**PIP-PIP-HOORAY! Join Partners in Planning (PIP) program**

The Partners in Planning program offers an in-person opportunity to meet planners and learn how policies converge to guide The City's decisions and prepare for growth. Learn what planning and development policies and plans drive change in Calgary. Register for your spot at [calgarycommunities.com/events](https://urldefense.com/v3/__https%3A/calgarycommunities.com/events/__;!!JYTOG454!cNGOws3xQekRj48S2wkmFm-8rkjOuNM9aN42stqcJ3oAtjc5NR99TnIrz8b7QyqXv3Q-EzUYuDxpMMSQI8ZeDcu2sADbhuIuXrvvg3k$).

**Get ready Calgary – Green Line is on its way!**

Main construction of the Green Line LRT is starting this year, and the benefits will last Calgarians a lifetime. Phase 1 spans 18 kilometers from Shepard Station at 130 Ave S.E. to Eau Claire at the north end of downtown. With 13 stations, it provides connections to the Red and Blue LRT lines and three MAX rapid bus routes.

The Green Line will provide transit options for 70,000 people living within a 10-minute walk of the line, unlocking land for development, and increasing access to housing options. This leads to a more vibrant and diverse community for all Calgarians to enjoy.

As the largest infrastructure project in Calgary’s history, the Green Line will also improve social equity by providing direct access to 190,000 jobs in downtown, Quarry Park and industrial areas. The project is also expected to create over 20,000 direct and supporting jobs by the end of construction.

With an estimate of 55,000 daily Green Line riders, there will be less congestion on existing transit routes, and fewer cars on the road. This is great news for the environment and public transit riders!

As construction begins and excitement grows, stay up to date on the project by visiting [calgary.ca/GreenLine](http://calgary.ca/GreenLine) or following @GreenLineYYC on social media.

**311 Calgary introduces new call back feature to reduce on-hold wait times**

The City of Calgary has launched a new feature for its 24/7 services and information line. When you call 311, you'll be notified of the wait time, and you can choose to receive a callback if it is longer than one minute.

If the expected wait is longer than one minute, the system will advise on the estimated wait time before providing the option for a call back.

The call back feature is available on the 10-digit 403.268.CITY (2489) and 311 lines between the hours of 8 a.m. - 4:30 p.m., seven days a week. These hours of operation experience the highest volume of call demand, often resulting in longer wait times.

“This technology allows for 311 to strengthen our commitment and focus on providing enhanced customer service to our citizens,” says Clarke Bellamy, Manager, 311, Customer Service & Communications. “We anticipate this new feature will provide additional options to callers that prefer not to wait on hold.”

The City of Calgary is the first 311 service in western Canada to offer a daily callback feature.

Contact 311 via mobile app and by phone for City information and non-emergency services, such as bylaw-related issues, snow removal concerns, potholes, street cleaning and tax account inquiries. Language translation and accessibility services are available.

Find out more at [calgary.ca/311](https://www.calgary.ca/content/www/en/home/311.html).

**Keeping storm drains clear this spring**

Storm drains are a part of Calgary's stormwater system. There are about 60,000 storm drains in Calgary working to capture water and melting snow off sidewalks, streets and roads.

If it's safe and possible to do, remove debris or snow blocking the drain. Create a channel, if need be, to help water flow.

**Pooled water on your street**

In communities built after 1990, The City installs devices in the storm drain to control how fast water flows into the system.  During and after a rainfall event, these devices allow water to pool on the road (usually in a depression or low spot, called a trap low), until the stormwater system can accept the extra water.

**Take a picture**

If the storm drain remains submerged for more than 90 minutes or you cannot safely clear ice and snow away, take a photo and submit it via the 311 App or a web request.  Attaching a photo goes a long way in helping our crews respond on a priority basis.

**For more information** on storm drains and to locate the closest one to you, visit [calgary.ca/stormdrains](http://calgary.ca/stormdrains).

**Calgary needs more homes. Citywide rezoning will help.**

With the approval of [Home is Here: The City of Calgary’s Housing Strategy](https://www.calgary.ca/communities/housing-in-calgary/housing-strategy.html), Council directed The City of Calgary to implement actions that will address the housing crisis. One of the proposed actions is citywide rezoning.

We need more homes in all shapes and sizes and in all communities. This will help support Calgary’s growth now and for future generations.

From Jan. 29 – Mar. 16, The City held 13 public information sessions and webinars, as well as attended Community Association Open Houses, where participants could learn more and ask questions about Rezoning for Housing. More than 1200 people attended the City’s 13 in person and online sessions.

Have your voice heard by sharing with City Council what you think though our engage portal or by submitting a written comment before noon on April 15 at [Calgary.ca/PublicHearing](https://www.calgary.ca/council/meetings/public-hearing.html?redirect=/publichearing) or register to speak at the Public Hearing of Council on April 22.

Visit [Calgary.ca/RezoningForHousing](https://engage.calgary.ca/rezoningforhousing) to learn more.

**Make every drop count: Collect and reuse water with a rain barrel**

Our region is in a drought, and that’s why now, more than ever, every drop counts. With another dry summer expected this year, we all need to do our part to conserve water and use it wisely.

A rain barrel is a great way to capture and reuse any rainwater Mother Nature provides this season. You can use what you collect to water your trees, lawn and garden – even when outdoor water restrictions are in place.

Don’t have a rain barrel yet? Green Calgary’s annual rain barrel sale is coming to a community near you.

Made locally with recycled material, Green Calgary rain barrels are $78 for a limited time, with pick-up and delivery options available.

Visit [greencalgary.org](http://greencalgary.org) for details on all sales event dates and locations. Join the thousands of Calgarians already conserving water by using a rain barrel. Pre-order yours at [greencalgary.org](http://greencalgary.org), starting April 1, 2024.