr
- You do not provide washrooms - A person my age has to wear dipears and this can be expensive. I have peed myself with transit not providing these facilites.
- since calgary has grown since the 90s and your 90 minute transfer sometimes does not get me to where I need to go. no bathrooms, and no customer service appreciation when you leaves us in the cold due to break downs. this is bad for old people and child
- When it can take over 2 hours or 2 buses to get to a destination... I will con't to use my car
- How many transfers do I have to make, What is the weather like, Wait times between transfers, what are sidewalk and road conditions re: crossing roads to catch the next bus,
- How many transfers do I have to make, What is the weather like, Wait times between transfers, what are sidewalk and road conditions re: crossing roads to catch the next bus, [duplicate comment]
- It's necessary for me to make my appointments based on if it works with the transit schedule. I also need to ensure I have enough time to make it to the appointment and then back from the appointment.





- knowing the bus schedule is very easy to plan the trips plus ease of access because we use walker and wheelchair it works great for both wife and i
- Working pt. time and need to be on time. Evening meetings make for longer wait times and late hours back home.
- Length of time to meet appointment too great.
- The purpose of transit should be to provide efficient transportation services within this sprawling city.
- To get to my work from home by transit takes me over an hour. To drive takes me 10 minutes. Thus, I drive.
- transit designed for worker commuting downtown
- Leaving and arriving on time.
- Very often it requires transfers and walking to destination. At the cost of fare we might as well take car and get right to destination
- all of the above
- Caller's health prevents her to stand for a long period time.
- She has a long walk between stops and destination
- Makes using Transit easiest for me
- I'm not familiar with computer
- Access user accessibility and assistance
- Convenience of getting around

## **When deciding whether or not to take transit, the second (2nd) most important thing to me is...**

- Cost should be low.
- If I can use low income seniors pass then I will take transit.
- Most recent fare increase was over 30% (regular seniors bus pass). Still affordable for me, but city must watch how big increases are.
- Overall cost is not the problem. We saved for our retirement. City has access to line 260 on income tax so know financial state. Resent paying taxes that are being used to pay for services that others cannot afford...low-income. If we don't pay then we're isolated and restricted to our home. If raised, then other may not buy it.
- My alderman started a great initiative which has been forgotten by City Council i.e. move away from age related fares to income based fares. A youth fare was introduced for a monthly pass. By now we should have an appropriate seniors fare.
- Snow banks at bus stops I've fallen unless I get off at front where driver can see.
- Safety of what's going on transit. Security is not on every bus - unacceptable behavior
- Have big problem with the teenagers especially after dark - will not use transit after about 7:00 pm.
- Bus schedule at one stop should be staggered. When all busses at one stop come at same time it's harder for people with walkers to move and catch bus.
- Ice in the winter - physical safety getting to the bus or train.
- Lovely to have "older persons seating" without asking teenagers to move!



- Cleanliness & safety are important. I like a seat but don't need one.
- Not a concern now - but increasingly will, I expect (bad knees etc.)
- Transit stops are accessible. Depends on whether it's rush hour. Rush hour is especially difficult for wheelchair access.
- Helpline for phone trip planning in my language.
- If my destination is downtown but not close to LRT station, I will take #1 bus. If my destination is close to a Ctrain station I will park my car at LRT lot and use train.
- Ease of planning & making trip. It sometimes seems labourious to plan the trip. I do not have a smart phone - should move forward I guess.
- I only comfortable with trips I've made before and with paper schedules. I'm afraid of phishing so uncomfortable with computers. TRANSFERS - avoid them.
- The time of the trip versus the time to drive there.
- and good directions in the city to be able to find destination
- "Distance walked to my bus stop is important, particularly during inclement weather and in winter.
- Reduction in service to certain routes forces me to walk much further to a different bus stop on a different route which is a huge inconvenience and disincentive for using transit. For example, the 44 Deer Ridge route which is my first choice, has very infrequent service. The 29, 28, and 83 are far less convenient as the stops are not well-located for me and the frequency of service can be poor at certain times of the week, especially weekends."
- Walking - personal security-homeless -
- If the cost doesn't justify why would I use it.
- I have a senior pass and enjoy the ease of use. If the price of the pass goes up too much it will become prohibitive and I will become housebound.
- I use transit to avoid the expenses of driving.
- I can no longer drive and taxi's are expensive.
- I weigh the cost and inconvenience of transit against cost of driving if more than one person traveling
- low income
- Why don't we have a zone system? Other cities charge more the further you go. Get rid of the free downtown zone and make all fares more affordable. If 2 of us make the trip, it's cheaper and faster to use the car.
- Being a low income senior I need to carefully manage my spending.
- The annual pass at its reasonable current cost makes it convient to just hop on a bus if needed.
- bus service is not as good as c-train but you cant have bus every 10 minEvery yr our pass goes up and this goes on deaf ears We will have to stay in our home if this coat keeps going
- Because of low income (but not enough to qualify for subsidy) I have to plan trips wisely to incorporate my errands.
- As someone on a fixed income I like having a seniors pass as it is good value.
- I can't take access Calgary because they don't accept



- Very sad to see the city giving out 5 dollar transit passes to homeless drug addicts and drunks while I pay full price.
- On a fixed income
- As we are living on pensions, we have to figure out if the cost is worth it .
- On a budget
- Tight budget.
- Because monthly fares are ridiculously expensive.
- I am not rich, but have enough to live comfortably.
- Less expensive than driving and paying for parking
- Sometimes transit can be more expensive than driving if 2 of us are going, and parking is free
- The current cost is already a big jump from last year. If the cost goes up, I will definitely drive instead, then I don't have to worry that 1 or a few smokers with their strong smoking smell would trigger my asthma attack.
- If it is a short trip, and you are as expensive as Uber, why would I take the bus?
- On fixed income
- Fixed Income.
- Obvious - gets expensive.
- The cost of the annual pass is increasing at unreasonable rates. These increases should mirror the 'Consumer Price Index'.
- I think all seniors should get on trains and buses for free as these are the people that helped built our city and communities .All levels of govt are always after the poor seniors whenever they want to up charges and make us spend more money .
- I have found it has not been any more cost effective to take the bus (especially with two or more people) than taking a car. So having a cheaper transit fare would encourage more transit use.
- I just make just over the low income line and I beleive this means combined incomes of my partner and myself
- Budget
- On pension so count every penny
- My income will decrease and while I may not qualify for a low income pass, having a senior's pass will allow me to travel economically to visit friends, pick up groceries, and attend functions around the city.
- I am a senior and did not by a transit pass because the cost went up. If I have to pay \$3.50 cents each way when I go by myself and \$7.00 when my wife comes.T
- It is cheaper to park downtown at night that to take transit, unfortunately
- Although I also use transit for environmental reasons, I want it to be affordable and more economical than driving.
- I am not rich
- If a trip needs transportation and the cost of two individual trips is much more expensive than the parking, I will drive. I don't need the bus enough to make a seniors pass cost effective.



- Lower level income Seniors get reduced bus passes, but for Seniors who are above \$24, 900 in income the cost of getting a bus pass is still far too much money to make it economically viable to use bus/LRT Yearly passes should be \$20 for all Seniors !!!
- Too expensive
- I have a low income senior pass, but I'm on the edge of eligibility. I mainly use transit in the winter - not enough to warrant the cost of full pass. Tickets, transfers, and correct change are too difficult to deal with when carrying groceries.
- canada pension is too low
- I usually stay in my own area to shop. I usually go with my wife. For the two of us to go out and back would be \$12.00. But it is secondary to the fact that it is just not convenient to make a quick trip to the store. Even going down town for a play.
- My first yearly pass cost me \$35 and the next her it jumped to \$95. I do not have a huge income but my common law husband does so I do not qualify for the low income pass and so if the fees increase this will impact me greatly.
- Most Senior's are on a very, very tight budget.
- If my spouse and I are making a round trip, it is generally less expensive and more convenient to take the car.
- I'm on a pension . If I want to go to the gym five days a week it would cost \$\$20.00 I can go to the gym by car for a week at that price.
- self explanatory
- If I didn't have a pass then I would have to stay home
- I could also drive and this cost is 'hidden,' at least to me. If parking is less accessible (or more expensive), I am more likely to take the bus.
- All the above are important to me. Why not have me rank the concerns or use checkboxes to let me select all of them. I consider the cost of a round trip, stops, comfort walking distances and ease of the trip. All are factors that are considered!
- there is no senior discount
- Some places is cheaper to drive especially with more than 2 persons. Even within down town .
- I have a car so timing and cost are relative matters
- when on low-income you are required to make very difficult choices regarding vitality
- Because this is the thing which is the second most important to me. (Another stupid question.)
- I do NOT have a lot of money. I am on a fixed income.
- The plan to raise the price of seniors' passes from \$95/yr to \$65/mo (\$780/yr) huge, and will cause me to severely limit my trips..
- My grandmother cannot do stairs
- Stops at locations that I need to go to
- The easy of the trip. How far I have to walk
- Getting older, mobility issues



- I'm not able to use the steep ramps to access LRT platforms, so at times I have to take an extra long bus to get to my destination.
- I am having increasing difficulty with stepping up into and down from vehicles.
- Most stops are only guaranteed accessible in the summer.
- I have mobility issues
- Impossible to see disabled signs in dark or too small signs or obscured signs...pits disabled trying to get a seat against others folks who sleep in seats or refuse to budge
- It is important that there is a stop close to my home so that I am not having to walk too far.
- Transit stops and busses (kneeling) are very important as I need to be able to get on and off the vehicle. Unfortunately not all drivers are aware enough to put the kneeling function on.
- I sometimes travel with friends who are not so mobile.
- If snow and ice are not cleared, I can't risk the unknown
- distance, example from station to Chinook Mall
- Bus stops are not usually plowed or cleared of snow, as this winter - it has been very difficult to get to a bus stop. Most bus stops have not been cleared of snow and trying to access them has proven very difficult
- If the stop isn't close by my destination I'd rather drive
- Balance impaired. Not confident she can walk far.
- Unless I go downtown, I prefer to jump in my car and go straight to my destination. It is not only because it is faster but mostly because it is less tiring.
- I use a walker and I need to be able to take it on the vehicle Also I need to get on myself.
- As many seniors have some mobility problems, the accessibility of the transit stops and vehicles is important. Accessibility can just mean having to climb over an icy snowbank to board the bus as it has been a common issue in many bus stops here.
- I take public transit to work... I am > 65, and work full time. The piles of ice and snow pushed over off of the road and against the sidewalk have made it very difficult to cl
- Some stops have not been clear of snow within 24 hrs. Bus stops in travel lane and limits use of ramp to prevent it icing.
- see above
- Mobility Reasons.
- See previous statement
- I am permanently disabled and over age 70
- Do I have to climb over a snow drift to get on and off the bus? Is there a lot of ice at the bus stop? I have fallen trying to get off the bus in winter so I tend not to take it.
- close transit stops as she isn't able to walk more than a couple of blocks,
- Don't have to drive in increasingly traffic and aggressive drivers
- Imagine getting off one bus to catch another and just as your bus arrives.... right across the street... the one one you need is leaving !
- Steps and ramps are not safe for people with hip and knee problems.



- Bus stops are blocked by plowing windrows in winter which is not safe. Stops usually do not have benches even though there may be long waits for infrequent buses. Small buses have a sloped entry floor due to ramp which makes getting on the bus unstable.
- If I can't get to transit, it is literally a physical barrier. You might as well build a wall around the bus stop, call it accessible, and then blame citizens for being too lazy to climb it.
- Like I said above. I also find the reduced number of seats on the new train cars a problem.
- Not all transit bus operators lower the bus and some park too far away from the curb to be safe to step on. There are ramps but unless you are in a scooter these are not always deployed when asked.
- If it is too far between stops it can be hard to walk the distances without causing severe pain in legs or backs.
- because of his limitations, he can't walk too far, so a nearby stop is more convenient for him
- sometimes it is the drivers who will not wait for the elderly to sit down before starting out again. They make the bus jerk
- I think Calgary transit has handled this well.
- I find standing and length of time painful and exhausting I would need a seat.
- He needs a seat
- Feeling safe is important
- smaller busses (like on route 93) do not have enough room for seniors with walkers. I won't use the tunnel at Westbrook. Undesirables in public, they feel unsafe to use station. Dark and often people "hanging out" in station.
- My adult children are worried about me taking the train at night, especially in the downtown area.
- Many times youths sit in the front seats for elderly and infirmed. They don't move. Drivers are reticent to confront them. With the influx of Boomers, more of the longer bench seats need to be installed for us and our potential walkers and grocery carts.
- Many times kids and younger adults sit in the "reserved seats" and don't move. those bench seats at the front should be extended so there is room for us and our walkers and grocery pull alongs. late night on platforms can be scary.
- A sense of safety at transit stops and on the buses and LRT cars is important to me. Not so concerned about getting a seat.
- Safety is important especially after work hours, evenings and weekends because the ridership changes and people loiter more creating an unsafe feeling. Transit officers are never visible on platforms or trains at night or on weekends.
- Cleanliness and safety are paramount to me..
- An older person alone is very mindful of the hazards of some fellow riders, such as alcohol and drug users.
- have never seen transit police on platforms, when carriage comes on bus, seniors have to move seats. There need to be more bench seats that are under the windows in front and put the double seats further back so there is more space for carriages, seniors.



- It's so important for transit to be clean and safe. Bad behaviour should be dealt with immediately and cleanliness shows pride in our city.
- I'm a working Senior and take the transit to and from work during rush hour. I very rarely get a seat as I use Franklin station to go downtown and City Hall station to come home. The train is always full both ways at the time I travel.
- I always feel safe on Calgary Transit although sometimes other riders may not behave that well.
- Sense of safety and cleanliness important when i am out alone at night which i am at least once per week. Mainly use ctrain only except bus to Foothills hospital as parking so poor and construction makes it much easier on transit will be luke this for sev
- i have difficulty standing during trips.
- Standing more than a few minutes gives discomfort.
- Limited mobility makes this person vulnerable. Safety is very important
- These days the younger ones do not give up their seat to older folk like they used to.
- Actually, reliability is key to my mental comfort. Will the transit be reliable and take me to where it says it will take me? Several times we have heard that people had to get off and take a bus. That requires walking and time i didn't plan for..
- I have difficulty standing for long periods of time so would always like to get a seat - unfortunately too many people will not give up their seats regardless of all the signage. Safety big plus.
- I do not feel safe at some of the stations I felt very isolated at the Bridgeland station at night.
- When traveling by myself -most of the time - the walking route to LRT seems sketchy – high street facing fences so adjacent houses can't see the street, not a lot of detour options when the street people try to sell you stuff or are asking for things.
- I cannot stand to long before my right knee becomes sore.
- I feel seats should be available for women with children, those with mobility issues and older adults. Unfortunately kids sit with their feet and backpacks on the seats. You ask them to pick up and they response with Foff. There is no respect.
- Because having to stand because of crowding becomes a balancing issue
- Comfortable ride.
- I dislike it when train is extremely crowded or passengers are noisy or confrontational .
- I try not to take my parents downtown on weekends because because it becomes sketchytown. Too many weirdos at the stations and no sense of security.
- Getting a seat is priority for me....I feel safer on a bus with a driver right there rather than on a C-train.
- Prefer not to be lurched around in a crowded space. Cleanliness is a must, regardless of age, I think.
- I have a crushed vertabrae in my back and end up in pain if I stand on the train too long. I do not like the new trains as the seats are not comfortable
- often find empty beer cans or persons consuming alcohol when using LRT during day time hours
- like to feel safe



- I use the Ctrain - not during rush hour when it's difficult to get a seat.
- i have health problems
- Unable to grip and balance while standing, crowds, pushing, noise. SAFETY is main concern. Witnessed abuse, violence, drug use, sales, drunkards...have been threatened & feel vulnerable.
- Some C trains have unsavoury individuals on the trains
- Hi, We live in New Brighton SE community serviced by Bus Route 152. Request Bench facility at STOP NO 2128 at this Bus 152 route as Seniors take bus from this point and there is Bench for waiting. IF Bench is provided at Stop we would be very grateful.
- Safety is always a concern.
- Yea I'm older and nice to sit
- i hate being on the bus and having to give up my seat to people with carriages
- Standing is difficult for me
- I have had a fall resulting in a concussion and it is reassuring to have a seat on the bus/train.
- safety convenience and getting a seat
- Safety at stops and on transit are important to everyone. Seniors may feel more vulnerable in dodgy situations.
- If I needed to use transit, safety would be an issue for me
- if I'm going out for an evening event and don't feel safe will not take any form of public transit
- School age students be educated to respect seniors and to offer their seats to a senior standing if all senior seating is occupied. This include young adults. A big sign above the seats be more visible.
- Unable to get a seat at times, often very unclean and and do not always feel safe.
- If not comfortable, I would drive otherwise.
- I have a compromised immune system, so I am susceptible to catch infective diseases. I have found that no matter where I go there are people who are ill, and think it is OK to cough/ sneeze on others. If I am on a bus/LRT I cannot quickly exit.
- Being elderly, I like to be able to have a seat during my transit trips.
- For all the reasons mentioned in the question.
- As a senior, safety is very important, also cleanliness
- I am cautious waiting at stations and on transit especially late at night when aggressive or intoxicated individuals are present.
- Generally buses could be cleaner and cleanliness seems to be declining recently
- I want to feel safe when I travel and when I use the train stations
- with all the crime, safety becomes more important as you age.
- kind of obvious!
- I can only walk about three blocks (I am 62 and have severe arthritis in feet already dues to years of jogging). I cannot often take transit because of the walk either side of trip
- Cannot stand on the LRT for too long.
- no one wants to ride a bus that is not clean nor with riders who are loud, aggressive fearing for safety





- Bus size I have disability need to. Sit
- I have difficulty keeping my balance when there is no seat or place to hold on.
- Trips I take are long enough for me to carry something to read
- Once I retire, comfort and SAFETY rise to the top of importance. There is currently insufficient Peace Officers to address the problems created by certain people.
- On longer transit trips, getting a seat desirable
- Important to feel safe at
- crowded buses and trains are unsafe for fragile seniors
- A person generally gives up their seat to me. Safety in numbers so I travel during the daytime
- Safety from strange people on the transit. people on drugs or drunk.
- chemical sensitivity and fatigue and if I am exhausted or hvg difficulty drivers won't allow me to sit near the front on disability seat (don't LOOK disabled)
- Have physical limitations in standing and falling down in crowded units
- I think it is fairly clear why these items are important to someone over 65; the older the more important.
- Unsafe. Need more security.
- My car is my freedom machine. I can go anywhere, anytime. Stop killing me.
- We sometimes feel unsafe on the ctrain
- Waiting on a cold platform in the winter on 7 th ave
- Seniors can be east targets for robbery assault
- The C train is often too crowded and people don't let seniors sit or get on or off.
- I do not take transit
- same as above
- I cannot stand for the length of the journey and concerned about safety during the evening periods.
- I it safety important because I hadva bad experience of assaulted by a bus driver
- Taking CTS is scary and painful. Dirty,smelly,pushy, rude passengers. I have adjusted my life to only go where parking is free. Only go downtown for CPO. Seniors need entertainment in the superb where we can park. Move Kirby Center out of downtown good!
- Being able to sit is very important for my safety, also AC buses so good in hot weather. As a vulnerable senior I want to feel safe on transit any time of day.
- In the past when I have tried to take transit the buses were always very crowded during rush hour and I ended up standing more than 90 percent of the time
- Safety is my second major concern. Not comfortable on transit at nights and when dark.
- Depending upon the time of day and the new trains seating is limited
- I cannot stand for any time on a stationary surface. A moving vehicle would be impossible
- This is a winter city.
- Walking and waiting for transit takes time and is sometimes cold.
- I don't want to wait too long in the cold
- I have a walker which is hard to get around with in the s



- If the overall time to make my trip is significantly longer (ie more than 2X) by transit, I will take the car. If a trip is 15 min by car and 30 min by transit I would still take transit. If a trip is 30 min by car and 1 hr by transit I would drive.
- Time needs to be reasonable to compare favourably with driving
- See previous answer. It's a host of reasons.
- The streets are very icy in the winter, therefore safer to drive than walk to transit stop.
- Simply trying to minimize walking distances between transfers and total transit time.
- I am dependent on the Transit.
- May I tell you I like to volunteer but I hate to have to pay a bus pass to do it. Probably I will stop to volunteer because the bus pass is too expensive.
- Taking Transit isn't about saving time as much as it is convenient, however if the stations are too far from my home or destination, then I'll reluctantly drive, I take great pleasure in driving less and less.
- I own a car and most of my trips are around the neighbourhood or to other suburbs transit does not take you there fast or efficiently. I can drive in about 20 minutes where transit would take almost an hour. I do not have that kind of time even as a sen
- I am fit to walk the 3-4 blocks, more to train, but as I age that could be a problem especially in the winter.
- not really an issue but the rest don't matter at all
- The transfer points aren't accurate and often the bus you want is just pulling away as your bus is arriving, then you have to stand there freezing for half an hour.
- how far i need to walk
- Using a cane so distance to stops are important.
- Same as first reason. I'm too old to be chasing buses or walking a marathon when I get off
- I try to minimize the number of transfers I make. The more transfers the more chance of missed connections.
- Timing is everything. Be on time!! Or provide shelter for waiting in dire circumstances.
- If a bus changeover train change is needed this adds more time. And buses r very infrequent
- Distance to/from stops is just an extension to the planning.
- If I have to walk a long way, I sometimes choose to drive
- After a snowfall transits stops are difficult to access due to the snow being pushed up against the kerb/curb at stops.
- When the bus comes only 3 times an hour, and it takes 2 feeder connections and a train ride to get to most other communities, it can add up to a 4-hour round trip, sometimes in icy cold conditions with no washrooms to be found anywhere. Horrible!
- icy sidewalks is a big problem for seniors. If we have to wait another 10 minutes in the cold that could be very uncomfortable too.
- In the winter I often times cannot get to the Ctrain because I cannot go over the snow drifts left from plowing or from the city yard not shoveling their sidewalks near southland station



- It's frustrating to take an hour long bus ride plus walk time, to a destination that takes 20 minutes by car.
- If it is not convenient I may as well drive
- Connections add lots of time and inconvenience
- Service cuts to certain bus routes result in my having to use other less convenient routes which are a greater distance from my home. Walking more than a few blocks to access bus service discourages outings as do slippery sidewalks and cold.
- Weather can have an influence - cold, rain, snow etc
- Like safety a long onerous trip is not acceptable.
- Walking back to my car after a trip is always nerve racking as I worry about being accosted or bothered by street people.
- Missed connection usually requires a half hour wait for the next bus, either sitting on a cold metal bench or standing.
- Especially in the winter, we consider the location of our destination and closeness to transit stop and/or parking spot.
- Again it boils down to the lack of clearing snow and ice EVERYWHERE and the waste of time waiting and waiting on a bus - c-trains are normally more dependable in winter. But a slight problem on a c-train line and the wait can again be inconvenient.
- Helpful to know if transfers are nearby or if effort is worthwhile
- City sidewalks that The City (Roads) is responsible for near barrier walls need to be cleaned on a regular basis. Becomes icy with chinooks, then freezes. Submitting 311 SR's don't help clear.
- I can walk for more than a block
- Then you get off the bus or train and it's icy snowy and dangerous.
- It is sometimes faster to walk, or get a ride with a friend, take a taxi or ride my bike. Sometimes I am forced to arrive 15-20 minutes earlier than I need to be at my destination.
- I can get to my exercise classes
- if I have to walk a long way after getting off the train or wait a long time for a train it is very inconvenient
- Less transit stops than years ago, few bus shelters or benches to rest while waiting, fewer buses, longer to wait, poor connections meaning even longer wait times while trying to stand. Drivers often not on schedule.
- This is a practical question for seniors who have limited mobility or can get tired out easily. Also older seniors are always worried about if their bladder can hold up for any longer trip.
- It helps determine the choice of modes, and whether to take my bike.
- I walk to the Sirocco station which takes about 12 minutes. I could catch the bus across the street and ride to 69th St. I think the time would be about the same either way.
- It's not so much the walking, but does transit dovetail with the times of medical appointments, volunteering, the library being open, concerts, the fitness centre?
- Overall time is important - because life is too short to waste time waiting on the next bus/train!



- It makes no sense to use public when the walking time is greater than the time on the transit.
- Taking transit takes much more time than driving. There is no place to put shopping or luggage on the bus
- To get anywhere these days it can take up to 2 to 3 buses. Before I would have been able to take a C-Train and then one additional bus. I have noticed that after 1988 the bus service has slowly eroded.
- I have some mobility issues
- I am fortunate that I live along a very good bus route (No 2) and within a reasonable walking distance of the No. 3 which runs more frequently. If I have to then transfer to a train to reach a shopping mall and walk, I will opt to drive instead.
- Don't mind walking so much except when the weather is bad.
- The need to do several errands
- When I tried to plan a route to the U of C, the transit site wanted me to walk up the hill from 8th Ave to the North Hill LRT stop, even when I hit the 'handicapped' button.
- This is a factor only in extreme cold.
- Because Calgary is a "winter" city, during winter times, icy sidewalks would be a problem, also some bus stops don't have shelters.
- The walking distance is important if I have time constraints.
- Efficiencies of the transit system such as proximity of stops to my home and my destinations definitely influence my decision to use it.
- Up to an hour, I will take public transportation. When it reaches 1.5 hours, I'd rather drive and be at my destination in 30 minutes.
- All transit in my suburb is geared to getting you downtown. If you want to go from sw to se, it's complicated and time-consuming. Easier and cheaper to drive.
- Again, safety. The longer I need to walk the easier it may be to be robbed or something like that. Naldo. As I grow older I may not be able to walk as far as I can now
- Needs to be convenient enough to stop me from taking my car
- I live inner city, however, if it is too complicated, I will look at alternatives including taxi, personal vehicle, walking.
- sometimes it is faster to walk then wait for a transfer bus take #3 route to 16th and center going west to northhill mall could wait 30 minutes or more outside no shelter could be faster to walk
- I don't want to walk three long block with a dead-end bus, i.e, train station
- Long walk is difficult for me for the above reason
- I am mainly concerned about how far I will have to walk to my destination as I have some mobility problems.
- Important during icy winter weather
- Don't want to wait long in winter
- It is winter and I had 3 falls last month, one trying to walk to the train, so now I only leave home if I can get the local shuttle to and from the train.



- In winter my bus stops are most times not cleared and slippery. To get to my class it takes over an hour. The street I have to cross is super wide (four lanes not including bus lanes) and I struggled to get across before the light was changing. centre str
- As a wheelchair user, I need to minimize the time spent waiting Outdoors or traveling from my stop to my home.
- Too many transfers no direct routes, weather and traffic
- my appointments are off the beaten track
- I don't mind walking but such things as that two block walk from the LRT station to chinook mall is ridiculous planning, so I have bit of attitude vs the convenience of transit here. Used phone to call up how long bus would take to reach me- waswrong!
- I am disabled
- Excercise is not my reason for using transit and there is a point where it's not worth the inconvenience.
- I don't like wasting time.
- Ex. Bus to Costco/IKEA/Farmer's markets.
- If I have trouble walking too far, transit stops need to be accessible.
- Having connecting buses meet, and not having to wait half an hour for the next bus.
- I'm o.k. if it's a one bus trip but sometimes there are long waits with transfer if I can't get to other stop in time.
- I cannot walk more than a block with certainty
- I have a compromised immune system and lungs. Walking distance can be a challenge for me at times
- If my grandma has an appointment not too far from home, it could take 90 mins - 2 hours to get there (one way) based on the route planner. That's inaccessible.
- If it's at night, I am worried about my safety (both from falling on slippery streets and sidewalks and from bad people) if I have to walk any distance.
- Transit needs to be convenient.
- The buses and trains aren't coordinated. I have seen my bus leave from Dalhousie just when I got close then had to wait 30 minutes for the next one. There isn't a warm place to wait and 30 minutes is too long!
- Evening time is the most tricky, as waiting longer for buses. The LRT is certainly more consistent for timing. A personal difficult new bus is the 37 from Heritage LRT - evening disturbs me with waiting alone, longer; especially on Elbow Drive.
- Having had injuries that prevent my mobility I have found the transit system useless. I have to walk blocks to get to the proper connection
- Distance to walk, weather
- Length of walking is a non-issue, but the overall time will heavily influence whether I train/bus or take an uber.
- I am able to walk with ease at this time. I also want to feel safe in the location where I will be walking after riding the Ctrain.



- Related to first reason. If a suburban bus ends its schedule at, say, 8:00 pm I am not likely to go to friends or relatives for dinner or an evening event.
- Need accessible
- I usually travel with my husband who has mobility issues.
- this point is not really important to me. The bus comes every half-hour (at least) so I just show up at the stop on time.
- As above. Plus time involved. A 20 minute drive versus 1 hour on transit. My car wins every time.
- Calgary transit app is very good.
- I have no difficulty with the planning but I don't want to have to make multiple connections if possible.
- If it takes 2 hours to get somewhere with transit and 20 minutes with a car then its not good
- I currently live in Woodbine. If I need to go to Glenmore Landing on 90th, it's a little difficult tranferring from one bus to the next because sometimes there's a 1/2 hour wait between one bus and the next
- How close is it to my final destination
- To visit my daughter in Southwest Calgary requires 2 buses and the Ctrain. This means long waits at transfer points as often I just miss the connections. It takes approximately an hour and a half to make the trip so I don't do it often. Sad.
- Impossible to plan whether or not I can catch that bus home...
- Sometimes a transit trip can require several changes.
- The app is great for timing of trips. Thus is key because so many routes are only hourly.
- I find the current version of the transit map impossible to use or make sense of. It's easier to drive than waste time om
- I need to know ahead if getting to my destination will be easy
- If a trip by transit is not reasonably convenient, I will walk or drive. I appreciate the low cost of a seniors pass because it isn't used a lot. If the cost rises too much, I will opt to not purchase one.
- Not everyone has Internet or phone proficiency.
- trip planning is really hard to do especially when the real time does not always can side withe scedule time
- Need better connections The Call centre has better information.
- Difficult to plan a trip involving a transfer particularly at Lions Park. No direct route to Foothills hospital. Very poor facilities at Lions Park - narrow sidewalks. At busy times people forced to walk in the mud.
- This is important also helping me to manage my time effectively
- How many transfers I am required to take, I do not mind two but do not like it if I have three or more.
- Same as above
- Some places in the NW are just not very accessible from the NE so I drive. But I regularly take transit to Chinook to see movies
- If it's too complicated, I'll use Car2Go



- I can check on line all the details
- The trip needs to be convenient to get to my destination on time especially when it involves transfers.
- i hate how unpredictable the busses are where i live. they are also inconsistent
- shuttle buses from Dalhousie to Hawkwood end around midnight (76) which is a problem on late Flames game nights, therefore, I need to drive to Dalhousie station
- I like to know how many transfers are required, and how long the trip would take, so I can plan my errands and my day.
- hours on a bus are unbearable
- see above
- it has to be predictable.
- Self-evident
- Usually when going anywhere outside downtown I am carrying more things than it is convenient to take on transit.
- Going somewhere new needs to be easy to plan. Wait times between buses is important, especially in winter
- If my destination is not close to a transit stop then it is not attractive to me
- If it's not easy, we'll take the car.
- Same reason as above, only a single option. Also, the nearest C-train station has no parking and is halfway to downtown
- As above
- It should be easy to plan the trip and its timing.
- i hate transferring from one transit system to another to get to my destination. Even though I no longer work, my time is still valuable if only just to me.
- Often plan my trip does not show the best route. If I have to phone to get help with a better route I am inclined to drive instead
- I appreciate the excellent tools you have for me to plan my trip including how far I have to walk after I get off!
- At times it is required I need to make hospital visits. The cost of parking is so extreme it is not only more economical but the bus service to Foothills is excellent from where I live.
- I want to know if I will arrive for my appointment in time
- I find the trip planner is not easy to figure out. I wanted to go to Mount Royal University for a lecture, and couldn't figure out which bus route would work.
- Where are the train stops related to where we have to go. If we have to take a bus also, we'll drive.
- I am looking for the most direct route to my destination.
- I don't want to transfer. I use the phone app for real time arrival which has made a positiv difference.
- Because I do not regularly use a particular route to a single destianation
- transit trips that require transfers require extra waiting and planning, which is what I want to avoid
- Making sure I can get to my destination by public transit.



- I do not drive so transit or a taxi are my only options if I cannot walk to my destination. Some trips are very easy to make but others involve numerous buses and often poor connections. This can make the trip extra long.
- Convenience and time of trip
- I used to have to take one bus from downtown to my daughter's place in West Hillhurst, or to the university (concerts, classes, gym), and now I have two transfers, a bus, a train, an another bus. This really puts a stop on my mobility and activities.
- I would use transit more on the weekend however in winter it is difficult to wait for long periods of time when it is cold
- City transit information not easy to get on Internet
- Even with a phone app it's easy to miss a bus, and have a long wait for the next one.
- Practical. Can I make this trip using transit easily enough--not many transit, bus/train frequency. Prefer to leave car at home but not if its ridiculous amount of transfers or wait times.
- I use the Calgary Transit online "Plan a Trip" as well as all the other Transit online information.
- Using transit infrequently I have to look up all the transit stops and transfers needed to reach my destination, also walking distance to transfer to another bus.
- The trip has to be efficient & reliable to use transit vs drive or walk.
- Three to four times longer on transit including walk times equal to the driving times plus questionable wait times. Forget it, especially in winter.
- I don't use transit often enough to know all my available routes.
- Its not as important as staying dry & out of the cold. I just turned 65 & am still working. I commute by bicycle in summer, by transit in winter & rain.
- Several blocks from feeder bus and difficult to get a parking spot at LRT station.
- I want to know exactly when a bus or c-train will arrive and depart.
- Obviously want to know the best route Tom get to my destination.
- The majority of the time, I use the Calgary Transit website to plan my trips. This website is becoming easier and faster to use, as it evolves.
- Buses should show a summary of important stops as in other countries. Seniors have difficulty reading cell-phones in sunlight and fingers are frozen in winter.
- It's important for me to completely relaxed about the time it takes for me to complete my errand.
- During winter, waiting for considerable for the connecting bus is stressful.
- basically, if I choose a time when cycles are most frequent, it lessens the need for perfect planning and execution on transfers
- I am regularly transit user I have to take the bus and connect to city train. lately the red train in the early morning is so late and with this bad weather I have to wait 20 minutes in the cold when the blue line is more frequently please do something.
- I am a fairly new transit user, but I find thr plan a trip portion of the transit website cumbersome in terms of use.
- I use Google Maps to plan my trips. Fast and easy to use - better than the CT website.





- I often use transfer trips and need to be able to see ahead of time where to make transfers and how long it will take. The website and mobile app are crucial for this.
- I prefer taking the transit when the access is close to any of the building is town.
- knowing the trains run quickly and efficiently and frequently
- The bus in my neighbourhood only comes hourly during the day. If I am held up for any reason, I have to wait an hour at an LRT station until my bus arrives. Rain or shine or snow.
- This overlaps with the previous question, but it would be nice if the CTS website was more accurate and easier to use.
- Related to the first thing - I'm fine doing one transfer, and maybe 2, but not more.
- With e people it cost \$13.20 for a return trip. We then prefer to use our car. The yearly is only good if one used the transit often
- My income is limited and it takes a big bite out of my income.
- Fixed income.
- cost as i would take taxi if i can afford it.
- The price should be reasonable, it's often cheaper to drive if there are 2 people
- Cost is a consideration when 2 seniors travel together vs cost of parking
- Finding the right change for the fare, not so much the amount.
- With limited income you need to be cautious of what you spend.
- Seniors should be able to use a reduced-cost bus pass for Access as well as the regular buses. The two systems should work together.
- If it is cost effective you will take your vehicle instead
- When going to my most frequent transit destination a fare there and back costs me more than parking for an hour.
- I am not wealthy. Transit will work if it is priced low for seniors. I believe that my contributions over the years should be recognized by the people of the city.
- on a fixed income and costs every where are increasing and eroding the income received
- If it becomes too expensive then a taxi or uber become viable and convenient alternatives.
- Costs are rising every year for transit. I have to ride twice a day for 16 days using separate tickets to justify the monthly pass of \$107 dollars— Too much!
- Seniors income
- Same as above: walking difficulty
- In the winter, the snowbanks are typically not plowed and the driver stops on top of the snowbank. for elderly people it's hard to navigate a 4' pile of snow the transit door opens in front of.
- having ramp systems on the buses and ease of access on the ctrain system. it works well for us both
- my knees will only get worse with time
- I've had both hips & knees replaced. Ensuring all buses have ramps that work or that drivers automatically lower the bus when they see seniors or canes.
- All of these points just might be equally important.



- Sidewalks are never cleared, making it impossible to get on and off
- I find standing difficult and want to feel safe as I usually am alone
- If buses are crowded and if I have to sit or stand near rowdy or rude people then makes for an uncomfortable experience which turns me off transit sometimes.
- Easier to be able to sit and not hang on. Generally cleanliness is not an issue
- Standing is harder for me because of a leg injury that "acts up" at times- but is not really visible to others.
- I feel very uncomfortable & somewhat unsafe taking transit downtown & back home at night
- Would prefer to take my car if the bus is not clean and safe
- Health issues require a need for a reasonable level of comfort and security
- Standing for the 2 hrs and 7 minutes it takes to get from my house to the Hospital, South Health Campus, is not an option I could endure
- the rough ride and jerking and stopping and starting is very hard on those with spinal injuries. The smaller shuttle buses are terrible for this. We can't take them.
- I use a cane and usually have a grocery cart with me. It's difficult to walk too far.
- I have good mobility but tire motor easily than I used to.
- you have expanded train lines but not the 90 minutes transfers to get their, costs me double at times just o visit my friends
- Mobility issues and yet I do not qualify for Access
- I have severe arthritis so how far I have to walk to my closest bus stop, how long I have to ride the bus to my appointments and the weather decides whether my trip will be painful or extremely uncomfortable.
- Transit use takes more time in general than private transportation
- I want my trip time to be reasonable
- The walk can be a factor. Older folks often have mobility problems. Also waiting up to 30 minutes in cold, windy weather deters me from using transit
- because I can't walk for long time
- If my trip requires two transfers with the potential for taking close to 2 hours to make a trip that is 25 minutes by vehicle, I choose to drive.
- I use a walker and also if it is cold out it is difficult to get through snow and withstand the cold.
- I use a walker and also if it is cold out it is difficult to get through snow and withstand the cold. My legs get stiff so walking long distances is difficult.
- For example, my doctor is a 3 block walk from the bus stop. I use a walker and have reduced mobility.
- again my mobility issues
- Have a srs. bus pass so cost is covered and for me mobility is not yet an issue.
- Overall time adds to the convenience or inconvenience of the trip



- I do not walk well as I have arthritis. Also, I am afraid of falling. Plus, if I want to get to work by 8 I have to leave the house at before 7. Same with coming home. When it is cold or icy or both, car all the way.
- getting home limits where I take my business
- Again, it is important to arrive safely and on time.
- this time of year the sidewalks and especially crossing side streets and alleys are total ice and this is CITY property. Doesn't matter if all homeowners shovel when the city owned parts of the sidewalks are sheets of ice!! I fell on an alley access!!
- Sound barriers and lack of sidewalks means that it is nearly impossible to walk to, especially for someone with lower mobility and risk of falls. Wide, pleasant pedestrian routes need to be created for all to have the option to use transit.
- I use a cane and distance is difficult for me.
- Special in wintertime
- I find it frustrating to try and plan on your website
- Access to online scheduling has made this better.
- Making my connection(s)/transfer(s) to be on time.
- the easier the website planning, the better, so I don't have to spend too much time doing it.
- It is important to being able to access different parts of the city using transit.
- With no public washroom I have to plan my trip carefully.
- You do not provide washrooms, nor a fountain to fill up our water bottles on the way. It is unpleasant to ride transit knowing you can not use the bathroom for the duration of a trip
- If I have to make 2 or more transfers to get to a destination, I drive.
- Planning to visit the bank and pharmacy in one trip is important.
- Google maps seems to work pretty well. Calgary Transit website is slow and awkward so I never use it.
- I've used various apps and found Google maps is generally the best for planning. The CT apps have been pretty awful and difficult to use
- Sometimes I need to make up to 3 transfers for a short trip. The planning for transfer times really affects my decision, especially in cold weather.
- It goes hand in hand with the above answer.
- I simply don't have the time to make for complicated planning ventures. Again, try using public transit to get to airport since City took away Barlow..my easiest driving route to airport. Would take public transit, but who has hours and hours..and no service
- Scheduling is important & sometimes I have several meetings/appointments in a day.
- She feels very safe on transit and seems to get a seat easily
- there is no bus stop in my neighbourhood (she lives in Valley wood NW)
- It depends on the weather and time schedule (night).
- there is no bus stop in my neighbourhood (she lives in Valley wood NW)



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

- Safety and security. Seniors are discouraged to use transit when there is accumulated snow and exposed ice at platforms and bus pads. Waiting at bus stops would be much more comfortable if there were heated shelters and if all the trains heaters worked.

## When deciding whether or not to take transit, the third (3rd) most important thing to me is...

- Seats unavailable near the front of bus.
- I can't reach the stop button.
- Using routes 4 & 5 I usually get a seat which is great.
- "- Most bus drivers are safe and good  
However, a minority (~10%) drive unsafe through red lights a) around once/month, a bus #7 had to emergency block in the middle of the intersection '4th Street/17 Ave SW, once a passenger fell.  
B) The same type of drivers usually drive too fast/abruptly after a passenger has shown his/her ticket."
- Safety - walking from station to seniors home (lighting)
- Priority seat signs on trains & buses are not very big and they should be bigger as people don't give up their seats. Feels like Transit is trying to hide the signs. This is mostly on trains vs. buses. SAIT & UofC stops don't have a consistent rush hour. It's hard to say when to take so can get a seat.
- Comfort waiting and accessing is most important. Calgary is a winter city but its transit stations are built for summer.
- Behaviour of other people - mindful of others also using transit
- I am on the cusp income wise (low income senior). I must pay tickets for Access Calgary. Double charge Access Calgary for both me and my Attendant to travel. Attendant necessary for safety on evening trips. Cuts into attending Arts events.
- Access Calgary claims no Attendant necessary. Doctors claim I need an attendant at night as I was mugged one evening while returning from a class at Sheldon Chumier Centre.
- Decided to get annual pass recently. The cost is more than I anticipated.
- Fare for new immigrants whether they are 65 or not - expensive
- Cost increases have exceeded pension increases or inflation.
- Cost has skyrocketed. Originally pass was good for a lifetime - principle. Was that seniors generally off peak and added little increased cost to relatively empty bus or train.
- Cost - the pass seems very expensive but it would be convenient. I wish tickets were more readily available for purchase. I do not use transit enough to warrant a pass.
- Safety - drivers are too rough and fast when leaving a stop. Lose balance/footing. Comfort! How far I have to walk to make my trip! Sidewalks icy and I don't want to fall. I'm scared of falling and want stops to be accessible.
- Slipping on the platform.
- Some stops are not plowed i.e. City Recreation Centres. Only plowed on one side not both.
- Lack of snow removal at bus stops.



- Build up of ice and snow (mainly ice) on residential streets. I need to cross streets to get to bus stop. Sidewalks are OK. Very rough and uneven ice build up makes it very dangerous. No attempt by the city to clear the ice. I live near 22 Ave and 1 St NE. It is also difficult getting to my mail box. [personal info removed]
- "Using Calgary Transit is a great way to get around in the city especially in winter time. My home is on a hill!
- What I don't like about Calgary Transit is when the driver is too fast leaving a stop and when he speeds through a red light."
- As the route is now, stops (bus & train) are convenient for me.
- It is becoming increasingly difficult to plan and make my transit trips due to infrequency of service, difficulty making connections to other routes and distance I must walk to access my initial bus. When I first moved to my community of Deer Ridge the transit service was very good but it has steadily eroded over the past several years.
- I know there's a place I can call in person @ routing. Seniors may not have a computer or know how to use it. - The WLRT route guide was helpful (in paper)
- Destination based information. Most cities who have heavy use of transit users are walkable cities. Calgary is not and access often not planned.
- Have to walk in traffic and cross roads (especially to get to LRT) many lanes - dangerous and crazy.
- If train down, can't access Fish Creek (buses don't go across)
- [no comment]
- I have fallen on ice outside where I live. Bus service to new communities - new communities may have no service. Sunday service on Macleod Trail - nothing from 61st South to Fish Creek - also frequency.
- Could be an increasing issue - depending upon living conditions later on.
- Again, keeping cost low is important.
- Cost of a transit trip is a factor and I compare it to the cost of taking a personal vehicle
- At \$3.30 per trip, it adds up if I am making a lot of trips.
- As a senior you are limited with your income
- \$7 for a round trip doesn't seem unreasonable. It does though when the trip takes twice as long as it would if I'd taken a Car to Go.
- Not having renewed my senior's pass last year, I have to pay regular fare.
- I am dependent on transit.
- Bus pass is too expensive for senior and I will stop to buy it.
- Currently I hold a senior's yearly pass - paying full fare each trip would be a burden.
- Cheaper to drive than take transit...even before I factor in the frustration of figuring out the transit website
- Sometimes I can drive and pay for parking using less money than the cost of a transit ride
- Cost is always important.
- Cost of anything is an issue, as OAS and CPP are much less than generous (less than AISH).



- I transit is too expensive, I might as well drive.
- Fixed income. Even when you raise the fare a small amount, I don't have any more income coming in. What I have is all I have.
- Since I retired cost has gone fr \$35 a yr to \$99 now \$135.00 This is way over my % of pension increase a yr. With my wife and me paying \$270.00 a yr now. we will be not able to afford this much longer
- Limited income but not elligible for subsidized pass. It seems to be that city is focused on raising the seniors annual pass. If this happens I would probably use transit less and not buy annual pass
- On a limited income, \$6.60 is the same as a meal.
- Regular adult pass is too expensive. Wish senior pass was accepted on access Calgary.
- If my first 2 responses are met the cost is next. Value for my money.
- Bought a \$135 senior pass, then my essential errands changed. When the pass runs out, I'll use tickets and take the bus less often
- I am a low Income Senior and if you raise rates or implement monthly passes it will be unaffordable, even being low income. Not to mention having to go to physically obtain a monthly pass is very inconvenient. If it is not broken don't try to change it.
- i will pay what it costs if it is good.
- It should be more cost effecent to take the bus or c-train than to drive
- I want the transit fee to be affordable to seniors on a fixed income
- One must always manage time and money, and the relative "costs" of both will be weighed against what is available.
- the cost to seniors for everything is outrageous some go hungry ,cant take meds so we cant get help , some have utilities to pay so we cant spend on transit to get to appointments etc. some seniors need to steal and eat dog and cat food
- I can park at the lot close to Arts Common for \$2. If my friend and I go to a performance it costs over \$12 for both.
- I currently can drive and return anywhere in the city for less than it costs for the train.
- If my wife and I want to go downtown for example we can take uber or a cap cheaper and more relaxing
- If two of us are taking transit, then that would be over \$13 to do a round trip ... it's not worth our while to get a seniors pass. We live in an area that allows to walk to many of places we want to go.
- Why pay to ride when oe can walk faster to a destination for no fees.
- Prior to being eligible for the senior pass, it would cost me in excess of \$6 to make a trip downtown.
- I buy an annual pass although I don't use it often enough to justify the cost. If the cost goes up significantly, I will likely go back to paying per trip.
- Sometimes it is cheaper to take a car.
- The seniors'pass is very expensive, esp if you live on a pension, and individual rides are also costly
- The cost of transit is compared with the cost of parking and the amount of gas to make the trip.
- I have a seniors pass and love it.



- I have to pay full fare. There is no option to purchase 10 tickets at a reduced fare as a senior. In the past, I have been stuck with unused tickets when the price went up and had to make a special trip downtown to exchange the tickets for new tickets.
- being a senior decreases the amount of available spending allowance, so need to have this affordable for use.
- I do not have work
- As before old people have limited income.... imagine this idea ... unable to work, to young for pension and Alberta Works gives a whole \$713 a month to live on, including rent & transit..
- Fixed income
- Cost is important. That's common sense, I think.
- Is taking transit going to be significantly more expensive than driving.
- Compare cost with parking cost
- To date, there is no move towards introducing a single use senior's fare. The pass price keeps going up and up further discouraging seniors from using.
- I have had some major financial setbacks in the last 5 years. Senior transit passes seem reasonable.
- all else considered, I try to achieve my goals within the minimum transfer period, to pinch pennies
- Calgary is an expensive city to live in as a female on low income. But not low enough to qualify for assistance.
- Sometimes it is just easier to pay the cost of parking when there are two of us going, the cost of two tickets round trip negates the driving cost.
- Seniors fares have increased significantly over the past few years. In the UK all seniors have free bus passes and in London they have free underground passes too. I don't think the fares should be increased again this year!
- The cost without a discount seems excessive for the length of trips, lack of route density and lack of reliability/consistency of our transit system.
- Accessibility is important for older people
- Mostly it's a case of keeping the surrounding area free from snow and ice so I don't fall
- My mobility is good but now at a slower pace..
- I am a senior
- I use the steps at ctrain station and walk there as exercise but see blind or people in all ages where ease of use important.
- Stop locations are OK - , but there is no way with a walker= down the sidewalk, across the icy sidewalk ramps and around the snow cleared from the bus shelter - the sidewalk conditions are not predictable.
- People who have canes should be able to ride the bus without difficulty.
- Sometimes at the bus stops, the snow is deep and hasn't been cleaned away, making it dangerous to getting off the buses at the back.



- Snow and ice are always a problem on the stairs and ramps in the NE. The escalator is down so much at Whitehorn and it's been that way since we moved here in 1994. Safe and reliable doesn't come to mind as a SE NE transit user. Have taken cabs instead.
- I use a small shopping cart and sometimes a walker so accessibility is important,
- She 90, mobility is an issue
- i have health problems
- If it is winter and a bus is involved it is often blocked by snow bank to exit and enter
- I find negotiating snowbanks and steep steps and stairs difficult.
- Personal mobility issues
- When I was on crutches, I found the little buses really hard to enter. Also, every they bumped which was often, it jarred my broken knee.
- as above
- Need to be able to get on and off buses and trains
- In winter, snow conditions
- Lots of stop along the routes I need to take have no shelters, which makes it very uncomfortable in cold or windy or rainy weather.
- In winter the snow is plodded off the roads and makes it very difficult to reach bus stops and to get on and off busses,
- As I said, with my wife in a wheelchair it is more difficult to plan our trip, especially in the winter.
- Transit stops are important to me because the snow is not cleared and they tend to be very dangerous in winter.
- Designate designate spots at LRT stations for seniors, especially for seniors with mobility issues.
- Makes sense.
- Can't park at train station after 6:30 am
- during the colder weather it is sometimes dangerous walking when its icy
- transit officials are in need of educating themselves on seniors and mobility issues
- often have to transfer to another bus
- availability of bus stops taking one to the station
- I find it difficult to use high steps.
- I think all Calgaryans of whatever age and physical ability, should have easy access to transit.
- Need it
- My husband has mobility issues.
- it's always been fine on the route I take.
- At 80 years standing long is not an option
- My grandmother always needs to have a seat
- I often use the LRT at night. It is very important for me to feel safe on the train.
- prefer to sit rather than stand
- I am limited with regard to when I travel as I won't get a seat if the bus is full of school children, rush hour workers or strollers.





- Safety is more important as I have witnessed some sketchy and belligerent individuals on transit....LRT in particular.
- Gotta be safe, which it is and being is important too, which it is.
- I am 70 and have only been offered a seat once when I took transit I do not enjoy standing or riding backwards on a C train.
- I am unable to stand for periods of time greater than 5 minutes.
- The courtesy seats are often filled w/ strollers, they get on w/ double strollers two at a time and then there are no seats for seniors, there should be a separate section for strollers, especially on the articulated buses. buses.
- important to be find a seat so as to not lose balance when bus/train is moving
- Need to feel safe and comfortable
- Most people want to know they are safe...
- Some train stations have shelters but have NO seating in them! Signs for train times at stations are frequently not working. Total lack of information at bus stops. (London England has digital time info at bus stops).
- All of the above are indeed something to make the trip less stressful
- Many people will not give up a seat for a senior. This is important that I be able to get a seat.
- The language and the behaviour of so many on buses is disappointing. It should be a safer and more respectful environment and drivers need to be able to control transit riders as I have seen too much disrespect to customers and drivers. Enough is enough!!
- Wouldn't ride c train at night. Not safe. At least on a bus there is a driver close by
- Standing is very uncomfortable, even painful due to mobility issues
- With health conditions comfort is very important.
- I try my best to travel the CTrain during the day only because of safety concerns.
- Safety first and cost second. An annual pass is simply in my wallet and pays for it self in 20 daytrips.
- Trains full of unsavoury homeless men.
- Can't stand for any length of time
- As I have arthritis I am concerned about getting a seat but usually people are kind in offering their seat
- I always want to feel safe on transit and being a senior it is more comfortable to sit than stand - had enough of that when I was working downtown.
- It's very important to feel safe when helping older parent.They can not defend themselves and do not want them scared to go out
- i'm too old to get sick
- Not really that important - 1 & 2 choices pretty much determine
- always security for homeless on trains, certain times only. They ride after the rush hour when I need transportation the most
- Mobility challenged. Can't stand or walk for long periods

- crowded vehicles equals poor security
- Need to feel safe and be comfortable during the trip. Want the bus or train to be clean as well.
- Riding transit at rush hour can be very uncomfortable for seniors, having to spend a long time standing.
- I need a seat otherwise I'll fall in a moving bus or train
- Safety???? There is none. I learned long time ago not to go near tunnels bridges as there are people hiding and police have better things to do
- I am elder and frequently intimidated by less savoury individuals. I watched several times train drivers walk by passed out individuals. Snow banks and icy conditions at bus stops are not safe. Crowfoot LRT snow piled on sidewalk forced walking on road
- Drivers often do not wait for me to get seated before leaving stop. Often have had another passenger catch me so I don't fall.
- Older seniors would appreciate a seat and feel safe when taking the transit system.
- Self-evident
- Minor factor.
- The most important comfort factor is how long I might have to wait out in the weather for transit.
- It's nice to sit instead of stand. Luckily my timing is good for avoiding peak hours, so I almost always get to sit.
- To many homeless,panhandlers,drunks and druggies using trains and station shelters and not cleaning up after themselves.
- Drivers need to be sure seniors are seated before starting. Jerky stops a challenge if unsteady on your feet
- Finding a seat if I'm on transit for awhile may become more necessary down the road. Feel safe is always a string consideration.
- Requires extensive off peak planning
- Am A Fragile Senior and Concerned about Safety
- Getting too old to stand. Cleanliness and safety are always a concern
- I need to have a seat in order to rest and safety is important because I am vulnerable.
- Because of reason #1, getting a seat in rush hour is well-nigh impossible
- Getting a seat and safety (ie a driver who ensures everyone is safely seated before they start driving)
- Due to my asthma I find it difficult to wait at a stop where multiple people are waiting. I feel lack of butt removal at major stops encourages other people to smoke.
- Comfort and cleanliness are important.
- The younger generation does not get up to offer on older person a seat. Standing for any length of time can be phisically wary. Also who wants to sit in a bus or train if their are rude or scary people on board and no one wants to sit in filth..
- Safety.i try not to have to access downtown platforms later at night, actually any platform. I seldom/never see transit officers on trains or at stations



- Due to a complete lack of washroom facilities, some of the CTrain stations don't smell very nice.
- Safety
- Can not stand for any length of time
- If possible I avoid rush hour because I prefer the option of sitting.
- When the bus is very full, standing for a long way is an irritation, but it would not make me refrain from using the bus.
- travel by transit can be physically uncomfortable compared to a car -- crowded, too cold or too hot, rough ride etc. Safety is not a concern
- I prefer to sit down, I don't like the new train designs with barely any seats. I am of short stature and if I can reach the hand grips, it is very uncomfortable to be holding these grips, feeling unstable, with nothing else to hold on to!
- in summer it is a concern with those buses that have air conditioning. Last summer I travelled numerous times on buses where the air conditioning did not work. You can't open the window so it was like being in a furnace. Not good for rider well being.
- Want to feel safe both on and near the bus
- Sometimes young people sit at the front of the bus
- The new emphasis on more standing room on c-trains means it is harder to find a seat. I do not use transit for evening activities as the spotty service and poor connections makes transit an unsafe option.
- i am handicapped (driving placard) - low hc seats sometimes
- You need to eliminate the drug dealing and drinking on the system- the other night there were empty beer cans all over - nobody had even been on the train to pick them up.
- I don't feel safe if the bus driver is speeding, or cornering too fast, as I am concerned my power wheelchair will tip over and injure me. Most drivers are careful and thoughtful, but the worst are on the small neighborhood buses.
- Safety is always a concern.
- because mobility, accessibility & cost are less important than sense of safety.
- Standing on moving transit is a difficult task, especially when the operator is hard on the brake and accelerator all the time. This is a safety concern for someone who uses a cane or crutches. It also takes a lot of energy and is a factor in travel.
- On one of my last trips on an Amsterdam tram, three people offered me a seat. Rude fellow passengers who think I want to hear their side of a personal conversation, swearing, etc. Make transit an unpleasant experience.
- This is a life style choice for a person with a car for many years - make it pleasant!
- I need to be able to sit and be comfortable
- Some routes like # 1 Eastbound are just unpleasant.
- At some train stations it is uncomfortable to wait for the next train or bus as you don't feel safe.
- Travelling at night can be a bit uncomfortable because of the homeless people on the train.



- Red line C-train packed with students. NO ONE will offer seat (trying to stand, balance groceries). #1 bus going west is the same.
- Standing for a length of time on a bus or train is quite tiring, especially if one has bags to carry.
- Travel in off peak times so usually no problem getting a seat; some bus shelters dirty; recently at bench seat back of bus obvious someone had thrown up
- It is good to feel comfortable and safe when riding a bus or train.
- I don't take transit if it's going to be dusk or dark when I come home because I find the stops downtown scary. Several time there have been drunks or panhandlers at the downtown train stations.
- My car is my freedom machine. I can go anywhere, anytime. Stop killing me. [duplicate comment]
- People talk very loud on their cell phone!
- I dislike the cheek to armpit standing rides. I also dislike the new trains with the very narrow seats facing inwards. I prefer the old cars with facing benches - they are more comfortable and more sociable.
- A place to put heavy bags, for longer trips, and noise control are important for me.
- There aren't any warm places to wait for the bus once you get off the train. In the winter if you get off the train at 5:30pm it's already dark so sometimes it doesn't feel safe. Once I was alone with a guy who was throwing up in the corner of the shelter
- I love to be driven in places that could be accessed by transit, it cuts on the stress of driving, especially on inclement weather days but also on very beautiful days.
- I have not taken CTS in years. It is a far cry from anything that serves a senior who is accustomed to a polite society. Dirty!Smelly! Cattle Cars with no seats is it a surprise that we drive everywhere. Don't go downtown because parking is to expensive.
- Transitis not always clean and do not always feel 100% safe
- I believe a clean train promotes responsible behaviour, partly due to the fact more people will ride the train (or bus) when it is clean thus making passengers feel safer.
- Safety is definitely a concern but mostly on LRT not bus.
- I use a walker but I get into pain if I have to walk too far'
- My time is also important.
- Convenient locations I am using a cane
- I live about a ten-minute walk from my train station. I think that is the maximum length of walk for me especially in the winter when the sidewalks can be icy and or snow-covered.
- Being old and kind of frail I don5 need more excersize
- See my reason forease of planning
- Sometimes the wait for a bus after getting off the ctrain can be lengthy, so I drive to the station in order not to have to wait for a bus.
- It's a big consideration for me if I'm having a difficult day for mobility.
- As you get older, your bladder needs emptying more frequently
- I go downtown for medical, dental, optometrist and banking.



- Timing of trips to appointments
- Carrying groceries, getting older, the shorter to the bus or train is better for me.
- If The stop is not nearby in the winter I do not want to be walking on icy walks.
- Challenging when I am not certain of distances, locations if stops and schedules. Icy roads and cold add to the challenges.
- If transit takes a lot longer, why bother? All transit seems to feed downtown, not a place I often want to go, and transfers are a time waster and nuisance.
- Snow is not removed from bus stops or have to clamber over ice mtn to get on bus...folks who cannot walk far need shorter and safe stops
- The more transfers , especially in cold weather the bigger the risk of longer trips (eg. You are 6 minutes early and the bus it 8 minutes early or 10 minutes late. ). I live in NE and the 73 or 38 is never on time.
- Often when returning by LRT the bus connection is very poor. Often you can see the bus leaving just before the train arrives. This has been a consistent problem with Train / Bus coordination. I can go back to the days while living in Brentwood in 1988.
- More than a ten minute walk to a station or stop makes the trip too slow.
- Riding is enervating to begin with.
- Being a senior I don't want to have a long commute
- the overall time (how long to wait for bus/train) is important
- Distance to and from transit affects how I plan my route.
- Do not want to spend a long time travelling
- It has to be within short walking distance for seniors.
- This is more important in winter as intersections and bus stops are often icy and hard to navigate.
- Same as above: it takes time. It adds to fatigue. Every trip becomes an expedition. And forget about walking in Winter, far too dangerous on icy sidewalks.
- This applies primarily in the winter when it is bitterly cold.
- Walking is not an issue for me. It is a matter of figuring out how long the trip will take from start to finish
- The length of time I have to spend on the bus or lrt is important to me Traveling too a specific destination which takes too long means less time visiting.. so i'll take a taxi or hope I can get a friend to drive me.f
- In the winter the walk to the bus stop can be challenging as part of the route is on a road with no sidewalks.
- Because my husband is somewhat disabled we cannot walk long distances - especially in winter months.
- as above
- Easier with the transit plan a trip site and apps to determine best options.
- Pointless to take public transit if it doesn't get close to where I want to go and how long it takes to get there.



- Being able to easily access the bus stop is very important, especially in winter. Icy sidewalks and bus stops not cleared are not accessible
- Access to washrooms is always a concern for seniors.
- This becomes especially important in winter due to poorly cleared bus stops and sidewalks. Reducing the distance and having better connection times mitigates the discomfort of the bitter cold we get.
- Because this information is provided online by Calgary Transit.
- If I have several transfers to make I need to leave much earlier than my appointment in order to arrive on time.
- Because of mobility issues this is important to me.
- Inconvenient, time consuming, stops are not cleaned of ICE, SNOW
- this is the most important thing for me
- Making sure I leave enough time to complete my trip. Thank you for placing a stop at 42 st and 40 ave NW recently
- Decrease mobile makes it difficult to get to locations.
- I usually am a planner but sometimes the buses don't wait for me and they are late
- so that I will know if it will be convenient for my husband
- distance walking as I have mobility issues
- The #10 was notorious about being late. waited for 1/2 hour and longer in frigid weather at the corner of 6th avenue and 9th street to go north.
- For example, Buses at Foothills hospital, how far must I walk to go to and from the buses?
- As above
- Connections from train to bus, at peak times buses are late
- Calgary winters are cold. Connection time between train and buses is very important.
- stop changing bus times, as seniors we have little access to schedules
- How do I get there.
- As I get older I find some websites not as "friendly" so have trouble navigating. The webmaster needs to put themselves in the shoes of seniors when designing a site.
- I do not like transferring as sometimes the waiting gaps are too long (especially in cold weather) or the transfer is too unreliable or transfers add a significant increase to the trip time.
- The Calgary transit site is not user friendly so if there is a direction option on another website or FB page I prefer to use that.
- Sometimes there are bus numbers that are wrong, and schedules are not updated. Site needs to be more user friendly.
- I have GPS in my car, and can add or change destinations at any time while driving. On a bus I can only go to one destination at a time.
- For convenience.



- I plan most of my trips online, but at time the trip planning program is not very accurate. Its shown me trip plans that I know are inaccurate or that take me on unnecessary routes/or walking great distances.
- If it isn't easy, why would i do it?
- Trying to get info on the Transit website can be annoying, sometimes it's easy other let's say it's a challenge.
- self explanatory
- Your transit App & website make planning trips easy & convenient to find out when buses arrive.
- less transfers less hassle.
- There's definately a traffic problem. Left hand turns are Bad on 14 St. NW.The driving public who have a vehicle don;t repect busses.
- For the most part, the Calgary Transit website is wonderful...When planning a trip, however, I feel that sometimes it will take far out ways to get to places that I know are easier in other ways.
- Same as above
- sometimes the trip planning app says there is no transit option then I drive.
- This
- It is easy to plan my trip from home but returning can be horrible as connections aren't great and Canyon meadows bus area is outside and COLD
- I want clear directions, I do not want more than 2 changes in transit
- makes the trip more enjoyable
- By meaning ease f planning, trip must be relatively quick. If it would take 1 hour from discovery woods SW lets say to Chinook would not make sense to me.
- I do not want to spend a long time waiting for the bus especially in winter
- The website makes planning easy so I do it.
- Has to compete with ease of using own private transportation
- Because some communities only have one bus route and oftentimes waiting 20-40 mins for the next ride is appalling, ESPECIALLY during the winter.
- Determining which bus runs when and connecting to a train or other bus impact my trips. I am less likely to go out if my preferred bus is unavailable on certain days or times of day.
- I need to know hazards and risks.
- I must plan at least an hour before my trip in order to ensure I have a parking spot at a station and to allow for drive time to the station.
- Again, have to transfer 3 times to get where I need to for work
- Your site is confusing to plan trips
- I get frustrated if I have to struggle with the "plan your trip". It does not offer other options if you don't like what's offered, like researching airline travel, and you can choose different days or different times.
- I don't mind the walking but if the website is difficult to navigate then I will not bother with it.
- So I am not waiting in inclement weather for a bus



- As I use a walker and do not walk well so I cannot do a 29 minute walk from the bus stop.
- I won't consider using the transit if it takes me a very long time or involves changing many routes.
- During a recent trip to a country where I do not speak the language I was able to use an app to find my way around their amazing transit system. Something like this for planning trips in Calgary would be most helpful.
- I do not understand what this mean. I wish all bus stops have shelters to protect from epic wind in the winter and seats available
- I take transit if our one family car is not available, so transit information for route finding would be important.
- This makes it easier for me to plan ahead when making trips on transit.
- The "Transit" app (green icon - not CT's stuff) has helped lately
- If I cannot get to where I need to go conveniently by transit, I often choose not to go. If it is imperative that I go there regardless of convenience, I will have to depend on other means.
- I need to know how to get there most efficiently
- as above
- Trying to find which feeder bus to take, sometimes is difficult.
- Your online information is not always accurate and can take a couple of tries before a reasonable route is found.
- The easier it is to use the more likely to use it frequently and on an ad hoc basis. If much planning and co-ordinating is required this is an obstacle for me.
- I think your planning tools are excellent and even include how far I will have to walk after I get off of transit.
- Sometimes I find the online bus map is not very clear, and sometimes the transit choices are a little confusing.
- The on-line trip planning app is not the best, could be upgraded for all users.
- safety in train stations
- For those in the know how to use the Calg Trans website it may be easy, but for Seniors it is very cumbersome for Seniors to navigate travel times and find bus routes that match where you live and where you want to go !!!!!!!
- If it's too confusing and/or convoluted, I'll drive.
- It's hard to go online and figure out how to make my trip easy and fast. I am not that good at computers
- Many of my destinations now require transfers with waits of 20 minutes or more between buses. This definitely discourages me from using transit. Mostly I just stay home and avoid making appointments in the winter.
- To know what time to leave for appointments
- Finding parking in the free four hour zone when taking the train is important for me.
- A cab is perfect for me.
- Finding out how far I might have to walk at the end of my journey





- If you build they will come scenario shun be used
- Timing important. I live quite far from the bus - up a hill and a 10 minute walk if I walk through the alley. Can be a challenge in the winter.
- When trying to get from Point A TO B, it is difficult to get between communities without taking way too much time. It's not even possible to take reasonably between SS and Royal Oak medical clinic
- I like to know at what time I will arrive so I won't be late for my appointments.
- One must have an idea when the
- This is my third choice because I have no disabilities at present and have adequate financial means; otherwise the accessibility option would be #2 or #3 in importance.
- When I am going somewhere I have not been before, I like to check on both getting there and getting home.
- I am regularly transit user I have to take the bus and connect to city train. lately the red train in the early morning is so late and with this bad weather I have to wait 20 minutes in the cold when the blue line is more frequently please do something.
- See last comment.
- also relates to time management
- Life is busy and planning needs to work for me.
- Because this is the thing which is the third most important to me. (Yet another stupid question.)
- If I am going to an unfamiliar part of the city I need to be able to plan my trip.
- If the trip is not easy to make i might as well drive myself to save the frustration
- I find the plan-a-trip assistant on the internet is fairly good but there are still times when I'm confused on its message for transfers and area I'm going to.
- For appointments timing transit is important to make the appointment on time
- My income is fixed and increase minimally.
- I will soon retire and need to be careful with my money
- Transit fares for frequent users need to be at an affordable price point and discounted for seniors
- When travelling alone to downtown, I take transit. If going with other people, I often drive because of cost saving.
- on a budget
- I have to decide if the fare is worth the trip. Passes seem to keep going up and we are on fixed incomes
- I have a pass and can afford it, but am still puzzled that so many jurisdictions in the world can offer transit travel for 0 dollars for elderly or very little payment.
- We support transit, but on snowy days, sometimes the transfer will not be accepted because the trip took much longer. Perhaps a longer period of time to accept transfers in general?
- I am on subsidy
- Prefer a seat because of mobility issues
- If we have to use the bus in combination with the LRT then the car wins out as it is way quicker.
- I have a reduced level of mobility compared to before.



- Just because only fair to be easy to use for all citizens!
- Keep the stops clear of ice and snow. More seniors have mobility issues - if you don't make public transit accessible then you need to increase the fleet of Access busses and offer door to door service
- Health reasons
- It affects the length of my trip
- My most convenient stop has no parking and the other are full or I have to walk way too far.
- This is not really a problem as there's always one or more persons who make sure I have a seat. The safety part comes when I have to get off the bus into 3 or more ft. of snow as bus stops are not cleaned off.
- Especially at night, I am not comfortable taking public transit.
- Buses need to be more conscious of being on time. the later they are the more full of ppl sitting and leaving no room to sit or stand safely.
- Safety after dark.
- I avoid rush hours when possible.
- being able to get a seat is paramount as mobility can be an issue and gives me a sense for safety.
- I would always prefer getting a seat.
- I have severe arthritis so even though I look normal - I can be in a lot of pain if I have to stand on the bus for any length of time.
- I have noticed that there are more sketchy people using transit and hanging around the stations
- Sometimes it feels unsafe when there are troublesome people on board, pushing the button can be intimidating because getting help is slower then the people who then notice you are looking to get help
- I use a walker so it is best if I can get a seat. The train makes this really difficult.
- I don't like a messy transit bus. If there is litter on the bus I will pick it up and put it in the bus drivers container or in the garbage at my stop.
- Washrooms at a couple of the downtown Ctrain stations might reduce the occasional stench.
- I'm getting old & don't want to fight teenagers
- mobilityn issues again
- As previous answers.
- cleanliness is a biggie.
- Making it to a seat without being upset by a moving vehicle is important. Also, being able to get a seat at times when I'm feeling dizzy is very important. Usually buses and LRT are very clean, except for the rails - dirty and sticky.r the
- i appreciate arriving at my destination comfortably and safely.
- Elderly people are mostly vulnerable and safety and RESPECT is needed.
- I don't like to use the C-train too late at night due to safety concerns.
- You are lousy at clearing sidewalks it is dangerous in winter months



- It is important to have transit stops close the area where I live and to hospitals, commercial and cultural places.
- because I can't walk for long time
- The areas I use are not all on bus routes. If I have more than one shopping location they are not served conveniently by the city transit..
- Self explanatory
- I'm 67 y and still work. It's faster for me to walk to Sunnyside and Ramsay, approx. 1/2 hour, than taking public transit! Yes, it is annoying. And even more annoying that a person has to take 2 buses or a bus and a ctrain to go not very far.
- When I fell I broke both the bones in my right arm requiring surgery. This was on 14th ave walking west from Lions Park toward my home. Sidewalks were cleared but no way could I avoid the icy alley entrance to 14th: a two-foot bank from the snowplows
- can no longer walk very far
- If I can plan it I can do it.
- I dont like to worry if I am going to pee myself because you have no bathrooms and no locations near transit that provide bathrooms, this is bad for older peole and people with children, its not nice
- where to transfer, waiting in the cold with no seats, busses late. not appealing
- Easy travel time management.
- It ios often a circuitous route that is easier not the most direct
- The current website is very confusing
- As an older person, I am not particularly tech savvy. Navigating the website has had me stymied.
- The simpler and faster it is to plan and get somewhere then the easier it is to choose transit.
- we get on the internet to plan my trip and it all comes up with everything we need to get from point A to B
- Although time is not a factor for me as a retired person, if I have a mid morning or earlier appointment time does become a factor.
- The simpler it is to figure out the schedules and the quicker the trip the more likely I am to take transit.
- Ensuring the transit app is working, but most importantly gives correct information. I'm constantly accessing the app.
- I can do it online as long as I am at a computer
- My destintion seldom coincides with transit
- She is older and the buses with ramps are good but stairs into and out of buses not so good
- Caller lives near a LRT STN however if there are any transfers need to complete a trip, it would be easier to transfer from one LRT to another LRT because the transfer period are in the core. But transferring from LRT to bus is more of a challenge because sometime the bus stops are not near the LRT stops in the core. It's harder to transfer from bus to bus of the same reason that the bus stops are not close together.
- Would like to see a senior rate for regular single purchase tickets.



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

## Is there anything else you would like to tell us about your experiences using Calgary Transit?

- If you want us to use transit, double the frequency, especially LRT! Can't stand out in the cold.
- Busses being empty at certain times isn't economical. Consider smaller busses after usage review.
- I'm not a strong winter driver, so I am dependent on transit. I don't have a personal computer or apps on my phone to look up information for transit. The cost of transit going up each year. My nearest bus stop is 2 block away. More bus shelters needed.
- How many years of contributing to Calgary should be taken into account.
- "circuit" a transit route to connect community centres with senior homes at least once a week is something to help seniors connect more frequently and get us out of our homes.
- On Sunday Jan 28, 2018 it was nice to hear an announcement cautioning passengers about the weather and to be safe traveling. Thank you.
- Include in the announcement for the stop, to be considerate to seniors or persons with challenges to be respectful and give up a seat. This is also written on the train/bus and no one pays attention. Thank you.
- Comfortable. Fun. TV screens and visual screens may perhaps make it more friendly.
- It would be nice if Calgary followed Portland's honoured citizen transit policy (\$1/ride) but I don't expect that. Just keep the cost reasonable for people that need use the service once or two times a month.
- The cost of a senior pass has increased nearly 3X since I first bought it when I turned 65. You need to recognize that a youth pass will be used far more frequently than a pass for some one who's retired so it doesn't make sense to price them the same.
- "1. Going to downtown
- 2. When my destination is close to LRT station."
- Would appreciate seniors fare - daily/weekly - monthly - yearly
- Safety - upgrade pedestrian crossings on old heritage Ctrain lines. Shawnessy is good example - gates that rise - like Banff Trail Upgrade 2014
- Have vowed for 2018 to start using c-train more often, explore Calgary.
- Pleased to live in a city that has such good transportation options.
- Definitely need better discounts for middle income.
- Parking my vehicle at station a priority as it makes my roundtrip so much shorter.
- Overall pleased with services & cost! Safety of some of clients using transit downtown (drunk, disorderly) Feel apprehensive about them lying on benches etc.
- Parking at the stations can sometimes be a problem but know it can be helped by using the bus. I still like to plan to park.
- Cost: all the other things are more important. I know transit doesn't pay for itself. It's more my physical environment as a senior it's becoming more important. I'm not as quick as I used to be.
- Walking to desired destination e.g. mall.



- What / how information is integrated with other departments e.g. overpass on 24 Ave & Crowchild impact on community access to Pius X church
- No engagement questions related to Access Calgary is important issue.
- At Stampede Grounds, have to take ramp. Should be dual directional escalator.
- Love LRT Choose train over bus. Bus is bumpy and less - LRT to the airport - to Edmonton - to Cochrane
- Fares - not worried cause giving up car & insurance. Car = independence
- Awareness of vulnerability myself & potential perpetrators. Lack of respect by youth.
- Better display on DDU's.
- Access Calgary only allows me partial use of service i.e. medical, funerals (long trip). Aquasize is considered social even though I have a medical certificate. Often cold and snow prevent me from attending class.
- Promotional campaigns for seniors. - fares, recreation
- Accessible doors on train - paint blue to identify where is it.
- Suggestion (living wage) - living pension or living seniors income
- Comment. I like to use printed schedules and 2016 MAP for Calgary Transit trip planning.
- People with mobility issues also need social and exercise transport not just medical or just winter time. Mental health is important.
- Calgary Transit Access - eligibility for seniors?
- CTA has been good - door to door - on time, 5 min warning
- On bus > info - how to secure a wheelchair - make sure breaks are on
- Even if the people over 65 have a cellphone it's probably outdated and can't apps.
- My mobility is worsening and the way my doctor fills out the eligibility form for CTA but its only good in the winter. With the transit schedule now, transit accuracy (timing) is delayed. Connections aren't convenient. If this isn't improved than need better access to CTA.
- CT is a lifeline to an active, social, vital life and if it's not convenient, it directly negatively impacts quality of life. Vital people = vital city!
- The IT system stinks there is unreliable and often absent information on train arrival/departure. We need an "uber" type of systems for integrated transportation train--bus-on call system.
- We give out thank yous to transit drivers. Sometimes to say thank you. We appreciate them.
- Some of us are casual users and would love an electronic card (like octopus in Hong Kong) that could be used to access train/bus/car to go/parking and bicycle use.
- Have city official ride busses to really know where thing is in relation to hospital, etc and talk to patrons.
- Phoning to find how to get somewhere. Comment on the efficiency - yes its 3 blocks - long block? Sidewalk? Mobility problems
- CT should be an essential service.



- "The next train times should be the primary function of the screens on every platform; yet, too often ""times temporarily not available"" is on display; sadly, the information screens more consistently tell customers what the weather and temperature is when customers are WAITING OUTSIDE!"
- Do not replace next train times on the bottom of screens with a message to "Stand Behind the Yellow Line" every time a train arrives at the platform, leave the next train times on display (that is, if they are available, sigh);
- Adjust the "Danger, Stand Behind the Yellow Line" signs to they don't block the view of the information screens that display the train times; OR, even better Put information screens on the other side of the platform from the side with the Yellow Line, so people will actually be encouraged to stand WELL behind the yellow line before their train arrives and while enjoying an unobstructed view of the information screen;
- Put Station names on the glass enclosures facing the trains so that tall people standing in the train can easily see which station it is;
- Install maps of the area around each station including a directory of local businesses and services that are within easy walking distance from the station;
- Add more services for customers "on the go" at each station, e.g. convenience kiosks with hot and cold beverages, snacks, transit ticket packages, etc
- Add spaces for buskers to perform who have auditioned and been provided a busking permit [focus on instrumental music that soothes and relaxes people
- "A few ways to assist all transit customers and especially seniors would be to:
  - Indicate which bus stops are ""timed stops"";
  - Prominently display the Stop ID in large Black numbers on a separate sign below or above the Bus Stop sign; and,
  - Require senior transit executives to rely on Calgary Transit for transportation for one seven-day week each year in late January or early February and again in late July or early August."
- In the past I had a yearly pass and used the transit to get around Calgary. Both Canyon Meadows and Anderson have too much walking for me.
- Need more frequent bus downtown
- The transit app often seems to have trouble picking up my location. And it is a bit confusing as to whether it is reporting inbound or outbound times.
- I am very disappointed that I have had to change my routine and incur extra expense for several weeks to travel to my job because snow removal from several stops near my home have been like climbing a mountain when I get off. Treacherous. At my age I am afraid of falling so can't use the stops.
- low income seniors cost is fantastic, no room on busses means seniors either need to wait in the cold or take a cab they cannot afford. Elderly folks don't want to put people out by making bus drivers wait, or go by themselves. (mobility challenged)
- Harassment on the trains and no one to help.
- Mostly friendly and helpful transit drivers and riders too.



- I am sometimes nervous when not in busy times as some passengers appear drunk or on drugs and their behaviour is sometimes unpredictable. I like to be in a situation with it her people around me.
- Satisfactory level of service so far
- I am lucky that I live near the end of the train line so I can get a seat. I think most bus drivers are very friendly and helpful. I think more information needs to be given when a train has to stop for an unusual amount of time or stop altogether.
- I feel safer riding the train than driving especially in the rush hour.
- Having a caring friendly driver is important as well
- I expect over time to use transit more. I am still able to drive but will need transit when I am no longer able to. Currently I use it to get downtown and to the airport. Cost is also a factor.
- Most of the drivers are great, but sometimes there is one or more who are rude and won't do anything about behaviour of riders ie. sitting in seniors' seats. I feel accordion buses on #3 should stop after 6 p.m. and regular buses be used for numbers. Not sure why 430 is still in service. 300 does it
- I have found most drivers are very accommodating and polite to passengers. Many times they will wait for someone running to catch the bus. This is significant as some routes only run every 45 min or so.
- I do not find the Calgary Transit webpage very user friendly when it comes to trip planning. I do find the update screens at LRT stations very useful with the display of the times trains will be arriving.
- Bring down the price
- I rely totally on Calgary Transit and week day service is okay. However evenings and weekends become more awkward and trips are lengthier because of service decrease. The long weekend track maintenance programs disrupt the transit dependant person's ability to attend special long week end events.
- I can no longer drive at night. Taxis are too expensive to use unless absolutely necessary. I appreciate being able to use transit especially at night. Sometimes the frequency of trains and buses isn't enough especially off hours and weekends.
- no
- I live very close to a C-train station which is a wonderful thing in every way except for the noise of the trains. Quieter trains, please! Also, at Lions Park it would be lovely for the seniors in the area to have one of those heaters in the shelter. Thanks.
- I only use the LRT, as I said above the transit in Cranston south is ridiculous, only during peak hours, so for me that doesn't work. In the weekends there is none.
- All buses and C-Trains should be cleaned every night. It's a health concern and would help lessen our health care costs ultimately.
- I enjoy my trips on Calgary Transit. I often have to take the C-train and have difficulty finding a seat (I'm 71) because of the crowds, particularly in the early weekday mornings. I only have to stand for three stops at the most, but I certainly don't like the new C-trains which have less seats



- Vancouver and other places in the world have the touch cards. Why don't we use the company that installed the Vancouver system. That way people could get on at any door of the bus, and would cause less congestion with exiting at the front while people are trying to get on. Time gets wasted.
- Any time I've used it, it's ok. The only problem is buses are too crowded.
- I haven't ridden a bus for years.
- Your bus drivers are the best!
- Much of the time my poor experiences on transit are not the fault of Calgary Transit, but inconsiderate users e.g.those who won't take off their backpacks on a train that's packed, or make room for people trying to get off the trains etc.
- The punctuality of Calgary transit.
- Please ensure that the snow cleared from the streets is not piled up at the curb of bus stops and crosswalks. It is frightening and dangerous to have to climb those icy barricades to get on and off the bus and to get to the sidewalk after crossing the street! Need more bus shelters at Open stops.
- Seniors \$40 increase in yearly pass is far too high. Other cities offer junior and senior discounts on individual rides. It is far cheaper and convenient for me to drive since the increase.
- Overall, I like using transit. The bus operators are mostly friendly. There could be more transit shelters at bus stops that would help during winter months..... perhaps heaters??? I see Transit Security staff on LRT, but not on buses. Perhaps occasional exposure on troublesome routes..
- The train stations need to have washrooms.
- At the moment, the cost of transit is manageable. Hope it doesn't go up. Most importantly, bus drivers need to be trained in the age old art of courtesy. They need to pull up close to the curb and lower the step for ALL PASSENGERS, at All Times. Failure to do so especially in the winter is hazardous
- The seniors pass gives me The opportunity to get out and about whereas I might not have the opportunity otherwise due to cost. Calgary transit makes it easy to get around the city.
- Very good service and polite drivers but you increased too much the bus pass.
- Most bus drivers are very courteous. Of course everything time permitting/safety first: Seen some drivers who will wait for a passenger running for the bus. Stop at a stop where there is no mounting ice/snow on the side walk. Let people get/on off although it is a not a stop.
- I happily leave my car at home and use ctrain. Its less stressful, cheaper and easy for me. Its exercise. Im near University station it feels safe at night, easy to get to Kensington and downtown then walk east village. Please dont stereotype >65 i hike, do yoga and ctrain gives me stairs exercise.
- Very happy with Calgary Transit.
- I did not work downtown so had to purchase a car as it took over 2 hours to travel from my house in the s w to near the airport where I worked. That would have meant I was over 4 hours a day travelling to and from work. There should be a C train that goes to the airport. Travellers would like it.
- I've always had good experiences. When the train is crowded, standing room only, almost always some younger person offers their seat.





- Drivers are generally courteous.
- Wish there was more security. 2. The female drivers use a more even speed but some of the men think they a're race car drivers. You never used to experience this. I know they a're on a schedule but it seems they are speeding to get to their next time stop. 3. female drivers are often friendlier
- Currently does not use transit unless no other option exists. Over crowding, no sense of security, lack of non rush hour community buses and no ctrain parking.
- I find the transit system easy to use, most drivers are friendly and courteous. Always one or two who give the others a bad reputation by not stopping at the drop off zones even with elderly in wheelchairs or with walkers. On the whole a very good service.
- The few experiences I have had have been good, but they were downtown where the trip is easy and access is simple. Out in the suburbs, I have to contend with parking, walking across a long walkway, using stairs or escalators and afraid i will get knocked down during the crowd's rush to get on.
- Most of my experiences have been very positive - clean vehicles, friendly and polite staff, ontime service. Would like to see more done about smokers and vapor users on platforms. Always disappointed to see etching on c-train windows.
- I would like to see a senior price on individual tickets.
- s my family has aged - issues are more about getting to transit - than issues with transit service itself - the sleeping people on the train - especially in the off peak hours - are they just exhausted or passed out from substances - I'm reluctant to approach them by myself to see if they are OK.
- Why on earth did you spend \$1B to build West lrt and not put in parking? When its miserble weather I might take the train but I can't park anywhere. And if it's snowy and cold I'm not going to walk 3 blocks to a bus stop and wait outside in the cold. No planning on that ptoject6
- I live in an area where I am one block from the bus stop so I enjoy riding the bus even when it is winter cold. I have a choice of three buses at one bus stop where there is a bus shelter. This encourages me to ride the bus and every day get my groceries and return by bus to my home in Varsity .
- Yes - the apparent lack of security on the West LRT line. I have never seen Transit Security since the line was opened. A fence is required on Bow Trail to stop people walking on the tracks to access Shaganappi Station. Suggest a higher fence between tracks as kids jump over at 45 Street.
- For all of the above reasons I prefer to use my own vehicle rather than public transit. I can avoid longer walks (which I cannot do), prolonged standing, and ease of ingress and egress.
- I take transit to and from work 5 days a week, each trip is 1 hour, 15 minutes to 1 hour 30 minutes, way too long, we need more express options, especially quadrant to quadrant like SE to NE
- The drivers are mostly very kind and considerate but they need to be reminded to get close to the curb so I don't have to take a huge step with a cane to reach the sidewalk. The [comment removed] drivers don't know how to drive, they always ride the brake at stops, which jerks the bus several times.
- I would love to take transit if it wasn't so expensive and if I could easily figure out routes and schedules.



- Would having a lower than adult price for senior's bus tickets increase ridership, considering our aging population group, or be valued as a service to Calgarians?
- The increasing cost of senior fares is becoming a challenge.
- Bus drivers won't wait if you are on the way to the stop.
- I rarely use transit and, when I do, I usually feel uncomfortable. Poor seating and not much security on the Ctrain.
- Taking the bus or Ctrain allow me to see the scenery instead of watching traffic. Busses and trains are clean and well-run. Drivers are generally friendly and helpful.
- I think we have a wonderful transit system with great drivers . Unfortunately in the winter the city fails at clearing roads & stops so it limits travel in the winter.
- People putting their feet on the seats making it impossible to sit down!!
- Would suggest more transit police throughout the day and even starting as early as 6:00 am
- Big Bright route maps and route times at every bus stop!! Please! It's so basic!!
- I love transit. I take my bike on the train. I have used transit to go to the airport.
- I use the app for each trip, the biggest problem is streets where the bus goes both ways and finding the direction you want to go. I enjoy taking the bus.
- Not feeling safe at stations..homeless and druggies on train...drug dealing....stations at night canyon meadow not safe as dealers at top of elevators and thugs follow and intimidate you....fear and not secure feeling...vulnerable.....signage for disabled hopeless as cannot see in dark, obscured
- Weather and seasons affect my use of transit. When winter sets in, I am far more dependent upon transit to safely navigate city streets.
- My experiences with Transit are pretty good if I'm lucky to get good connections.
- I'd like more parking at ctrain stations for the occasional user as opposed to the regular commuter. Bus service is sketchy so it's far faster if I can drive to Ctrain and jump on it. Stations either don't have any parking at all or not enough.
- The system seems to be trying to succeed but it ends up that the whole experience is rather "haphazard". I look at each trip as being an adventure - not knowing what to expect.
- I have to work to manage to support myself as my pension does not extend as far as it should so the yearly cost of the pass should be lower I realize it is way less then a monthly pass but it has gone up so much in the last couple of years. it would be great if it could be lowered a big help
- Mom and I were disappointed that the Rundle ramp was replaced with just another ramp instead of something different. The ramps were never a sign of good or hard working infrastructure, just the cheapest solution possible. Calgary Transit needs to pay attention to new urban trends.
- As stated previously, I appreciate that the bus pass cost for seniors is low. We have worked our entire lives and contributed to the city and the country. This is one of the small perks that we can look forward to when we reach that golden age.
- Drivers are Public Employees they should behave as such!! If it weren't for the public they'd not be employed. Be respectful, from both sides.



- It is so nice when drivers pull right up to the curb, rather than a foot away. That makes getting on and off much easier and safer than trying to reach farther than my short legs will take me. I wish there was a zero policy for free and "discount" rides for those who beg for those types of rides.
- I take transit approximately 10 - 15 times per week and find it a great way to travel throughout the city. The majority of your bus drivers are very nice but there are a few out there that should be retired, they are not happy in their jobs
- It's not a convenient, timely or safe mode of transport for a senior female
- I have never used the CTS since I turned 65
- There are many older seniors who are occasional transit users. The pass makes it convenient, but it's just a match now for the number of rides used vs cost per trip. Limited winter usage due to icy stops, or icy streets. The all routes lead to the Lrt doesn't help local mobility.
- I take it reg. to work. the thing I find most frustrating is that the train times on the boards at train stations are usually not working.
- I think CT does an excellent job - clean, safe and super convenient for downtown dwellers such as myself. I wouldn't want to rely solely on transit though if I lived in outer suburbs, they're built way too car centric.
- I get out a lot more with my seniors transit pass than I would if I had to drive everywhere, therefore my pass contributes to my mental health. Without affordable seniors passes more seniors would drive on bad roads, at least that is my opinion
- I love Calgary Transit, unfortunately any increase in the price may mean that I am unable to travel as much as I do now.
- It is my understanding that Calgary Transit does the snow removal for the 7th Avenue transit corridor. They appear to do an excellent job ... for the trains and buses but fully neglect the safety of pedestrian crossings in the intersections. Snow is often piled high in crosswalks at 1st St SW.
- Don't understand how a bus can be arriving in 10 minutes but when I get there 2 min later it is already gone or if it is leaving in 4 min and I rush up and downstairs the guy sits there forever talking. Also don't understand why drivers give out so many free transfers to people who don't pay.
- Scheduling seems to be a problem for users. LRT arrives just after buses leave I use LRT 5 days a week and rarely get a bus after arrival at station
- We have a good public transportation system. I hope that when the economy picks up Transit will restore some of the neighbourhood routes.
- Generally prefer taking transit but getting home from the c train station is a nightmare
- With the streamlining of bus routes access to senior centres & other facilities has been removed. A 2 block walk (especially in winter) is too much for most seniors.
- In continuation Often pulling into University station the #10 driver looks at his watch and takes off as the train pulls in. We extend the service to Brentwood and same situation persists. Customer Satisfaction as a mission statement is perhaps lacking true meaning.
- While I'm in good health and can stand, I find it troubling that so many people do not offer their seat to old people and or pregnant women, it seems everybody is looking at their smartphones pretending that they don't know what's going on around them.



- "There is not always warning at Dalhousie Station that the Ctrain is down and shuttle buses are in place.
- Signage to shuttle buses is poor. There are not enough security personnel on the trains and at the stations to discourage poor behaviour and maintain safety. And the newest trains without seats a"
- The lack of public washrooms is an affront. Seniors cannot trek over ice and deep snow to use facilities in shopping centers that might as well be a 100 miles away. Station design involves too many stairs to climb, too many physical obstacles and impediments like high curbs, ruts and poor lighting
- Overall great experience with CT — have ridden since 1980s & been vehicle free 28 yrs. Passenger behaviour has deteriorated in recent years. Service dogs are okay but it's time to restrict big ones. There's been an influx of big dogs on seats and in aisles, owners expect riders to walk around them.
- "Not accessible and affordable
- It needs lots of improvement"
- Please do something about the security at Westbrook station. Some days it looks like the drop in center.
- I have used it occasionally and the experience was good.
- . busses are infrequent, bus stops offer little or no shelter, and bus interiors are unattractive .
- My husband can afford the seniors pass at \$95, although it is very expensive even at that price. If the price goes up, we will not be able to pass an annual pass
- I never use it so I cannot help you with that. There is no convenience transportation for me. If I take my car to the parking lot @ any LRT I believe i have to pay and if not it is difficult to find a spot. Transportation in Calgary is not too fluid. Nothing like cars to move around. It is difficult
- I don't find the Calgary Transit website user-friendly or efficient. It always seems to overlook the obvious bus choice in favour of routes that have more transfers, walk time, etc. It's as though the system doesn't know the bus routes.
- At night in particular I do not feel safe at the chain station by library. Getting off the train at sirocco sun and crossing 17 avenue to the parking lot is not a safe feeling experience.
- If the cost of the senior's transit pass goes up substantially or to the monthly fee (\$65) suggested in the newspaper then I will not be using transit. At the moment I use transit to go to appointments, meet friends downtown, go to the gym in my area and go shopping.
- Hi, We live in New Brighton SE community serviced by Bus Route 152. Request Bench facility at STOP NO 2128 at this Bus 152 route as Seniors take bus from this point and there is Bench for waiting. IF Bench is provided at Stop we would be very grateful.
- The app on my iPhone is an invaluable tool.
- Lots of waiting
- The frequencies of delays due to mechanical issues is atrocious. I also absolutely hate whomever thought it was a good design for the new train cars. You can never get a seat. The back rests are too low. The seat itself is hard as a rock and cold during the winter and you can't hold onto anything!



- Service reductions in my community have made it more difficult to get around. Transit in my area was very good but has steadily deteriorated over the past few years. My bus no longer runs on weekends and outside of rush hour. I can't connect to a bus to take me to Walden to see family on Sundays.
- Too many times the train and feeder bus schedules don't align and one can wait 45 mins for the return bus in a dirty, unheated shelter with a bunch of strangers.
- I am glad that I no longer have my transit pass checked by highly-paid CPS officers, unlike when I first moved to Calgary 10 years ago. That was very wasteful!
- I don't feel safe in the evening once it gets dark travelling alone. This may not be connected to CT but a reality of ageing.
- It is rarely an easy or safe-feeling experience. I never use buses as I live too far out in the suburbs and the bus system is not reliable enough, particularly in the winter with snow and ice at the stops.
- more safety for riders
- Hard to read the bus numbers in advance while waiting at transfer points with multiple busses. I don't need to see GO FLAMES or other seasonal messages, I need to know which bus number is coming into the station in time to walk from the shelter.
- The cost of transit is always the overriding reason we choose to drive our own car. I've always believed we should have a seniors' price on transit, thereby encouraging seniors to free up our busy roadways.
- Bus drivers who NEVER EVER lower the floor :( on Route 112 one driver NEVER does this even for people with walkers/canes/obvious mobility issues - not sure why but I find this 'mean spirited'. This particular driver also stops a foot or more from the curb - again he should be a better driver ?
- I am usually offered a seat, which I need if the journey is long. Though transit is considerably safer than previously, I am still concerned about travelling alone in some areas.
- I used transit (C-train mostly) for over 25 years. When it's -20 and more, there is no heat on the C-trains (winter) - but in summer when it's +25 or more, we have heat coming out and burning us. Don't your drivers know when to turn the heat on/off? That would be a bonus.
- can't stand LRT; announcements are full volume, two per stop; 'the next station is' is redundant, pointless, stupid, without common sense; when the trains began there was sanity - a single tone, a quiet voice stated only once the name of the next station - that is all that's needed for non imbecile
- Scheduling in my neighbourhood is horrible! Like I said, the bus only runs once an hour.
- 301 Northpointe South is too crowded
- Reliability, up to date information on delays
- No
- Turnstiles deter freeloaders.
- Some Ctrain cars have very few seats, and I have been forced to stand from downtown to end of trip, with bad knees.
- "I need to be warm .. So I need a shed for rain or snow .. I need to feel safe too
- I need the bus drivers to drop me off in between bus stops .. I can't walk more than a block .. I think this should be done for elderly"



- As a relatively new user of Calgary Transit, I was pleasantly surprised at the friendliness of the drivers, the culture of politeness, riders saying "thank you" on exiting. Disappointed that despite objections, #9 service along 5th Ave was discontinued, leaving a lot of seniors housebound.
- I use transit a lot. Overall most of the transit employees are helpful, thoughtful (not moving the bus until I am seated), and cheerful.
- I enjoy the convenience of the LRT. I will use it more when I am 65 and can get an annual pass.
- Currently she must take 3 busses to get to nearest grocery store. Takes 1/2 day to go buy milk. Her #17 bus goes downtown from Renfrew and the 16th Avenue COOP and church in Mayland Heights are her primary destinations. Route #17 needs to consider # of seniors in Renfrew
- I use it to go downtown on the LRT outside rush hour and love it. The idea of getting on a bus makes me tired before I start!
- No just takes too long to get anywhere dangerous to walk out there so why would I put my life in danger to take a bus. Never mind the people asking for money. Keeping my car.
- Route planners should take the transit to see how rideable the system is. Relying on computer models shows lack of QA. The last couple years has seen my Dalhousie service go from excellent to terrible. I now avoid transit. Continuous changing, and unreliable information has made Transit useless.
- I think it nice that the city respects the past contributions of seniors to the city. I know of other cities and countries that give seniors free transport.
- "The Calgary Transit real time system is mostly not working. I takes the CTrain around 6 am (Monday to Friday). More often than not the monitor reads ""Real time is not available"".
- Most of the bus routes have no announcements of the stops. The transit system is not friendly to a new rider."
- overall transit is good. There will always be the people who are loud and inconsiderate of others.
- Put on more buses during the day. Teach drivers to show more consideration for older passengers.
- I think there should be a means test for a seniors pass. Not all seniors are living at a poverty level.
- Too many weirdoes on the transit making travellers feel unsafe.
- No
- it is unlikely that you will ever see a senior in rush hours unless it is very necessary so why up the prices for any seniors if low income or not everyone wants money how about us as seniors .no one thinks that we suffer.
- Transit is a crucial component of my in-city travel. I buy a senior pass each year. I like being able to take my bike on C-train to access more distant parts of the city. I love the airport express bus, saves me the cost of the pass in most years (vs. taxi fare).
- Living 4 blocks from the LRT and a hub for buses is an advantage but greatly feel for those who live in new communities or work in industrial areas
- Mostly it's about overly-expensive parking downtown and at the Stampede grounds.
- Please reinstall the bus stand in the corner of 16 Ave nW and Centre Street. It is meant for bus 19 to pick up passengers. This site was under construction last year but the bus #19 stand has not been returned to original site. It is too far to to try to run to catch bus 18 on transfer from bus 3



- If the price of seniors' passes increases radically, my life will be very limited. I use the bus and/or the LRT most days a week to volunteer, go to the library, shopping, fitness centre, entertainment and very importantly to connect with friends. Life without an affordable bus pass would be bleak.
- Overall satisfied with service
- sometimes the bus is too fast and I can't catch.
- Safety--waiting at some stations does not feel safe.
- I think friendly, good-natured drivers make the experience more tolerable.
- I am very pleased with CT. The drivers are pleasant and the buses run on time.
- When we do use transit over all is not bad we have to walk four blocks to catch it and if it is stops close to our designation we don't mind using it but it usually not our first mode of transportation
- I love in the SW Cedarbrae area. I was looking forward to the BRT. Unfortunately it has been stalled. Getting from my Neighborhood to a Ctrain is not all that efficient or quick. So a car has to be used for part of the ride.
- On the whole very positive EXCEPT for the timing of buses.
- Standing, waiting for connections is wasting my time and when I get to where I want to go I'm tired and really thinking about my journey home
- During the winter - and right now - when I take the bus from my bus stop from home, I have to climb over a mountain of snow left by the snowploughs, as the buses very often can't stop right at the sidewalk. I have called Transit twice about but the usual reply is "I'll pass on your message".
- "your trip planner is very good to use
- drivers are helpful and friendly
- senior's pass is somewhat expensive now"
- Would like to see consideration of seniors when changing routes. Some seniors like to stay in their original districts they have raised their families and are familiar with their surroundings, neighbors and transit services. Eliminating bus stops causes anxiety and confusion.
- Until the LRT stops in McKenzie Towne/SHC, I'll only use CT for the Stampede and Flames' games.
- The slow light rail transit in a City with the largest footprint in North America makes no sense. It does not save time. I am old and don't want to waste the time I have left waiting for a slow transit system.
- Now that I no longer work downtown, daily public transit is not a necessity. I can't imagine trying to get around Calgary and shopping or running errands without the use of a vehicle. Calgary transit needs to work on reliability and accessibility.
- No
- I use both Calgary Access and regular transit. When possible I prefer regular transit because then I have more flexibility with how I utilize my energy and time.
- Need to feel safe so need more transit cops
- I believe a low cost seniors pass, comfort and convenience encourages more seniors to choose transit over driving. This is a safer, lower cost and convenient option.
- It seems ludicrous to spend 1 per cent infrastructure art projects on art work on or in LRT stations. For instance no one at all realises that approx \$400,000 was spent on glass ART???? in the canopy of 7th AVE station



- Some bus driver ride very fast, and bus is shaking and it is very difficult to stand up, and hold a bar tightly. This is particularly true for smaller size bus. I wish buses and train would have air conditioning in summer. Sound system, speaker in train is very bad, we can hardly understand.
- Some drivers think they are driving race cars - pump the gas and jerky stops. This is hazardous when you have a full bus with lots of people standing. Women seem to be smoother drivers than men.
- You keep complaining that the ridership is down. Perhaps you need to take a better look at the service and how it is administered. Buses and C-Trains are supposed to be user friendly especially for people with mobility issues. I don't always see it -the ramp on buses/C-Trains don't always work.
- I am fortunate to live close to transit route for the # 1 bus which has a robust ridership, runs frequently and best of all caters to a diverse cross section of the city population.
- I find most of the bus drivers on the feeder bus routes to be friendly and aware of the needs of transit users. This is not so true of the bigger buses. I have noticed that the kneeling buses seldom kneel any more which causes issues for someone like me.
- Not a all impressed with the system. Whoever is responsible for the routing to make ease of travelling, drives a car and has never used the system
- I often take transit because it is more convenient than driving and finding parking.
- My mother (now dead) stopped taking transit altogether after the price of a seniors' pass was raised. Druh Farrell seemed completely unsympathetic to this at the time.
- Bring back better service (eg twice an hour, not once) on the smaller routes. Try to keep to a schedule. I cannot express my utter frustration at trying to plan trips with the online system. The map and the specific route schedules did not agree last time I checked (December). Bring back rt. 9
- I appreciate your work that makes my transit experiences positive.
- From where I live in Calgary (Harvest Hills) we have excellent service. I have never had a problem and have had excellent drivers. At times I have sent in a commendation for outstanding service.
- Sometimes the LRT do not announce next stop, and/or the volume is so low that you cannot hear it. That happened to me recently, so got off one stop too soon just to be sure I did not miss the city hall stop
- Overall, I enjoy riding on the bus, most bus drivers are very friendly and polite.
- I know that Calgary Transist provides a lesson in actually using the bus with my scooter. I appreciate that and will feel more comfortable once I have done that. Waiting for spring. But cant remember how to tell if the bus has a elevator step?
- We choose to live downtown & have for 20 years. Over that time, it is much more developed & now we dont need to drive or take transit to shop, buy groceries or for entertainment. So we use LRT very sporadically. The free zone LRT is handy during bad weather to get around downtown.
- The present yearly pass system for seniors encourages me to take transit rather than driving when routes and scheduling are available in a reasonable time.
- Weekly I need to go from Crescent Heights to Lakeview United Church in the evening. The transit schedule means my trip would take over an hour each way and I would still have to walk about six blocks (unless I stay on the bus for even longer and walk a shorter distance).





- I use transit exclusively and for the most part find it convenient. My main concern is that if I am downtown for an event at night past 11 p.m., C-Train runs late but often the bus does not, and I have to call a cab.
- Generally good experience, apart from getting on and off the bus.
- Lately have encountered lot of youngsters drunk, high on drugs and being nuisance. Also witnessed drug deals. So don't feel so safe traveling after 7 in the evening or before 7 in morning.
- My dad experiences have always been positive. I usually ride in off peak hours and never at night. I find the bus drivers overall very pleasant and helpful. No complaints.
- Recently the City has installed bike lanes and other road infrastructure downtown that slows and restricts private motor vehicles. Unfortunately, these road diet measures also slow bus traffic which just encourages people to stay in their cars. The City needs to think this through more carefully.
- So far I have had very positive experiences using transit. For me the only negative is short term parking close to Westbrook or Shaganappi Stns. If I need to walk from home - 15 blocks - and I have a time constraint or bad weather, I may not choose transit.
- "Long term, I can see myself with physical disabilities that will require transit that is more accessible to me. I would choose living in an area with better transit service
- I ride a bike and would like to see increased ease in being able to bring my bike onto buses and lrts"
- I have experienced amazingly good connections, friendly and patient drivers, thank you. Again, I don't like standing in trains. In the older designs where I could hold on to the back of a seat while standing in the aisle, that was acceptable. "hanging" from a handle above is not!
- I really like the fact that my c-train station has a warm place to wait for my bus. I just wish the station didn't get so dirty in the winter from all the mucky boots. It reflects poorly on Calgary. Also, I get upset when the UP escalator isn't working at a station.
- Buses often are so infrequent that they make using transit undesirable, especially in winter and poor weather.
- When buses are ahead of schedule it's especially frustrating because it's often a long wait for the next bus. Particularly in bad weather. Route 50/51 - good example!
- Why can't Calgary Transit look at the "big picture" and do something about bus connections. In my community of Odgen the 73 bus and the 24 bus can literally pass each other at 78th Avenue and 18th Street. Neither bus will wait a few seconds to see if anyone wants to transfer. Frustrating!!!!
- Being able to get a seat is also important, so I aim for times of lower usage, which are also times of lower service frequency. Transit cleanliness seems to be more of an issue recently. I used transit more often when it was more convenient. Ice on sidewalks and at crossings is a problem too.
- Excellent for trips downtown
- Usually drive to CTrain stop and take train when going into city centre. Very difficult when going to most other parts of the city
- I have no choice but to take transit, and with all Calgary's ambitions to a city enjoyable and easy to live in, transit is becoming worse, limiting the freedom for the people who need it very much, such as seniors. We do not want to be confined to our isolation. Transit is a headache.



- Transit is good. But you have aging population. Similar issues for families with young children. Safety. Clean. No scary people. And the bus or train need to show up. I have had to go out after 11 pm to rescue my daughter from a bus stop when bus drowed up. Not funny!
  - Since I still drive I will take transit if it is more convenient. At the time annual passes we're \$35 I used transit several times a week to get downtown.
  - Need more frequent bus service on the weekend
  - Escalators at LRT stations are hard for me (and others my age) to use.
  - A greater issue is actually the experience on the ride. Whether on the LRT CTrain, or a transit bus, Calgary Transit drivers engage in abrupt starts and stops, making it uncomfortable and at times unsafe.
  - Bus stops need to have side walks - on many streets there is a bus stop pad and the rider will have to walk on the road to get there. Do bus drivers have a way of informing management of problems that riders are experience ie bus stops not cleaned off?
  - Far too many 'wanna be a police officer' types on the train.
  - Bus drivers need to make sure riders (especially seniors) are seated on hanging on to poles before taking off. I experienced a bus driver, who before I was seated, hit the gas and if someone had not caught me, I could have injured myself. Also I walk with cane or walker and have trouble with stair
  - Since I rarely travel during rush hours, I am mostly satisfied with my transit experiences. The only drawback is connecting with my neighbourhood bus at arrival at the station. Sometimes there is a very long wait time. However that is only an issue in winter temperatures.
  - Sure... quite a few years ago I took the C-train.... from downtown to albert park.... and somehow my ticket fell out of my pocket... so I GOT a ticket.... \$150 and after attending court it was "reduced" to \$100 ! I've never used Calgary Transit since. Love having 40 characters left to say more !
  - Foul language from young people. Smokers stench. Heat too high in bus on frigid days. People are bundled up for the weather, sweat on buses, go back out into cold. Not healthy.
  - I had planned to use transit more and my car less once I retired. That is not turning out. Route 35 service has reduced from half-hourly to hourly buses, which makes it too infrequent to use for appointments. The number 37 is a welcome addition, but is a long walk from my house, especially in winter
  - "I welcome the cheery ness of the drivers on routes 34 & 48
- 
- Thanks"
  - City of Calgary transit is not customer based it is money based
  - Bus drivers are very considerate about lowering the door to get on and off and usually do not start until passengers are safely in seats.
  - No
  - I use a transit app on my phone, but they aren't flawless. I don't have a solution, but even the "real time" schedules aren't great, and there has to be a better way.

- Bus drivers should be allowed to drop passengers off near the bridges that cross from the Dalhousie and Crowfoot bus circles to the stations. It is frustrating to be dropped off in the cold or rain at a stop that is the furthest away just to have the same bus pass me as I am walking to the station!!
- We WERE well served by the #9 Bridgeland route. We WERE big transit users-get to university, downtown, etc. and now very underserved in our area. New routes are impractical. Many seniors don't use the train- they can't cope with speed, no seats, distance from home, lack of safety.
- Transit app is not user friendly
- I appreciate the transit system and do want to see it continue to develop. I am just not used to using it except for special occasions. I do wonder why the huge buses have to be traveling around with a few people in them in off peak hours or weekends? It seems to me it would cost more on fuel.
- It should run 24/7. There is not excuse in a city the size of Calgary to have public transit unavailable at certain times.
- Walking to a bus stop in winter is an adventure in fall prevention, sidewalks not cleared and often icy, often the road is the only alternative meaning you have to duck traffic or get run over. Only safe alternative is to drive to a ctrain parking lot and hope for a parking spot.
- It is not always pleasant, with aggressive and rude behaviour by other passengers, but I hope to be able to continue to afford to take it and generally it gets me where I need to go.
- Why remove Anderson Station from commuter use? When you renovate this station, where will the short term parking be? But the drivers are generally very helpful, thank goodness for that.
- There have been times when riders on the train are drunk, high on drugs and belligerent. I rarely see transit police. Many times I feel unsafe.
- The stop numbers on the signs are too small, the phone number on the route number sign was too small and I could not read it, the tv's at train stations are too busy (too much info on one screen) and I could not find the bus arrival times. bus pass availability is not communicated well enough
- Anonymity on the train is the biggest concern- humanize the culture! The bus is not much better, most of them are fantastic but many of them can't manage to even acknowledge you when you say good morning It is a robotic system rather than a people friendly place
- At least five to 10% of the bus fleet does not have a functioning wheelchair ramp, and even when I file a report, it sometimes takes you weeks to actually fix the ramp.. It's evident that you do no preventative maintenance.
- Routes were better before c trains, less transferes, less walking, and safer. Lack of seating. Expensive, Not senior friendly
- "I've attempted to use Park n Ride many times but zero parking spots. Grade = F for Failure.
- Calgary spends \$1.4B of its capital and \$575M of it's operating budget on transit. ALL of Council and senior CT management need to ONLY use CT for 1 full week and report why transit is better than driving."
- I live downtown and often it is quicker to walk to my destination than to take transit. Eg. to get to Inglewood I need to take two buses and wait up to 20 mins. I can walk there in less than 30mins.



- I'm generally pretty satisfied with Calgary Transit. The trains are great. The buses could run more often, but I have to admit that the buses I usually take (19 & 404) are never full, so I can see why they don't run as often as I would find convenient.
- Operators, for the most part are friendly and courteous. While it would add to the budget, having a more consistent approach to maintaining the access to bus stops would be good. Having to worry about slippery surfaces and ridges deters from travel on Appt days.
- Clean the areas in front of bus stops. Bathrooms at outlying LRT stops. Make buses more handicap friendly, for walkers, strollers, etc. Increase parking so it is easier to use lots and access lrt
- Each year I spend time visiting Amsterdam for periods of three weeks. We are able to walk to the amenities we need (groceries, entertainment, etc.) or easily take trams. The trams run frequently, are clean, and easily paid for by using a pass that calculates the cost of your specific trip.
- they have been fine thank you
- Every year more baby boomers are reaching the stage of becoming possible users of transit - where is your education for us and your invitation to switch over? I'd take the subway in Hong Kong anyway. but here??
- Drivers do not stay on schedule or even close to it many times, the app is not as accurate time wise and I get frustrated with missing buses, I should not have to be at a stop 10 to 15 minutes early, idiot drivers need to stay on schedule
- I would like to commend the management for good on time service.
- I don't there are fewer seats in the new trains and the fact they are hard as a rock which hurts me to sit but I have to sit plz go back to full seating and comfortable seats I will even pass on those trains that have hard as rock seats
- No
- With regards to the last bullet, I find that the trip planning function on the Calgary Transit site is not user friendly. The database includes all North American cities - why. Why isn't it restricted to Calgary and area only. Selection are hard to make.
- Almost always have to ASK driver to lower the step getting on or off. Attitude of drivers - like this a chore. Drivers off shift on #1, #302 buses crowd around driver to chit chat 1-2,3 even, on whole trip to Inglewood.
- Not going to take transit with the increased rates. Driving me vehicle until they take my license away
- Yes why do the drives jerk their brakes on time I fell and the driver wouldn't help me or the race to the stops very unsafe
- Just want to know, why not just charge all seniors the same seniors pass every year?
- After major snowfalls, the street plows ALWAYS pile the snow up at bus stops, making it very difficult to get into and out of the buses without slipping and/or falling. This happens every Winter. Inability to get a seat is usually because of other passengers' ignorance and lack of awareness.
- The worst thing was taking off route 403, which took me to many activities on a daily basis as well as Sunnyside Ctrain station. New route 404 only takes me to North Hill and I seldom use it now.
- Some drivers stop/start abruptly or drive in this way and it can cause people to fall/falter or feel sick.
- I really appreciate the senior lower bus fares.



- Poor maintenance of side-walks at some bus stops and piles of snow. You should encourage transit use and provide day and 2-day passes for visitors which would include entrance to museums etc.
- I do not qualify for low income passes. I also do not want to commit to an annual pass. It would make a great deal of difference to me and my partner if a reasonably priced monthly pass is available for purchase. We would like to explore the city but have not done so because of this.
- There should be buses that can transport seniors to their destination straight, without having to transfer two buses. Previously, Bus 22/122 could take seniors to Brentwood Shopping Center and Market Mall. Now, seniors have to take two buses before they reach these two places.
- I am not a daily, weekly or even a monthly user of transit; however, I still purchase an annual pass. My main use of transit is the LRT to go downtown, to the Stampede grounds, or to the Jubilee Auditorium.
- The issue with getting a seat was a big factor in my decision to retire.
- Overall I find it a good experience. I like how often the trains come.
- I've essentially stopped using transit because of safety concerns. My anxiety goes up even thinking about it.
- your newer models are freakishly uncomfortable for large passengers like myself, because of seat size and layout, under-seat crap like heaters and subframes, and even the stop buttons sticking into the aisle instead of towards the seats means they accidentally activate if you brush them walking past
- The "Shelters" that riders are to stand in don't shelter riders very well. The wind still whips through them and they remain very, very cold.
- Please do something with the connections it is so bad when you have the really early morning shift and you get to get to work barely on time.
- Overall, my use has been pleasant. While trains and buses are sometimes crowded, I am still learning the routes I normally take and try to avoid peak use time. By the way, that might be an interesting tool to add to the website for information/usage purposes.
- I am 85 and just did an advanced drivers course for fun. Waiting in the cold? NO. Getting harassed by kids? NO. Getting sick in public? NO. I. Want. My. Car. Your assertion that old people want transit more than their car is 100% wrong.
- I wanted to use transit to get to ATP downtown on a weekend and the C Train construction meant I had to walk 6 blocks. No buses in sight and no one to ask.
- Signs that indicate stops on the C-train stations vary in location and in height. If standing on C-train often you cannot see the station information as the train pulls into the station as it is mounted poorly for viewing. Should be viewable without looking above the line of sight of a seated pe
- I like the service but the cost is now too high to use on a regular basis. It is a pity as it would take our vehicle off the city street more often and reducing greenhouse gas as well as the upkeep of roads
- No
- My grandma no longer uses transit, but did use it daily from 1962 until about 2002. The same line and stops the whole time. Now she is essentially housebound as walking to the stop for her is difficult/scary. There should be more communication about alternative services she can use.



- The C train is not our favorite ride - you can never find parking at the stations. We use the #1 bus because we are close to the starting loop in Penbrooke. The only problem is sometimes it doesn't get real close to where we need to be. The bus with the caterpillar in the middle is not a nice ride
- I take the route 34 weekday mornings between 7-7:30 and the drivers are always very friendly and courteous
- I find the Ctrain gives one a smoother ride as I have back problems and therefore this is my mode of choice. I found it difficult to locate connections to downtown when train had to stop in Kensington due to the windy conditions downtown.
- There needs to be more supervision on the trains regarding behavior, inappropriate language, and use of the senior-designated seats. Sometimes the rowdiness and language make me feel vulnerable and uncomfortable.
- I had to buy a car because I cannot visit my mother at Prince of Peace Manor by bus - there is none. Having an accessible bus service only works if the sidewalks and curbs are cleared of snow, so one can get there.
- It is growing and getting better every year. Drivers have been overwhelmingly courteous and friendly. I deliberately live in a more densely populated area closer to town town in order to access Transit conveniently. I hope that access will be improved further out as well.
- I support continuing annual passes for seniors at a reasonable rate. I use transit when parking at destination is limited, weather is bad or time to use transit is on par with using own car (transit more environmentally friendly). Will not use if fares increase too much
- 95 percent of the time, this is an excellent way for me to travel. When problems occur, there is no easy solution for me to get where I am going.
- From Rosehill Dr & 10th St NW, getting anywhere takes 2 buses, a C-train & walking - nothing convenient. Without a car you become housebound - rather sad!!!.
- I stopped using transit mainly because of the lack of washrooms. I think the mayor and councilors should have to come/go to/from work once a month then they would understand the challenges a little better.
- Most of my Calgary Transit trips have been very enjoyable except when the train or bus is too hot with heaters put on high and when a drunk is in the train saying profanities or bothering one of the passengers.
- When the cost rise for using transit than it makes it difficult for low income to decide where their money will go first as we tend to get paid once a month.
- Safety is important and determines whether I want take a bus
- Usually very good service. It is at times the other users that make the situation more difficult. Please please advise on the loud speakers "No smoking, including e-cigarettes". As I am greatly bothered, it is not a nice experience advising/asking people who then swear and threaten me.
- I had to quit work early when I was pregnant 40 years ago because I couldn't get a seat. Nothing has changed in 40 years. I drive everywhere and only go where parking is free. As I age this is a problem when I have to see a Dr or go to hospital. Fortunately I am able to walking leaving me an option.



- I rarely go on a bus as the train takes me downtown or to the places I mostly want to go. Having information on paper and not relying on internet as many of my older friends do not have access to a computer or know how to go "on line": to look up anything
- No.
- I am very happy with Calgary Transit, especially the low income seniors pass. This enables me to get out every day to get fresh air and exercise, to do any necessary shopping, and to attend Kerby Centre.
- When I took transit in the past to work I found the service inconsistent and the trip takes much longer than driving on my own. I can drive to my work 1 way in about 35 minutes but transit would take me anywhere from 50 to 60 minutes. That time is better spent with family rather than commuting,
- Calgary Transit service is generally good. Feel safer if more transit officers are visible on trains and platforms, even randomly. Like to see reduced annual pass for 60 to 65 age group. Maybe for non working seniors? For Off peak hours ? Please consider. Thanks.
- There seems to be a tendency recently to eliminate shelters. When available, these are much appreciated.
- My final concern, which wasn't in your drop-down menu is the conduct of the drivers and peace officers. There are FAR too many rude people checking fares. They do NOT say "please" or "thank you." They obviously are coached to be in "control" not care about public. This is VERY bad for visitors.
- "I just want more trains through the city, which are coming. The time it takes, the comfort, the poor reliability of buses is a deterrent for me.
- Recognize that many older adults don't have a vehicle and need to access health care often. Even with a car the parking is 15\$/day. We need transit access"
- Yes, please keep the senior yearly pass, even if the price needs to be raised. Don't make it a monthly pass, then you are looking at a world of confusion for many older people & families. Also for well-off seniors, allow them to donate extra \$\$ to help subsidize low-income senior bus passes.
- I would say Calgary Transit provides very good service across the city. What is needed is a smart card system for payment. This helps not only citizens but also tourists with ease of payment. As the new train cars come on board, there should be fewer mechanical breakdowns.
- Some c train stations need more security often people are sleeping or hanging around the stations as they seem to have nothing else to do.
- A bit scary on LRT after 10:00pm
- "Please get trains with enough seats and make sure they are not so uncomfortable
- I hate the newer trains with hard plastic seats and being crammed shoulder to shoulder not a pleasant experience"
- Safety is an issue. We only use transit during daylight hours. Also we try to avoid rush hour times due to mobility issues.



- 99% of the time, the transit drivers are pleasant and courteous. That 1% gets me a driver who doesn't stop in the right spot but a yard or so past it and I'm stepping into 3 ft of snow/ice; mud; or uneven ground. There were times a few years ago where I was literally falling off the bus!
- Mostly good but I travel mostly at non peak times
- You do not allow more time on transfers, you provide no bathrooms and no customer appreciation for having to wait in the cold when trains are in trouble. And I noticed if people want to take their bikes to work you do not allow bikes on the train at certain hours. This is not environmental friendly
- it is great for people living near the LRT. there's long distances to walk to bus stops in our suburbs, as our housing is spread out in Calgary. It remains a great service and more environmental.
- I believe the train is the best way to access the Down Town and Lougheed Hospital.
- It would be good if you could meet with seniors at their community associations to see us in person. At all quadrants of the city.
- Yes. Some bus stops have slippery ice/snow banks and that makes getting on and off the bus risky.
- More benches and shelters would be appreciated
- Because of the area I live, the bus runs only every hour during non-rush hour and any service ends at 7:00 pm which inhibits the ability to go anywhere in the evenings.
- Transit Bus stop doesn't get clean with snow quickly. I have to go through all snow to get into the bus.
- I have been taking Calgary Transit for 22 years now. When I get referred to medical specialists on the other side of the city it is extremely stressful to know how long the trip is going to take, whether or not I will be freezing and having to allow up to 3 hours just to get to the appointment & back
- Calgary Transit is very important to seniors. As many of us decide not to drive anymore or for health reasons are not able to drive, buses and C-trains provide a way to keep active and to engage with society in commercial, familiar, recreational and cultural activities.
- Pre-purchased tickets should be at a discount over cash fares. Simplify cash fares by rounding - exact change is hard. Provide access to washrooms at select LRT stops. Provide more sheltered bus stops.
- Please do not increase the yearly pass for seniors as it will have to come out of food or rent money.
- I am lucky. I live close to the centre so I can get to the downtown core easily. I have taken trips where I had to take the bus, train, bus, and another bus to get where I was going. It deters my use of transit
- You need to tell your transit conductors to turn the heat on, it is a cold unpleasant ride in the winter, you do not have any washroom facilities and leave people in the cold when breakdowns occur.
- Will not travel transit near morning or afternoon rush as must be able to sit down. Most folks nowadays have no courtesy
- When I do take it I am very satisfied.
- I found this site tricky to navigate, this survey hard to recognize and difficult to try. This is my third attempt to complete this survey. I hit the wrong key on my first two tries.
- "The drivers are helpful.
- The number 9 bus route was perfectly good but now we have route 90 which is not as convenient."





- The drivers are helpful and make sure you get on and off at the right stop. The newer route that goes to Sheldon Chumir is convenient as it makes stops at many of the locations I need to travel to.
- The drivers are helpful.
- "I live in a building where the bus parks outside and idles for quite a while. The exhaust fumes travel up to my bedroom window.
- It would be nice to have Access Calgary and regular Calgary Transit bus passes combined for low-income seniors."
- During school hours the bus is very full and the students will not offer their seats to older adults. Therefore, I try to not use the bus during school hours.
- I find bus drivers to be friendly and welcoming on the #3 route, so nice :-)
- Service in the Northeast needs to be improved - more ctrains would be appreciated
- We moved from Edmonton and never used transit as it never seemed to go anywhere we wanted to go, whereas the C Train does. Also our proximity to the Dalhousie Stn. We live in the Groves of Varsity.
- the drivers are great that are on the 90 bus route. sometimes the ramps dont work but we help the driver to get the ramps out and in in case of not wanting to work but all in all for us its very helpful. bus stops need to be cleaned up from snow on the curbs for sure that would help a lot in winter
- Bring back reduced single usage fees
- Communication on the Ctrain is poor, especially when mechanical/police issues arise. E.g. when service is restricted to the north part of the red line, the automated messaging cheerfully announces the south stations. Arrival times and delays are often not reported on video screens.
- ... finding this survey was difficult. I had to phone a friend & have them email a link. Your site should be more friendly.
- would be nice if there were parking stalls designated in off times perhaps for seniors closer to the C-train stations. Many seniors may have difficulty walking the distance between the far back of the parking lot and the C-train. I do not believe the senior's rate for passes should be increased
- It is very convenient to take the train to the downtown core. Other destinations are less convenient so I drive. In terms of these questions, spilt off the two parts of the 4th response. I don't care how far I have to walk. It does matter to me how long it takes once I get onto transit.
- I find it EXTREMELY annoying when there's no benches or not enough seating, and when a person is physically challenged for joints, back pain etc waiting for even 10 minutes while standing can be very painful and cause lasting discomfort. So if City Transit could add more seating ... wonderful !!!
- Winter access to buses. I live near Crowchild Tr. & 5 Ave NW & all 4 bus stops, after the roads are cleared, are impossible to board buses due to the 2-3 ft piles of snow. After the last snow storm it took 3 weeks to clear. In & around the bus area is cleared but not where you board the bus.
- Think long range- more than making money. In "age friendly" city you want to make public transit the easiest, cost effective alternative for seniors. Growing senior demographic makes it imperative to purposefully entice seniors to get out of their cars & start using Transit. Think proactively now



- What bugs me the most is the seating issue. Someone should teach transit users to have some respect for the elderly and crippled and those with heavy loads (like groceries), as some of us have to rely on public transit to do stuff. Bring back the good old manners! Thanks.
- Some of the oldest c-train cars can be chilly in winter and too hot on some summer days. Some bus drivers need extra training in starting and stopping, and a few seem hostile and aggressive. Overall I am happy with the system.
- No escalators makes it a non starter.
- I would like to use it more - I'll see what happens once I am 65!
- I've been stranded by CT where no bus arrived in very inclement weather. Reliability of service is essential. And I know it's hard but my mom's place is 15 min by car and more than an hour and a half by bus. Really?
- I rarely take transit as parking for the C train near my station (university or Banff Trail ) is non-existent.
- Buying a pass for the occasional use is no longer attractive. A small pass in a wallet is nice to have as a back-up but not at the current price.
- "Many of the route changes ensure that I drive more often. A trip to one medical appointment used to take me 1 transfer and 40 minutes. That same trip now takes at least 3 transfers and up to 2 hours, which I find unacceptable.
- I find most drivers are kind, courteous, and helpful. One or 2 are rude."
- I find the drivers to be skillful, courteous, and seem to enjoy their jobs.
- Using the train or bus is fine - it's getting to the bus or train that is the problem! Stockholm clears pedestrian and cycle paths first before streets!!
- I have found it easy to get around and find information online for that ease. I can get to the 69th Street station in an hour from Edgemont which I think is great. I have travelled the NELine on occasion and while I felt secure and safe up to Barlow Tr. I have not felt really safe at the 36th St.
- Transit drivers are too quick to close the doors and take off too quickly before I have time to get seated (if any are available) and I have balance issues. People have all kinds of items (backpacks, sports bags, groceries) littering the floor and making it difficult to get to a door.
- The c-train is not a great alternative for older people unless you live right on the line and it goes right where you want to go, and you can go when it's not over loaded with people. We need to keep buses.
- the cost factor does annoy me. In Monterey two years ago, i think it was less than 60cents for one way to CArmel by the sea. A friend in England tells me she travels for free on buses. My income while adequate is essentially fixed and the City thinks it can simply keep on raising the pass cost!
- pedestrian infrastructure almost does not exist. Anderson Road is being redone with NO bike lanes and NO sidewalks in sight. How does this enable people to use transit, when they can't even get there? This option is desperately NEEDED.
- I am very appreciative of Calgary Transit and fully support all efforts to improve it for all, especially those w limited (or no) income and ppl with disabilities.



## Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

- Hearing the stops called out so I will have a fair idea of where I am and how many stops left before I get off, it gives me time to put away my book or knitting
- City Snow plowing has often blocked bus stop access causing customers too climb over the piles often resulting in accidents, falls, and traffic jams. Drivers' attitudes to customers vary from excellent to horrible. This requires training from management
- To long intervals when I have to transfer (winter)



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

## Appendix A

Older adult refers to Calgarians 65 years of age and older. Younger family member refers to Calgarians under 65 years of age

Which scenario best describes your Calgary Transit usage?

- I am a transit user
- An older adult I live with is a transit user
- I am not a transit user

Which scenario best describes your current personal situation?

- I am 55 to 64 years of age
- I am 65 years of age or older
- I am a caregiver to one or more people 65 years of age or older
- I am an older adult caring for another older adult in my family
- I am an older adult caring for a younger family member
- I am a younger family member caring for an older adult family member

1. When deciding whether or not to take transit, the **most important** thing to me is...

- The cost of the transit trip
- Transit stops and vehicles (i.e. buses and trains) are accessible for people with different levels of mobility
- Comfort, including being able to get a seat, sense of safety and transit cleanliness.
- How far I need to walk to and from transit stops and the overall time it takes to make my trip
- The ease of planning and making my transit trip

Why?

2. When deciding whether or not to take transit, the **second (2<sup>nd</sup>) most important** thing to me is...

- The cost of the transit trip
- Transit stops and vehicles (i.e. buses and trains) are accessible for people with different levels of mobility
- Comfort, including being able to get a seat, sense of safety and transit cleanliness.
- How far I need to walk to and from transit stops and the overall time it takes to make my trip
- The ease of planning and making my transit trip

Why?

3. When deciding whether or not to take transit, the **third (3<sup>rd</sup>) most important** thing to me is...

- The cost of the transit trip



# Seniors' Transit Usage

Stakeholder Report Back: What we Heard

March 6, 2018

- Transit stops and vehicles (i.e. buses and trains) are accessible for people with different levels of mobility
- Comfort, including being able to get a seat, sense of safety and transit cleanliness.
- How far I need to walk to and from transit stops and the overall time it takes to make my trip
- The ease of planning and making my transit trip

Why?

Is there anything else you would like to tell us about your experiences using Calgary Transit?

## Evaluation Questions

Evaluation questions are only evaluating the engagement process, not the project. These responses will not be included in a public report back. They will only be used to help us improve how we do engagement.

1. I'm satisfied with the opportunity to provide my input
  - a. Strongly agree
  - b. Agree
  - c. Disagree
  - d. Strongly Disagree
2. I understand how my input will be used
  - a. Strongly agree
  - b. Agree
  - c. Disagree
  - d. Strongly Disagree
3. How did you hear about engagement opportunities for this project?
  - a. Facebook
  - b. Agency/organization email
  - c. Poster
  - d. LRT station advertisement
  - e. Television advertisement at another facility (i.e. doctor's office)
  - f. Other (please specify)
4. I received enough information to provide meaningful input.
  - a. Strongly agree
  - b. Agree
  - c. Disagree
  - d. Strongly Disagree
5. Do you have any additional comments about your opportunity to provide input that you'd like to share with us?