



Crowchild Trail Study

IAP2 Canada Project of the Year
Webinar - Nov 7, 2017



Presentation Outline

1. What are we trying to do here?

- a) Transportation planning at The City
- b) Crowchild Trail study objectives
- c) Future needs: Planning for growth
- d) Stakeholders' reaction to the study re-start
- e) Stakeholder concerns

2. How do we move forward?

- a) Acknowledge. Apologize. Adapt.
- b) Let's talk about values
- c) Commitment to transparency
- d) Share everything

3. Engagement approach

- a) Reach as broadly as we can
- b) Provide multiple points of entry
- c) Use feedback from previous phases to inform

subsequent phases

- d) Explain if not, why not

4. Integrate. Integrate. Integrate.

- a) Example: Stakeholder input
- b) Example: Technical review
- c) Example: Communicate the decision

5. Outcomes

- a) Technical plan key achievements
- b) Communicating for awareness and reach
- c) Engagement to build trust and credibility



1. What are we trying to do here?

Transportation planning at The City
Crowchild Trail study objectives
Planning for growth

Stakeholders' reaction to the study re-start
Stakeholder concerns

Crowchild Trail study objectives

Issues today

- High traffic volumes and aging infrastructure
- Emergency response and health services delivery cannot rely on Crowchild Trail
- Traffic is lined up for 10 – 12 kilometres during morning and afternoon commutes
- Traffic merging and weaving on the bridge over the Bow River
- Transit service is delayed
- Duration of rush hour congestion has been increasing
- Pedestrian and cycling access to major destinations is indirect and difficult to find

Role of Crowchild Trail in the Network



Commuter Traffic

Crowchild Trail is the primary north-south link on the west side of Calgary. When functioning properly, it will discourage people from short-cutting through bordering communities.



Pedestrian Connections

Calgary's communities and parks are connected by a network of pedestrian and cycling paths. Crowchild Trail provides a direct connection to the regional paths on the north and south sides of the Bow River.



Primary Route for Transit, HOV and LRT

The plan is to have frequent, fast and reliable transit, every 10 minutes, 15 hours a day, 7 days a week.



Goods Movement

Crowchild Trail plays an important role in moving goods in a reliable and efficient way to key destinations city-wide.



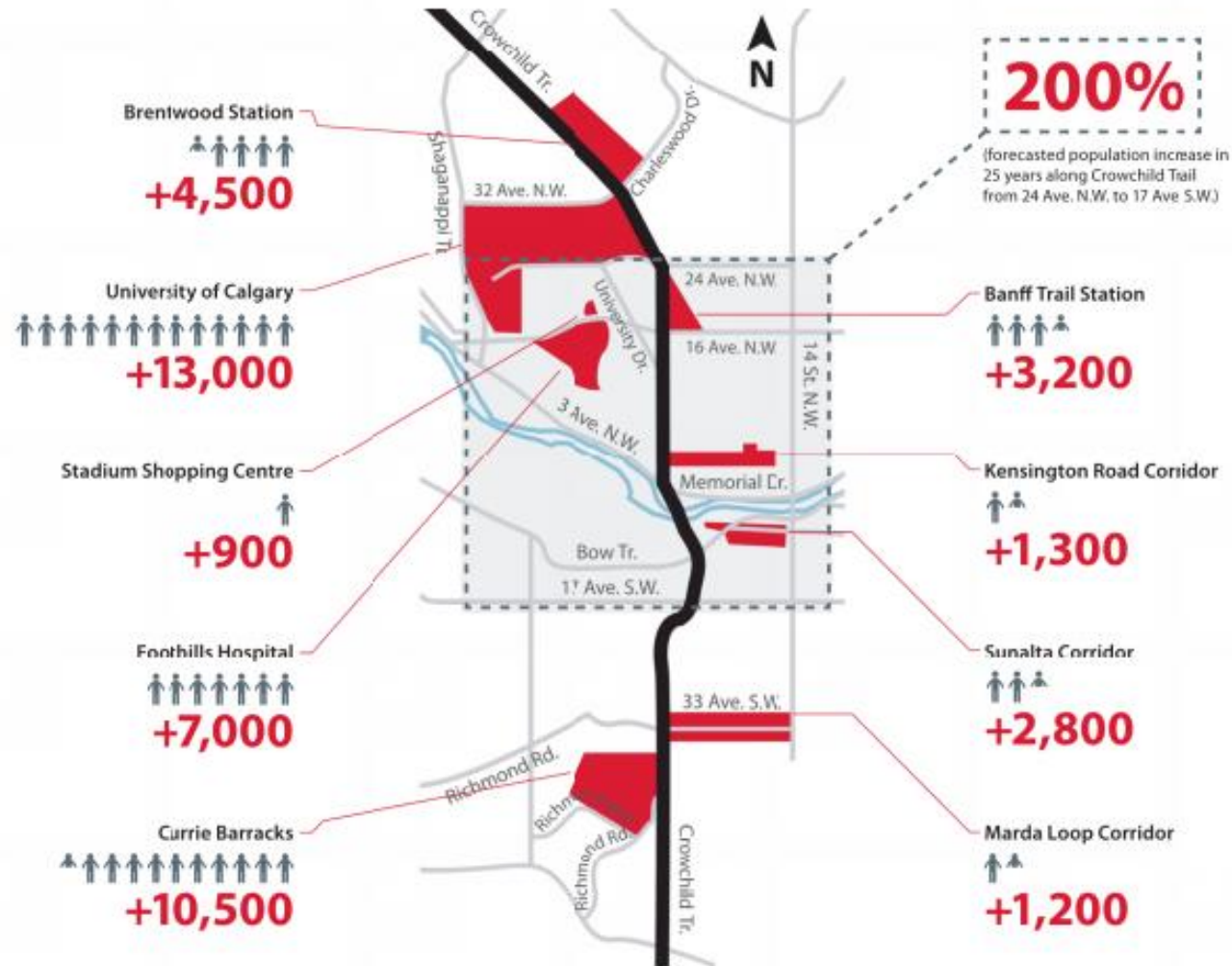
Emergency Services

Crowchild Trail serves as a vital route for the delivery of health and emergency services for Calgarians because of its connection to key destinations across the city.

Future needs: Planning for growth

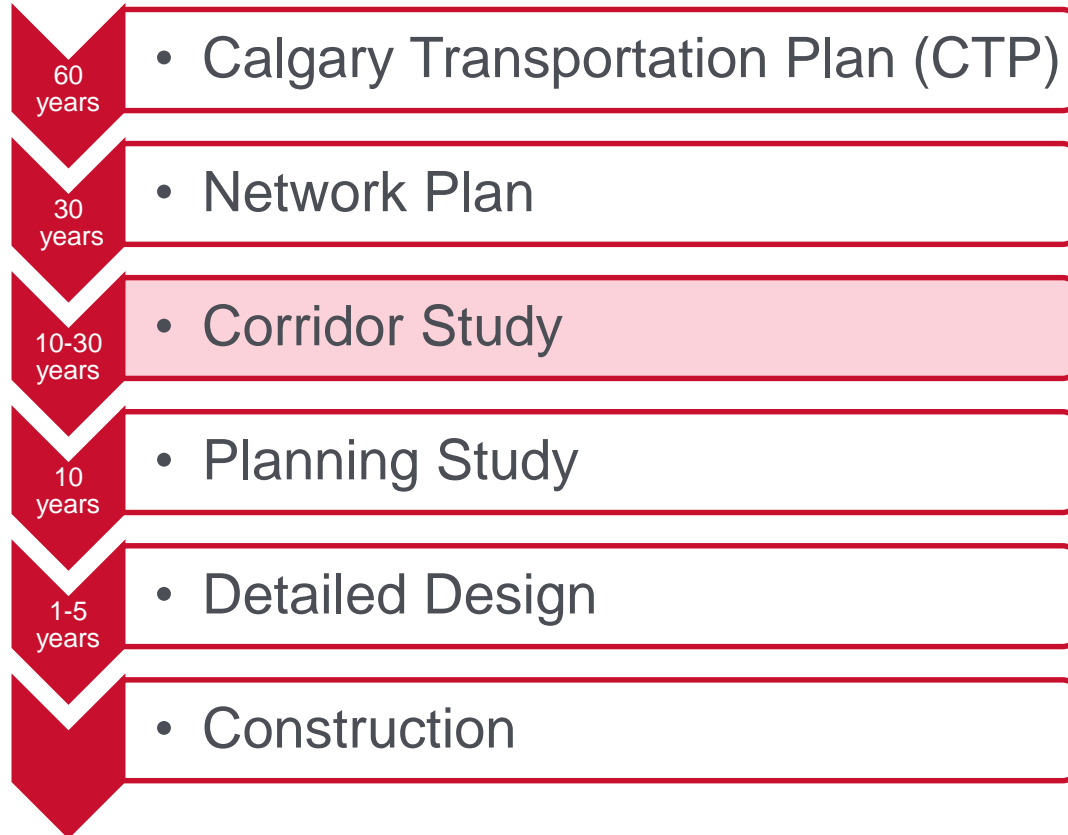
Planned 25-year growth

1 person icon = 1,000 people & jobs by 2039

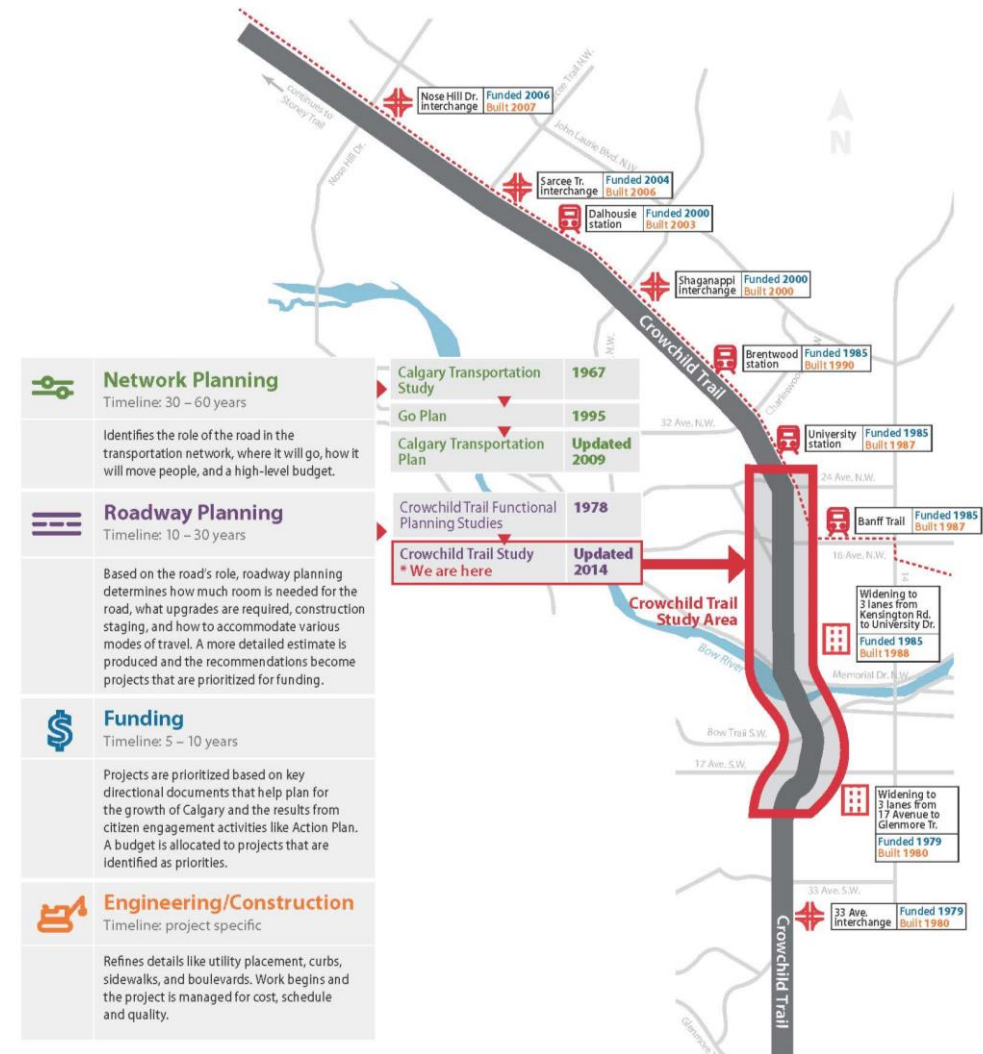


Transportation planning at The City

Transportation Hierarchy of Plans



The City's hierarchy of transportation plans align long term vision and strategic direction to funding prioritization and implementation.



Stakeholders' reaction to the study re-start



Nope.

Stakeholder Concerns

Legacy:

Stakeholder experiences of the 2010-2012 iteration of the study

Distrust:

A prevailing sense that The City had already made the decisions and was not asking for meaningful input

Uncertainty:

Concerns about potential property and community impacts in adjacent communities

Inclusion vs. exclusion:

Stakeholder concern that they might be excluded from the engagement process (e.g. if advisory groups were used instead of engagement techniques that were more broadly accessible)

Emerging positions:

Two key positions emerged in early conversations —adjacent communities, concerned about impacts; and, corridor users, concerned that needed changes would not be pursued due to potential community impacts.



2. How do we move forward?

Acknowledge. Apologize. Adapt.

Let's talk about values

Commitment to transparency

Share everything

Acknowledge. Apologize. Adapt.

We learned from 2012 and we're doing things differently.

CROWCHILD TRAIL STUDY


Adjacent Residents' Notice
September 2015

The City of Calgary is conducting a transportation study to identify short-, medium-, and long-term upgrades for Crowchild Trail between 24 Ave. N.W. and 17 Ave. S.W.


Upcoming opportunities to provide your input

September 2015 - Drop-in sessions

Phase 2: Confirm Project Goals will wrap up early October. As mentioned in the August update, attend one of two drop-in sessions (below) to review and help finalize the project goals.



Drop-in Session #1
Saturday, Sept. 26, 10 a.m. - 1 p.m.
Sunalta Elementary School
(536 Sonora Ave. S.W.)




Drop-in Session #2
Monday, Sept. 28, 5 - 8 p.m.
Kensington Legion
(1910 Kensington Rd. N.W.)


October/November 2015 - Idea Workshops

Phase 3: Concept Identification will start late October. In this phase we'll be asking participants to share ideas on possible changes to the Crowchild Trail corridor.

Invite-only workshops for adjacent residents - You are invited. Living within a block of Crowchild Trail means you may have unique concerns and perspectives not shared by others in your community. Attend one of the following workshops to share your ideas.




Resident Workshop #1
Saturday, Oct. 24, 9:30 a.m. - noon
Sunalta Elementary School
(536 Sonora Ave. S.W.)
RSVP by Oct. 22 at
<https://crowchild2015oct24.eventbrite.ca>




Resident Workshop #2
Tuesday, Nov. 3, 6 - 8:30 p.m.
Hillhurst United Church
(1227 Kensington Ct. N.W.)
RSVP by Nov. 1 at
<https://crowchild2015nov3.eventbrite.ca>

Public workshops for other community members - Workshops are scheduled in November for all community residents. You are also welcome to attend one of these events. The format and information shared will be the same as the workshops for adjacent residents above.




Public Workshop #1
Saturday, Nov. 7, 9:30 a.m. - noon
Sunalta Elementary School
(536 Sonora Ave. S.W.)
RSVP by Nov. 5 at
<https://crowchild2015nov7.eventbrite.ca>



Public Workshop #2
Monday, Nov. 9, 6 - 8:30 p.m.
Best Western - Village Park Inn
(1804 Crowchild Tr. N.W.)
RSVP by Nov. 6 at
<https://crowchild2015nov9.eventbrite.ca>

Can't attend an in-person event? Opportunities to provide your input will also be available online after the drop-in sessions and workshops. Visit calgary.ca/crowchild for more information.




calgary.ca | contact 311


RE-CAP

Phase 2 to date

- Eleven draft goals were developed based on input collected during June and July.
- 500+ people have provided feedback online through August to help refine the draft goals.
- Revised goals will be shared at the September drop-in sessions and online.



Sign up
for email updates at
calgary.ca/crowchild to
get the latest news and
engagement opportunities.




CROWCHILD TRAIL STUDY

You are invited
to attend upcoming engagement events.

RSVP information enclosed.

Please keep this information for future reference. At this time, the project team does not anticipate another mail-out specific to the June events included within.



A note to residents/homeowners within one block of Crowchild Trail


The RSVP links for the invite-only events listed below are not available elsewhere. This is to ensure that invite-only events are reserved for residents and homeowners within one block of Crowchild Trail, as you may have unique concerns or perspectives that are not necessarily shared with other neighbours in the community or the general public.

Upcoming events and opportunities to provide input:

Event	Date	Location
February/March 2016		
Invite-only Resident Open House #1	Thursday, Feb. 25 5 to 8 p.m.	Parkdale Community Association 3512 5 Ave. N.W.
Invite-only Resident Open House #2	Saturday, Feb. 27 10 a.m. to 1 p.m.	Sunalta School, Gym 536 Sonora Ave. S.W.
Public Open House #1	Saturday, Feb. 27 2 to 5 p.m.	Sunalta School, Gym 536 Sonora Ave. S.W.
Public Open House #2	Thursday, Mar. 10 5 to 8 p.m.	Red and White Club, McMahon Stadium 1833 Crowchild Tr. N.W.
Public Open House #3	Saturday, Mar. 12 10 a.m. to 1 p.m.	Queen Elizabeth (Senior) High School, Auxiliary Gym, 312 18 St. N.W.


June 2016

See the preliminary concepts and evaluate them against the project goals established in Phase 2 of the study.



CROWCHILD TRAIL STUDY

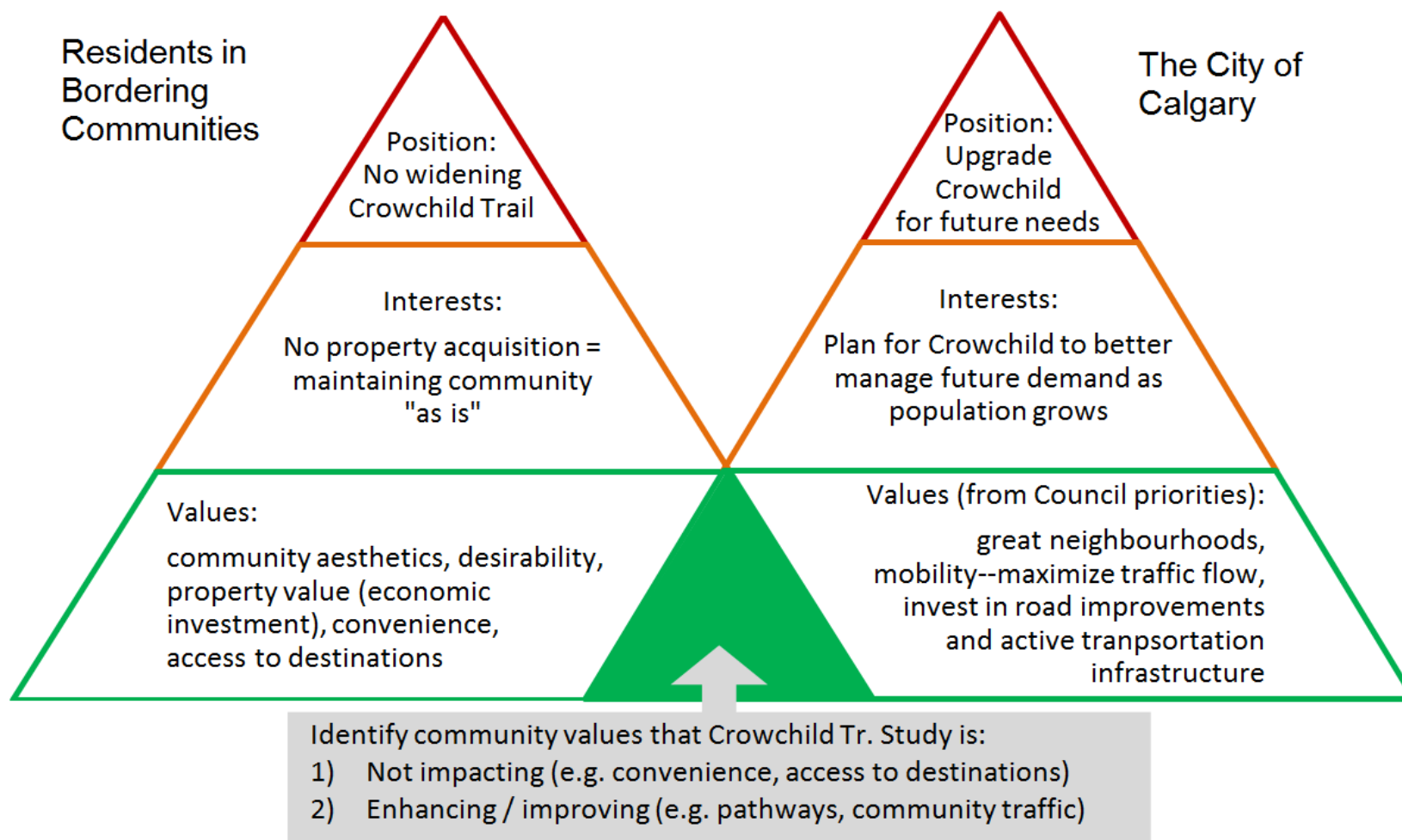
You shared ideas for improving Crowchild Trail. Together we evaluated them.



Review the recommended plan and give your input until Oct. 17.

calgary.ca/crowchild

Let's talk about values



Commitment to transparency

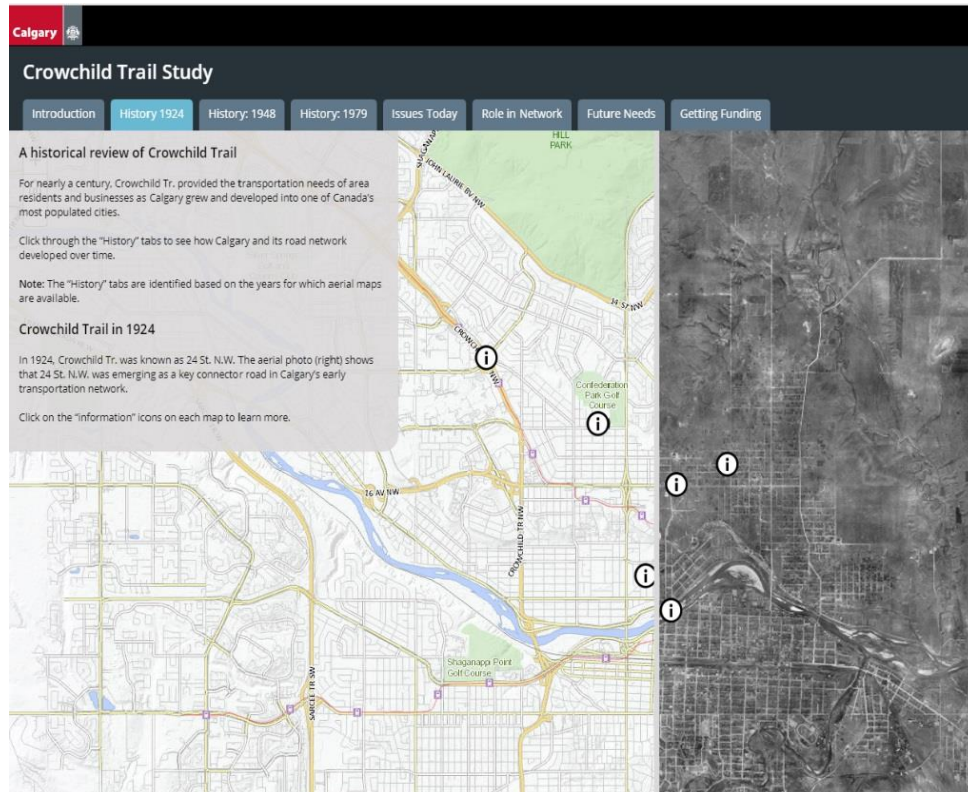


Citizens and subject matter experts from the project team worked together to explore ideas for improving Crowchild Trail – and discussed the benefits, constraints, impacts and trade-offs of those ideas.

It was these jointly defined ideas that formed the basis of the final recommendations in the plan.

Story Map

History and role of Crowchild Trail in Calgary's transportation network



Project Library

Online location for related policies, data, engagement materials and engagement results

Crowchild Trail Study Phase 4: Concept evaluation

Evaluating preliminary concepts with citizens' input.

Description: Phase 4 of the study invited Calgarians to evaluate the preliminary design concepts using the [study goals](#) developed in Phase 2.

Engagement goal: Work with participants to evaluate the preliminary design concepts against the study goals developed in Phase 2.

Engagement opportunities were available throughout June and included six stakeholder and public workshops, various drop-in sessions and an online tool.

Outcome: A shortlist of design concepts evaluated against the study goals. The project team will use the evaluation to identify a set of recommendations for Calgarians to provide feedback on in Phase 5: Concept Selection and Recommendation.

Summary of Engagement Process

Timeline	Engagement Opportunity	Summary of Verbatim Comments
Your ideas. Turned to concepts. Let's Evaluate. – June 2016	Workshop Handout Workshop Display Boards	View the concepts: Bow River Crossing Optimization between 16 Ave. & 24 Ave. 17 Ave. Optimization 16 Ave. & 24 Ave. Interchanges Kensington Rd. Interchange Central Tunnel Rebuild Crowchild Tr. Bridges
	Overall What We Heard	Phase 4 Summary



3. Engagement approach

Engage early on and throughout the process

Provide multiple points of entry

Use feedback from previous phases to inform subsequent phases

Explain if not, why not

Engage early on and throughout the process



Phase 1:	City engagement plan straw model	+	EDT refined methods and approaches
Phase 2:	City policy: two goals and three key principles	+	11 stakeholder developed goals
Phase 3:	Stakeholder provided ideas	+	City technical and effort-to-implement review
Phase 4:	City developed concepts	+	Stakeholder evaluation
Phase 5:	City recommendations	+	Stakeholder refinement
Phase 6:	City report-back on process and outcomes	+	Stakeholder evaluation of process

Provide multiple points of entry

In-Person



City-hosted

- Workshops (rsvp)
- Open houses (drop-in)
- Walking tours
- Bus tours

In-Place



Community-hosted

- Drop-Ins
 - Community-events
 - Community gathering places
- Static Kiosks
 - Idea boards

Online



City website

- Mapping tools
- Questionnaires
- Discussion forums

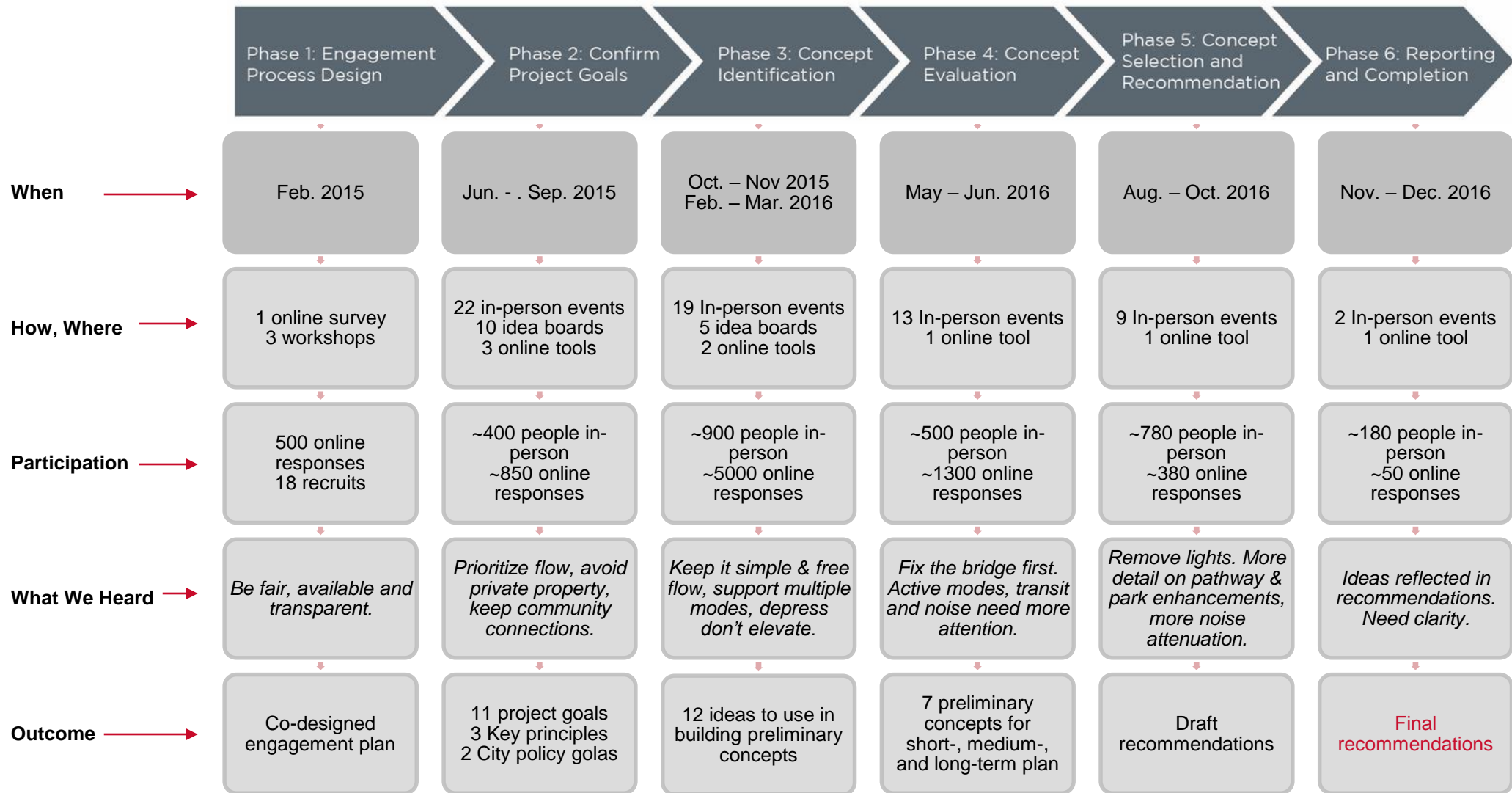
Invite-only



City-hosted

- Small group meetings
 - Businesses
 - Institutions
 - Property owners
- Individual meetings
 - Property owners

Use feedback from previous phases to inform subsequent phases



Explain if not, why not

Phase 3 – Technical Review

Calgary

Idea not continuing after initial review: **Tunnel under the river**

Why the idea is not continuing

- **Limited benefits:** Only 15-20% of traffic on Crowchild Tr. would use the tunnel. There is no demonstrated need for a long-distance bypass along Crowchild Tr.
- **Community impacts:** Greater property and traffic impacts to communities during construction than other ideas.
- **Technical challenges:** Grade (slope) of tunnel under the river would be too steep for trucks and buses to operate.
- **Other options available:** Benefits can be achieved with lower cost options. A tunnel typically costs about 5 to 10 times more than an elevated roadway.

Key takeaways from this idea

What we heard is important to Calgarians Other ideas that address what we heard

- Reduce shortcutting through bordering communities. → See Ideas #11 and #15.
- Reduce noise and visual impacts.
- Maintain access into communities and across Crowchild Tr.
- Improve traffic flow on Crowchild Tr.

Project team's initial review of idea

Scenario 1: Tunnel from 16 Ave. N.W. to 17 Ave. S.W. near existing river crossing.

Scenario 2: Tunnel from 16 Ave. N.W. to 26 Ave. S.W. along 24 St. S.W.

Impact: Property impact, to Suncoast Place to construct north end of elevated roadway.

Impact: Property impacts to construct south end of tunnel.

Constraint: Tunnel required to be 15 m (4-5 stories) below river bed. This requires steep grades or longer tunneling on the south side of the Bow River.

Impact: Property impacts above tunneling operation (space required for ventilation, emergency access points, etc.).

Constraint: Tunneling from 17 Ave. S.W. results in grades over 9%, which is too steep for the volume of trucks and cars on Crowchild Tr.

Trade-off: Flatter grades require extending the tunnel to 26 Ave. S.W. This further limits the amount of traffic using the tunnel.

Trade-off: Only 15-20% of traffic on Crowchild Tr. would use a long-distance tunnel. This would improve traffic flow on the Bow River bridge, but stop-and-go traffic would remain along Crowchild Tr. above, which would still carry about 80% of the total traffic.

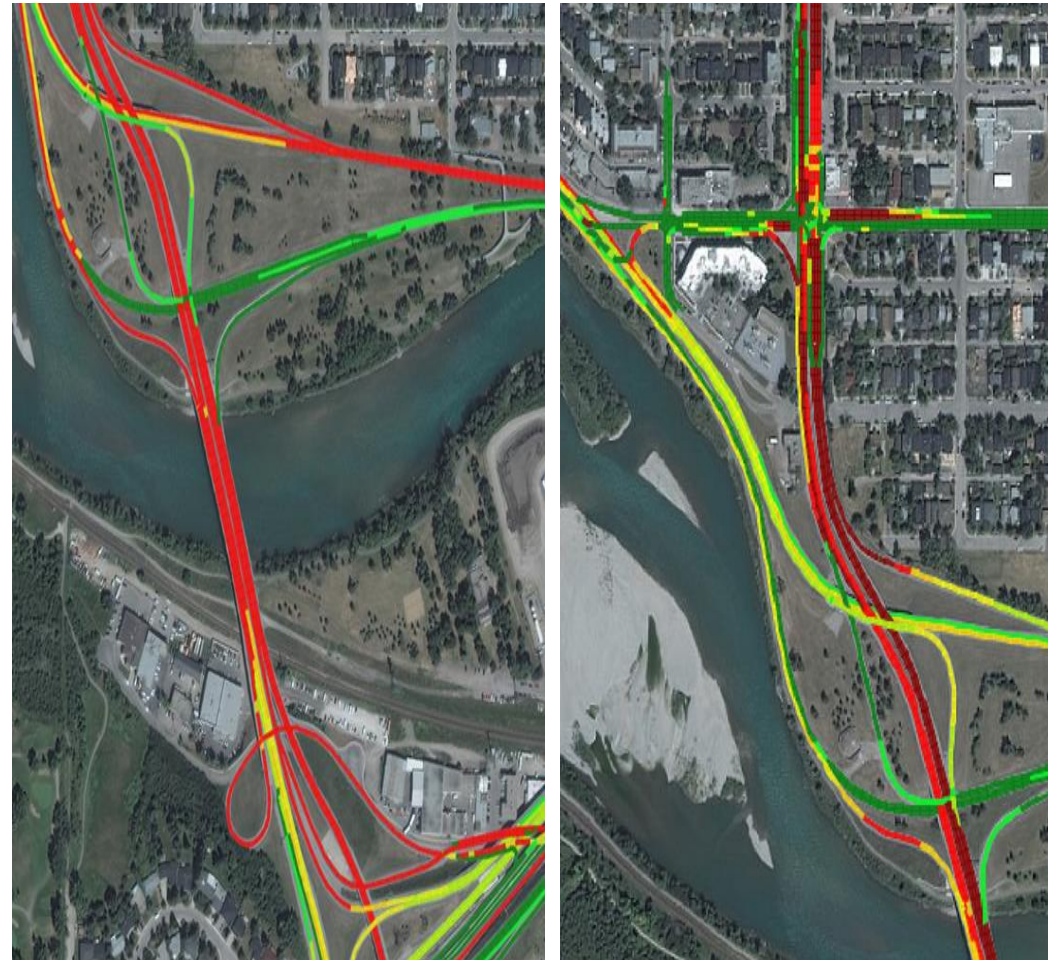
Figure: Example tunnel boring machine 'Alice' used for Vancouver Evergreen Line tunnel (head diameter: 10 m).

Impact: Tunnel for Crowchild Tr. under the river would require two portals separated by 10 m, a total width of 3 to 4 times the machine shown here.

calgary.ca | contact 311

Crowchild Trail Study

Phase 5 – Technical Review





4. Integrate. Integrate. Integrate.

Example: Phase 3 Stakeholder input

Example: Phase 3 Technical review

Example: Phase 3 Communicate the decision

Example: Phase 3 – Stakeholder Input



Example: Phase 3 – Technical Review

Idea not continuing after initial review: Tunnel under the river

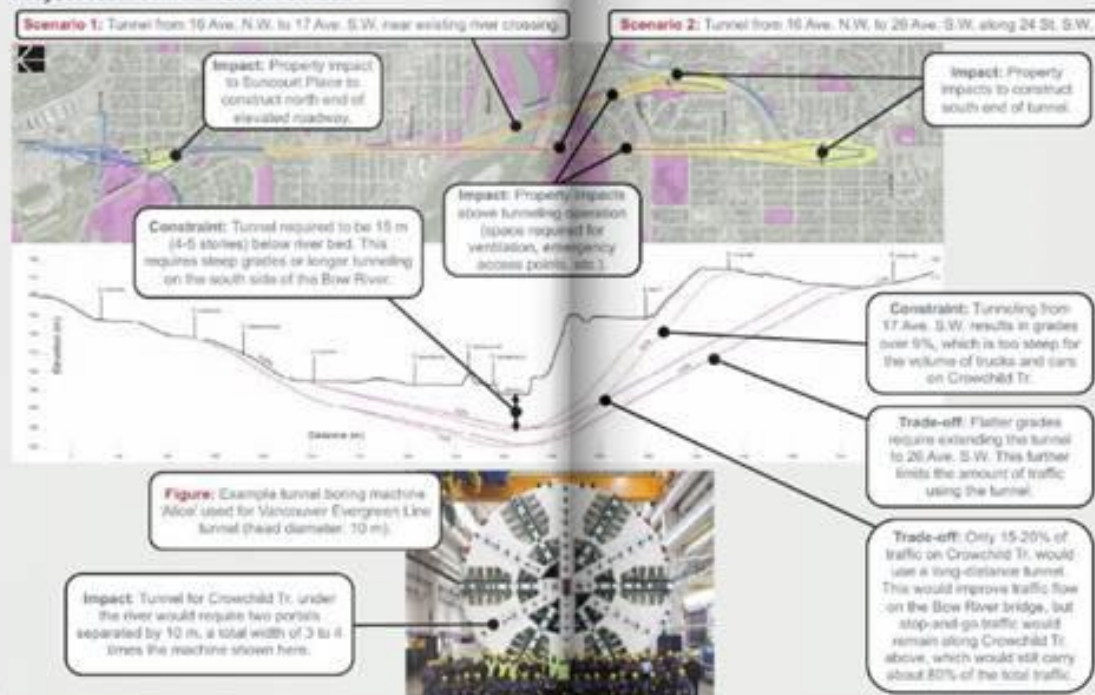
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Key takeaways from this idea

- | What we heard is important to Calgarians | Other ideas that address what we heard |
|--|--|
| <ul style="list-style-type: none"> • Reduce shortcutting through bordering communities. • Reduce noise and visual impacts. • Maintain access into communities and across Crowchild Tr. • Improve traffic flow on Crowchild Tr. | <p>→ See Ideas #11 and #15.</p> |

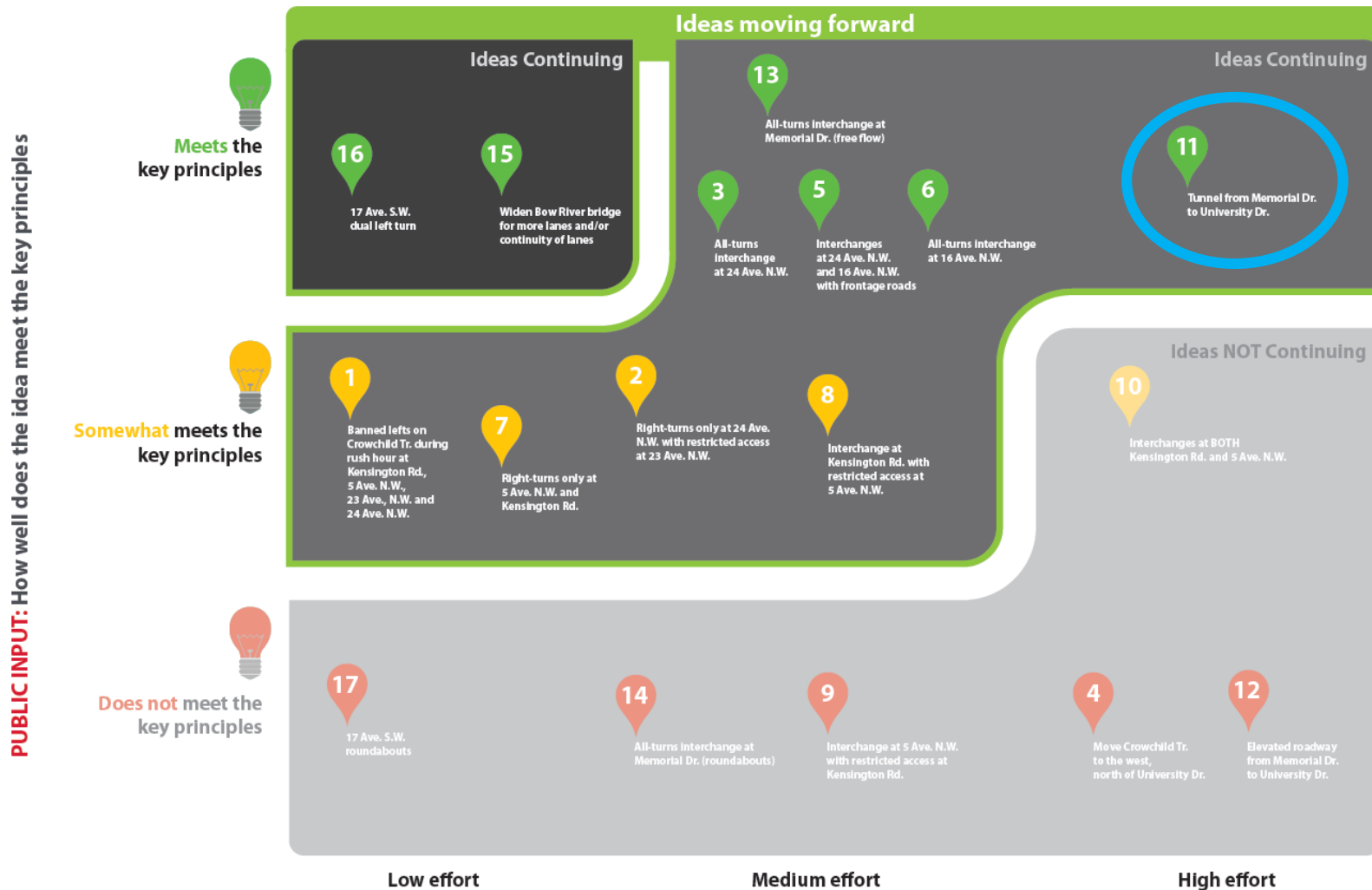
Project team's initial review of idea



Example: Phase 3 – Communicate the decision

Phase 3 decision:

Which ideas will move forward for consideration in preliminary concepts?



TECHNICAL INPUT: How much effort do the ideas take to implement



Outcomes

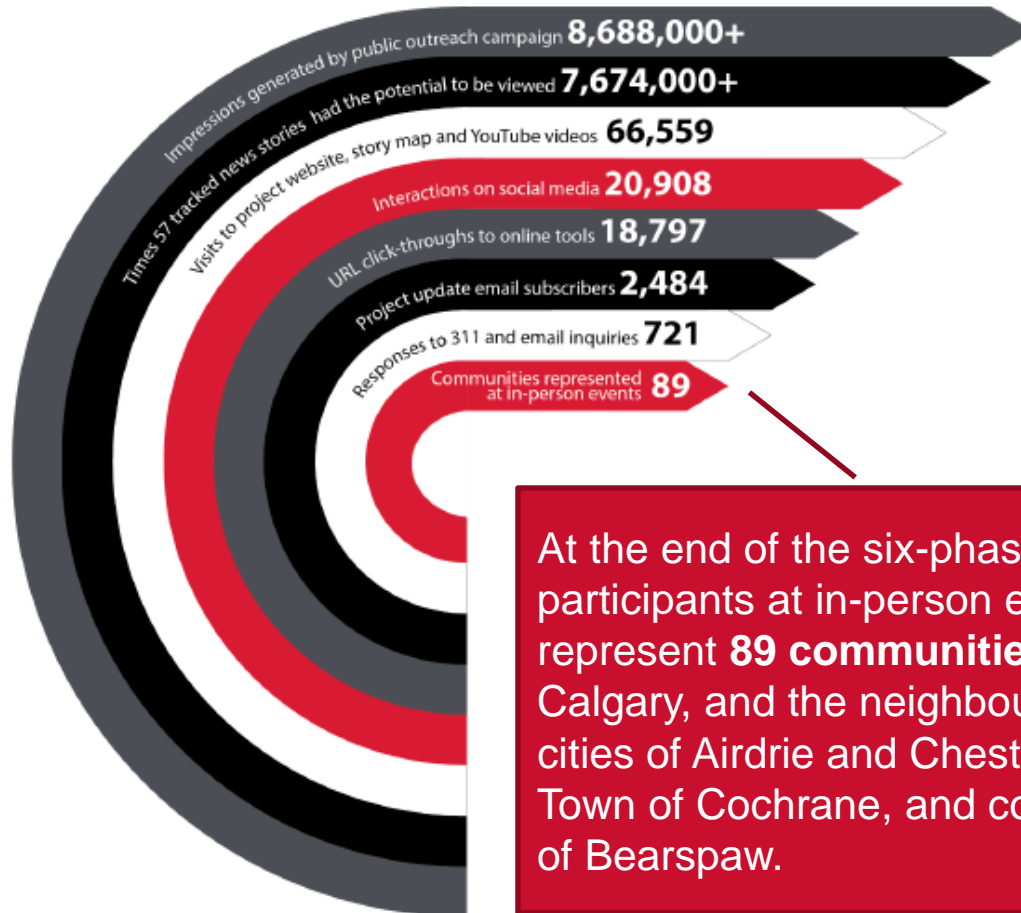
- Technical plan key achievements
- Communicating for awareness and reach
- Engagement to build trust and credibility

Technical plan key achievements

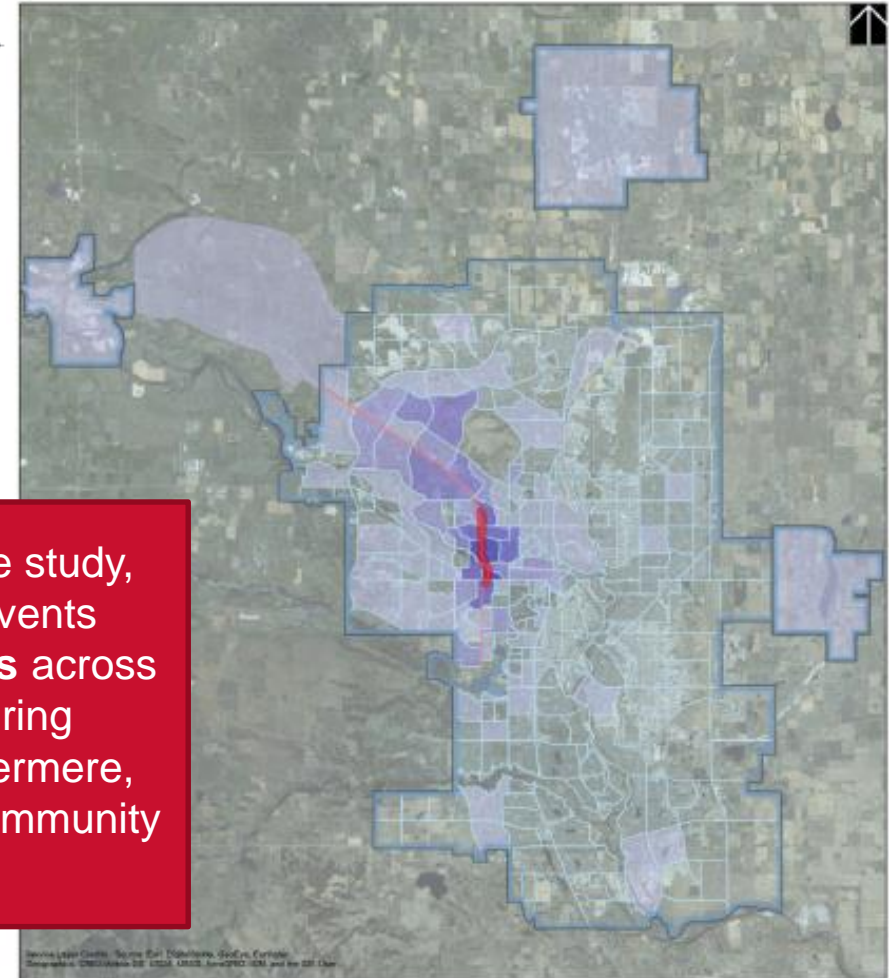


Short Term	Medium Term	Long Term
<ul style="list-style-type: none"> • “Fix the bridge” – additional lane in each direction • Upgrades to Kensington Road intersection • Noise attenuation – “fix the gaps” 	<ul style="list-style-type: none"> • No traffic signals along Crowchild • Three continuous lanes in each direction • Parallel pedestrian and active modes corridor north-south • Upgraded Transit bus stops • Green buffer between communities and Crowchild 	<ul style="list-style-type: none"> • Replacement or upgrades to bridges across the Bow River, Bow Trail, & Memorial Drive; • Opportunities to extend or enhance HOV network; and • Pathway upgrades

Communicating for awareness and reach



At the end of the six-phase study, participants at in-person events represent **89 communities** across Calgary, and the neighbouring cities of Airdrie and Chestermere, Town of Cochrane, and community of Bearspaw.



Engagement to build trust and credibility

Phase 2: Participant Comments

This makes a lot of sense, so obviously will be completely ignored by the City.

Rumours are abound in our community that The City will acquire entire streets to expand the road.

Phase 3: Participant Comments

The loudest voice isn't the top issue, need to understand all issues.

Our discussion was productive.

Phase 6: Participant Comments

Very impressed that feedback actually improved the final project plan.

Lots of opportunities for being informed, asking questions and giving input. I am impressed and appreciative.

Thank you!

For more information about the project engagement process and outcomes, please visit summary video at: <https://youtu.be/D2BNzmlwfVo>

Hear what Calgarians said
about the process

Crowchild Trail Study: What...

Chad Quinlan
Heritage

