



# **WHAT WE HEARD REPORT: Regional Transit Service**

*July 15, 2021*



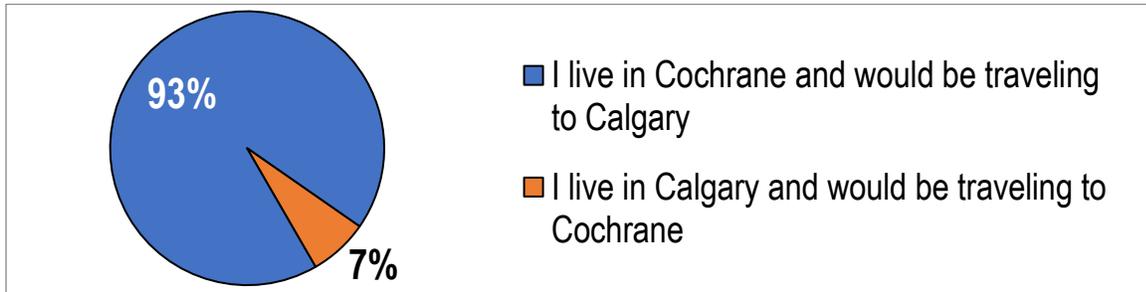
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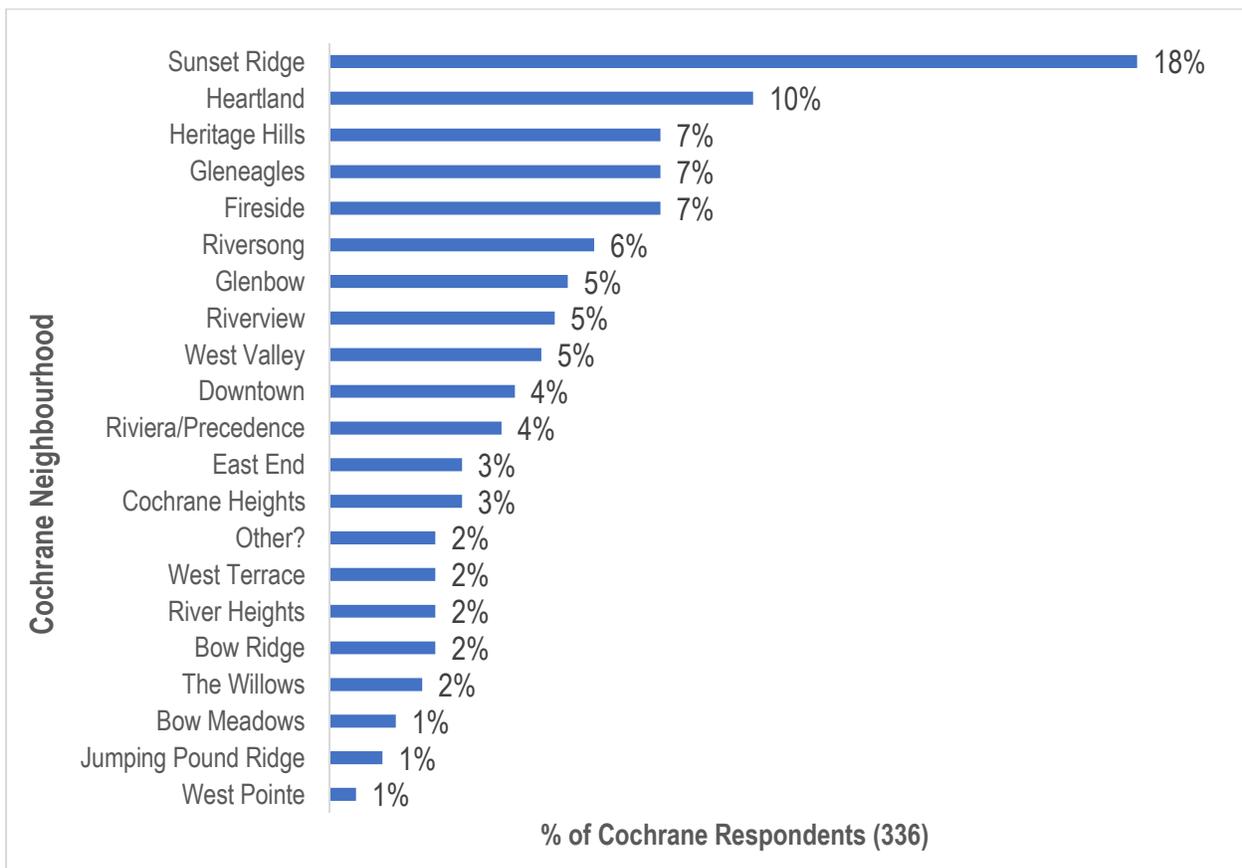
# 1. Respondent Information

Total Respondents: 372

Respondents from Cochrane or Calgary:



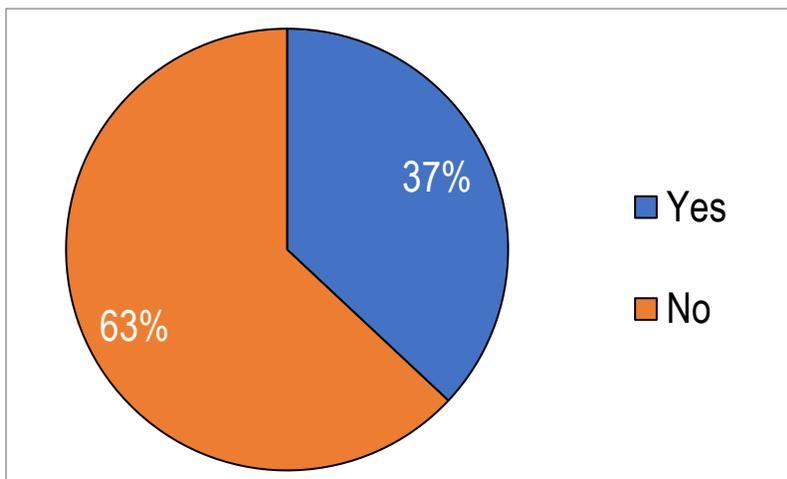
If from Cochrane, what neighbourhood do you live in?



**Comments - Other Communities:**

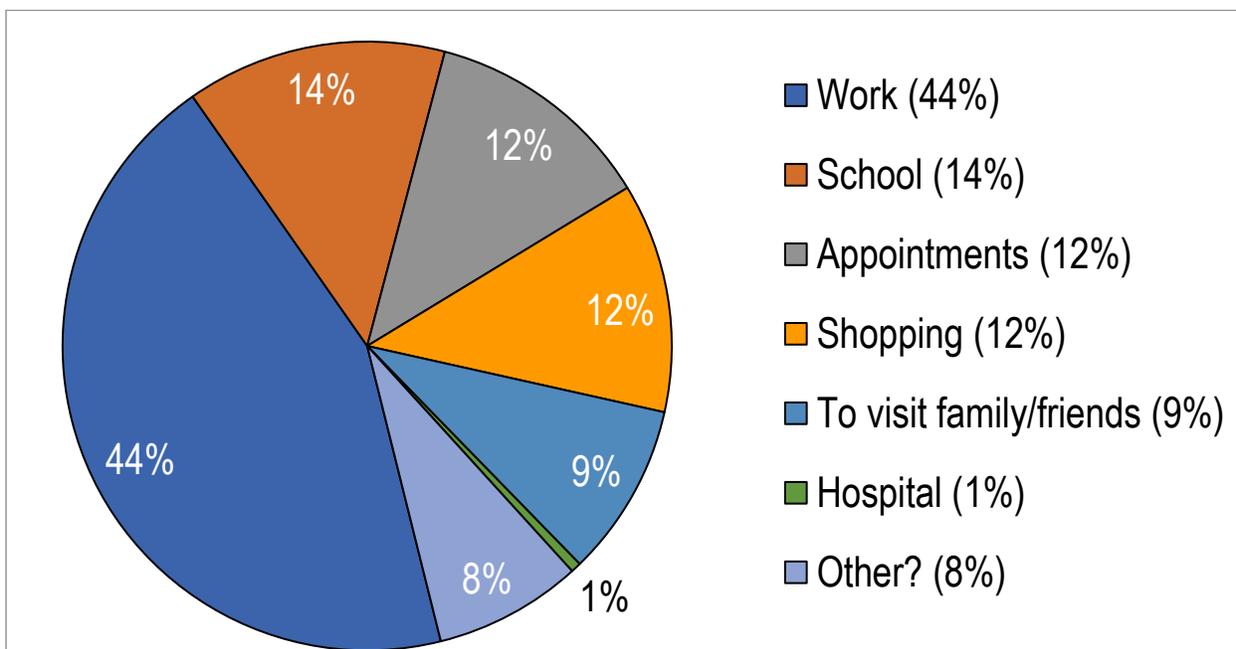
- Ghost Lake
- Cochrane Seminary (x2)
- Cochrane Lake and MonTerra (x2)
- Diamond Ridge Estates
- Range Road 43
- Highway 22

### Have you used the On-It regional transit service in the past?



## 2. Reason for Trip Regional

### What is your primary purpose for using a regional transit service?

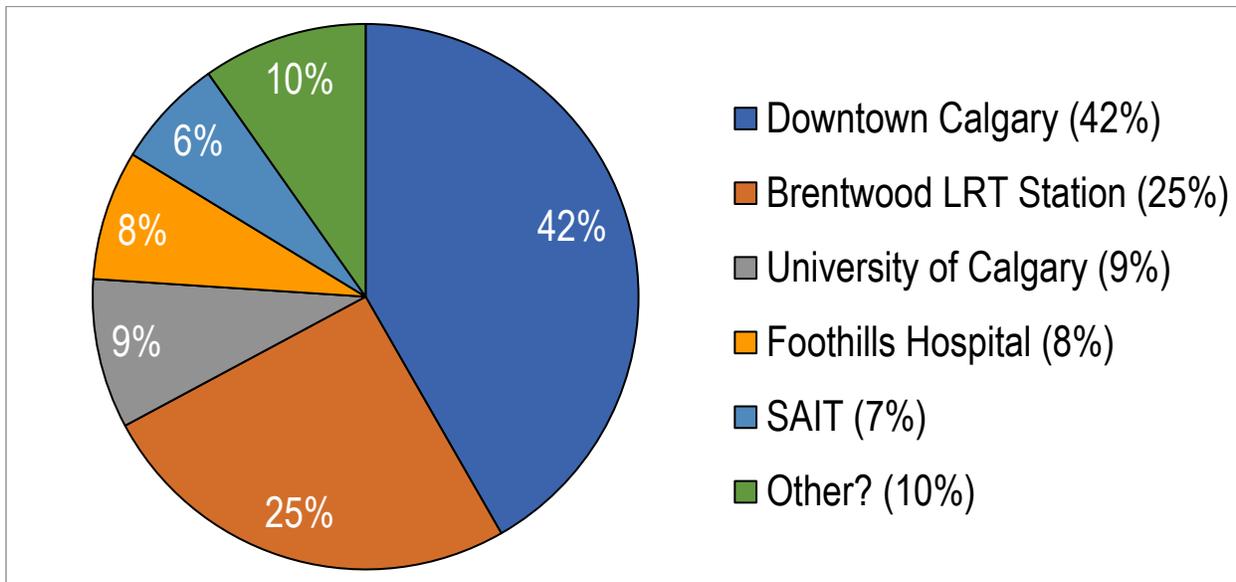


#### Comments – Other

- Dialysis
- Do not use (x2)
- Environmental reasons
- Events and entertainment (x6)
- Do not drive (x2)
- Leisure/shopping/recreation (x7)
- Going into Cochrane from GlenEagles
- Restaurants/bars
- Site seeing (x3)
- Travel

### 3. Regional Trip Location & Midday CTrain Interest

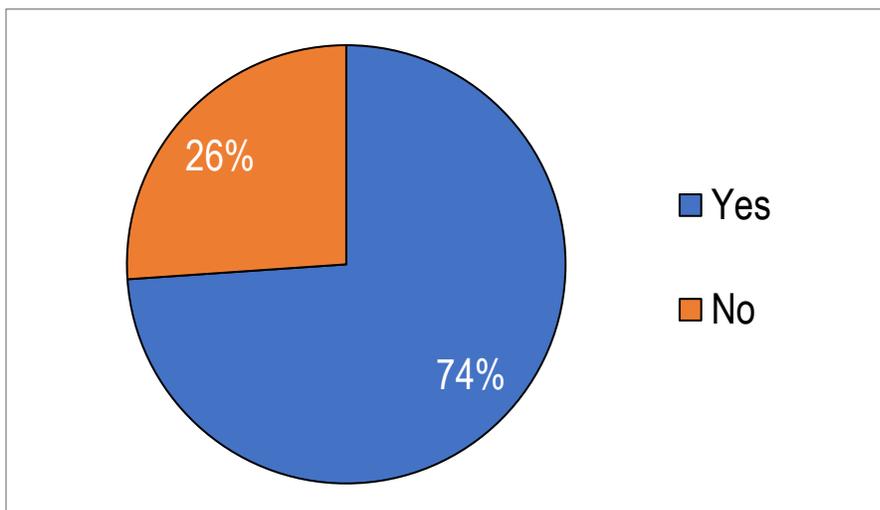
What is your primary trip location in Calgary?



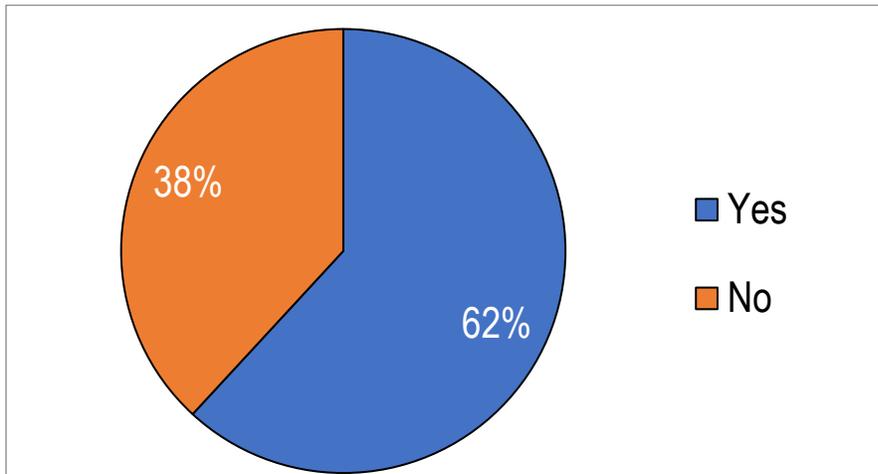
**Comments - Other**

- Airport (YYC)
- Children’s Hospital
- Crowfoot (x4)
- Dalhousie (x2)
- Depends on appointment (x2)
- Glenbow Ranch
- Glenmore Trail
- Malls
- Market Mall
- Mount Royal University (x3)
- None
- Northland Village - Dialysis
- South Calgary
- South McLeod
- Southport
- Strathmore (or far east Calgary)
- Superstore/Costco
- University (x4)
- Westhills
- Westside Rec Center
- William Aberhart Highschool

Are you interested in a Banff/Canmore route?

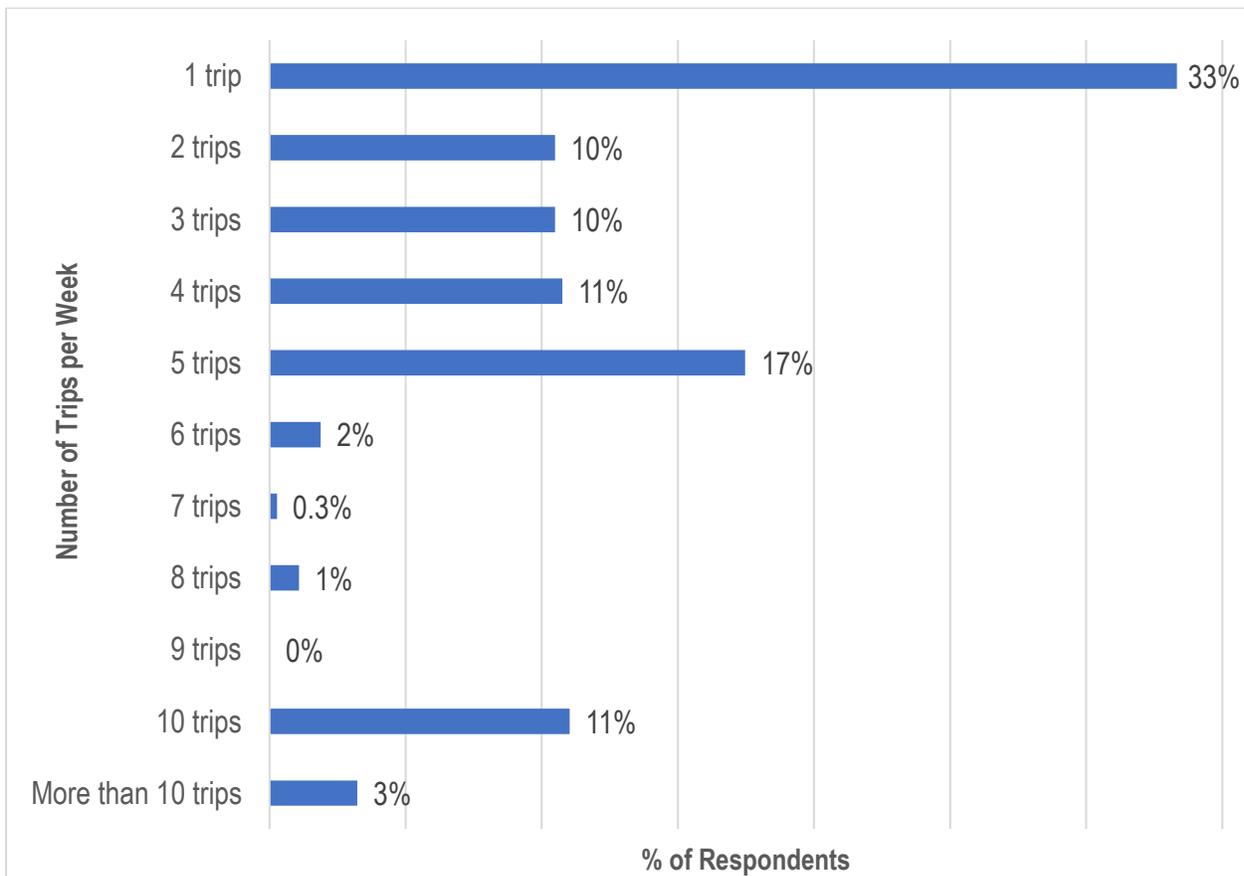


### Are you Interested in midday trip to Brentwood C-Train/MAX BRT?



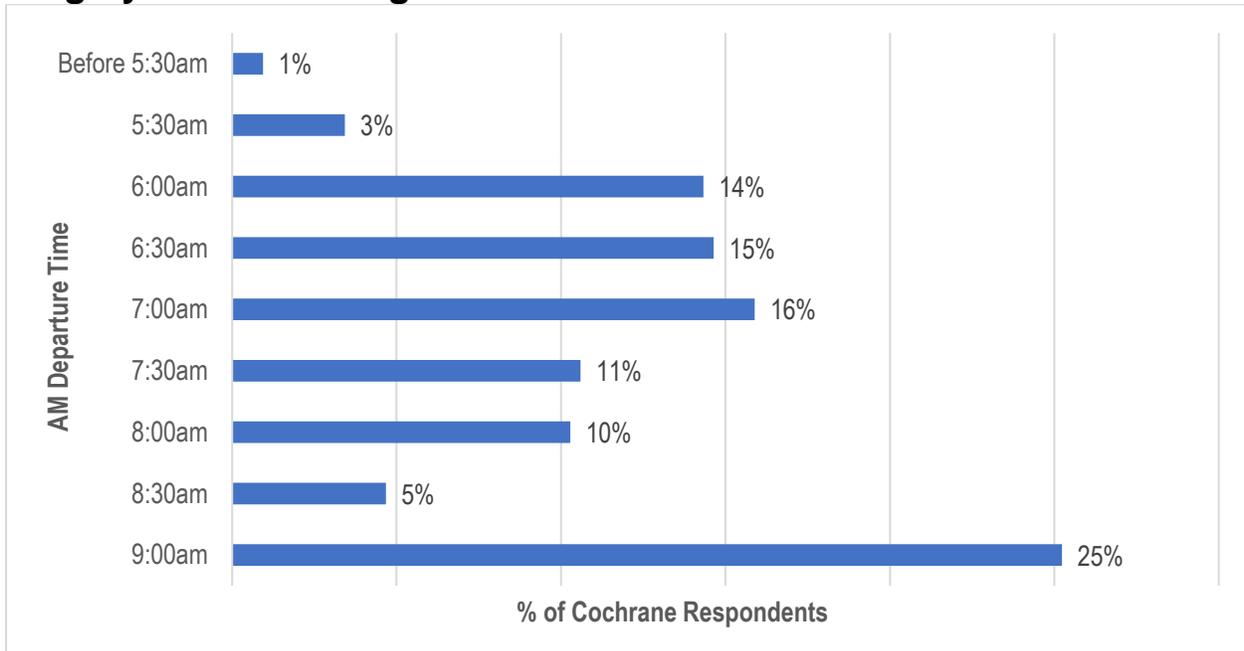
## 4. Frequency of Trip(s)

On average, how often do you think you would use the regional transit service each week?

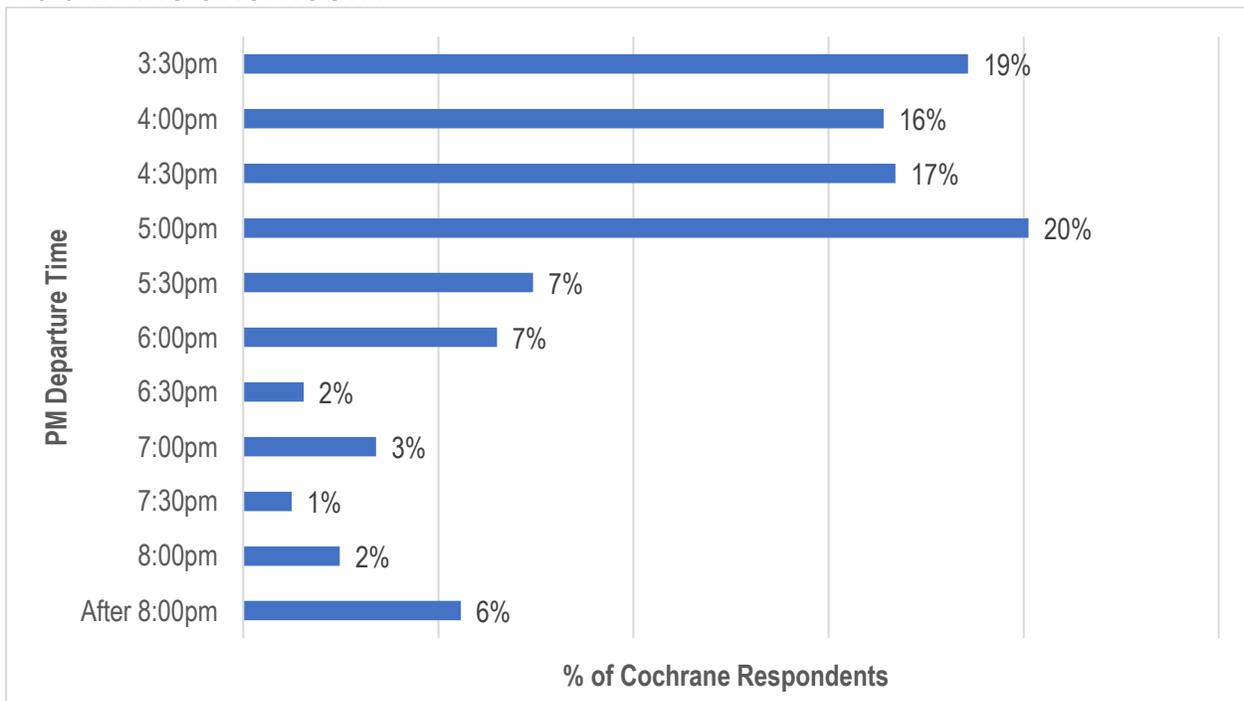


## 5. Preferred Trip Departure Times

What time do you need to depart from the Cochrane Transit Hub to Calgary in the morning?

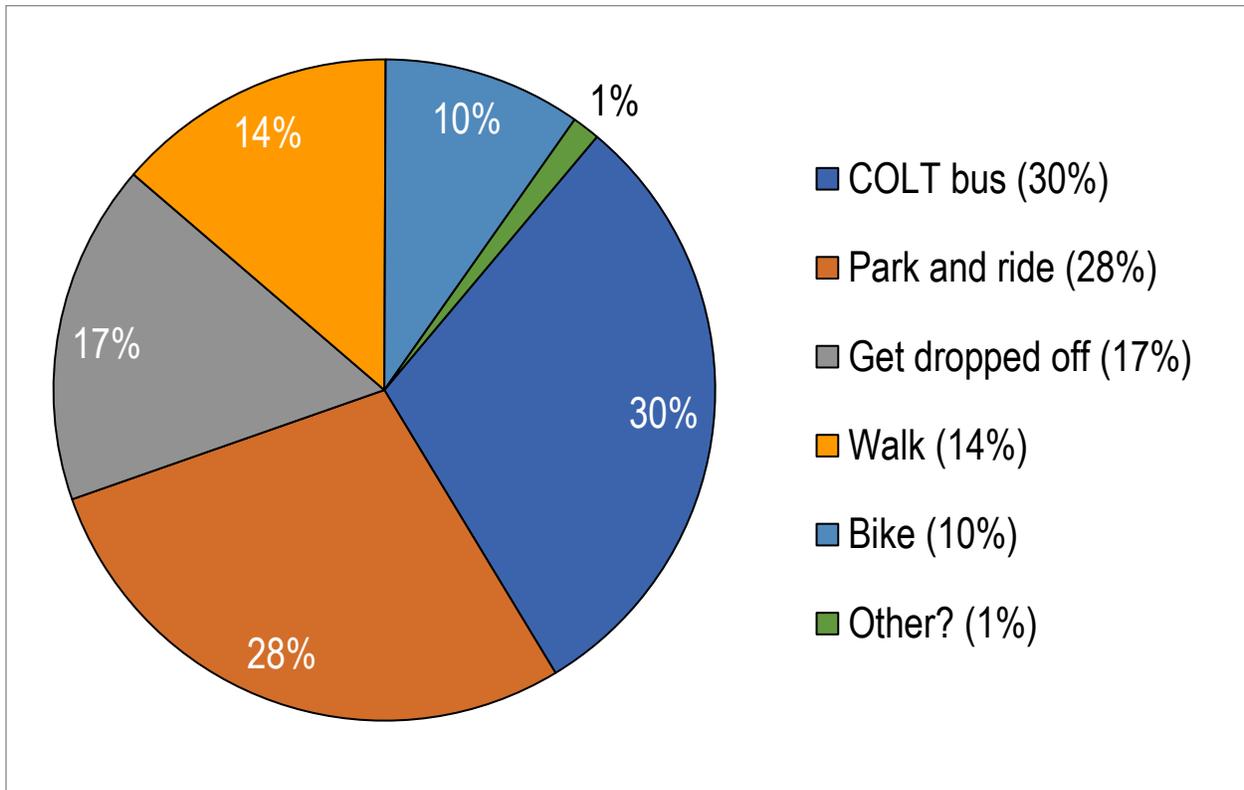


What time do you need to return from Calgary to the Cochrane Transit Hub in the afternoon?



## 6. Preferred Connection to Regional Buses

How do you plan to reach Cochrane's Transit Hub?



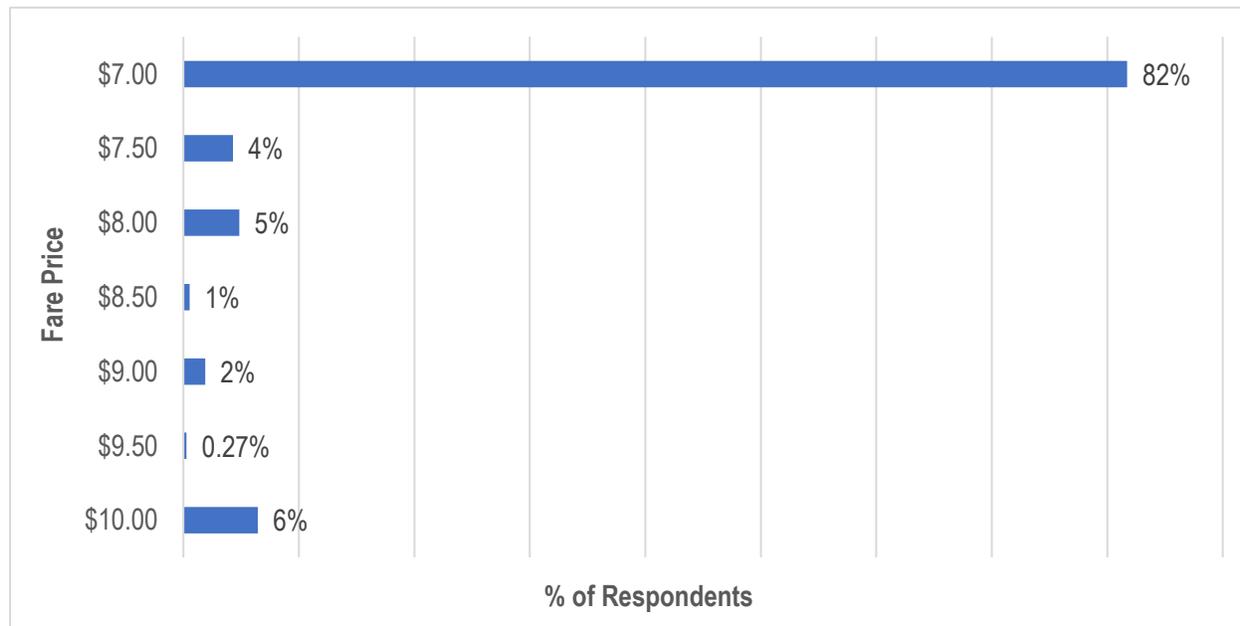
### Comments - Other

- Car or bike
- Drop off (x2)
- Need handibus - door-to-door service
- Wouldn't use it
- Service not needed

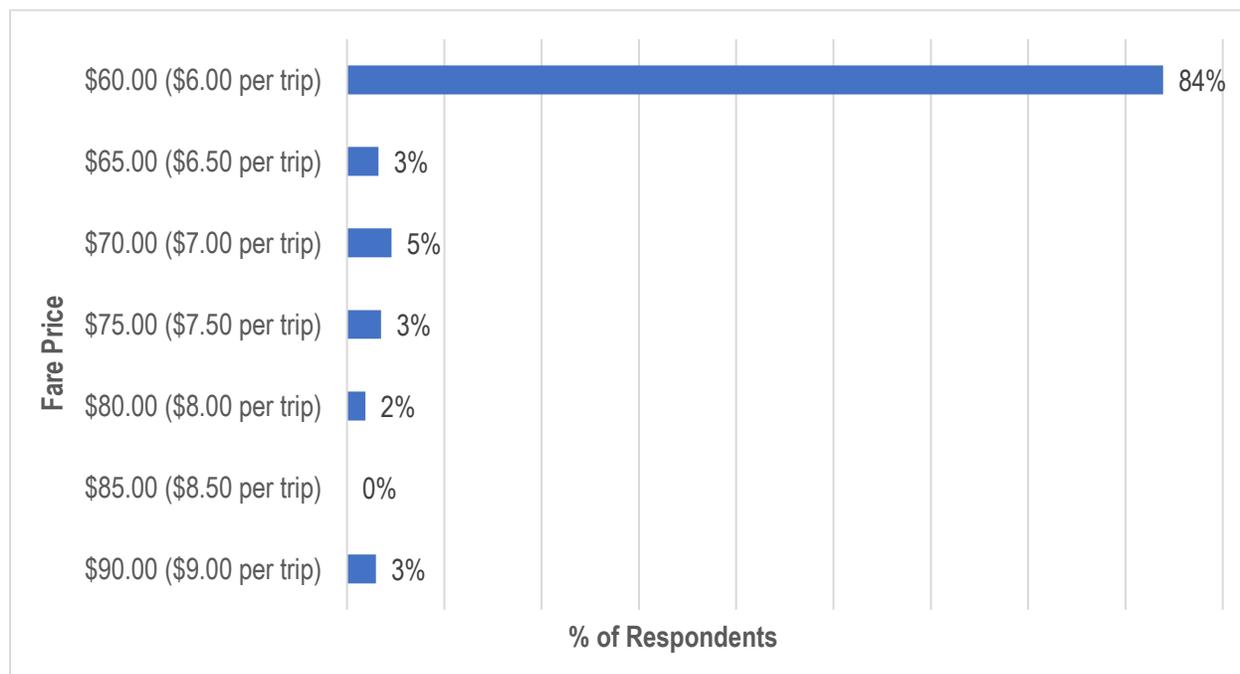
## 7. Preferred Fare Prices

Please note fare prices will need to be set a rate to make the service viable for the service operator Southland Transportation.

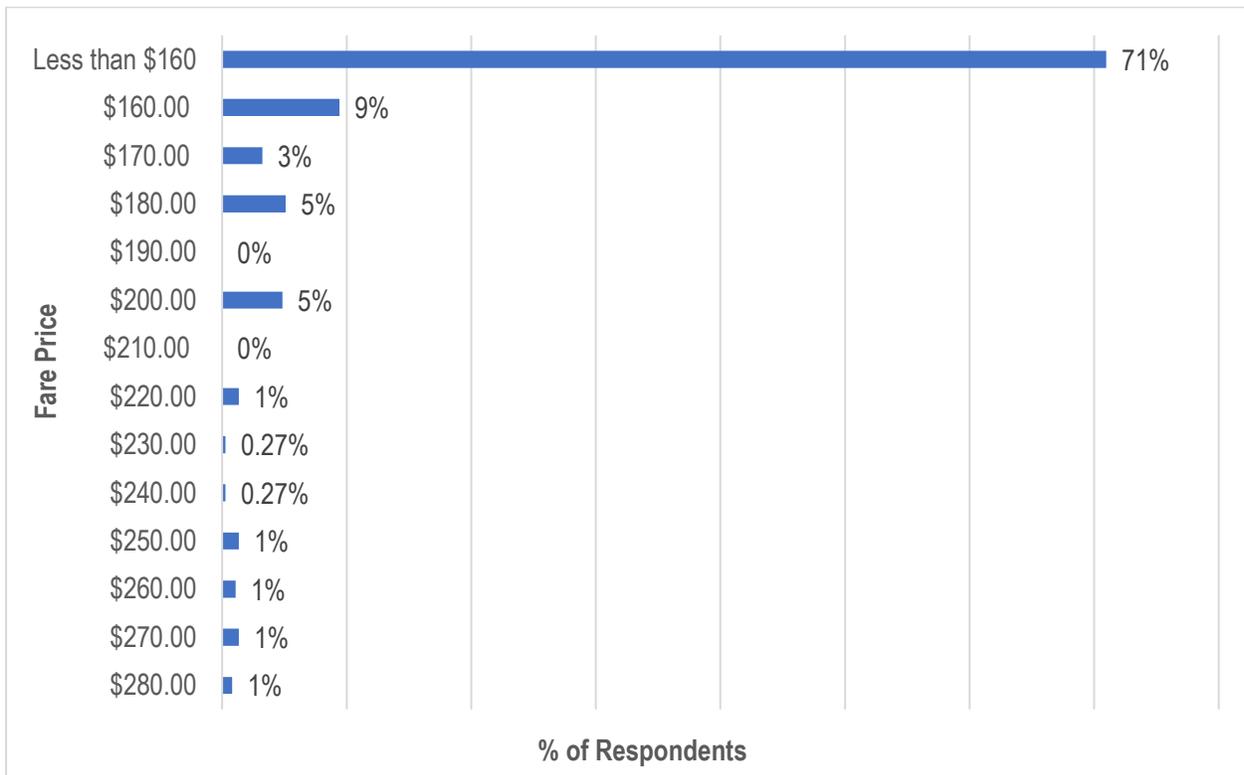
### What do you think is a fair price for a single, one way trip?



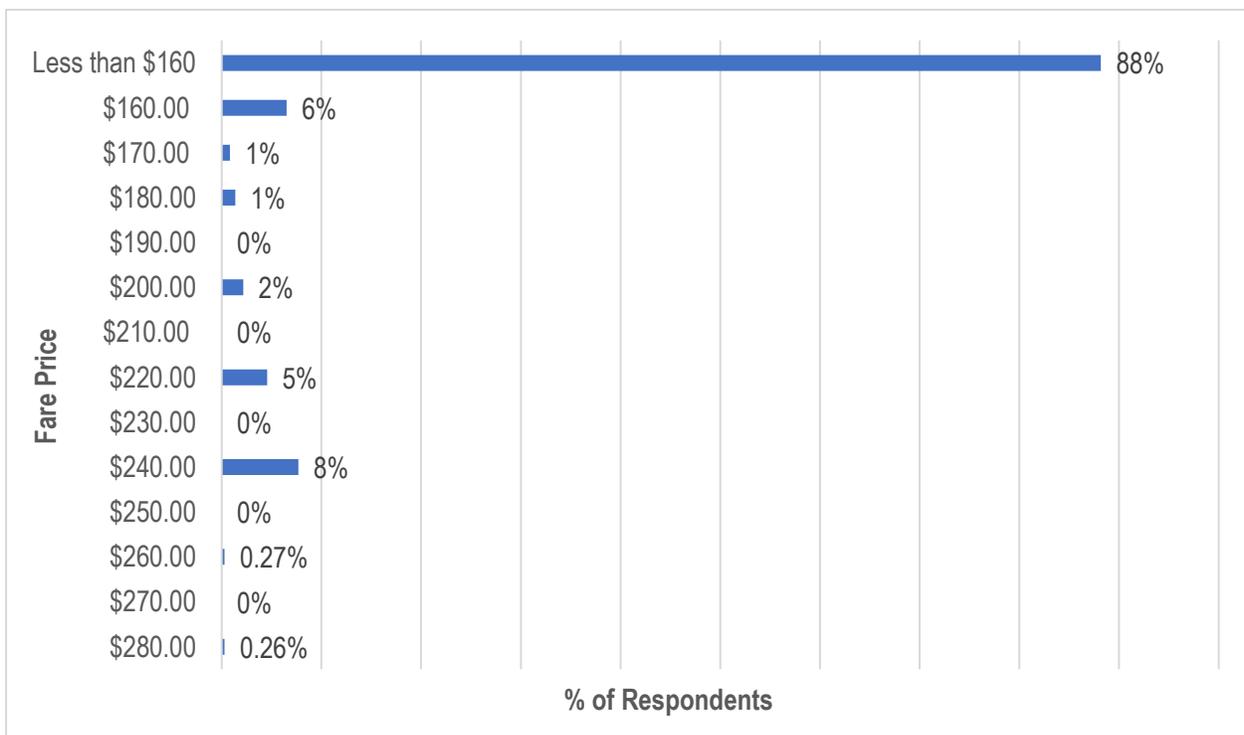
### What do you think is a fair price for a book of 10 one way passes?



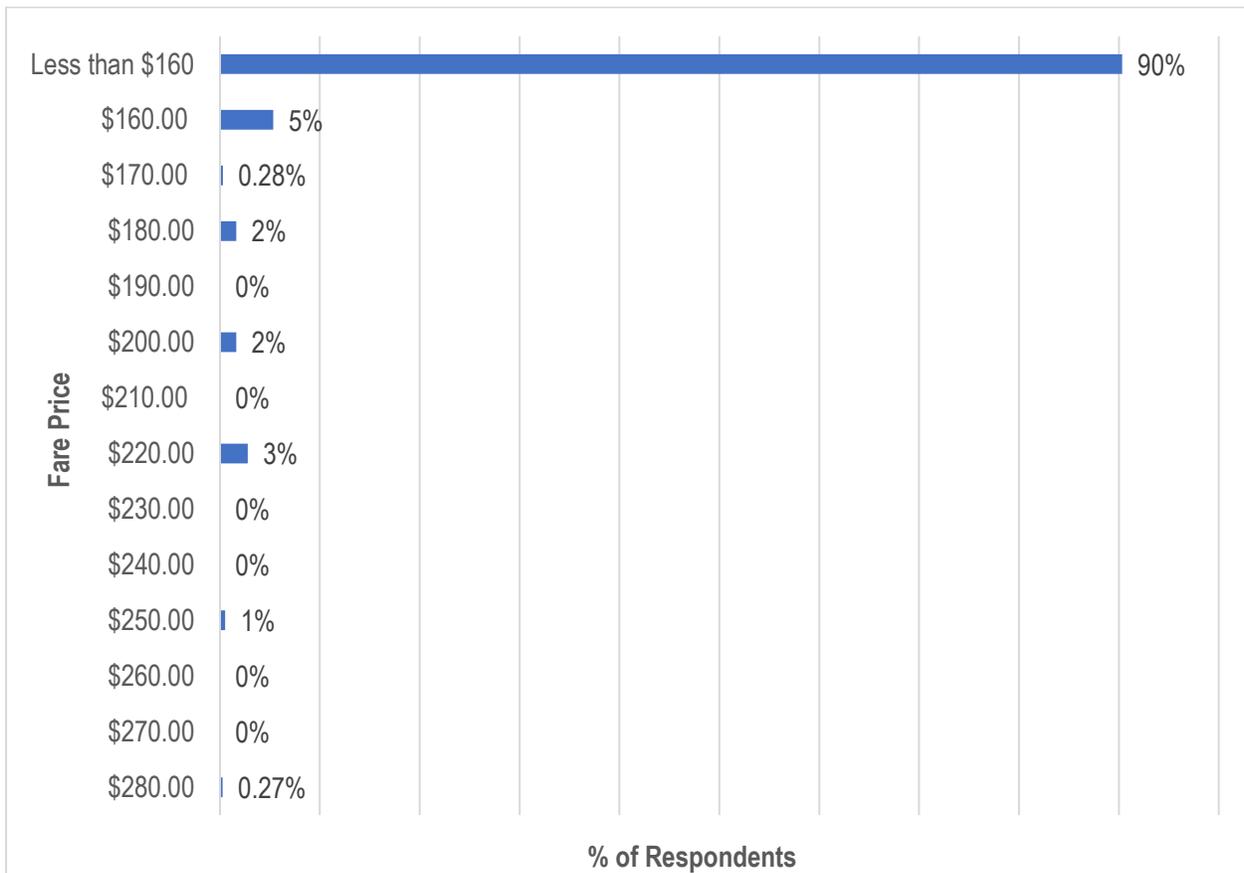
### What do you think is a fair price for an Adult Monthly pass?



### What do you think is a fair price for a Student Monthly pass?



### What do you think is a fair price for a Senior (60+) Monthly pass?



## 8. Comments

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|----|--|
| 1  | 7 day week service important for shift workers or students that need to do study groups in city  |
| 2  | A service that connects Cochrane to Calgary so that we can go to the city for entertainment. E.g. - out for dinner then get transit home.  |
| 3  | A specific price I think would be ideal for the student pass is 120-140 dollars  |
| 4  | A stop at Crowfoot or Tuscany would be ideal since the train gets so busy at Brentwood that sometimes you can't get on the train to travel further south to downtown.  |
| 5  | As a child and an adult taking a trip on public transport for leisure is part of the fun. If I worked downtown and the service was reliable, I would use it. But I don't work downtown. Flexibility is what I seek from a service. To know if I don't make one bus I have another option in 45-60mins vs 2 in the morning and 2 in the evening.  |
| 6  | As cheap as possible really helps me. I make 8 grand a year  |
| 7  | Banff and Canmore have very limited options during the entire year. Maybe worth doing a survey entirely for that. I would take a weekend job in either town if I could get transportation there in the morning and back to Cochrane in late afternoon Fri, Sat, and Sun. I think a Calgary-Banff route would be profitable 12 months of the year.  |
| 8  | Bus route to the mountains would be amazing!   |
| 9  | Canmore Banff is a very popular route. Think about it seriously  |
| 10 | Cochrane could really use it, and having multiple planned trips to and from Calgary a day would be life changing.  |
| 11 | Cochrane does not need transit. Every bus I see now is empty. Scrap the program, this is a waste of money. The Town of Cochrane refuses to publish transit ridership numbers. The current bus times do not suit when people need to use transit. Use the money from the transit project and invest in actual projects to relieve traffic issue in the town. It is not acceptable how congested Cochrane is with traffic- maybe some traffic planners who are able to fix the traffic issues would be a better investment as the current planning is not effective. |
| 12 | Come by regular times and put time routes every bus stop.  |
| 13 | Contactless payment or APP is a great way to pay   |
| 14 | Definitely need fixed routes in place so there is a set time to catch the bus and make connections   |
| 15 | Do any of the buses have a lift for a battery operated wheelchair.   |
| 16 | Do not need a bus service at this time with Covid. Buses going to Calgary should just go to Crowfoot every hour. No tax dollars should be used to run bus services. All students in town should ride colt. No yellow buses in town or have a rural bus service.  |
| 17 | Due to Covid I did not use the Colt as much as intended as I was not working. But would like to resume work again and the help of this service would help greatly.   |
| 18 | Ensure there is sufficient thought at the Transit Hub for cycle parking, along with regional pathway connectivity from this location if you want it to truly act as a transit hub.   |
| 19 | Excellent way to reduce traffic and gasoline use.  |
| 20 | Fares may need to be 'sold' - I work at SAIT and so fares need to be competitive with the alternative modes of transport (Car; CTrain; Car; Parking). If the fare is not competitive, then the convenience of the car will win!  |
| 21 | For me to use this it would need to be less expensive than driving. However, the limitations for time spent travelling outweigh even that and I am not at all likely to use this service. The cost of the service needs to be borne by the user and not by the taxpayers.  |

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| 22 | For people doing shift works. We need schedule that would run from Cochrane to Calgary such as: 9:00 PM to 11:00 PM, and Calgary to Cochrane 11:00 PM to 12:00 AM  |
| 23 | For trip to Banff taking bike and dog would be very beneficial   |
| 24 | For us in Gleneagles it makes no sense to drive down the hill into Cochrane with traffic and weather only to drive back up it again, suggest a morning pick up at the church.  |
| 25 | From the info on this plan it sounds like there would be no more 'on demand' intown service? I really like this service and would hate to see it replaced by only 'peak' time service.   |
| 26 | Getting to the Hub via the COLT service should be included in these costs for monthly commuters.   |
| 27 | Great Cochrane has Colt Transit and has these options for citizens in the future.  |
| 28 | Having to take Colt to connect to the Calgary bus will make it a longer commute hence why I picked a lower bus fee for the monthly pass however I love the flexible times to come & go, Could a colt discount be applied to those that also sign up for the commuter or one monthly ticket to ride both buses.   |
| 29 | Honestly, I don't see myself using COLT from the transit HUB. The Southland bus was great because it picked me up right in Fireside and had me downtown in time to be at work by 7am. I'm not going to drive from Fireside down the hill to the Transit Hub just to wait for a bus to drive me back up the hill and to Calgary. By the time the bus passes by Fireside Gate I would already be past COP if I had just driven to start with. This isn't to say that the Transit Hub isn't the way to go, but for someone like me it is enough of an inconvenience that I'd rather just drive. |
| 30 | Honestly, whatever becomes available will be a great help. Thanks for the survey and the current transport options. All the best with your planning!   |
| 31 | Hope for well positioned/protected from weather etc. for pick-up spots/waiting.  |
| 32 | Hoping that the shuttle swings by Gleneagles on the way to Calgary to avoid having to go downtown when service resumes.  |
| 33 | I already have a Calgary transit pass, is there anyway to have a Cochrane and Calgary transit pass in one instead of having to buy them separately   |
| 34 | I am a health care worker and would require transit to and from Calgary that accommodates shift work. I am not alone in Cochrane as one who would utilize a common vehicle to get to and from our worksites. The cost of parking and running a vehicle to those worksites is prohibitive and waaaaay to expensive  |
| 35 | I am a SAIT student, currently doing an online schooling. I will be needing a transportation when the school is going to open for in class. I don't drive yet and if I do get my driving license I am still not confident to drive back in fort especially on the winter. Having a bus transportation is very convenient and safe for me to travel, I don't have any plans to rent. Pls make this happen!<br>Thank you!  |
| 36 | I am a senior and as I don't drive in Calgary, I have to rely on friends to drive me to appointments in Calgary. I would also like to use the transit to go shopping, renew my passport, go to the museum. Have the freedom to go to Calgary or Banff without relying on others.   |
| 37 | I am a senior. I definitely would take transit to Calgary for appointments etc. It would be nice if there was a bus service to Market Mall.  |
| 38 | I am excited if the plan push through  |
| 39 | I am super excited about this project. I work at SAIT and previously could take the On-IT bus to work but couldn't take it home because the bus left the city to early. I'm done work at 4:30pm and need an option to get home to Fireside.  |
| 40 | I believe it will have a strong acceptance as you can do your business in YYC without paying high parking fees or in winter times about snow and icy roads. Also connected to Banff/Canmore would be strong as many people would enjoy a stress free trip.   |

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| 41 | I believe that cost will be a major factor in how successful the service will be. That and Calgary business recovery time. Currently for me I am able to work from home. Transit cost and timings would be a big consideration for me.  |
| 42 | I believe that the service to downtown is a critical service for the community. Cost can be prohibitive for many as the do not have the income levels to support it. Cochrane is growing quickly, and it is increasingly difficult to find better paying jobs, meaning people are forced to commute to Calgary. Some bus rides to downtown within Calgary take longer than our commute and the cost is significantly lower. I personally struggle to pay \$270 per month; however, the bus feels much safer than driving in.  |
| 43 | I didn't have a chance do you have the service yet since Covid happen when it comes to normal, I will definitely go visit family and have appointments I live in Calgary  |
| 44 | I don't think it's a good idea to connect Cochrane to Calgary via public transit. Drugs and gangs from Calgary will have much easier access to Cochrane if connected by public transit. We want to be separate from Calgary!  |
| 45 | I drive but some of my yearly medical appointments require that I do not drive home. I would be willing to \$150 for one return trip as needed.   |
| 46 | I feel the \$7 one way is a bit high, I'd be better with \$5. Will this fare be able to piggyback on to CTS?  |
| 47 | I filled this out with my upcoming university students in mind.   |
| 48 | I get that commuting is expensive - I've done it for years with my car. I like the flexibility of a car. I think it's a great service for people who may not have access to a vehicle all of the time to be able to hop on a bus to either downtown, a c-train, and especially the hospital (older people going to visit their loved one). It needs to be profitable for the town, but not so expensive to the end user, or it won't get used.  |
| 49 | I had to guess at what time I would need to leave Cochrane during the week, as I don't have next year's university class schedule yet.  |
| 50 | I look forward to being able to commute into Calgary again for work   |
| 51 | I look forward to the results. For now, I am working from home. Once Covid-19 is controlled, I may need to attend at my downtown office. Thanks.  |
| 52 | I love this idea. It would be great to have evening runs so there is no need to worry about getting a ride if I want to have drinks in downtown Calgary.  |
| 53 | I personally think having a Canmore/Banff route would be amazing!   |
| 54 | I start my 2-year program at SAIT at the beginning of September 2021, and so I think it will be great if this regional transit service is in place by then. That way, I will be able to continue to live in Cochrane, where my family is, rather than having to move into Calgary just to be able to access transit services to get to/from school.<br>Thank you very much. I've been looking forward to and hoping for a reasonably priced transit service to get set up between Calgary and Cochrane in time for me to start my post-secondary studies, and it's sounding like this will meet my needs. |
| 55 | I think \$7 each way to Brentwood is expensive when you also have LRT costs on top of this. The timing is too narrow a window if you were considering this option also for Foothills Hospital - it may mean spending many hours just waiting for a return journey or having to travel very early for a lunchtime appointment. This just seems to be aimed at commuters for working in Calgary areas. We need transport links for people who want to travel less frequently and at different times of the day also.  |
| 56 | I think the fares are too high.   |
| 57 | I think this is a great idea and provides more flexibility to users. I rode the commuter for 6 years and needed to stop using this service last year due to needing more flexibility to be home earlier. I am very excited to start using this service again and not drive to the c train. Thank you for moving ahead with it.  |
| 58 | I think your service is exemplary - your drivers are the best and the accommodation to individual needs is wonderful. The connectivity to Calgary LRT and other hot spots has now become vital and we could also use a connection to Airdrie? But if anyone can do this, you guys and gals can!! You obviously are striving   |

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|    | to meet public demand in inventive ways and the open forum communications are so welcomed. Keep up the good word. Love living in Cochrane and being a citizen enjoying such considerations!   |
| 59 | I tried to use your Colt service to get to/from work in Cochrane all through 2019. I could never book the time I needed, and after finally getting through to your office and talking to a person at Colt, they said that I should book a few days in advance with the app, which I did, but my time slot was still never available. Colt has been a massive failure to me and has never been able to meet my needs. Disappointing.   |
| 60 | I understand why you are creating a transit hub but as a commuter to work in downtown Calgary, 5 days/week, I would not look forward to adding an extra 30 - 45 minutes (at minimum!) onto my workdays by also driving or commuting to the 'transit hub'. My day already felt long when I walked to the commuter stop in my community (Fireside) - 5:50am - 5:20pm (door to door - if everything was on time): almost a 12 hour day. I do receive monthly parking through my company but preferred the transit. I would seriously have to reconsider how worthwhile it is if I must now commute to downtown Cochrane to catch it. That extra step is not appealing at all.  |
| 61 | I work downtown - without a downtown stop this would add to much time to go to Brentwood and transfer - the incentive just isn't there to make it convenient. I also work until 7:30pm - so my hours are also not in line with this - many jobs are not 9-5   |
| 62 | I would like a transit to stampede park and the airport. Stampede Park will be good for flames games and the stampede. The McMahon stadium would be a good spot to.   |
| 63 | I would like the COLT collector route which picks me up in my neighborhood to be integrated with the commuter route that brings me into Calgary.  |
| 64 | I would like to see these additional transit routes put in place the sooner the better thanks.  |
| 65 | I would love to see COLT offer trips into Calgary. I have friends there that I visited quite a bit before COVID hit. It would be great to be able to get in and out on my own without needing to be picked up and taken in by my parents.<br>Out of curiosity, why is the Calgary service being provided by a different bus company? Why not just build it into the routes, etc. COLT already does? I think that's what people are expecting. I know I would rather it just be part of something COLT offers. Save On-It for the Canmore/Banff trips, like they were doing before. As for the monthly pass price, that all depends on how much people would see themselves using it. The more you use it, the more justification for the price.<br>All in all, COLT is doing a fantastic job, and if Calgary trips can be worked out somehow, I would be a very happy individual :) |
| 66 | I would need to leave midday to go downtown as I work 12pm-7:30pm -   |
| 67 | I would not use this service but if it is to transport people to and from work and school it is a good idea. There needs to be caution on who can ride it as transit can also bring crime. This is evident if you look at crime stats near any Calgary station  |
| 68 | I would only be interested in an express to downtown Calgary from the Cochrane Hub (no stops at Brentwood, Foothills or SAIT, which adds time to the commute). I would not be willing to pay for parking in Cochrane. If there isn't street parking near the Cochrane Hub for free, it kills the economics for me. I would instead drive myself, either to Brentwood (early enough for free parking) or right downtown and pay \$12/day to park near Kirby station. So you need to make sure your service compares equitably to our alternatives.   |
| 69 | I would prefer a single ticket option as I am retired and don't travel to Calgary often.  |
| 70 | I would really like the opportunity to go all the way from Cochrane to SAIT, that would be amazing! Especially because of COVID, I don't feel comfortable taking the CTrain from University Station to SAIT, which was my ordinary commute. Classes for SAIT usually start from 8am or 10am and they usually end anywhere from 1:50 - 3:50.   |
| 71 | I would use it to go to shows at the Jubilee if the times worked for me.  |
| 72 | I'm excited for this project  |

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| 73 | I'm able to work from home for the most part, but would love this option! And Brentwood is perfect. A midday trip would also be great.  |
| 74 | I've put there monthly pass rate at \$160 to accommodate a COLT pass & city transit pass. Could one pass cover all? Maybe it's cheaper to go to CTrain as it's shorter & people might need a bus tix.   |
| 75 | If possible, a way to university station would be best. Or teaming up with Calgary transit so that we could use both transit lines without paying for both  |
| 76 | If possible, please have another bus leave Calgary before five o'clock like it says in the schedule. Many people can not be waiting until that late to get home. One that leaves an hour earlier would be perfect   |
| 77 | If possible, some kind of partnership with Calgary Transit should be considered in order to eliminate the need for a different COLT monthly pass as well as possibly keeping the cost more reasonable. I'd expect that most daily COLT users to Calgary also (currently) carry a monthly Calgary Transit pass   |
| 78 | If public transit can get me to the university or Brentwood LRT in 30-45 minutes, I would gladly take it; especially in the winter. It's less stressful and better for the planet. Since my work involves: teaching on campus, attending meetings downtown with industry partners and working from home, I only drive into Calgary about 3 days per week. When I do, it costs me \$8-\$10 to park my car plus about \$10 for gas. Hope this info is helpful.  |
| 79 | If the option were there to use this kind of system, my family and I would definitely use it. It would be extremely convenient considering we are a one car family and sometimes the use of that car can involve scheduling conflicts.  |
| 80 | If the scheduling and prices were good, I'm sure there would be a lot of use and demand for something like this!  |
| 81 | If you guys would stop overworking your bus drivers and give them proper breaks that would be nice. I'm not often to supporting businesses that abused their staff like that. Their breaks shouldn't start right after a drop off. Cochrane is very spread out and there's no station for them to bathroom at so they are forced to use Walmart because they couldn't possibly get home in the time they are given once they get back from a drop off. Gross. |
| 82 | In April I would return to work for 2 days a week increasing with vaccinations  |
| 83 | Interested in a year round trips to Canmore   |
| 84 | Is it possible that Colt includes Mount Royal University on their route? Since there is actually a lot of students who go to MRU. LRT is not close by. It will help a lot of students like me especially with Covid 19. It can save us pay rent and instead put the extra money on our education. So, that I don't end up with a degree in debt and it's already been hard on a lot of students. Please help, Truly appreciate it.                            |
| 85 | Is this not going to be the same as before? If I am starting my vehicle to drive to downtown town Cochrane I would just drive into Calgary instead of parking my vehicle outside when it is -35C.   |
| 86 | It needs to be a lot cheaper than \$7.00 for a one-way trip.  |
| 87 | It would be a great if you could provide transportation services from Cochrane to Calgary and or in Banff/Canmore for work opportunity, hospital appointments and leisure especially if you do not have a vehicle.  |
| 88 | It would be good if this is Pilot project and if it does not work out after an year then there is a way to stop it without wasting lots of money. I believe using existing infrastructure and rental/lease vehicle contract would make it easier to dismantle program without dragging it if it's not profitable or even make some routes seasonal. If there is no profit then it wastes tax payer's hard earned money. Thank you .                           |
| 89 | It would be helpful if there was a bus they went from Cochrane to Calgary because I don't have a car.   |
| 90 | It would be nice to have a bus that takes you to other parts of Calgary, other Universities etc. Also to be available later in the evening and weekends including holiday's. There would be lot of custom, also have the control center here in Cochrane. Most important thing, maybe listen to your customers and the bus drivers, who after all have a better idea.   |

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| 91  | It would be nice to have it be in conjunction with Calgary transit so only one monthly pass needs to be purchased. On top of what you are proposing it's another \$109 for a monthly Calgary transit pass  |
| 92  | Just moved to Cochrane, but very interested in transit to and from Calgary for appointments, shopping etc. Also, would be interested in transit service to Banff.  |
| 93  | Just one note...obviously the opinion on prices depends on how far we go (I considered Cochrane to Calgary downtown- if we get dropped to LRT we will also need to pay for a Calgary transit pass)   |
| 94  | Keep in mind people who take transit in Calgary also have to buy a bus pass in Calgary so keeping cost down would be helpful.  |
| 95  | Keep up the good work and interested to see what's next for COLT   |
| 96  | Looking for alternative options to get to downtown. I am required to be in the office 5 days a week.   |
| 97  | Looking forward to having the service in place   |
| 98  | Love the idea of some expansion! Keep up the good work.  |
| 99  | Lower prices will encourage more users   |
| 100 | lowest prices hard coded in to some answers are not low enuf!!   |
| 101 | Make it affordable for our seniors (less than \$100.00/month) and offer mid day drop off and pick up - Market Mall   |
| 102 | Maybe colt already offers this but hope those with disabilities i.e. legally blind are considered in fares.  |
| 103 | Mo   |
| 104 | More buses, and 100 per month transit pass, more times Cochrane to YYC   |
| 105 | Most important factors here are timing and money. I would love to use On-It currently, but I find it far too expensive to justify (I can drive downtown and parking + fuel is not that much different, which doesn't make sense - it should be far cheaper to take public transit). Also I live in Fireside and On-It leaves way too early for me. I'd prefer to leave after 7. Thanks!  |
| 106 | <p>Multiple time choices are desired to give folks options to go into Calgary on one bus and return on another. Previous routes have not offered any flexibility and you end of stuck in Calgary. I think more people would buy if there was more options, you can see they highway is filled with vehicles back and forth to Calgary everyday</p> <ul style="list-style-type: none"> <li>- Route and times are highly important, if it takes over an hour to get to Calgary it becomes unappealing.</li> <li>- Price is important, if it is prices too high we won't get enough folks buying passes and won't attract people to the service.</li> <li>- Reliability of the commuter in the past has been questionable and back up service non-existent. Safety of the buses was also a previous concern as they were old and aging. Basic heat and AC are important.</li> <li>- Customer service is important, there needs to be proper service and response times to issues, refunds etc. Southland as the operator of the commuter can not just ignore us.</li> <li>- Advertise - there should be a sign on the 1A and 22 coming into town about taking the commuter</li> </ul> |
| 107 | My two most important features of transit, COLT as well as regional transit would be reliability (having a reliable schedule, on-call might be nice in some cases but having a fixed schedule would actually be more attractive to me) as well as service on weekends and evenings (would love to leave the car at home when visiting a restaurant, bar, cinema, etc. in Cochrane or Calgary, and having a reliable "way back home").  |
| 108 | My wife and I stay with family in Cochrane but have no transport - we use public transport. Taxis are too expensive for our budget. We found COLT excellent. In Edmonton we used public transport extensively and the absence of this facility in Cochrane severely restricted our travel options. This absence also puts Cochrane at a disadvantage when trying to attract tourists and visitors who are striving to travel and meet sustainable climate objectives.  |

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| 109 | My work may change to be more of a hybrid model, but I still anticipate a need to go into the city a couple of times per week. I would much rather take the bus than drive. I would also use it to get to Banff and Canmore in the summer, as driving there in tourist season is difficult.   |
| 110 | Need for para transit service connecting local/regional, Calgary Access to coordinate transfers at stations.  |
| 111 | Need to get this project up and running. School, work and visiting, Shopping.   |
| 112 | Need to make it flexible to various people daily schedule and accommodating for entire family trips especially to Banff/Canmore   |
| 113 | No bus transport connecting to Calgary and Cochrane will hasten the development of the town. Cochrane is growing and regardless of the number of people agreeing to this project, it still has to be done. This will open more doors for hiring employers and job seekers.  |
| 114 | No increase in taxes to run this services   |
| 115 | No other comments.  |
| 116 | No thanks   |
| 117 | Not sure how to comment on the fair price, as it is not clear if it includes the COLT trip from my home to the Hub. I like the idea that the pack of 10 tickets is discounted over a single trip. It is difficult to know what my transit needs will be after the pandemic. I previously took ON IT / Southland service from my home to downtown 4 days a week. Without having a car, I am slightly concerned about how I will get from my house to the Hub in cold weather. I look forward to standardized COLT routes as I frequently had difficulty booking an On-Demand trip and consequently have not often been able to take advantage of the COLT service. With regular established routes, at least I can plan for those times. |
| 118 | Overall a great idea - Calgary option obviously reliant on regular commuters and given parking costs in Calgary is very attractive. The Canmore option is really attractive recreationally but probably there are many regular commuters that way too - so sounds good.   |
| 119 | Please make booking easy so please don't use COLT setup it's horrible   |
| 120 | please add Banff and Canmore  |
| 121 | Please have the Cochrane COLT bus on a route system...this on demand is absolutely unreliable   |
| 122 | Please include whether we would need to buy Calgary transit tickets in addition to COLT and this transit.   |
| 123 | Please provide an express between downtown Calgary and the Cochrane Hub, no stops at Brentwood, or Foothills, or SAIT. I would not be interested in using the COLT regionals to get to/from the Cochrane Hub. Up to now it has been very convenient and both time/cost efficient to drive myself to the temporary transit hub; and park on the street (1st Ave west) for the day. If I were forced to pay to park at the new hub on Railway, that would kill the benefit of taking On-It to Calgary downtown, and I would instead drive myself to work downtown Calgary, or drive to a CTrain station and park early enough to get free parking.  |
| 124 | Please specify if we would need to buy both a Cochrane and Calgary transit pass as that would be very pricey  |
| 125 | Please work on getting a better booking system. As much as I'd like to use it more it can be impossible to book a ride or you can book one way but a return ride is impossible. There has to be a better and more efficient way.  |
| 126 | Price dependant on the type of bus used. Safety is a consideration for highway travel without seat belts.   |
| 127 | Prices should be combined somehow with a COLT monthly pass. Your options don't allow for that comment. It should be comparable to parking at an LRT station or less for a monthly rate and include both COLT and regional transport for a monthly pass.   |
| 128 | Proper routes and schedules for definite, on demand does not work   |
| 129 | Proposed passes are too expensive especially for students who already have to pay for the Upass from the universities with no option to opt out.  |

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| 130 | Really just interested in visiting Half-Hitch Brewing and any other breweries that might pop up in the future...  |
| 131 | Regarding fare - have not problem paying a bit more for a reliable service that not only runs daily but also communicates with it passengers. In the past Southland has not been very forthcoming in any form of communication as to bus schedules etc. Devin, from Town of Cochrane has always been accessible and even if we did not like the answers, was upfront about what was going on. This has been very appreciated! |
| 132 | Should be using Colt to take students to High schools and Jr high school. Do not need all these yellow buses on the roads.  |
| 133 | So far the existing service has not been something I can use as I start work in the MRU area at 8am and finish at 430.  |
| 134 | Stop at Tuscany   |
| 135 | Summer service to Banff would be great, with a stopover to Canmore included (hopefully)   |
| 136 | Thank you   |
| 137 | thank you for considering more departure and arrival times!   |
| 138 | The ability to take a bike out to Canmore would be great  |
| 139 | The cost for the bus from Cochrane transit station to Brentwood has to be very reasonable. As a high percentage will require monthly Calgary transit passes additionally. If not will not gain traction due to cost and inconvenience   |
| 140 | The more public transport that connects the ever expanding Cochrane to Calgary, the better. Demand is there we think!   |
| 141 | The service needs to be fixed! The on demand garbage of having 2 people in a bus is absolute foolishness. Cochrane needs REGULAR ROUTE service to utilize busing properly. Your minimum amounts are also too high on the previous items. Once again pricing items out of realistic expectations.  |
| 142 | The sooner the better.  |
| 143 | There are 2 people in my home to use the service one student to SAIT and I to work downtown Calgary. Can we take bikes or skis on the service to Canmore?   |
| 144 | There is a need for power wheelchair access to the bus, essential for persons who are unable to transfer from the wheelchair to a seat. Currently this service is provided by Rockyview Handibus, are there plans for them to continue this type of service?  |
| 145 | There should be an annual pass for seniors. Don't forget once you pay the Colt fare, one also has to pay a fare for Calgary transit. It can get quite costly. We need to negotiate an Extension of the LRT.   |
| 146 | These routes should be direct and model after the BRT in Calgary. Very few stops in between the main pick-up and drop-off points so as to minimize travel time.   |
| 147 | Think it would be nice to have a trip to Banff on occasion  |
| 148 | This is a great idea and great service. It helps everyone.  |
| 149 | This is a great idea to reduce traffic along highway 1A. Would be using this service if it is provided and reliable in the winter time  |
| 150 | this is a great idea. My son and I would likely both use it. Him full time, and me once in a while.   |
| 151 | This is a very important service please don't let the COVID disruptions stop the plans you had. Demand will go back up once the pandemic is over. Thank for all the effort and hard work you all put in to provide this service.  |
| 152 | This is greatly needed in the Cochrane community. I would use this all the time if it was available.  |
| 153 | This is the future for Cochrane = forward thinking  |
| 154 | This service should be electric, be accessible to everyone and a route to Morley should be planned as well.   |
| 155 | This will be a great opportunity for Cochrane COLT to gain more business from all age groups but especially form the youth! This will also allow Cochrane to gain more business in local store which will help the community especially during these hard time due to COVID. This could allow the Cochrane economy to   |

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|     | flourish again. COLT would get so much more business and I assume the bus would be full almost every ride but just make sure there are lots options when it comes to time and make sure the price is a good   |
| 156 | This would be great for Cochrane!   |
| 157 | To have a transit link to Calgary is much needed especially for young people who want to live in Cochrane but work or study in Calgary. Many thanks!  |
| 158 | Two way service throughout the day would be beneficial as well, even it's bi-hourly   |
| 159 | UofC students cannot opt out of the Upass, so in essence they would be paying for transit twice to use this service.  |
| 160 | we need a better connections to Calgary please.   |
| 161 | We would be looking for a bus taking us around 11 am - noon into Calgary for day trips with kids.   |
| 162 | Weekend departures to Canmore/Banff would be great... and an option to bring bikes would be better.   |
| 163 | When I was a student in Airdrie in the 1990s there were no available bus routes so I had to move into Calgary to go to university. Now I live in Cochrane and have children who will soon be students. Having reliable bus routes between Cochrane and Calgary at affordable rates for students would enable many young people who now live in Cochrane to live at home with their parents and /or remove cars and congestion from the road. It would also have the same benefits for commuters to and from Cochrane to work.   |
| 164 | When we chose to move to Cochrane, having a commuter system in place to Calgary was a big selling feature, otherwise we would have moved to Bragg Creek. I know it is not just my thoughts but there are many who are very disappointed in how the Town of Cochrane has shown that it does not care to live up to their promises. We have all come to the realization that Southland does not care and has not cared for many years as they did nothing to improve their service to make it more efficient or communicate with their clients. Devin has worked hard to communicate but each time we hear that the town is not willing to really help out a high number of its tax payers who work in Calgary. The system has to be up and running in order to attract any possible increase in ridership. Right now, no one is really willing to commit to buying any tickets or passes as we know we will also have to arrange and pay for alternate means to get into Calgary. Yes, Covid happened but in reality there are a lot of hard working people who are being punished for moving to Cochrane who cannot afford to move back to Calgary right now. Town of Cochrane is more worried about spending money on coloured crosswalks etc. than in meeting the everyday needs of the real people who make up a great percentage of the votes in the town. By the way, for a town so concerned about its green image, ensuring more cars are on the highway is not the way to be more green! Thank you! |
| 165 | When you showed us the route, you showed the bus going through Gleneagles to downtown and I'd obviously prefer to get on there instead of driving downtown. I think you should show the plans for the neighborhood loops feeding the transit hub. People seem excited about that. This is [REDACTED] by the way. Lots of us waiting for next stage of reopening before we start to go back downtown. Good job on communication.   |
| 166 | When you start charging \$7+ for a one way pass the cost quickly is at or above the actual cost for riders if they need to buy a Calgary transit pass additionally to get where they need to. Then the trade off comes is the extra time and inconvenience then worth it to take the mass transit   |
| 167 | While I may not be a high user to Calgary, it would be nice to have. But before we do that, we need a service that serves seniors who may not be comfortable with Cell Phones and the Colt App. We have effectively cut off the most needy segment of our population. Until we have a regular routs that touches the senior's residences, they are unable to make the best use of this system.  |
| 168 | Why cant it just run throughout the entire day? It needs more flexibility than the work bus.  |
| 169 | Why not do a drop off at Tuscany or crowfoot as the c train would be less congested. Hard to get a seat at Brentwood for the train.   |
| 170 | Wi-Fi on bus  |

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| 171 | Will be difficult to get a commuter service u and running and keep it running. Needs to service more than just downtown Calgary to attract more riders. Finally don't allow the 6 or 8 who boarded at the KFC in the past to dictate what the rest of Cochrane should have for service. |
| 172 | Will be excited to have this great service to avoid the Downtown Calgary parking fees!  |
| 173 | Will there be an integrated fare with Calgary Transit?  |
| 174 | Would be better if could have community pickup. Previous ONIT stops and schedule worked well for downtown commute   |
| 175 | Would like to see Glenbow Ranch, Big Hill Springs and West Bragg Creek added as options.  |
| 176 | Would need to have reliable schedule<br>Need to utilize to capacity; attempted to book locally in the past with no luck even though I often see Colt busses empty or with 1 passenger. Therefore I use my car.  |
| 177 | Would this fare just include the travel from Cochrane' to Calgary? Or would it include travel within Calgary as well if you're coming from Cochrane. Also, does the fare only apply the travel from Cochrane to Calgary, or within Cochrane then to Calgary?                            |
| 178 | Yes I think a senior fair should be an annual pass for \$200 for residents and then geared to income.   |
| 179 | You need more designated routes in Cochrane. COLT phone service is useless. Twice they show up for a booked time.   |