



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

Project Overview

The Lakeview Sanitary Lift Station Project consists of constructing a new replacement sanitary lift station in the northeast corner of North Glenmore Park. The existing lift station, which moves wastewater from portions of Lakeview and North Glenmore Park to the sewer trunk, was built in 1960 to the standards of that time. Since then, the population has grown, and requirements for lift stations have changed. In 2011, The City commissioned a third-party assessment of all lift stations, and the findings recommended that this lift station be completely replaced between 2017–2021.

Replacing the existing lift station with a higher Level of Service (LOS) lift station allows us to meet current safety and operational standards—The City’s Wastewater Lift Station Design Guidelines—and protect against high-level alarms during storm events.

The new station will also incorporate two public washrooms that will be open during North Glenmore Park’s operating hours. Currently there are public washrooms being installed in the west side of the park, but park users on the east side must travel 500m to reach the nearest port-a-pottie or 1,400m to reach a public washroom with running water. Adding public washrooms to the new lift station provides visitors in the east side of the park with convenient access to a public washroom.

Engagement Overview

On Sept. 4, 2019, The City of Calgary held an open house at the Lakeview Community Association for residents in the North Glenmore Park/Lakeview area. From Aug. 27–Sept. 20, 2019, we hosted an online survey on our engagement portal at engage.calgary.ca/lakeviewliftstation and we installed a sounding board at the current lift station site to solicit feedback from Calgarians. Input from the open house, the sounding board and the online engagement is being used to help inform the design plan for the Lakeview Sanitary Lift Station.

This consolidated report includes a high-level summary from the open house, sounding board and online feedback.



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

What We Asked

The City sought public input through questions about the lift station's exterior design. Renderings of all the options were also provided to give additional context for participants when submitting their input.

Overall Station Design (Three Design Options)

1. What do you like about Option 1 and why?
2. What do you not like about the Option 1 and why?
3. What do you like about Option 2 and why?
4. What do you not like about the Option 2 and why?
5. What do you like about Option 3 and why?
6. What do you not like about the Option 3 and why?

Bathrooms/ Additional Comments

1. The new lift station will also have washrooms. Do you have any comments or concerns about this feature within the lift station?
2. Do you have any additional comments or concerns that you would like to share with The City about this project?



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

What We Heard

Design Options for Exterior Finishes

Targeted questions were asked to participants in line with the design concepts for exterior finishes that the project team had narrowed down. The table below lists the top themes that emerged when discussing the preferred design options for the lift station.

Design Options for Exterior Finishes	
<p><i>When discussing the exterior finishes of the lift station and the three options that were presented, many participants indicated that they preferred the design of Option #2 stating that it would complement the existing area. Participants also expressed concerns over the lift station Options 1 and 3 designs indicating they did not like the materials featured in those designs. These themes have been captured below and are supported by participant verbatim comments.</i></p>	
Themes That We Heard	Participant Verbatim Comments
<p>Preference for the Option 2 design (Complements the area, good use of materials)</p>	<ul style="list-style-type: none"> • My favorite of the three! Natural looking • Yes, fits in best with landscape • Looks good! Can you recycle rocks from previous station? • The colors are light enough to fit in the surroundings • Bright and more eye pleasing. Great idea to have the washrooms as my pets have found many human droppings throughout the park ;-(. vs a regular water fountain would it be possible to have a bottle & single serve fountain installed. • Like the materials used on the exterior elevation. Preferred choice. • This is the nicest option. I like the extra stone and colour palette. • I prefer the design and appearance of Option#2 over Option #1 and Option#3
<p>Option 2 Complements the Area (Supportive of materials featured)</p>	<ul style="list-style-type: none"> • I like the architecture and the tone of the wood and stone. • I like the stone because it looks classic and looks nice with surroundings • Natural stone nice fit with the area. Like this best • I like the stone work. • Good colour contrast on outside of the building. • Like the materials used on the exterior elevation. Preferred choice. • Stone and wood is nice • Love it – like the flagstone



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

	<ul style="list-style-type: none"> • Best option for aesthetic but root edge (fascia) and post not attractive – cheap looking – beef it up – width – use natural wood – post & beam
<p style="text-align: center;">Options 1 and 3 (Unsupportive of materials/designs featured)</p>	<ul style="list-style-type: none"> • The entire building having such a dark colour (save for the copper soffit) makes it by far the worst looking option out of the 3 choices, in my opinion. • I don't like the dark wood. I think it will look out of place in the context of the park. Also don't need to use expensive copper. • Black walls and doors & roof not attractive/natural looking. Looks harsh/hard. Red makes it look like a whore house • I dislike the design because of the inversely sloping brick / wood which makes brick take up half of the wall on one the right end (pic 1) of the building. I prefer design #2 with the brick running along the bottom and covering an entire corner w/ 2doors • Do not like yellowish colour, particularly on doors. • I don't like how it looks – an eye sore • Too dark and sinister!

Bathrooms and Additional Comments

Targeted questions were asked to participants in line with the addition of two public washrooms to the lift station and an opportunity to address any other issues or concerns participants would like to share with The City. The table below lists the top themes that emerged when discussing the public washrooms as part of the lift station and any additional concerns and comments that the project team should take into consideration.

Public Washrooms and Additional Comments <i>When discussing the addition of a bathroom to the lift station structure, many participants indicated that they think the addition of a bathroom would be beneficial. Some participants expressed concerns regarding washrooms onsite, and the security and maintenance required. Participants also shared concerns over the need to consider a crosswalk at the site and the location of the lift station itself. These themes have been captured below and are supported by participant verbatim comments.</i>	
Themes That We Heard	Participant Verbatim Comments
	<ul style="list-style-type: none"> • Glad public washrooms are added • It would be nice if they were all-season bathrooms • Please include a water bottle filling station and perhaps a place to lock up your bike or sit down.



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

<p>Supportive of Public Washrooms Onsite (General support for public washrooms at the site)</p>	<ul style="list-style-type: none"> • Yes, let's have them designed for one only occupant, wheelchair access of course and not designated men / women • Love the washrooms. Not enough washrooms on this side of the park. Love that they are being incorporated into the lift station. • This is a great idea as there are no public washrooms on the eastern side of the park (excluding porta-potties by tennis courts). • Glad public washrooms are added
<p>Washroom security/maintenance (Concerns about lighting, security and hours/traffic)</p>	<ul style="list-style-type: none"> • Only have washrooms if they are maintained. other bathrooms were closed in the park and blue Porto potties were installed • Will they be easily cleaned? When will they be open and locked? How will they be monitored. • Operating hours for washrooms should be limited to daylight hours • Traffic – people using washroom then u-turn out of park; should only be for park users • Washrooms only open daylight hours rather than park operating hours for security • Obscured entrance to washroom – security/undesirable activity • Only if bathrooms are well maintained. Can we afford this? (to maintain bathrooms, I mean). They'll be vandalized. Will graffiti be removed? • Consider CCTV/security camera • Security concern with public washrooms • Concern with bathrooms hidden/off pathways; access to bathrooms
<p>Crosswalk/Speed Concerns (Concerns about speed in the park)</p>	<ul style="list-style-type: none"> • Consider crosswalk across North Glenmore Park Road? • Consider speed bump on North Glenmore Park Road • Concerns over speed limits in the area – no one adheres to 30 km/h <more like 50 km/h> • Pedestrian crosswalk – traffic coming off Crowchild too fast and not slowing enough for park *30 km sign blocked by road narrowing sign (Mark)



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

	<ul style="list-style-type: none">• Crosswalk – people jaywalk in that area all the time
<p>Location and Size of the Lift Station (Concerns about the larger size and its proximity to area residents)</p>	<ul style="list-style-type: none">• Previous lift station underground – why not an option?• Why isn't the lift station buried/underground?• Why is this station bigger than the existing?• Could location of the lift station be further south?• It looks too big, doesn't blend in. Current station isn't featured. Why should this new station be so dominant at the entrance of the park?



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

Next steps

- **Late Summer 2019: Public Engagement Closed** - Public engagement for Lakeview Sanitary Lift Station has been completed. No further public participation will be solicited
- **Early Fall 2019:** Share engagement results and project update
- **Winter 2019-20:** Finalize design
- **Late Winter 2019-2020:** Share engagement results via the What We Did report
- **Spring 2020:** Begin construction on replacement lift station
- **Summer 2021:** Commission replacement lift station
- **Fall 2021:** Decommission the old/existing lift station



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

Verbatim Comments

All of the comments below are verbatim as received. The comments are divided into questions asked. They are unedited, including spelling, grammar, use of contractions, etc. The only exception is where there is profanity or personally identifying information, this is indicated in brackets. The table below is a quick link guide to each of the questions:

Question 1 — What do you like about Option 1 and why?.....	9
Question 2 — What do you not like about Option 1 and why?.....	9
Question 3 — What do you like about Option 2 and why?.....	10
Question 4 — What do you not like about Option 2 and why?.....	11
Question 5 — What do you like about Option 3 and why?.....	11
Question 6 — What do you not like about Option 3 and why?.....	12
Question 7 — The new lift station will also have washrooms. Do you have any comments or concerns about adding public washrooms to this site?.....	12
Question 8 — Do you have any additional comments or concerns that you would like to share with The City about this project?	13



Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

Question 1 — What do you like about Option 1 and why?

<ul style="list-style-type: none"> • Agree • I like how it blends in • I like this ouné • The cheapest option!! We are not made of money!! • No, do it properly, best to fit in and weather look at overall economics lifecycle when making decision; do you buy cheapest for yourself? Probably not • - The cheapest option of the three!!! If the city had done their homework they will all work perfect. • I am a fan of the colour and the more contemporary feel. • Building design is pleasing to the eye. 	<ul style="list-style-type: none"> • Please save the trees, so many trees are being cut down in this neighbourhood • Looks good!! • WHAT!! • White roof like Donald Trump • natural materials that fit well with the area. Copper looks nice • I like the architecture. • The copper soffit is a nice focal point on the building. • Nothing in particular • Low Profile - darker colours blend with surrounding treed landscape • nothing
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Question 2 — What do you not like about Option 1 and why?

<ul style="list-style-type: none"> • This structure draws a lot of attention to itself. (okay if it were a snack shop/service area but not for a pump stn) I see now that washrooms are here – still prefer Opt 3 Too dark • Too Dark L • Like • 0 • Too modern • Black walls and doors & roof not attractive/natural looking. Looks harsh/hard. Red makes it look like a whore house • Post unnecessary • BUTT UGLY • Don't like the copper <it will be hidden by the trees> • Its a bit dark • The pathway cyclist must comply with speed restrictions 	<ul style="list-style-type: none"> • The entire building having such a dark colour (save for the copper soffit) makes it by far the worst looking option out of the 3 choices, in my opinion. • Too dark • Orange soffits. Consider a darker grey. • Do not install 2 bathrooms. This will encourage more transients to sleep in the park. • very dark, too modern, doesn't blend into environment • The outside of the building is too dark. • It isn't ugly enough! • Looks like a metal atco trailer. Metal facade and Dark colour is bad • I don't like the dark wood. I think it will look out of place in the context of the park. Also don't need to use expensive copper.
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Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

Question 3 — What do you like about Option 2 and why?

<ul style="list-style-type: none">• No need for public washrooms @ this location• Agree• The colors are light enough to fit in the surroundings• Nice combination of wood and stone• Please cut down as few trees as possible• Visually appealing agree w/top comment [indicating the one about cutting as few trees as possible]• Agree – pls consider the TREES• Would exterior be less likely to need refinishing every few years vs option 1 or 3? Due to more stone?• If it must be done! This options looks natural (wood, stone)• Ditto• But, agree the least expensive option is best• Ditto• Yes, fits in best with landscape• Ditto• Yes – nice natural features: wood & stone• Love it – like the flagstone• We don't need bathrooms at this location. Need bathroom around canoe club area• 7-am-11pm? For bathrooms; How about dawn to dusk after dawn to dusk is shorter than 7-11• Looks good! Can you recycle rocks from previous station?• My favorite is this one!• Should have bushes around it	<ul style="list-style-type: none">• Bright and more eye pleasing. Great idea to have the washrooms as my pets have found many human droppings throughout the park ;-(. vs a regular water fountain would it be possible to have a bottle & single serve fountain installed.• I like this option the best.• I like the stone because it looks classic and looks nice with surroundings• Natural stone nice fit with the area. Like this best• I like the stone work.• Good colour contrast on outside of the building.• Like the materials used on the exterior elevation. Preferred choice.• This is the nicest option. I like the extra stone and colour palette.• Stone and wood is nice• I prefer the design and appearance of Option#2 over Option #1 and Option#3• Light colours, modern, inviting!• #2 Likes the lighter finishes; graffiti happens no what you build or choose• #2 – because it's lighter – complements the area – fits in• materials looks nice.• I like the architecture and the tone of the wood and stone.• The light-coloured wood panelling combined with the light-coloured stone provides a nice new/clean/"fresh" look for the entire building from all angles!• Bright and welcoming• Top to bottom stonework breaks up the wood look of Options 1 and 3.
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Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

<ul style="list-style-type: none"> • - My favorite of the three! Natural looking • Like the 2-tone finish 	<ul style="list-style-type: none"> • Consider what to do with inevitable graffiti
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Question 4 — What do you not like about Option 2 and why?

<ul style="list-style-type: none"> • Best option for aesthetic but root edge (fascia) and post not attractive – cheap looking – beef it up – width – use natural wood – post & beam • I love it so • Re all options why not underground with a simple cover? Lots of \$\$\$ could be saved. • Post not needed. Cantilever nicer looking – extend patio add bench out of [illegible] or small table where post was • #2 vandalism concerns – especially able to write on the exterior • i don't really like the look of unfinished wood • Nothing. • Definately not ugly enough! • Back side design looks a bit industrial 	<ul style="list-style-type: none"> • Overall, I certainly like this option the most out of the 3 which are presented. If I could add one thing (and this can obviously be done later on too), it would be to attach a colourful art "panel" ovetop of part of the large wooden wall seen in pic #1 • Must it be above ground? It distracts from park setting views • Lighter colour than Option 1 - may not blend as well with surrounding environment • Do not install 2 bathrooms • I don't like vertical siding. shakes would look nicer. the building design in all options doesn't blend into park. why should bathrooms be a focal point of park's entry? • I do not like the weathered look as it starts to look old and run down fast.
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Question 5 — What do you like about Option 3 and why?

<ul style="list-style-type: none"> • I like this one • - Fits in with environment • - Pls consider the trees! • - Prefer this to other options, beautiful esthetic! • - Best looking very Banff-like • - This option fits well with natural environs of the park – in particular – the siding – colour – and ratio to the stonework • - Nice! I like bathrooms! • looks nice 	<ul style="list-style-type: none"> • I think the colour palette on this building is decent, and my favourite part would probably be the interesting colour (at least from the images) of the wood panelling. • No contrast in colour between roof and soffit. • I like how classic Canada Parks vibe this has • nothing • Overall building is good. • Second choice- like use of exterior materials.
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Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

<ul style="list-style-type: none"> I like the architecture and think the stained wood treatment may be more durable than the unstained version. 	
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Question 6 — What do you not like about Option 3 and why?

<ul style="list-style-type: none"> I don't like how it looks – an eye sore - Change the door colour to black or grey - Washrooms make no sense at this location - Washrooms make sense at every location - Better suited inside the park - Black roof is ugly I don't really like the dark brick. Prefer stone I dislike the design because of the inversely sloping brick / wood which makes brick take up half of the wall on one the right end (pic 1) of the building. I prefer design #2 with the brick running along the bottom and covering an entire corner w/ 2doors 	<ul style="list-style-type: none"> Do not like yellowish colour, particularly on doors. n/a Do not install 2 bathrooms colors don't look nice. doesn't fit into surroundings. Not as much stone on outside on Option 2. I certainly isn't ugly enough! too cheap Yellow doors
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Question 7 — The new lift station will also have washrooms. Do you have any comments or concerns about adding public washrooms to this site?

<ul style="list-style-type: none"> - Adjacent homeowner on west side of the park (Landon Drive) has floodlight shining into the park - Previous lift station underground – why not an option? - Concern with catch basins: the intersection of Lamont and Lyndon Drive is marked with the note “not sufficient to catch stormwater”; there is another drawing of a corner with the note”6902 Leaside” - Likes there is odour control in new lift station 	<ul style="list-style-type: none"> Cyclist depicted riding on stone pathway that is not designated for cyclist use. Washrooms should incorporate bicycle parking rail. How is potential need to erase graffiti addressed in selection of materials? What is the exterior lighting concept? it looks to big, doesn't blend in. current station isn't featured. why should this new station be so dominant at the entrance of the park? Although I do have a preference (#1), all I really want is a station that is easily
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Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

<ul style="list-style-type: none"> • - Like location is further south – away from • Whatever you do, please do not go with the ugliness that is Option #1! • Perhaps delay its implementation to cut the size of the budget needed for 2020 / 2021 • I do not like the idea of washrooms. The idea of combining the two into one overlooks location and handicap access for the washrooms. It's not a convenient location for washrooms by foot or vehicle, as the path is a gravel path that's not regularly used, 	<p>maintained and can survive the elements in Calgary without looking rough and rundown and unsafe.</p> <ul style="list-style-type: none"> • Great design. • I want to be uglier and more intrusive than Poop Palace! I want it to have same lights as Poop Palace, but I want them brighter and take up more space.
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Question 8 — Do you have any additional comments or concerns that you would like to share with The City about this project?

<ul style="list-style-type: none"> • - Security concern with public washrooms • - Consider CCTV/security camera • - Will there be signage for washrooms that is visible to pathway users? How will people know washrooms exist? • - Draws more people/park users closer to residential area, away from closest parking lot • - Concern about washrooms in the area; on this site; what about the washrooms that are closed – the building? It's abandoned – will this be removed? • Like: <ul style="list-style-type: none"> • - Glad public washrooms are added • - Likes the public washrooms • - Consider electric hand dryers in bathroom • - Better location - for formal bathrooms – stormwater catchment area; pond • Only if bathrooms are well maintained. Can we afford this? (to maintain 	<ul style="list-style-type: none"> • This is a great idea as there are no public washrooms on the eastern side of the park (excluding porta-potties by tennis courts). • Love the washrooms. Not enough washrooms on this side of the park. Love that they are being incorporated into the lift station. • NO WASHROOMS! There are a multitude of reasons by not! • Too close to residents. No parking - should be down by a parking lot. Edge of park not central. Not a nice feature as you drive in. • Just because this project provides the opportunity to build washroom doesn't mean it's a good idea. 1. too far from event the nearest "A" parking area to be of use.2. Obscured doorways pose a security and safety risk- magnet for negative behaviours .
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Lakeview Sanitary Lift Station

Stakeholder Report Back: What We Heard

October 17, 2019

<p>bathrooms, I mean). They'll be vandalized. Will graffiti be removed?</p> <ul style="list-style-type: none">• It would be nice if they were all season bathrooms• Please include a water bottle filling station and perhaps a place to lock up your bike or sit down.• hopefully they don't smell bad lol• Yes, let's have them designed for one only occupant, wheelchair access of course and not designated men / women• Operating hours for washrooms should be limited to daylight hours• Do not install washrooms. Will encourage pedestrian traffic behind our house. Place washrooms where picnic tables are used in the park. You are encouraging transients to sleep in the park and use the washrooms.	<ul style="list-style-type: none">• Make sure men's and women's bathrooms have baby change stations!!• I completely and totally oppose the addition of any more permanent public washrooms in North Glenmore Park because the existing one is used as a site for illegal and anonymous activity for decades. Calgary City Police can provide illegal details.• only have washrooms if they are maintained. other bathrooms were closed in the park and blue Porto potties were installed• Will they be easily cleaned? When will they be open and locked? How will they be monitored.• good idea!
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