

What We Heard and Did Report

Mass Transit: Implementing for 1.25 Million People

TREATY ACKNOWLEDGEMENT

The City of Edmonton honours and thanks the many Nations on whose historical and traditional lands Edmonton was founded, including the Cree, Dene, Saulteaux, Blackfoot and Nakota Sioux. We acknowledge and embrace the fact that we are on the traditional land of Treaty 6 territory and the traditional Métis homeland.

We acknowledge all the diverse Indigenous people, whose ancestors' footsteps have marked this territory for centuries - from First Nations, Métis, Inuit and now settlers from around the world. We do this to create awareness that we are all treaty people, and to show recognition and respect for Indigenous Peoples and the traditional territories on which we live, work and play.

We take our responsibilities with Indigenous peoples seriously, and together we call upon all of our collective honoured traditions and spirits to work in building a great city for today and future generations.

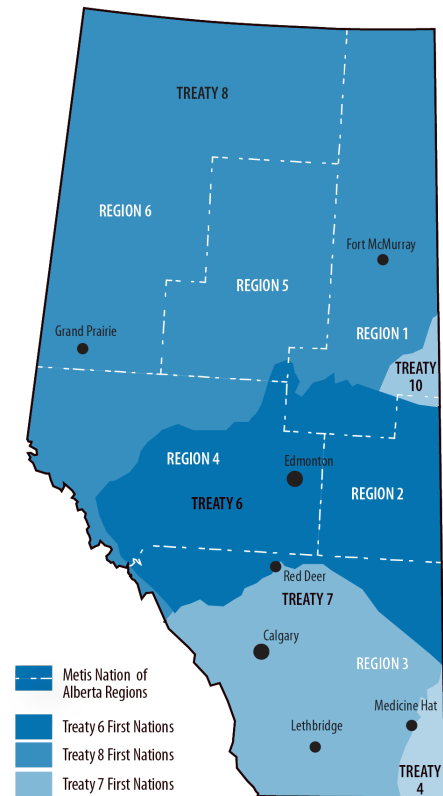


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MASS TRANSIT PROJECT OVERVIEW

The City Plan envisions a healthy, urban, climate resilient city of two million people where all Edmontonians can easily meet their daily needs within a short walk, bike, roll or transit trip. A robust, seamless transit system, with mass transit serving as the backbone, is critical to achieving this City Plan vision.

Mass transit is one of the most efficient ways to move large groups of people through the city to connect them to the people and places that matter to them. Edmonton's mass transit network is being expanded to include not just LRT, but also new [bus-based mass transit](#) routes.

Expanding the mass transit network to include bus-based options will provide Edmontonians with increased access to safe, reliable and convenient transit service with faster journey times. Not only does expanding mass transit provide people with more convenient travel options, it helps us reach our [climate resiliency goals](#).

Having more mass transit options will contribute to reaching The City Plan target of 50 percent of all trips being made by transit or [active transportation](#). This reduces our environmental footprint by helping to reduce the number of trips taken by personal vehicles, which will have a positive impact on managing congestion and greenhouse gas emissions.

A robust mass transit network also supports [regional and economic prosperity](#) by effectively linking workers and customers with businesses. Additionally, it helps us build a more welcoming and inclusive city by removing travel barriers and providing people with more diverse, convenient and affordable options to get around.

Bus-Based Mass Transit for 1.25 Million People

The City is implementing bus-based mass transit in a phased approach, with the first phase supporting a population of 1.25 million people. The bus-based mass transit network for 1.25 million people includes the development of three citywide Bus Rapid Transit (BRT) routes, which provide a comparable level of service to LRT, as well as 15 District Routes, which will connect into and support the citywide BRT routes.

Three BRT routes are included in the 1.25 million population network:

- Castle Downs to Century Park via Downtown (by way of 97 Street and Gateway Boulevard/Calgary Trail), referred to as B1
- West Edmonton Mall to Bonnie Doon via University (by way of Whitemud Drive and Whyte Avenue), referred to as B2
- Ambleside to University (by way of Terwillegar Drive) – partially constructed as part of the [Terwillegar Drive Expansion](#) with ETS's Super Express Route 31 currently operating from Leger Transit Centre to the University LRT Station.

The City is currently in the process of developing route alignment (which streets the routes will run along) options for each of the three BRT routes. Once the route alignments are confirmed, more detailed concept planning will be done to determine station locations, corridor design (how the streets with bus mass transit will look) and transit service targets.

The route alignments and other elements are being determined through a decision making framework that incorporates City Plan policies, technical considerations such as connection to surrounding land uses, integration with other modes of transportation and environmental impact, an equity assessment and public input.

ENGAGEMENT OVERVIEW

Approach

Between 2022 and 2024 the City engaged Edmontonians on expanding non-LRT (bus-based) mass transit options to provide service for a future 1.25 million people. This built off of previous City Plan engagement but focused on specific routes that would be needed in the near future. The program consisted of two phases of public engagement along with an equity assessment and targeted engagement specific to the University - Garneau Area.

The first phase was designed to grow the understanding of what mass transit is, hear resident concerns and develop a set of principles for the bus-based mass transit network. This included engaging with both specific stakeholders and Edmontonians more broadly. Engagement activities included an online survey, online workshops and in person pop-ups. In addition, we partnered with the [Old Strathcona Public Realm Strategy \(OSPRS\) project](#) on a survey and several other events.

The second phase was designed to dive deeper into concerns and preferences about route alignments, station spacing, street elements and designs. As with Phase 1, this was primarily focused on engaging Edmontonians and community leagues along the major routes. This phase also included an online survey, workshops, pop-ups and partnering with the OSPRS project.

The remaining activities were targeted to specific groups and areas requiring additional study. The inclusivity activities connected with groups that are often underrepresented or which have special needs that mass transit should accommodate. The engagement at University-Garneau area was focused on understanding the needs of key stakeholders in that area, including the University of Alberta, University Hospital, Alberta Health Services (AHS) and Emergency Medical Services (EMS).

The information gathered through the engagement activities was used to help create mass transit principles which were then fed into a larger decision-making model. This decision-making model was used to develop recommendations for the route alignment, and

will also be used in the next stages of the project to inform station locations and how the mass transit routes will integrate into the roadway.

Improving the transit services in Edmonton will help create a more equitable mobility network, reduce the City's environmental impact and provide more choices for how residents move around the city. This project is one way the City is working to build a transit network that will meet the daily needs of every person living, working and visiting Edmonton.

Themes

We heard a range of perspectives and opinions throughout the project, with five key themes emerging at nearly every stage. We heard these themes in conversations, emails and through the survey results and comments. These themes are:

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

These themes are each discussed in more detail in the [WHAT WE HEARD AND HOW WE USED IT](#) section.

HOW WE ENGAGED

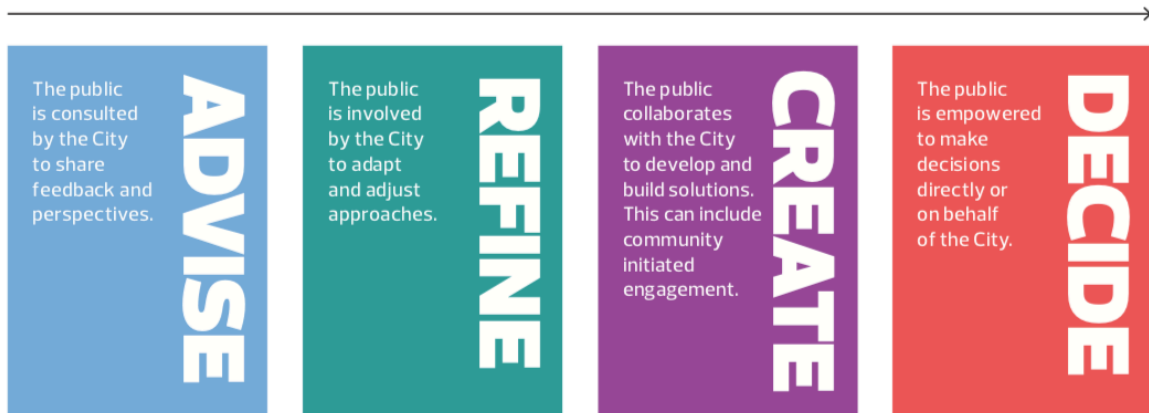
This project built off of the City Plan engagement to gather additional feedback specific to the major bus-based mass transit lines needed for 1.25 Million population. The City developed a plan to engage Edmontonians and key stakeholders to understand their needs and concerns as well as gather ideas and other information that might have been overlooked. This along with a series of technical assessments was used to develop and evaluate options for implementing mass transit.

Engagement Spectrum

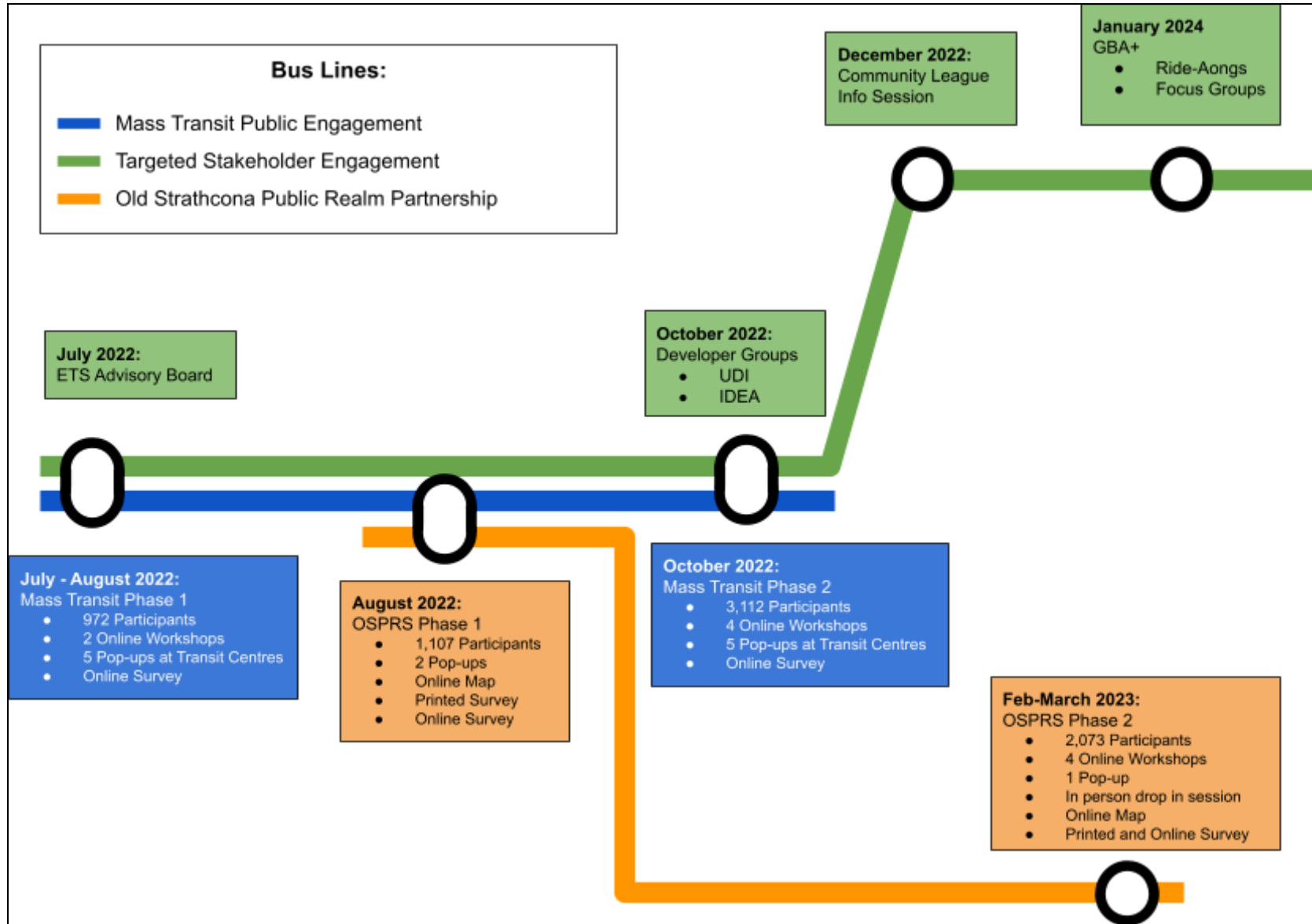
The Public Engagement spectrum is a tool that explains the four roles the public can play when they participate in City of Edmonton Public Engagement activities. As we move forward in the spectrum, there is an increasing level of public influence and commitment from the City and the public.

Engagement was conducted at the Advise level on the City's Public Engagement Spectrum, meaning the public was invited to share their perspectives and tell the project team what they thought. This feedback was used in conjunction with the City Plan, decisions made by City Council at public hearings, and technical and policy considerations, to make adjustments to the mass transit network

Increasing influence of the public



Engagement Route Map



Phase 1

Phase 1 ran from July through August of 2022 and was designed to grow the understanding of what mass transit is and gather feedback to help the City develop a set of principles for the bus-based mass transit network. This phase included engagement with Edmontonians, as well as a number of key stakeholder groups.

Edmontonians

Mass Transit Round 1

In order to share preferences, ask questions, leave comments and provide insights, participants were given the opportunity to join the conversation in a number of ways, including:

- **Two online workshops** held via Zoom Video Conferencing.
- **Five pop-ups** held at the following locations:
 - South Campus
 - Northgate
 - 101st St & Jasper Ave
 - West Edmonton Mall Transit Centre
 - Health Sciences/ Jubilee Station
- **Online survey** using the Engaged Edmonton platform

This engagement ran during July and August of 2022. We heard from 824 survey participants, 122 at pop-ups, 21 comments through other online tools and 6 at workshops. It was promoted using Engage Edmonton, social media, advertisements in transit centres as well as emails to community leagues and dozens of other community groups in Edmonton.

Please see the [Round 1 What We Heard Report](#) for more details.

Old Strathcona Public Realm Strategy (OSPRS) Phase 1

The Mass Transit Project Team also partnered with the Old Strathcona Public Realm Strategy (OSPRS) Project Team to spread awareness and gain feedback specific to mass transit routes on Whyte Avenue, Calgary Trail and Gateway Boulevard.

- **Online Public Survey:** The online survey, hosted on the project webpage, was the primary means to collect feedback in Phase 1.
- **Printed Public Survey:** A paper version of the survey was available for pick-up at the Strathcona branch of the Edmonton Public Library.

- **Pop-up Events:** On August 19 and August 20, 2022, during the annual Fringe Festival, the project team set-up displays and hosted casual conversations with passersby.
- **Online Interactive Map:** An interactive map was available online to collect site-specific feedback from participants.

This engagement ran from August 10-28, 2022 and we heard from 764 survey participants, 130 pop-up visitors and received 213 map comments. It was promoted using social media, sidewalk decals, mailed postcards, promotional cards handed out and emails to dozens of stakeholder groups.

Please see the [OSPRS Phase 1 What We Heard Report](#) for more details.

Key Stakeholder Groups

The City also needed feedback from key stakeholder groups to gain insight from additional perspectives that need to be considered.

Developer Groups

Mass Transit is primarily a city-building project, and so it was important for the City to understand the perspective of developers regarding mass transit. In order to accomplish this, we acknowledged gaps in our knowledge and asked for insights into how mass transit can better support densification and development. This discussion included questions about why some LRT stations prompted redevelopment while others did not, how mass transit could better attract redevelopment and to understand the relative perception of bus lanes compared to LRT.

This portion of the project included presentations to the Edmonton Urban Development Institute (UDI) and Infill Development in Edmonton Association (IDEA) between August and October of 2022.

Edmonton Transit Service Advisory Board (ETSAB) July 2022)

The Edmonton Transit Service Advisory Board (ETSAB) is a diverse group of individuals and stakeholders that provide advice and recommendations to City Council, the Transportation Committee, and City Administration regarding public transit. ETSAB is a valuable source of insight into the perspective of transit users, community organizations as well as academic knowledge and experiences from outside of Edmonton. This group has also been very supportive of enhancing bus routes and using bus rapid transit (BRT) to serve areas where LRT is not practical.

The City hosted a workshop in July 2022 to share information, gather feedback and answer questions. After an overview of the project, we discussed three topics:

- **Opportunities for mass transit:** This discussion covered how Edmontonians might use mass transit, station accessibility, and ways that mass transit might drive development, reduce green house gasses and make Edmonton more equitable and livable.
- **Concerns about mass transit:** This included confusion about what mass transit is, costs, traffic congestion, neighborhood impacts and equity concerns.
- **Ideas and suggestions for mass transit:** This discussion included potential community groups to connect with, channels of communication, and potential demographic groups that might be more impacted by choices or underrepresented in decision making.

Phase 2

The second phase ran from October of 2022 to June of 2023 and was designed to confirm route alignments, station spacing and understand participants' preferences and priorities around integrating bus-based mass transit into the street. This was much more detailed and focused on 4 locations where difficult decisions and trade-offs were required. The locations and options were chosen to provide both location specific information and insights into values that could be applied to similar trade-offs at other locations.

Edmontonians

Mass Transit Round 2

To share preferences, ask questions, leave comments and provide insights, participants were given the opportunity to join the conversation in a number of ways, including:

- **Four online workshops** held via Zoom Video Conferencing.
- **Five pop-up engagement** events held at the following locations:
 - Eaux Claires Transit Centre
 - Churchill Square (on two occasions)
 - Clareview Recreation Centre
 - Century Park Transit Centre
- **Online survey** available through Edmonton Insight Community and Engaged Edmonton platform

This round ran throughout October of 2022 and we heard from 2,942 online survey participants, 152 pop-up visitors, 18 workshop participants and received 43 comments from the web-tools. It was promoted through Edmonton Insight Community, Engaged Edmonton,

social media, advertisements in transit centres, and emails to community leagues and dozens of other community groups in Edmonton.

Please see the [Round 2 What We Heard Report](#) (published December 2022) for more details.

Old Strathcona Public Realm (OSPRS) Strategy Phase 2

The Mass Transit Project Team partnered with the Old Strathcona Public Realm Strategy (OSPRS) Project Team again to further discuss the specific tradeoffs being considered on Whyte Avenue, Calgary Trail and Gateway Boulevard.

- **Online Public Survey:** The online survey, hosted on the project webpage, was the primary means to collect feedback in Phase 2.
- **Printed Public Survey:** A paper version of the survey was available for pick-up at the Strathcona branch of the Edmonton Public Library.
- **Public Online Sessions:** Hosted online sessions on February 21, 23, and 25, 2023 the project team hosted online sessions for the public to provide feedback
- **Online Session for Businesses** Hosted an online session for the members of the Old Strathcona Business Association and other businesses in the area on March 1, 2023, to provide feedback.
- **Drop-in Session** Set-up displays and hosted casual conversations with members of the public on March 2, 2023 to gather feedback.

This engagement ran through February and March of 2023 and we heard from 1,932 survey participants, 102 drop-in visitors, and 40 attendees to online information sessions. It was promoted using social media, window decals, mailed postcards, promotional cards handed out and emails to community leagues and other stakeholder groups.

Please see the [OSPRS Phase 2 What We Heard Report](#) (published June 2023) for more details.

Community Leagues

As the focus of this phase was on specific locations, additional insight was needed from community leagues near the proposed routes to provide focused community input on the immediate areas. The City worked with the Edmonton Federation of Community Leagues to ensure all leagues were aware of the project and also hosted a virtual open house for community leagues in December 2022. Spruce Avenue Community League requested an additional consultation with their community, so the City presented at a community hosted event in June 2023 to share information, discuss concerns and answer questions. These provided a number of insights about the specific contexts of areas along the mass transit routes and also provided an opportunity for the community league members to ask questions as well as promote awareness of the project within their communities.

Mass Transit Equity Assessment

In order to ensure the needs and perspectives of under-represented communities were included, a separate stream of engagement was undertaken to reach these groups. This had several components with the engagement taking place in January 2024.

The first step was to review procedures, industry practices and academic literature to identify demographic groups that required targeted engagement along with best practices and outcomes of equity and inclusivity programs from transit agencies.

This led to identifying eight demographic groups to be further engaged with:

- Seniors
- Low-income people
- Indigenous peoples
- People with disabilities
- Women
- Newcomers
- Racialized peoples
- 2SLGBTQIA+ people

Individuals from these groups were engaged through “ride-alongs” where they shared their perspectives and experiences with the City while riding on existing bus routes, exiting, boarding, and transferring at various locations. This allowed in-depth conversations and allowed the City to share in the actual experiences of the participants. Afterward, there was a group discussion to allow for a more organized discussion and to share experiences.

This engagement was used to develop mass transit equity principles which were then refined through broad public engagement. The broader public engagement took the form of an online survey using the Edmonton Insight Community, which allowed participants to share feedback about the principles. This survey gathered feedback from 3,452 people with a wide range of backgrounds and lifestyles.

Please see the **Mass Transit Equity Assessment What We Heard Report** (published summer 2024) available at edmonton.ca/busmasstransit, for more details.

University of Alberta Area Stakeholders

The University of Alberta is one of the busiest transit stations, and at the same time, the surrounding area must also meet the needs of several large medical facilities and neighbourhood residents. As such, this area experiences extremely high volumes of personal vehicles, foot traffic, commercial vehicles, emergency vehicles, buses and LRT with sensitive medical and technical equipment and limited space.

In order to better understand these concerns and perspectives, the City had regular meetings with the key stakeholder groups over the course of 2022 and 2023, and hosted a workshop with key stakeholders involved in the University of Alberta campus in February 2024.

WHAT WE HEARD AND HOW WE USED IT

While each activity provided unique insights and perspectives, there were many themes that were seen throughout the project. These themes were a major input into the principles used to develop options and evaluate mass transit route alignments. The five key feedback themes were: **transit safety, support for a new type of transit, diversity of uses and users, and balancing trade-offs.**

Transit Safety

The most common concerns were about personal safety when using transit. This included concerns about activities on transit and at stations as well as sanitation, lighting and slippery sidewalks at transit stations and on vehicles.

What We Heard	How We Used It
• Passenger safety is a major concern, possibly the biggest concern, regarding transit in Edmonton • Many are afraid to use transit due to concerns about personal safety when using transit • Concerns about transit safety are shared by all groups surveyed, although they are more acute among some demographic groups	• Passenger safety is a component in all of the Mass Transit Implementation Principles and Mass Transit Equity Principles • During evaluation, options with unresolved safety concerns were discarded. • ETS has many ongoing transit safety initiatives • Safety, security and visibility will be a key priority when developing concepts and designs of mass transit facilities

Strong Support for a New Type of Transit

At every step of engagement we saw high support for bus-based mass transit with many stating it was long overdue. Surveys, workshops, emails and other feedback demonstrated that many participants understood the value of mass transit and are supportive of priority over vehicle traffic.

What We Heard	How We Used It
<i>Strong support for mass transit</i> Bus-based mass transit has strong support among all groups surveyed, including drivers who do not use transit. Participants appreciate the flexibility of BRT to bring high quality transit throughout Edmonton. <i>LRT-like speed, reliability and stations</i> Mass transit needs to offer speed, reliability and a passenger experience similar to LRT. This can only be done with dedicated running ways and enhanced stations. <i>Transit priority over cars</i> Many Edmontonians support giving mass transit priority, even if that means slowing traffic, reducing parking or increasing congestion.	• The recommended definition of Bus Rapid Transit requires 75% of dedicated running way, priority at intersections and a majority of stations • This feedback directly led to Mass Transit Implementation Principle # 4 “Mass Transit Provides a New Standard of Service” • The Old Strathcona Public Realm Strategy includes dedicated bus lanes in Whyte Avenue. • Additional options were developed that included much greater improvements to transit than previous work. This included options with expanded dedicated running ways and higher performance.

Diverse Uses and Users

Many expressed a concern that mass transit might be inequitable by only benefiting commuters traveling to downtown and the University of Alberta. Nearly every group felt that for mass transit to drive change, it will need to work for all Edmontonians, including those who don't work downtown, shift workers, seniors, persons with disabilities, and other under-represented groups.

What We Heard	How We Used It
<i>Serve diverse destinations</i> Downtown is important, but mass transit needs to also work for travel to a diverse range of locations throughout Edmonton <i>Integrated transportation network</i> Mass transit needs to be designed as part of a larger transportation system that allows travelers to easily access it by car,	• Route B1 will provide new connections between North Edmonton, Downtown, University, Whyte Avenue, and locations on Calgary Trail that currently have no transit service. • B6 route will provide new connections between Windermere, University, Whyte Avenue and Downtown • B1, B2 and B6 routes were redesigned to overlap with each other and many other

bicycle, walking and rolling, and other transit routes Station accessibility Station locations and design need to work for everyone. Long walking distances, stairs and crossing traffic are annoyances for some and barriers to others. All day service Edmontonians travel at all times of day and night and so it is important that mass transit runs whenever they need it.	transit routes to dramatically improve transit connectivity throughout Edmonton. • Mass Transit Infrastructure is intended to be used by local, regional and other transit routes to improve transit service • Public feedback was a critical component in informing several technical studies that will inform future decisions on route schedules, station locations and design.
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Balance Trade-Offs

This theme emerged from a range of diverse participant perspectives, including supporters and those who opposed mass transit. Supporters emphasized that bus-based mass transit can provide many of the same benefits as LRT but with greater flexibility, lower cost and with less disruption. Other comments indicated concerns that mass transit would be excessive and wasteful, that the City was downplaying the negative impacts, or that the benefits were unrealistic or overly optimistic.

What We Heard	How We Used It
Congestion and parking Travel by car will always be important and trucks will always be important for goods movements. It is important to recognize that mass transit is likely to reduce parking and increase congestion which will have significant impacts to many Edmontonians and businesses Costs and local impacts It is essential that implementation of mass transit reflects the costs of construction, required space, changes to the local character and potential noise.	• The evaluation process reflected construction costs, congestion, loss of parking and other localized impacts. In addition, both current and projected transit ridership was used to ensure each facility was actually warranted. • Dedicated lanes on segments of Whitemud drive were discarded after modeling showed minimal benefit to transit • Options that required removal of median trees on 97 Street between 118 Ave and 111 Ave were discarded • The alignment of the B2 and B6 routes uses 109 Street, partially due to excessive congestion and costs to add dedicated

<i>Realistic benefits</i> While expressed in a number of ways, there were numerous concerns that the benefits City planners expected were overly optimistic.	facilities on 114 Street • The B1 route alignment between Whyte Avenue and downtown was chosen partially due to severe traffic impacts on alternate corridors and to improve utilization of dedicated facilities required by route B2.
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Location Context

While not a single theme, we also heard hundreds of concerns about specific locations and suggestions on how to bring mass transit to those areas. These are far too numerous to list but common examples included:

- Importance of trees on boulevards and medians
- Sensitive and historic locations
- Schools, playgrounds, recreation centres and other community amenities
- Building scale, and architectural style
- Access to parking lots and driveways
- Noise and vibrations in neighborhoods
- Impacts to residents and businesses from changes to on-street parking
- Integrating stations with the streetscape
- Opportunities to enhance the public realm
- Crossing streets to access stations
- Vehicle turning movements
- Transferring with other transit service
- Station location, amenities and layouts

Each of these was considered as we developed and evaluated options. In addition, this information will be used by designers as they develop concepts and designs for each facility.

WHAT HAPPENS NEXT?

The feedback received to date was used by the City to develop the initial bus-based mass transit route alignments and station locations. It will also be used to inform how the transit routes should integrate into the street and stations should be designed as the project advances to the next phase of the project - concept design.

Urban Planning Committee

The initial route alignment recommendations will be presented to City Council's Urban Planning Committee on August 27, 2024. Individuals and groups can register to speak or submit written comments once the agenda for the meeting is posted online at edmonton.ca/meetings.

Future engagement

Following the Urban Planning Committee, the proposed bus-based mass transit routes will be passed onto the Integrated Infrastructure Services department for concept design. Funding for the initial concept design for the bus-based mass transit routes for the 1.25 million population horizon was approved by City Council as part of the 2023-2026 Capital Budget. This process will include additional engagement opportunities for individual and stakeholder groups to share feedback on each individual corridor. Funding for detailed design and construction will be put forward as part of a future Capital Budget cycles once the initial concept design is complete.

APPENDIX A : DETAILED RESULTS FOR EACH THEME

Transit Safety

- Safety and security was the most common theme in response to every open ended question in Phase 1 including surveys, workshops and pop-ups
- Transit Safety was identified as a key theme for every option and every corridor in the Phase 2 survey.
- Safety was a component of all four themes identified in the OSPRS surveys
- Mass Transit Equity Assessment founds *"Safety is a top priority of everyone but what is safe is different for different people."* as a key theme

Strong Support for a New Type of Transit

Strong support for mass transit

- 73.7% of participants in the Mass Transit Round 1 survey said they were very to somewhat excited about mass transit
- 70%-80% of participants in the Mass Transit Round 2 Survey supported mass transit on each corridor
- Vocal support from community groups, developers and business owners.

LRT-like speed, reliability and stations

- Improved speed, reliability, frequency and comfort were all identified as critical in the Mass Transit Round 1 Survey
- Many concerns were shared throughout that mass transit would be unsuccessful if it did not include dedicated runningways
- Mass Transit Equity Assessment found *"Frequency and reliability of the transit system are the top concern of all participants, including people from equity deserving communities."* as a key theme which lead to equity principle 6 *"A bus Rapid Transit System to be Proud of"*

Subtheme: Mass transit priority over cars

- 71% of participants in the Mass Transit Round 1 survey and 70% in the OSPRS Phase 1 Survey said that giving transit priority over vehicles at intersections was very acceptable or acceptable
- 63% of participants in the Mass Transit Round 1 Survey and 68% of the OSPRS Phase 1 Survey are very to somewhat acceptable to the idea of reducing on-street parking to add mass transit lanes
- For each corridor in the Mass Transit Round 2 survey, 70% or more of participants favored one or both options providing mass transit in dedicated lanes over "neither".
- 58% of participants from Mass Transit Round 1 and 63% of the OSPRS Phase 1 Survey supported reallocating traffic Lanes for mass transit

Diverse Uses and Users

Serve diverse destinations

- 78% of responses listed this as a “Must have” in the Mass Transit Round 1 survey, making it the second most characteristic
- This was a key component of Equity Principle 1 “Having routes connect to key destinations” in the Mass Transit Equity Assessment.
- The need to improve travel to destinations outside of the core was highlighted in workshops with community leagues, developers and the ETS Advisory Board

Integrated transportation network

- Integration with local transit was a key concern identified in the Mass Transit Round 1 survey
- This was also a component of Equity principle 2 “Better access to transit stops and stations” in the Mass Transit Equity Assessment as transferring between routes can be a significant barrier for those traveling to destinations beyond the mass transit route.
- Integration with bike and pedestrian networks identified in both OSPRS Surveys as well as in discussions with Community Leagues and developer groups.
- Park and ride facilities were identified as an important factor in discussions with developer groups and the ETS Advisory Board

Station accessibility

- This was a key concern identified in the Mass Transit Round 1 survey
- Options minimizing walking distance were preferred on all corridors in the Mass Transit Round 2 survey
- Crossing traffic to access transit stations was cited as a major concern throughout the Mass Transit Round 2 survey and in the OSPRS survey
- This was a key component of Equity principle 2 “Better access to transit stops and stations” in the Mass Transit Equity Study as long walks are a barrier to those with limited mobility or who are sensitive to exposure.

All day service

- This was a key component of Equity Principle 4 “Frequent and Reliable Service” in the Mass Transit Equity Assessment due to being important for shift work, running errands and many lower wage jobs.

Balance Trade-Offs

Congestion and parking

- Congestion, loss of parking and difficulty making turns were identified as a major concern in the Mass Transit Round 1 survey and on all four corridors in the Mass Transit Round 2 survey.
- Mass Transit Round 1 survey responses from those who primarily drive, 48% supported reallocating parking and 45% supported reallocating traffic lanes.
- Parking and congestion were also identified as a major concern in both Phase 1 and Phase 2 OSRPS surveys.
- The Phase 2 OSRPS survey also found very low support for removing loading zones (35%) and only modest support for removing turning lanes (50%) to add mass transit.
- It was also identified as a major concern for business owners, community league members and developers.

Costs and local impacts

- Reduced costs and local impacts was commonly cited a major benefit of bus-based mass transit throughout the project
- Costs were identified as a major consideration in Mass Transit Round 1 survey
- Local impacts were identified as a concern in three of the four corridors in the Mass Transit Round 2 survey
- Local impacts on Whyte Avenue were identified as a major concern in both Phase 1 and Phase 2 OSRPS surveys.
- Local impacts were shared by individuals from community leagues as well as by business owners and developers

Realistic benefits

- Concerns that transit ridership was too low to justify mass transit lanes on Whyte were identified in the OSRPS surveys
- Unrealistic expectations by City planners was among the most common comments from those who oppose mass transit throughout the project. In addition to overestimating ridership many felt that densification or mode shift was extremely unlikely.