



37 Street S.W. Streetscape Master Plan



Reveal Phase Public Engagement
What We Heard Report
June 2019



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Project overview

The Main Streets Program is one of the ways that The City of Calgary is working to make our city “a great place to make a living, and a great place to make a life.” The program shares The City’s common purpose of “making life better every day” by implementing a comprehensive process to transform our main streets into places where people want to live, work and play.

Our Approach



Vision

Main Streets are places where citizens come together. They allow us to travel less and live more by providing the things we need right in our own communities.

Core Principles

Main Streets are resilient, adaptable, and attractive places that:

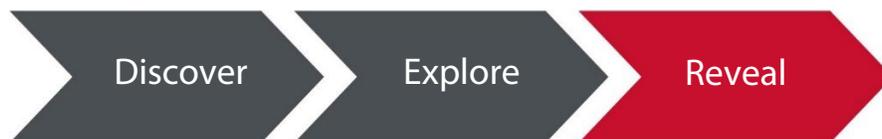
- Celebrate the character of the community;
- Encourage diversity of businesses, buildings and residents;
- Create a vibrant destination, and;
- Improve public health.

What is a Streetscape Master Plan?

A Streetscape Master Plan is a high-level design guideline for public realm improvements. The Plan communicates the “big moves,” while leaving enough flexibility to adapt the plan as the street evolves. A Streetscape Master Plan is more than improved accessibility, safety and beautification. It is about place-making, creating vibrant places that put a priority on sociability, access and linkages, comfort and image, and uses and activity.

Engagement overview

Within the Main Streets Master Plan process we engage the public in three phases; Discover, Explore and Reveal to better understand community’s values for their street.



- In the Discover Phase we Listen & Learn; stakeholders and The City listen to and learn about public views, plans, concerns, and expectations.
- In the Explore phase, public feedback is obtained through consultation to review preliminary design ideas and options developed from input discussed at the Discover phase. We ensure issues and concerns are understood and considered prior to design resolution of the Master Plan.



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- The Reveal phase focuses on communicating the short- and long-term strategies that will be carried forward into detailed design of the project. The information communicated will include: (a) the proposed design; (b) what is different from existing; (c) why it is different, and; (d) how engagement input influenced the design, and; if not, explaining how the input was considered and why it could not be incorporated into the design.

The Reveal Phase of engagement took place from May to June 2019. The City of Calgary held a joint open house for the 37 Street and 17 Avenue Streetscape Master Plans with Calgarians on May 30, 2019 and conducted online engagement from May 31, 2019 – June 14, 2019 through its online portal at engage.calgary.ca to solicit feedback from Calgarians. The engagement was an opportunity for the public to review the recommended plan and sought comments on the proposed design which incorporated the Explore Phase engagement feedback.

This report back includes a high-level summary and the verbatim feedback from the in-person and online public engagement opportunities. In total, approximately 131 stakeholders participated in the engagement opportunities.

What we asked

Using the in person feedback form and online survey, participants responded to the following questions:

- i. I understand how community feedback informed the design. Select one of: "Highly Supports," "Somewhat Supports," "Does Not Support."

Does the design achieve the Project Vision, Goals and Objectives? Select one of: "Highly Supports," "Somewhat Supports," "Does Not Support."

Social + Economic

1. Improves pedestrian comfort and provides high quality public realm
2. Increases the number of trees for a healthier environment
3. Creates space for more social interaction

Mobility + Functionality

4. Increases the number of crossings and improves safety and accessibility for pedestrians
5. Maintains the traffic functionality and flow along 37 Street.
6. Provides safer crossings, wider pathways, and access for cyclists

Character + Identity

7. Creates space for public art and community gateway features at major intersections
8. Provides opportunity to reflect the diversity of the community
9. Incorporates durable, high-quality materials



What we heard - Overview

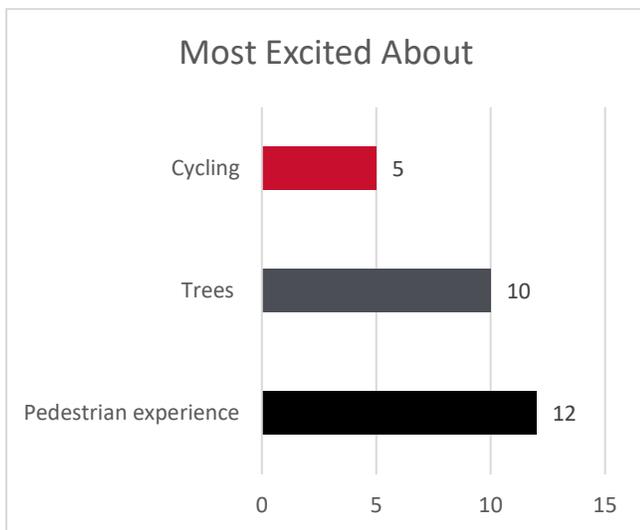
Overall, the majority of participants who provided input indicated that the design met and achieved the objectives created in collaboration with the community.

Key elements stakeholders were most excited about were:

- The pedestrian experience, safety, walkability, improved connections and a sense of community.
- Tree coverage, greenery and boulevards.
- Improved, bike paths and crossings for cyclists.

A few key elements of the plan participants expressed concern about were:

- Existing traffic in the area and the potential of increased congestion.
- Concerns over reduced parking with the proposed plan.
- Cost concerns for taxpayers.



- ▶ To read a more detailed summary of the input see the section: [What we heard – Summary of Input](#)
- ▶ To read all verbatim comments received see the section: [What we heard – Verbatim Contents](#)

Next Steps

- Master Plan approval by City of Calgary Transportation
- Detail design and cost estimating for budget confirmation
- Review of other City projects in the area to determine construction schedule and priorities
- Ongoing communications and updates through community associations and info sessions.

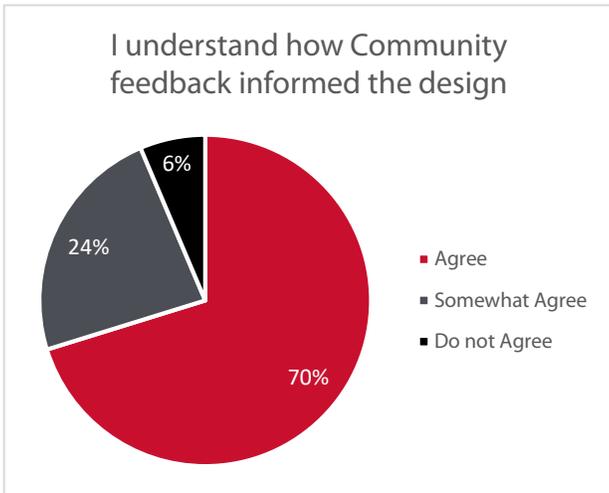


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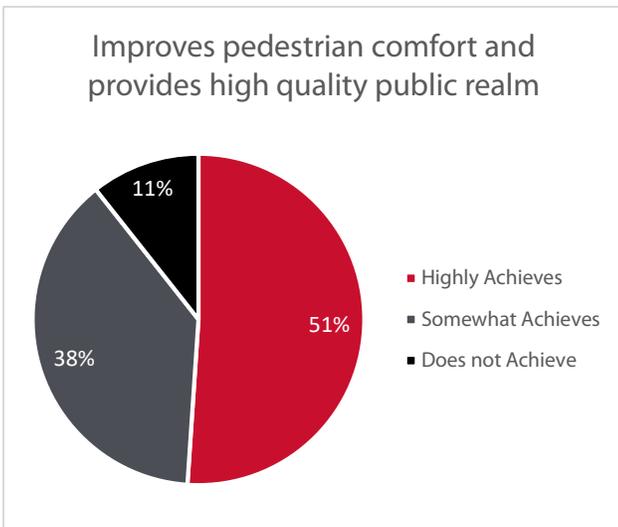
What we heard – Summary of Input

The following charts represent input provided by community members and stakeholders. We asked them to provide feedback on the overall engagement process, and whether the project principles and objectives responded to their concerns, priorities and goals for 37 Street.

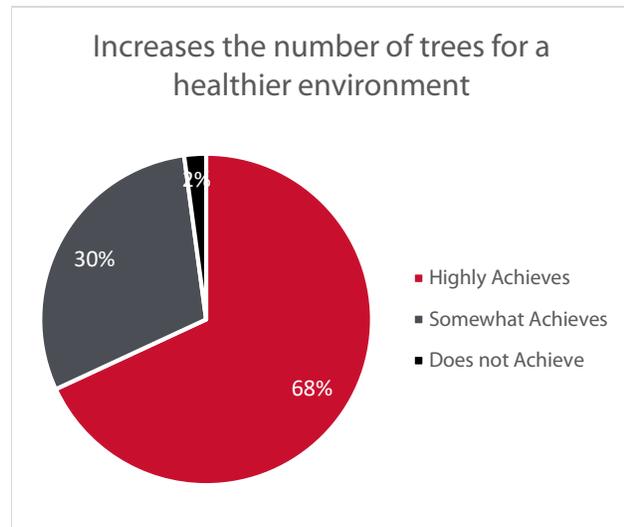


Social + Economic

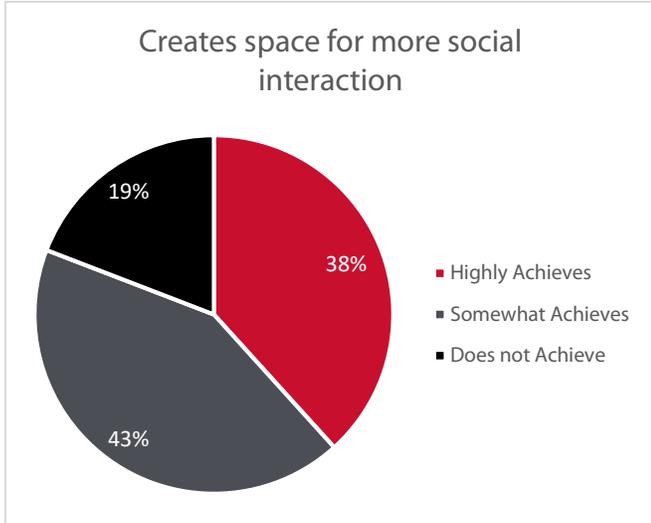
Question 1



Question 2

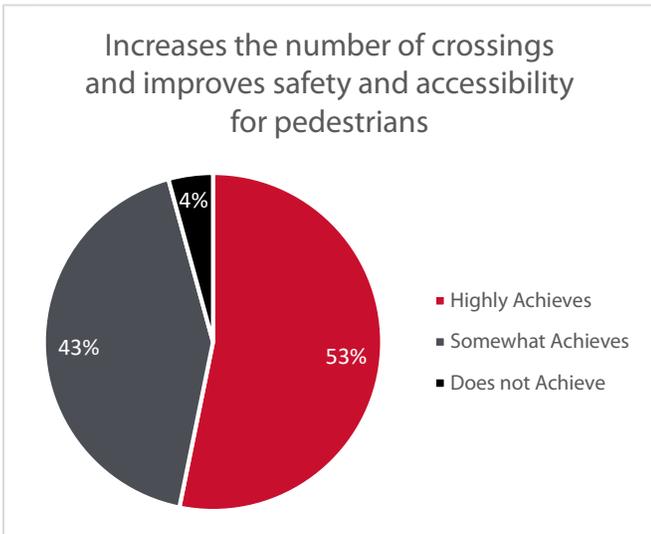


Question 3.

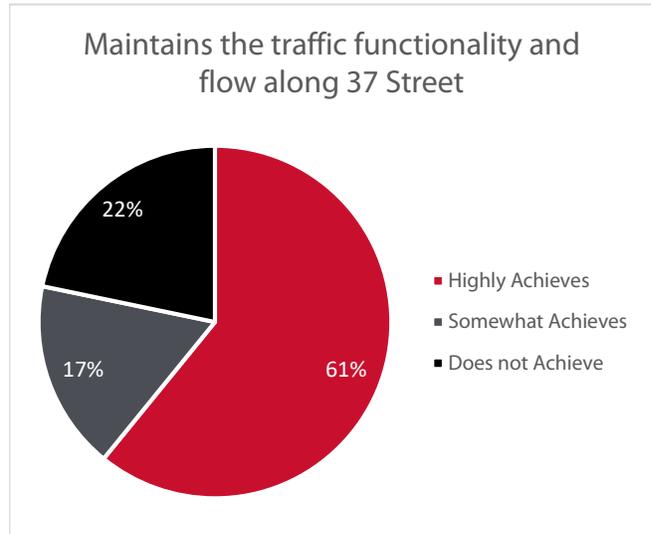


Mobility + Functionality

Question 4

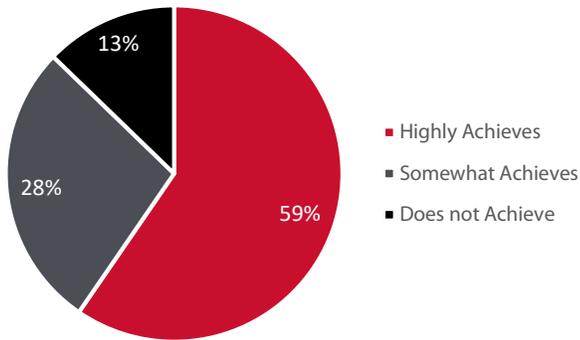


Question 5



Question 6

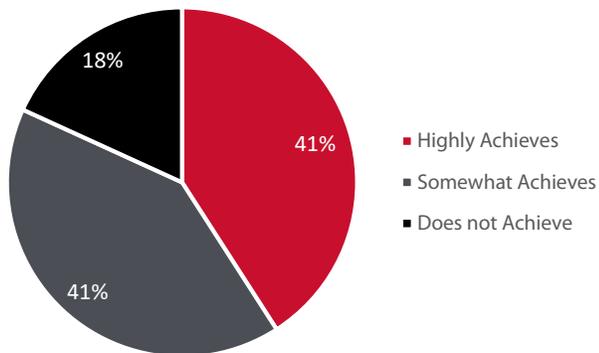
Provides safer crossings, wider pathways, and access for cyclists



Character + Identity

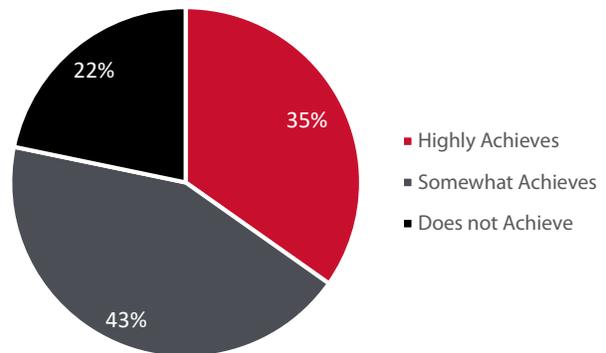
Question 7

Creates space for public art and community gateway features at major intersections



Question 8

Provides opportunity to reflect the diversity of the community

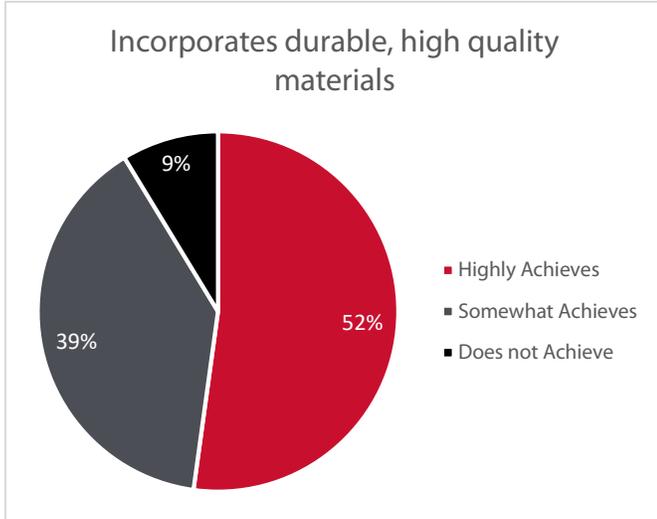




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Question 9





What we heard – Verbatim Comments

Following is a record of the feedback captured, as submitted, during the public engagement opportunities.

Please note: *Personally identifying information, as well as any portions of comments not in compliance with the City's Respectful Workplace policy, are removed from participant submissions. The intent of the submissions remains. The responses below include both in person and online feedback.*

I understand how community feedback informed the design.

Agree	Somewhat Agree	Do not Agree
33	11	3

Does the design achieve the Project Vision, Goals and Objectives?

	Highly Achieves	Somewhat Achieves	Does not achieve
Social + Economic			
1. Improves pedestrian comfort and provides high quality public realm	24	18	5
2. Increases the number of trees for a healthier environment	32	14	1
3. Creates space for more social interaction	18	20	9
Mobility + Functionality			
4. Increases the number of crossings and improves safety and accessibility for pedestrians	25	20	2
5. Maintains the traffic functionality and flow along 37 St.	28	8	10
6. Provides safer crossings, wider pathways, and access for cyclists	28	13	6
Character + Identity			
7. Creates space for public art and community gateway features at major intersections	18	18	8
8. Provides opportunity to reflect the diversity of the community	16	20	10
9. Incorporates durable, high-quality materials	24	18	4



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Are there any questions or concerns with this project moving forward into detail design and construction?

- Considering current economics postpone project and don't cause an increase in property taxes!
- Hope we can emphasize tree, scrub and ground cover that are either native to the region or adaptive to it, and tolerant of salt!
- I can't believe you're taking out the parking. Will push people to the side streets. The cars don't go away just because you take the parking away. E.g. condos with lower parking rules
- Taking parking and drive lanes away, but they park in front of houses
- Only whether the design will significantly reduce traffic flow.
- All crossing options at 35 street and 17th and at 33rd and 17th would be practical and create a better pedestrian environment adjacent to Westbrook LRT Station and future density.
- NA
- No concerns
- Hard to see the boards online
- Not right now
- Overall this is excellent and I'm really happy. The major concern is turning south off Bow Trail onto 37 St. Drivers still can't see pedestrians crossing west to east on 37th - but I do understand moving them to one lane will slow them down.
- None. Very much enjoyed the May 30th open house.
- This is a great plan, thanks! The only thing missing so far is active facades and variety of activities to do on the street.
- When are you starting and how will construction affect traffic and for how long!
- Given this street will be used as a BRT corridor today, and possibly with more service as RouteAhead is updated, I am wondering why peak bus-only lanes have not been implemented. Encourage transit and pedestrians, not cars.
- I'm alarmed at the design of the bicycle infrastructure. It shows no regard for cyclist behaviour or current research. Two-way cycle tracks are dangerous; there should be one way paths on each side of the street! Also, define cycle tracks at intersections
- Ensure that until the landscaping elements are well established there is plan for care and maintenance. A wide enough paved drive area turning out of alley's so drivers are not on the grass and creating dangerous holes. Patchwork pavement.
- Any possibilities to provide cycling facilities on the side of the road where the business areas are?
- This plan is against the Complete Streets Policy. The Policy explicitly is against MUP in the roadway context, and for good reason.
- How long will it take?
- The street parking, will people start parking on 39 street and others? My street is typically full of cars but there isn't much room for more than one car parked in front of each house.
- Traffic flow looks like it will be impeded with the removal of the parking lane. Will there be Left turn lanes and signal arrows at lights? Same for bus stops? And where do all those cars park in the future? Seems a problem for homeowners along 37th.
- Where is the 37 Street cycle path being accessed from north of Bow Trail...and as it crosses Bow Trail, why is the dedicated cycle path on both sides of 37 St (Node 1 Plan), then only to be on the west & south side of 37 St at the 17th Ave intersection?



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- I really don't feel we need more construction yet again in my area. It works just fine. My only complaint is we need a left turn light from Eastbound Bow trail traffic turning left onto 37th street. I think what is pictured is beautiful but too costly!
- Stop turning so many roads into bike friendly environments—encouraging cyclists to interact with cars. The only people benefitting are the cyclists. Spend the money elsewhere. The one DT has created a mess. Northland drive too. It's not safer.
- Why Would the pedestrian crossing at AE cross be removed. Kids will run across that road if they don't feel the crossings are in the "right spot". Also I am VERY concerned about tagging back ups during rush hour on 36th. Losing 2 lanes is significant.
- Why would Bow trail east go from 3 lanes to 2 lanes as it crosses 37th? That is a bottleneck for traffic. Also why is 37th north of Bow 4 lanes but down to 3 lanes south of bow. This is another poor design, traffic flows great on 37th right now.
- Stop wasting taxpayer dollars on things that don't have an economic value
- I am overall quite horrified with this plan. I cannot fathom why priority given to the hundreds of people that walk 37th St compared to the thousands that drive it. I expect high congestion in off-peak hours as a left-turning car blocks the ONLY lane.
- Is it possible to improve traffic flow on Richmond rd crossing 37th? Traffic gets very backed up in the centre lane. The right lane only provides access to the Esso which leads to poor/hasty merging.
- Looks good but really hoping that the cycling paths are connected. The worst is having a nice track to bike on, but have it end suddenly and not know where to bike. I don't like biking on the road, so paths or tracks or even a lane is so much better.
- If no encroachment into the bylawed setback area is needed on the west side of 37th Street, can this setback be dropped from the bylaw, so as not to hinder redevelopment?

What are you most excited about then you see this plan?

- Trees and pedestrian friendly and less traffic during? rush hours and no parking on side of streets
- Public realm improvement
- Multi-modality of travel "not just cars"
- Visual aesthetics, enhancement
- That visitors to my area will no longer ask if I live 'in the hood' 😊
- Bike lanes
- I'm looking forward to it looking like a more welcoming area and reflective of the people that live there
- Better connections, safety, sidewalks and better sense of the community
- The better pedestrian experience
- WHEN I see this plan I am most excited about feeling safer on the sidewalk with my toddler, all the trees, and hopefully that more restaurants, coffee shops and boutiques will be attracted to our neighborhood
- Being able to walk to my bus stop (number 9) and to my home across Bow Trail and 37th Street without coming close to death everyday.
- Proper turning lanes on 17th & 37th. Safer crossings at Bow Trail & 37th. Good resident communication about street parking on 37th. 4 lanes during the day = much safer! Also better crossing/median changes by the school on 37th.
- Widened walking lanes and boulevards with trees! So excited about this!



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- A more walkable street
- See trees and greenery.
- Better cyclist crossings.
- I'm excited to see more street trees, though as ever, I'm doubtful that they will actually be planted, and if they are, replaced when they die or get hit.
- An off-Street pathway and a semi protected intersection for people cycling.
- I'm actually really disappointed in the plan. It overly prioritises driving and provides negligible concessions to walking and driving. The proposal is non-compliant with City policies.
- Fix up 17th Avenue to look like Kensington and Inglewood
- The trees! It's going to make it so much greener, nicer all in all somewhere people would be drawn to.
- This question doesn't make sense. Please reword.
- Much more pleasant pedestrian experience. Beautification of street.
- More greenery around each intersection, creating a more visual appeal.
- I'm excited in a bad way that the City constitutes to "decorate" (with bike lanes and art" a city that is crumbling. Fix the problem (taxes, attracting business etc) before you start "beautifying "the City. Don't spend any more of my \$ on bike lanes.
- Aesthetics. Something finally happening to empty lot on bow trail corner!
- Better walking and cycling paths as well as more trees.
- More trees and ability to walk / ride in the area
- Nothing
- Them being put in the trash where they belong
- I'm not excited about anything to be blunt. For 5 years I worked at Sarcee Starbucks and walked this road to Richmond/Donegal. And took the Circle Route to UofC daily. This is a ROAD, not a community feature. Plan for city growth, don't hamstring traffic.
- Refreshed look and usability
- Improved safety and aesthetics. The communities are in continuous renewal - 37th is dated & depressing
- I am really excited for the multiuse pathways and the biking and walking paths.

How will you use this street in the future?

- For shopping – accessing amenities (library) Westbrook LRT
- Mainly to get to/from other parts of the city; however, if the design attracts more pedestrian friendly shops and restaurants, I could see myself spending more time in the area.
- More on foot and on bike, more lingering on patios and retail business, less driving.
- I never walk on 37th street but will after this.
- Bike
- Driving mostly but maybe more biking once it's safer for pedestrians
- Walking and enjoy myself while being there when its finished and would be super awesome
- Walking
- Walk to get groceries or go for sushi with my husband and toddler. Ride our bikes as a family to our in-laws in Killarney.
- Bike to the mall, the good restaurants along 17th. I'll walk more as well.



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- I can't wait to see more cyclists embrace the double paths, and ease for transit buses and users, as MRU still will not have a LRT in the future.
- I'll walk, and bike with my family.
- 100%
- No different than the last 20 yrs. a major route in my routine.
- Hopefully for transit, but not if transit operations are impeded by poor prioritization.
- I am a cyclist, pedestrian, and driver on this street. I will be watching continued conflict between modes of transportation as this new design offers no clarity for users.
- I'm excited to walk and bike in this area.
- Business & commuting
- I will not ride on it. MUP in roadway context are well-understood to be less safe.
- I have a newborn and would love him to grow up in a beautiful neighbourhood. Not the dump up 17 Avenue
- Walking to local stores, driving through
- I will continue to drive along it unless it becomes jammed. Occasionally walk portions of it / use transit.
- I already use it almost daily!
- As normal.
- Grocery shopping, errands, etc.
- Driving/walking
- I bike to work so it will be nice to have a safer path. I will also explore my community more instead of going to other communities that have already been developed.
- Mainly for transportation to and from work/place of business, but also for walking if it was better suited/more safe.
- It's a flow through street as the new exchanges at Sarcee and Bow also Sarcee and Richmond will force people down this street.
- I won't if any of this [omitted] goes ahead
- I will probably continue to commute along it, but may need to reconsider my route in off-peak hours due to the reduced lanes (are you serious?). Removing the turn lanes on 26th Ave is a terrible idea; I will avoid this intersection like the plague.
- Bike / walk / drive
- I use it everyday
- For cycling mostly.

Comments from study area map at the open house

- East-bound cyclists cannot cross 37 Street to continue East (one-way) – (37 St SW and 8 Ave SW)
- Can path connect to pedestrian bridge? – (37 St SW and Westbrook Outreach)
- Opportunity for multi-crossings? (37 St SW and 17 Ave SW)
- Keep pedestrian signal lights (37 St SW and 19 AVE SW)
- Please make signage and barriers as a Public Art Project – beautiful and functional (37 St SW between 19 and 21 Ave SW)
- Keep pedestrian crossing heights; very busy intersection for kids attending Glendale School (37 St SW and 23 Ave SW)



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- Connects to cycle/greenery to Signal Hill; would be good to see sidewalk to have signals to encourage the link (37 St SW and 25 Ave SW)
- Need good turn signals, busy road and traffic (37 St and 26 Avenue)
- 26 Avenue at 37 Street is TOO BUSY not to have right-turn and left-turn lanes x2 (37 St SW and 26 Ave SW)
- At intersection: (37 St and 26 Avenue)
 - Advanced turn arrows needed with elimination of left-turn lanes (26 Avenue and 37 Street)
 - Much improved walking bump-outs
 - Anyway to link the sidewalk for multi-use down East past bus stop to join up with Bike lane. Bus is very close to interaction and cuts off bike transition
- AE Cross Road



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About the session

Thank you for your participation in today’s session. Your comments are important as they will help us to improve future sessions like this one.

Please complete this form to tell us what you thought about the session and if you have additional feedback. All information collected will be kept confidential and used only in a summary of input received. We look forward to hearing your comments.

1. How satisfied are you with today’s session?

	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Not Applicable
Clarity of information provided	3	1			
Format of today’s session	3				
Opportunity to provide my input	4				
Opportunity to hear others’ input	3				1
Session location	3			1	
Session time	3		1		

2. What worked for you about the session format and activities today?

- Panels and staff
- Very informative
- Self guided
- Thanks for the snacks – including healthy food at this after work hour.
- Individuals available to answer questions.

3. Is there anything we could do differently to make it better?

- A key panel for 33rd Street and 17 Avenue more accessible venue.
- I loved the big boards, however there was so much information on each one, it was challenging to get through it all. Perhaps a takeaway format with more detail would be preferable than having all of it on the easel.
- Too restrictive to have to move your car with night only parking, trees, grass and bike lanes are less valuable than parking which is a problem in neighbourhoods
- 3D video but I believe this may be online.