



Eau Claire Promenade

Public Engagement #2 // What We Heard
May 2019

Project Overview

The Eau Claire Promenade project will continue riverfront improvements and flood mitigation along the Bow River from Eau Claire Plaza to Centre Street Bridge. Additionally, flood mitigation measures will be incorporated into Riverwalk from Centre Street Bridge to Reconciliation Bridge. The goal for the project is to connect West Eau Claire Park and Riverwalk to create a safe, efficient, and beautiful riverfront promenade and cycle network that integrates public amenities with flood mitigation.

The second stage of engagement occurred from April 13 to April 30, 2019. A Public Open House was conducted to present the vision for the area, project goals, flood mitigation strategies, and schematic design to the public and collect feedback on whether people feel that the design achieves the project goals. Engagement boards and plans were used to present the design, as well as an animation, 360-degree images, and an immersive 3D-model which allowed people to navigate the design through virtual reality. An Online Survey and an Online Virtual Reality Tool were available to collect feedback after the Public Open House.



Engagement Overview

This second stage of engagement used multiple engagement methods to reach a wide audience:

- A **Public Open House** at Eau Claire Market on April 13, 2019 from 10am to 2pm. The Open House was hosted in conjunction with other City of Calgary project in the Eau Claire area, including Eau Claire Plaza, Jaipur Bridge Replacement, and the Downtown & Sunnyside Flood Barrier.
- An **Online Survey** was integrated into the project website (<https://engage.calgary.ca/eauc/eauc-promenade>) and available from April 14-30, 2019.
- An **Online Virtual Reality Tool** was accessible through the project website and available for the same period as the online survey.



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The Public Open House, Online Survey, and Online Feedback tool were advertised through the following channels:

- Project website
- Paid social media, geo-targeted to the area surrounding the projects
- Unpaid social media reaching residents throughout the city
- Postcards mailed to Eau Claire residents and businesses
- Paid online advertisements
- Community, business and social organizations channels

Signage located along the promenade also promoted the engagement and included QR codes for passersby to access the Online Virtual Reality Tool, specific to the area they were located in.

What We Asked

Character Areas: Participants were asked to provide input on how the design achieves the project goals (on a scale from “Strongly Agree” to “Strongly Disagree”) and provide comments if desired. At the Open House and through the Online Survey, the four different character areas (Lagoon, Centre Street: Chinatown, RiverWalk West and RiverWalk East) were presented with a description and an image of the design with annotations referencing the project goals. On the Online Virtual Reality Tool, participants could click on a character area to view 360-degree images of the proposed design and leave comments on the image of each character area.

Concept Design Overall: At the Open House, participants were asked to provide input on how the overall design achieves the project goals, ranked from “Strongly Agree” to “Strongly Disagree.” A large rendered plan was also presented to show how the different areas relate to each other and to the surrounding context.

What We Heard

This phase of public engagement received the following number of responses:

- **Public Open House:** 50 comments from 326 open house attendees
- **Online Engagement:**
 - **Online Survey:** 114 responses from 40 participants
 - **Online Virtual Reality Tool:** 47 responses from 17 participants

Overall, participants indicated support for the design concept. Participants were in favour of increased separation between pedestrians and cyclists and the widening of the pathway and underpass. Concern was expressed for the loss of natural landscape and vegetation, with some pathway and flood mitigation elements seeming to detract from the natural riverfront character. Some participants were also concerned with the effort and cost being put towards redesigning and reconstructing areas that already seem complete.



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For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.

For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

The feedback collected through this phase of engagement will be used to revise and finalize the proposed design of Eau Claire Promenade.

Summary of Input

This section summarizes the findings collected for each character area and for the design concept overall.

The total number of responses combines all comments from the Public Open House, Online Survey, and Online Virtual Reality Tool. (Note: In the instance where a single online VR participant had multiple entries with the same answer, this was counted as one (1) response.)



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Lagoon

Do you think this design achieves the project goals?	Any other comments?														
<p>Total responses: 54</p> <table border="1"> <caption>Survey Results</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>50%</td> </tr> <tr> <td>Somewhat Agree</td> <td>22%</td> </tr> <tr> <td>Neutral</td> <td>2%</td> </tr> <tr> <td>Somewhat Disagree</td> <td>13%</td> </tr> <tr> <td>Strongly Disagree</td> <td>7%</td> </tr> <tr> <td>Did Not Specify</td> <td>6%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	50%	Somewhat Agree	22%	Neutral	2%	Somewhat Disagree	13%	Strongly Disagree	7%	Did Not Specify	6%	<p>Circulation + Accessibility:</p> <ul style="list-style-type: none"> • Support for widening of promenade • Support for separating pedestrians/cyclists <p>Park Use + Amenities:</p> <ul style="list-style-type: none"> • Support for outdoor café destination • Support for recreational river/lagoon access • Concern for maintenance/cleaning of benches <p>Vegetation:</p> <ul style="list-style-type: none"> • Concern with the loss of natural elements/character (e.g. landscape, green space, grasses, trees) • Concern with harsh feel of flood mitigation measures <p>Safety + Lighting:</p> <ul style="list-style-type: none"> • Concern for slippery brick surface in winter <p>Identity + Wayfinding:</p> <ul style="list-style-type: none"> • Suggestion to make path separation markings clear • Suggestion to incorporate interpretive info <p>Other:</p> <ul style="list-style-type: none"> • Concern with the cost of rebuilding areas that are already finished/functioning • Concern for interface with condos
Response	Percentage														
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Neutral	2%														
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Strongly Disagree	7%														
Did Not Specify	6%														



Centre Street : Chinatown

Do you think this design achieves the project goals?	Any other comments?
<p>52% Strongly Agree</p> <p>17% Somewhat Agree</p> <p>2% Neutral</p> <p>17% Somewhat Disagree</p> <p>7% Strongly Disagree</p> <p>5% Did Not Specify</p> <p>Total responses: 45</p>	<p>Circulation + Accessibility:</p> <ul style="list-style-type: none"> • Support to create a more defined physical separation between pedestrians and cyclists • Support to widen pathway • Suggestion to incorporate accessible seating <p>Park Use + Amenities:</p> <ul style="list-style-type: none"> • Concern with proposed wall (e.g. safety, barrier to community) • Suggestion to create plaza for pop-ups/carts <p>Vegetation:</p> <ul style="list-style-type: none"> • Concern with potential loss of green space in park <p>Identity + Wayfinding:</p> <ul style="list-style-type: none"> • Support for character ties to West Eau Claire • Suggestion to reflect Chinatown in design elements



RiverWalk West

Do you think this design achieves the project goals?	Any other comments?														
<p>Total responses: 43</p> <table border="1"> <caption>Survey Results</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>49%</td> </tr> <tr> <td>Somewhat Agree</td> <td>21%</td> </tr> <tr> <td>Neutral</td> <td>14%</td> </tr> <tr> <td>Somewhat Disagree</td> <td>7%</td> </tr> <tr> <td>Strongly Disagree</td> <td>7%</td> </tr> <tr> <td>Did Not Specify</td> <td>2%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	49%	Somewhat Agree	21%	Neutral	14%	Somewhat Disagree	7%	Strongly Disagree	7%	Did Not Specify	2%	<p>Circulation + Accessibility:</p> <ul style="list-style-type: none"> • Support for widening the underpass • Support for further pedestrian/cyclist separation (if possible) • Concern with the impact to vehicular traffic <p>Park Use + Amenities:</p> <ul style="list-style-type: none"> • Suggestion to add access to river <p>Vegetation:</p> <ul style="list-style-type: none"> • Concern with potential loss of green space and trees • Support for more trees and native plants <p>Safety + Lighting:</p> <ul style="list-style-type: none"> • Concern with mitigating increased safety issues between pedestrians/cyclists at underpass due to speed, visibility, width, etc. <p>Identity + Wayfinding:</p> <ul style="list-style-type: none"> • Suggestion to change surface material to indicate cyclists should slow down <p>Other:</p> <ul style="list-style-type: none"> • Concern with the wastefulness of rebuilding areas that have been constructed recently
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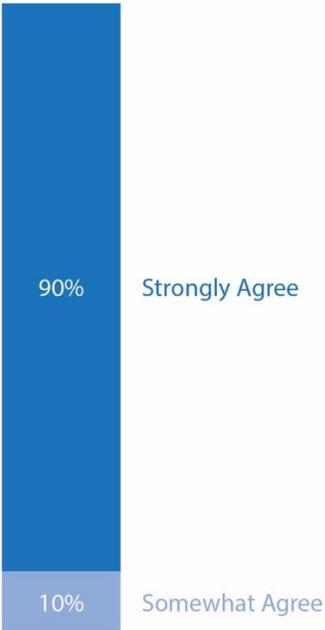
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RiverWalk East

Do you think this design achieves the project goals?	Any other comments?
<p>43% Strongly Agree</p> <p>41% Somewhat Agree</p> <p>7% Neutral</p> <p>7% Somewhat Disagree</p> <p>2% Strongly Disagree</p> <p>Total responses: 44</p>	<p>Circulation + Accessibility:</p> <ul style="list-style-type: none"> • Concern with widening sidewalk (e.g. impact on parking) • Suggestion to provide clear connections from pathway to street for cyclists and consider intersection flow • Concern with impact to vehicular traffic • Suggestion to transition to elevated areas, instead of gaps <p>Park Use + Amenities:</p> <ul style="list-style-type: none"> • Suggestion to provide shade for seating areas <p>Vegetation:</p> <ul style="list-style-type: none"> • Suggestion to use vegetated methods instead of flood wall • Suggestion to add more trees <p>Safety + Lighting:</p> <ul style="list-style-type: none"> • Concern with sightlines • Suggestion to add amenities/vendors for safety <p>Other:</p> <ul style="list-style-type: none"> • Support to maintain pathway usability through construction



Overall Concept (Open House Only)

Do you think this design achieves the project goals?	Any other comments?
 <p>90% Strongly Agree</p> <p>10% Somewhat Agree</p> <p>Total responses: 10</p> <p><i>Note: This question was only included at the open house, so does not represent feedback from online participants.</i></p>	<p>Circulation + Accessibility:</p> <ul style="list-style-type: none"> • Suggestion to ensure accessibility for all • Suggestion to create drop-off location for promenade <p>Park Use + Amenities:</p> <ul style="list-style-type: none"> • Suggestion to use low maintenance materials for sustainability • Suggestion to consider privacy of adjacent condos <p>Safety + Lighting:</p> <ul style="list-style-type: none"> • Suggestion to increase lighting brightness, but limit light pollution <p>Identity + Wayfinding:</p> <ul style="list-style-type: none"> • Suggestion to improve enforcement and education <p>Other:</p> <ul style="list-style-type: none"> • Suggestion to continue to engage with landowners



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Verbatim Responses

The following section includes all comments in the original format received.

Open House

General
Why is this called the Jaipur Bridge? I know the significance of Jaipur, but the bridge was built by Peter Prince of the Eau Claire + Bow River Lumber Comp. so the bridge should be named after him.
Please be sure everything is accessible for all
Eau Claire Plaza - Keep buildings low rise - we need sunshine
Further consideration of surf wave
Keep the 1886 Café in the plan. It's important to have these
I want to see do fall landscaping on the pathway
Recognize Peter Anthony Prince prominently in many places
Sitting area on this side of the path like East of Peace Bridge (comment placed on Prince's Island Park wetland areas)
More and brighter lights along the pathway
Consider making Centre Street Bridge crossing as primary pedestrian route
Signalization is required for Centre Ct crossing (lower deck)
Pedestrian safety at underpass is not addressed (separate cycle track)
Limit light pollution so we can see the stars
(Referring to the previous comment) I see where this person is going, but perhaps this can be done with light fixture design (lights pointing downwards only). Lighting is very important for usability + walkability as it directly correlates to how safe users will feel
Engage with landowners frequently (quarterly)
Why is this riverwalk promenade called Jack and Jean Leslie considering Jack Leslie wanted this whole area including Chinatown to be demolished and a huge freeway put in this area
Boulevard here (on Riverfront Ave sidewalk)
Add signage to indicate Jack & Jean Leslie Riverwalk to the Riverwalk area
People dropping off cause safety concern too many (comment pointing at the intersection of the promenade and 2nd St SW)
Lagoon
Please carefully design interface along condo fence so no big swale and consider if fence relocated and security of condos! Avoid loud roller skate along condos
Benches attract bad behaviour
Great that there is a dedicated cycle track
No Amps for buskers
Be mindful of electronic busker noise
Keep buildings low rise - we need sunshine
Kudos to forward thinking Calgary!



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I would like to see permanent history of area on display. 1) First nations 2) Flood 3) Sawmill etc.
Love the design and the concept of moving the café to the lagoons edge
To make sure to keep benches that are installed clean to encourage use and provide better amenities
Centre Street : Chinatown
Would like to see this area reflect that it is in Chinatown. Possibly with Chinese Cultural elements
Please raise some seating for disabled. Ensure to plant mature trees for more shade
RiverWalk West
I much prefer the smooth ways as opposed to the cobble
Can you create the ramp to Centre St Bridge without removing mature trees?
Ramp is definitely needed. Keep underpass more level than existing paths
Provide handrails in underpasses
Concern about pedestrian/cyclist separation under the bridge
RiverWalk West
Remember: This is a flood plain
Please provide shade over seating areas
Please minimize the concrete and maximize the green space and vegetation and trees
Concept Design Overall
Could the lower deck of the Centre Street Bridge include pedestrian + cycle route separated from vehicle lane
Consider lower maintenance materials for benches - ie. Composite vs wood. (I) like the look and feel and quality but worry about sustainability and long term maintenance
Consider screening and privacy concerns for ground units along promenade
Concern about access control (vehicles coming in/drop off) at the end of 2nd St.
Need drop off location (safe and designated) at 2nd St bridge area is congested and safety concern for pedestrians
More focus at intersection of pathways Centre St Bridge
Improvement to bike path grades at Centre St Bridge - too steep
Conflicts between bikes and pedestrians at Centre St bridge too narrow, not enough room
Recognize the cultural identity of Chinatown area - signage - lighting etc.
3 greenspace areas -East PIP - Sien Lok N - Sien Lok S tied to Chinatown cultural plan
Need better enforcement and education re: feeding birds/ducks bread. Not good for them. Make people care. Educational signage

Online Survey

Lagoon
Any areas where separated pathway users converge should have strong wayfinders (vs current plastic sign by peace bridge indicating where bikes should go)
The design had lost the natural beauty of the river. It is overly “designed” and appears contrived. It needs more real natural elements.



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The lagoon should be useable in the summer in terms of swimming/wading as is done in many other cities around the world such as Brisbane.
There does not appear to be any separation of space between cyclists and pedestrians. Given the character west and the proposed character east (separation) as well as importance as E-W cycling connection, shared-space could be problematic.
The flood mitigation strategies are so harsh. It should have a more natural and gentle approach.
The accessibility is great, narrowing roads and removing parking stalls for wider sidewalk is not needed. Riverwalk is still good, no need to destroy and redo. project seems to be redundant, maybe for keeping city planners jobs bcuz running out of project
Do not remove green space
Can't wait to use it!
The one glaring missing item is cafes and bars to stop at to have a drink in the sun and watch people... if you look at european cities they all seem to have that... some destination ON the pathway that attracts people
Consider adding more natural finishes and play spaces along the edges of the path, with log, boulders, etc., like at Trillium Park in Toronto: http://www.landinc.ca/ontario-place-op
Why are we spending so much money, stop spending our taxes. Lower taxes instead
The pathways are great but this area of riverfront needs some commercial involvement to become a real destination. You can put in 1000's of benches but what does that do to bring people to the area? we need restaurants, bars, cafes along the pathway.
Avoid panel and post systems where possible. Elevated areas can more easily integrate to many uses and can be raised if deemed necessary
Demonstration portion bike path, solar panels embedded. Netherlands has a current project.
This is the section of the riverwalk where cyclists are the most rude to pedestrians. You need to demarcate the narrow pathway where cyclists and pedestrians can function. Pedestrians should come first, cyclists second. Put a separate lane for them
Those bricks are a serious slip and fall risk - they ice over easily and are super slick when they get wet. The whole plaza is really only used in the summer but using those bricks will "cement" that.
Access by recreational canoeists and rafters floating along Bow River? A small wharf or place to tie up would be a nice addition. Could it be possible to include design of flood mitigation area, for example to extend to river's edge for 20 water craft?
Centre Street : Chinatown
Would like more defined separation b/w bike and walking/running path ie planters / benches etc
I really like the character of the pedestrian area (texture) based on West Eau Claire. Also appreciate the dedicates space for cycling as I think it's beneficial for all users.
Having all the pathway uses on a single plane causes issues with safety and the ability for users with limited mobility to feel safe adjacent them.
now it is a wide open area, the wall might make it look awkward. also homeless people love it. just more cover for criminal activity to take place. no wall please
Do not remove any green space from Sien Lok Park. Do not remove the cultural statues and chinatown historical features.
I'd prefer the cycling lane was kept seperate from the active/multi-modal pathway, as it was in the Eau Claire portion.
Proposed bike pathway is mixed with foot traffic and it should be separated better. Reverse multi-modal and bike pathways to allow easier and safer traffic flow.
Consider adding a plaza space with seating along Riverfront Avenue SW specifically as a hub for food and ice cream trucks. Save on-street parking for food trucks. This space also provides enough area for a formal, manicured garden.
Would not want to see a wall at the edge of such an important park - sends wrong message to Chinese Community
If low flood wall can be used for seating such as 18" in height and sufficient width. Doesn't a wall keep water in?
Not enough heritage. Sien Lok Park has so much heritage for Chinatown, this pathway could look like it's from anywhere in Calgary. Make this portion special and put more public art or at least Chinese elements to this portion as a nod to Chinatown.



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Those bricks are a serious slip and fall risk - they ice over easily and are super slick when they get wet. The whole plaza is really only used in the summer but using those bricks will "cement" that.
To reduce bike path speeds in very highly congested areas like this one, a variegated bike pathway with a different surface could be utilized.
RiverWalk West
Huge win widening underpass (just repaving it would be a win).
Too much concrete
Recognizing space constraints, I feel the current underpass and shared-space layout creates challenges for active mobility through this section and would appreciate some type of separation. If not possible, greater width will be appreciated.
What is different?
this area is low so should be raised, but please don't use it as an excuse to narrow riverfront avenue. this a major commuting route. traffic should be your top concern here not bikes
Do not remove trees or green space.
I think the ramp improvement should be definitely done. Again, I'd rather see a seperated cycle lane.
Underpass space should stay for traffic foot only. Sidewalk (where the cyclist on the picture is shown) should be turned into bike path that connects with the rest of the bike path on both sides of the Centre bridge.
As a biker, it's tough to remember to slow down when pedestrians are to share the space... consider making the surface different (bumpier) to make sure cyclists automatically slow down rather than having to remember to slow down
Too bad this was not done with original design -
Plant native grasses and trees
There needs to be a demarcated line between pedestrians and cyclists in the underpass. Pedestrians have to walk on the uncomfortable margins of the path for cyclists who are too rude to dismount. Pathways should be for pedestrians first, cyclists second.
That pedestrian underpass is prone to spring flooding. There is no way to raise the path without replacing the bridge.
The riverside pathway passing under the Centre St. Bridge can be a major bottle neck. Cyclists & pedestrians could alternatively use the 3-way intersection on 1stAve. However, lighting and visibility is very poor at this intersection.
RiverWalk East
Really like that this phase maintains usability of the 2 pathways. As nice as the new peace bridge area is it is a significant inconvenience to have such an important section of the pathway out of service for so long
"Park needs better lighting, but not too much" What kind of Charlie Brown wishywashy garbage is this? Find whoever put that in and make sure they are never part of planning something again. Just say the park needs better lighting, sort yourselves out.
More amenities and vendors should be located in this area to discourage illicit activity in this area
Consider that, where connections to and across Riverfront Avenue are created, cyclists will need to travel between the street and pathway, not pedestrian crosswalks and sidewalks, so intersections should provide a clear and safe way to do so.
currently homeless people are hanging out on the deck, new plaza would make it worse. attracts them from drop-in ctr to hang out. sidewalk + riverwalk = lots of space for peds. traffic is the issue, check trafficcount. No bikeway pls,
It doesn't seem like much of an improvement of public space. I would like to see more trees planted on the south side of the pathway.
there need to be cafes and bars to stop at to people watch and sit in the sun... benches on the river are nice but having a nice cup of coffee or a beer is much better!! destination marketing kind of concepts...
Seems like the connection to the street will be lost- the planting is also quite beautiful and seems like it will be sacrificed - what about safety and sightlines - seems like this will create unsafe conditions and places for people to hide?
What happens with the gaps? Why not build transitions to elevated areas?
Make the street sign font on the flood walls a nice geometric font.



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Online Virtual Reality Tool

Lagoon
Native perennials only please
I like the idea of bringing 1816 cafe closer to promenade and river. Also like the widening of the promenade.
this area needs some work especially the "mini outdoor theater" is not being used at all.
I hope this is the old red building
i thought the work has began w/o consultation.
I like the river access from the lagoon side, however, the water level entering the lagoon by canoe or raft later in July/August can be challenging. Is there a way to manage a consistent water flow into the lagoon?
There needs to be a whole bunch of trees here
Where is the little stream?
rehab and repair no need to rebuild for the sake of fulfilling planner"s vision. look at crowchild trail bridge they found a way to widen the open. planner/ architects pls be cost effective. no waste also construction would keep people from PEI once the pattern changed no one would come back for the new stuff.
Where is the trees and grass!?!?!?!
So ugly!!!
Why are the pillars gone? They give a lovely effect and a place for lights above.
This is a beautiful place that is going to be ruined by these changes. Build around the natural habitat instead of destroying it!!!!
I like the unique grass that grows beside the water. This plan is ugly and takes away from the natural landscape.
This is such a barren view.
The charm of this corner is completely lost in this plan.
Centre Street : Chinatown
The width for walker is not enough!
RiverWalk West
River access by canoeist/rafters would be convenient just east of the Centre St. Bridge - some terraced steps down to the river where canoeists and rafters can safely walk up.
it was raised in 6-7 years ago might make drainage worse in the china town. also huge waste of tax to destroy LED lights still new concrete work. it has a 20 year lifespan city destroy them in 7. it"s not about planners wishes it"s about ppl and businesses in the area. redundant and wasteful
there are plants why waste money for planner"s dream?
the ramp can be improved or rehab but no need to destroy all the concrete work including the relatively new plaza. minimize waste. be cost effective. go out for site visit don;t use rendering to fool yourself
RiverWalk East
Flood resilience is achieved through the same mechanism as climate action namely natural barriers with native grasses and trees. The Riverwalk is wonderful and can be improved through those mechanisms. Flood walls only speed up the water.
do it nicely and don"t make it a hang out hot spot for drop-in cneter users. they are sleeping on the sun decks everyday in summer.
leave the 1.8m sidewalk alone. people are using the riverwalk when they are on this stretch of riverfront av it"s redundant to have wide sidewalk and riverwalk. don"t do this to throw in a bikeway that 65% of calgarians are against. need to maintain parking and traffic so people would still want to come down. no parking bikeway = killing business. look at 12 ave... killing businesses big time bcuz the lack of parking and constant lane changes...people are avoiding it.