



NEIGHBOURHOOD STREETS PILOT POLICY

What We Heard Report

March 2022



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Engagement Overview

At The City of Calgary, decisions are made daily that impact more than one million people. Input from Calgarians and other stakeholders helps The City better understand the perspectives, opinions, and concerns of people affected by City decisions. Public input is collected, where appropriate, and considered along with other factors (such as cost, environmental impact, technical limitations, and long-range plans/goals) before decisions are made.

"Engagement" at The City of Calgary is defined as: *"Purposeful dialogue between The City and citizens and stakeholders to gather information to influence decision making."*

Engagement by The City of Calgary is designed to be:

- **Citizen-centric** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens.
- **Accountable** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement.
- **Inclusive** making best efforts to reach, involve and hear from those who are impacted directly or indirectly.
- **Committed** allocating sufficient time and resources for effective engagement of citizens and stakeholders.
- **Responsive** acknowledging citizen and stakeholder concerns; and
- **Transparent** providing clear and complete information around decision processes, procedures, and constraints.

The City's commitment to transparent and inclusive engagement processes is outlined in the [Engage Policy \(CS009\)](#).

Project Overview

About the Project

In 2020, The City created a new draft policy with the goal of creating streets where neighbours of all ages and abilities can connect and have access to safe, comfortable travel options. This new draft policy goes beyond speeding concerns and widens the tool kits available to enhance neighbourhood streets and promote sustainable modes of transportation.

The draft [Neighbourhood Streets](#) policy replaces the 2003 Traffic Calming Policy and:

- Reflects today's values



- Introduces new toolkits like resident-led activation or street labs over and above traffic calming
- Explores opportunities for shared decision making
- Calls for an equitable intake process
- Looks for more opportunities to collaborate and find efficiencies

To test the policy, The City worked with eight diverse communities each with unique wishes for their local streets. The pilot projects allowed The City team to implement a range of solutions, ranging from speedbumps, bike lanes, curve bump outs and placemaking. More information about the pilot projects and the solutions that have been implemented can be found [here](#). The improvements that were made in these eight communities were shared through this engagement as representative of the kinds of changes other communities might like for their community. Engagement centered mainly on what might be missing and should be included in the final policy.

The engagement findings in this report will be used by the project team to finalize the policy, at which point they will bring a revised version to City Council Q2 2022 for approval. The approved policy will pave the way to launch a revised intake process.

Project Timeline

- **February 2020**
The Neighbourhood Streets Pilot Policy is shared with Council and Calgarians online.
- **2020/2021**
Communities are chosen to pilot various temporary and permanent elements of the policy.
- **Late Fall 2021**
Nov 22-Dec 17: Public engagement is held on the Neighbourhood Streets Pilot Policy.
- **June 2022**
Administration will recommend a final Neighbourhood Streets Policy to Council for approval and a new intake process for traffic calming projects will be released. Communities will be invited to apply for neighbourhood street enhancements using the new intake process.
- **Summer/Fall 2022**
The City will announce the next traffic calming projects with a goal of starting new projects each year.

Current Projects

The Neighbourhood Streets Pilot Policy Engagement occurred between November 22-December 17, 2021. Prior to this engagement, between 2019-2022, Neighbourhood Streets projects were moving forward in many communities around Calgary. This helped to test various tools in communities in a temporary way, to determine which solutions were the most effective. The table below lists the



different Neighbourhood Streets projects and websites where more detailed information can be found. [Find out more at the Neighbourhood Streets – Current projects page.](#)

| Community | Website | More information |
|----------------------------|-------------------------------|---------------------------------|
| Dover | Engage portal | Project webpage |
| Marda Loop | Engage portal | Project webpage |
| North Hill | Engage portal | Project webpage |
| Panorama Hills | Engage portal | Project webpage |
| Rosemont | Engage portal | Project webpage |
| Silver Springs | Engage portal | Project webpage |
| 21 St. & 33 Ave. S.W. | Engage portal | Project webpage |
| 22 Street & 47 Avenue S.W. | N/A | Project webpage |

What We Asked

Public engagement on the draft Neighbourhood Streets Policy was designed to learn what might be missing and to help the project team prepare a final version to bring to Council in June 2022 for approval. The approved policy will pave the way for piloting a revised intake process which is also being influenced by engagement and stakeholder perspectives.

Questions for this engagement were designed to achieve the following engagement objectives:

1. Involve Calgarians to validate and inform the Neighbourhood Streets Pilot Policy by reviewing project outcomes over the course of the past year that have been gathered from the pilot projects.
2. Involve stakeholders to increase understanding of whether the expanded set of tools incorporated into the draft policy creates a more holistic approach to enhancing neighbourhood streets.
3. Involve stakeholders to determine if the intended outcomes of the draft policy are achieved with the variety of neighbourhood streets installations and toolkits proposed in the policy.
4. Involve stakeholders to better understand barriers and opportunities to implementing the Neighbourhood Streets Policy including:
 - a. Whether the solutions that meet the needs of the policy are also in alignment with citizen and neighbourhood needs
 - b. What insights could be gained from Calgarians who do not support the principles of the policy and installation techniques



Questions

The full-length questions and responses are available below in the **What We Heard** section. To see the full questions, including additional images, please visit <https://engage.calgary.ca/neighbourhood-streets-pilot-policy>.

Decisions Influenced by Engagement

The project team is open to updating the draft policy to reflect lessons learned from pilot projects and the feedback gathered from the public. This includes updating the philosophy and the overall approach used to advance this work, the values within the policy and the toolkits included. Like any policy, this document is intended to act as a guide to the work, and not necessarily present a series of rules that must be followed. This engagement effort is not intended to determine if The City should continue pursuing traffic calming measures, but rather to understand stakeholder perspectives on whether they feel the tools and installations meet the intended outcomes of the policy.

Outreach and Promotion

As the main opportunity for Calgarians to engage, this opportunity was extensively promoted to communities in Calgary through social media, the City of Calgary newsroom, and the Federation of Calgary Communities newsletter.

This social media campaign, through Facebook, Twitter and Instagram, received **368,858 total impressions*** and **3,760 total link clicks**. General comments from the posts were largely residents voicing their concerns about issues in specific neighbourhoods, such as snow removal, wheeling lanes and speeding.

There was also a digital ad campaign to drive awareness and action for the policy, resulting in a total of **274,622 impressions*** and **155 link clicks**. In addition, 45 road-side bold signs were placed high-traffic areas throughout all sectors of Calgary.

Due to Covid-19 restrictions, most engagement for the Neighbourhood Streets Pilot Policy was held online with opportunity to provide input by visiting engage.calgary.ca/neighbourhood-streets-pilot-policy or calling 311. Several targeted sessions were also offered, including:

- 2 online engagement sessions for internal City of Calgary staff
- 3 online engagement sessions for key stakeholders that were identified as individuals, organizations or groups that had significant experience in the topic area and the ability to contribute specific comments
- 2 online educational sessions for Grade 6 students



The online engagement opportunity was open between November 22-December 20, 2021, at engage.calgary.ca/neighbourhood-streets-pilot-policy and generated the following results:

- 6648 Views – the number of times a Visitor views any page on the site
- 6040 Visits – the number of end-user sessions associated with a single Visitor
- 4944 Visitors – The number of unique public or end-users on a Site. A Visitor is only counted once, even if they visit several times in one day.
- 771 Contributions – The total number of responses or feedback collected through the participation tools.
- 700 Contributors – The unique number of Visitors who have left feedback or contributions.

*Impression: When the ad/post is viewed by a user, anytime a user opens an app or website and the ad is visible.

What We Heard

Key Stakeholder Engagement

In addition to the summaries provided below, unedited responses from key stakeholder workshop participants can be found [here](#).

External

Through a series of workshops, a total of 18 external stakeholders from various community organizations participated. Stakeholders were asked to confirm the direction and elements of the Policy that contribute to great neighbourhood streets.

Figure 1 illustrates what external stakeholders said they loved about their favourite neighbourhood street.



Figure 1- What stakeholders love about their favourite street

Stakeholders were provided a brief presentation on the draft Policy, followed by facilitator-led sessions where participants were encouraged to answer and ask questions, engage with one another, and provide feedback.

Question 1: Working with pilot neighbourhoods revealed the need for these elements. Is there anything missing?

We heard from stakeholders they would like to see more in the Policy about:

- public realm activation and art
- more focus on shared streets with transit and enhance pathways
- parks, flowers, orchards and gardens
- accessibility features, seating and lighting

Question 2: Please review the Toolkits of the Policy. Is there an important Toolkit that is missing?

Stakeholders wanted to see toolkits focused on:

- accessibility, deficiencies, and the law
- new kinds of traffic calming: last mile, parking for all modes, speed humps and tables
- funding, simple processes as well as flowers/planter
- heritage recognition and local Indigenous acknowledgement
- education, climate change, and snow removal were needed



Question 3: Please discuss what else you would like to see in the Toolkits.

We heard from stakeholders that they would like to see toolkits with:

- a much stronger focus on accessibility and pedestrian safety
- incorporated grants or funding information for community members
- art
- a citizen handbook
- separating speeding and shortcutting
- educational resources including how volume affects what is appropriate

For more detail on individual responses, please refer to the [Verbatim](#) responses for the Key Stakeholder workshops.

Internal

Through a series of workshops, approximately 120 employees from across all eight City of Calgary Departments provided feedback on the direction and elements of the Policy that contribute to great neighbourhood streets.

Workshop participants were asked to share what roles they play in making neighbourhoods streets great. Figure 2 illustrates their responses.



Figure 2- Employee roles in making great neighbourhood streets

Participants were provided a brief presentation on the draft Policy, followed by facilitator-led sessions where employees were encouraged to answer and ask questions, engage with one another, and provide feedback.

Question 1: Working with pilot neighbourhoods revealed the need for these elements. Is there anything missing?

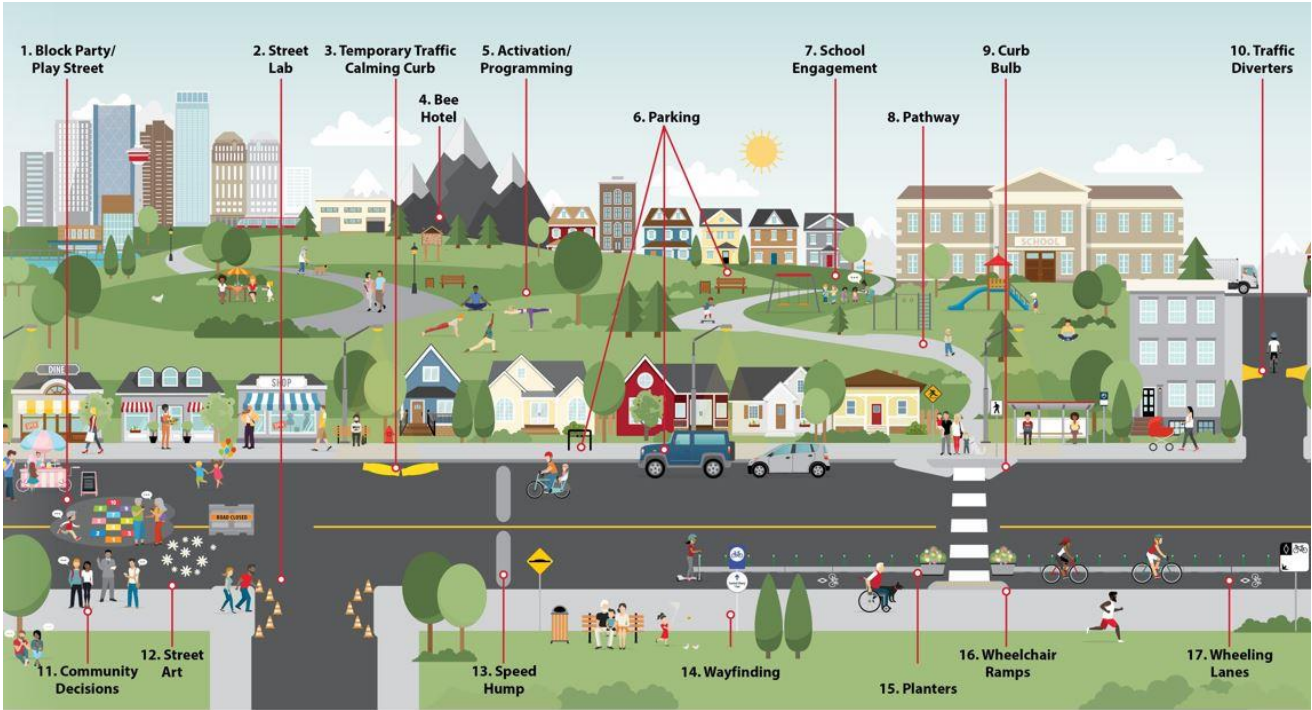


Figure 3- Elements of Neighbourhood Streets

Participants shared that they felt the elements missing included:

- the need for more green space, trees, vegetation, parks and/or gardens
- sustainable and ecological features, such as bioretention areas and bioswales, as well as consider winter design and snow removal
- more pathway connectivity, shared spaces for pedestrians, transit, cyclists and motorists, and more parking for vehicles and bicycles
- more accessibility features, ranging from tactile surfaces to pedestrian scale lighting
- activation around patio space, public art, and street furniture/sitting spaces.



Question 2: Please review the Toolkits on pages 8 and 9 of the [Policy](#). Is there an important Toolkit that is missing?

Participants shared a desire to see toolkits around:

- maintenance (including snow removal, drainage, and life cycling)
- laws/bylaws, risk, and funding
- trees, green infrastructure, and sustainability
- equity and engagement tools
- narrower streets that are friendly for many modes
- community partnerships and public education.

Question 3: Please discuss what else you would like to see in the Toolkits.

We heard from many participants that more was needed:

- incorporating bus stops with other amenities like benches and park spaces
- considering the impacts of traffic calming to transit
- the effects of traffic calming on various factors, drainage, public parking, and art.
- accessibility and sustainability as their own toolkits
- connect more with other policies like Parks' Open Space Policy
- clarify resident roles and responsibilities



Online Public Engagement

The results below summarize input received through the [online engagement page](#). Due to the large volume of responses, the Verbatim (exact wording) section of this report is provided as a separate attachment. Please note that comments from respondents are included ‘as is’, without any additional edits made for grammar or spelling. The full verbatim report can be viewed [here](#).

Question 1

Thinking about your street, what do you LIKE about it? Select the ones that you like and rank them in order of most important to least important. You do not need to rank all ideas.

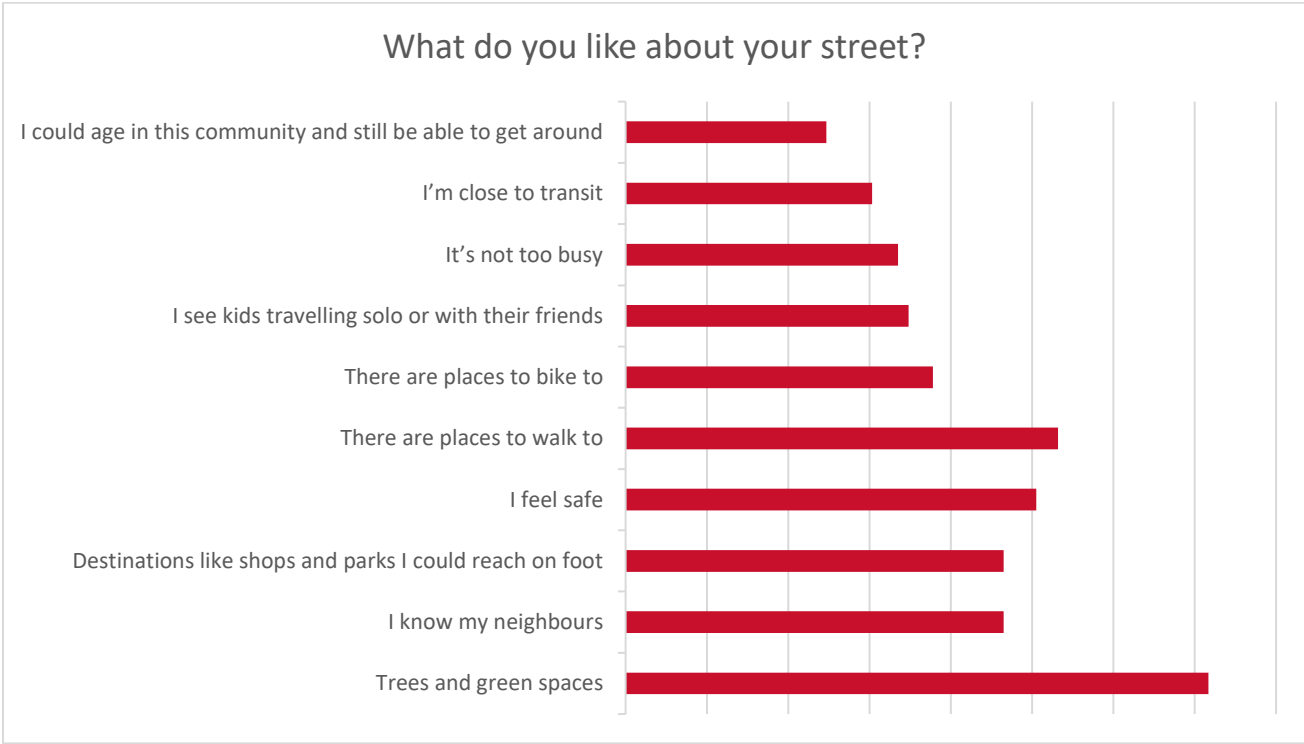


Figure 4- What do you like about your street?

Figure 4 outlines respondents’ (n=667) preferences for their street. The results show that “Trees and green spaces” was the most popular response, followed by “There are places to walk to”, then “I feel safe”. “I know my neighbours” and “Destinations like shops and parks I could reach on foot” was the next most popular response, with both responses receiving the same ranking. In descending order, the remaining responses were: “There are places to bike to”, “I see kids traveling solo or with their friends”, “It’s not too busy”, “I’m close to transit” and “I could age in this community.”



Follow up question: Other?

Respondents were given the opportunity to expand on Question 1 with additional comments. This is what we heard:

General Appreciation

When asked to elaborate, many people shared different aspects of their street that they appreciated which ranged from **local amenities** to **community spirit and culture**, and **street design**. Some examples include:

- *I'm close to recreational facilities - outdoor pool, community hall, schools, parks. There are back alleys. I love walking down the alleys more than the sidewalks - people have little gardens, etc. outside of their fences.*
- *Ease and speed of access from major routes is quick.*
- *The great community spirit of neighbours helping other neighbours when there is a need.*
- *It has a nice boulevard separating the sidewalk from the street.*
- *I love all of these aspects of my community (just being clear - all are important).*

Respondents pointed out **pedestrian safety**, especially measures that would make streets safer for children, older adults, or persons with disabilities. Some examples include:

- *Roads are terrible for seniors, most neighbours do not shovel their walls and there are no places for them to go because they cannot walk not is there anything at the local parks for them.*
- *We need sidewalks where you don't have to don't have to continually cross from one side to the other*
- *Safer pedestrian crossings is highest priority.*
- *Encouraging people to be on the street level (not in cars) achieves most of these objectives*

Another major area for comments was around **traffic flow**, as well as **traffic control measures aimed to slow down speeding**. Some respondents were satisfied with changes that have already been made (or are anticipated) while others were not supportive of further changes. Examples of comments include:

- *students get to school on their own power - or at least have that option*
- *Easy access by car to major roads to access all city amenities.*
Easy parking.
Cleanliness.
- *The streets are wide with good visibility. There is plenty of room for on street parking, bikes and traffic.*
- *Prefer open, quiet road, clear of distractions (not filled with people, visual/art distractions on road, games, bees, etc. like depicted on infographics that look like circus) prefer those activities kept at safer locations (parks). Seems some sort of vision of 'vibrancy'/activity all over roadways in interest of 'activating' space - not best idea for safe roadway with*



people/cars/bikes/scooters all trying to move. Less speed bumps, more enforcement of aggressive distracted drivers needed.

Question 2

What do you WISH for your street (or someone else’s in Calgary)? Select the ones that you like and rank them in order of most important to least important. You do not need to rank all ideas.



Figure 5- What do you wish for your street?

Figure 5 shows that the greatest number of wishes for neighbourhoods were equal for “Trees” and “I feel safe”. In descending order, other wishes included: “There are places to walk to”, “Destinations like shops and parks I could reach on foot”, “It’s not too busy”, “I know my neighbours”, “I see kids traveling solo or with their friends”, “Playing on the street”, “I could age in this community”, “There are places to bike to”, “I’m close to transit”.

Follow up question: Do you have another idea not listed here?

Pedestrian Safety and Accommodation Measures

There were several comments relating to pedestrian safety and accommodation measures, ranging from identifying barriers such as sidewalk and pathway fragments, snowfall blocking access, better design and enforcement of school and playground zones, street noise reduction, improved separation between roadways and pedestrian areas such as treed boulevards, improved pedestrian crossings and lighting, sidewalks on both sides of the streets, and more kid friendly neighbourhoods.



A few samples of exact comments are provided below:

- *students have ability to walk or bike to school - they don't now because of pathway fragments*
- *Plow all streets after a significant snow fall. Impossible to bike, walk or sometimes drive in many areas after a significant snow fall. If Winnipeg can do it so can Calgary.*
- *My son has a disability- our accessible sidewalks to the bus stop have no crosswalk lines or signs to prevent people from parking across them and blocking the accessible corners that are lowered. Accessible corners near city transit stops should have painted lines or cross walk signs to The help keep them clear.*
- *Actual sidewalks on my street would be nice as only place to walk is on the road*
- *Better accessibility. More thoughtful crosswalks and playground areas. Our Braeside school zone stops just before a terrible yield sign intersection that is dangerous to children especially in winter. Simply extending the zone a couple hundred more meters would make it safer if they cant justify another crosswalk so close to an existing one at the other end of the zone.*

Street Design

This theme included specific concerns about locations in different parts of the city, including Hillhurst-Sunnyside, Mahogany, Copperfield, Springbank, University Heights and several others. These specific locations have been noted by the project team. In addition, more general comments pointed toward various traffic calming tools that contribute to safer streets and neighbourhood, while providing additional amenities for bringing neighbours together. A sample of comments is provided below:

- *Places to sit, or gather, planters, bioswales, mid-block crossings for blocks that are off alignment*
- *Narrow with less room for cars.*
- *Traffic calming is crucial to this. More streets within communities need to be traffic calmed. We need to prioritize pedestrians and bicycles and not cars*
- *The purpose of the street is not to move vehicles only and instead focused on citizens.*
- *Better street lights for pedestrians, traffic calming measures, people taking better care of sidewalks*

Other themes mentioned in this question (in descending order, from greatest number of comments touching on this topic to the least):

- Seeking improved traffic flows and improved street infrastructure
- General residential security and safety measures
- Improving access to local amenities, such as community centres, shopping centres, playgrounds and parks
- Valuing and wishing for more gathering spaces, open green spaces, trees and parks, wide sidewalks and dog parks
- Parking improvements or parking control measures

- Improved year-round residential upkeep and maintenance (e.g. snow removal, weed removal, road resurfacing)
- Status quo – no changes desired
- General cost of living and affordability concerns
- Seeking improved multi-residential infrastructure, a mix in development, urban densification.
- Public transit accessibility improvements
- Separate bike facilities
- Back lane maintenance and clearing
- Wild animal control

Question 3

The City implemented solutions through a number of pilot projects throughout City. The infographic below (Figure 6) represents a collection of all of the elements that were implemented across the various pilot projects. Looking at the infographic below and the descriptions of the elements, are there any solutions missing on your dream street?

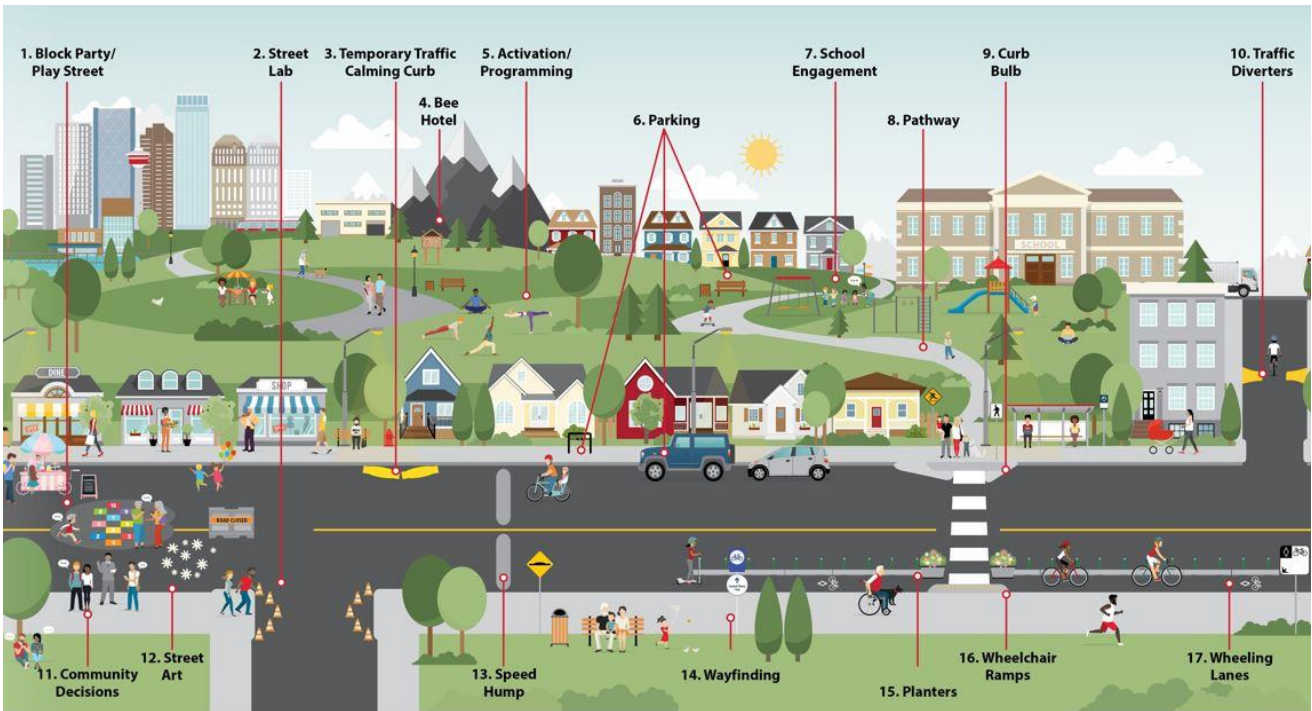


Figure 6- Neighbourhood solutions for Calgary

There were some who appreciated the vision of the Neighbourhood Streets pilot policy and provided detailed suggestions on additional solutions for a ‘dream street’. The greatest number of comments



focused on **pedestrian safety** and **accommodation measures for different users**, and many focused on **sidewalk improvements**:

- *Side walks on all residential roads, better speed limit signs (bigger, more and better placement),*
- *Instead of lowering crosswalks to the level of the street and using wheelchair ramps, the street should be raised to the level of the sidewalk at crossings, and have visible markers (i.e. a different colour, different road material to match the sidewalk instead of the road). This maintains accessibility for wheelchair users, forces cars to actually slow down at crosswalks, makes cars much more aware of pedestrians, and makes it much safer for everyone.*
- *Sidewalks and curb cuts so wheelchairs can get around. No trees in the middle of sidewalks*
- *temporary barriers need to ensure the sidewalk is still accessible to people with mobility issues. Planters near separated bike lanes obscure visibility and can make it more dangerous for cyclists if they are not carefully placed.*

Others had specific concerns about some of the solutions on the infographic, noting **limitations in Calgary's climate and geography**:

- *I think the traffic calming curbs are dangerous and unnecessary. Someone seems to think that we don't get snow for 5 months of the year*
- *None of this matters if people can't get around in winter because of piles of snow especially blocking corner crossings.*
- *Shade trees, raised crosswalks, wider sidewalks & narrower streets, snow & ice management, drought tolerant landscaping, eliminating missing active transportation connections.*

A strong theme around **improving outdoor green spaces, sustainability** and **gathering spaces** was evident in the results. Some examples are provided below. Note that responses were quite comprehensive and touched on several related areas.

- *More emphasis on sustainability. There is still a lot of road. I would love to see a cost to parking. Sidewalk and bike lane snow removal prioritized especially around TODs.*
- *1. Flower beds and permaculture, plus pollinator areas along the roadsides and sidewalks.
2. More trees.
3. Better mix of housing types.
4. Local scale retail, even if that's food trucks - maybe there could be a mini-grocery store food truck?
5. Wayfinding in the parks as well.
6. Functional art - not just a basic bench, but something that you can use as a picnic table + cool to look at.
7. Heated bus shelters.
8. Hanging baskets / flags / art on lampposts.
9. PUBLIC WASHROOMS!*
- *I'd like to see even more greenscaping. As the summers continue to get hotter, trees and plants will be essential to cooling our streets and making our cities livable*



- *Is there any consideration for more trees and greenery that would be year round and not involve high maintenance. I am aware my Community Association works on keeping trees on the main roadway boulevard, but they seem to be replacing them every 2 - 3 years, so one does not get the canopy coverage.*
- *More trees, planters at entrance to the community. Better supportive bylaw enforcement on properties that are starting to be in disrepair. Provide information for support available if needed. Laneways not becoming storage areas for things people don't haul to the dump. Reduce the difficulty in having block parties so there are easier ways to do meet & greet with new neighbours. Knowing your neighbours reduces crime in the area as everyone watches out for everyone.*

Other themes that emerged for this question included:

- **Support for traffic calming** measures in general
- Ease of **traffic flow**
- Improved **cycling infrastructure**
- Support for encouraging **more bio-diversity initiatives**, such as community gardens, urban bee-keeping, more **access to water for recreational purposes**
- Interest in traffic calming being better **integrated with rain-water management**, drainage, flood prevention, and alternative power generation efforts
- **Improved public transit** infrastructure, such as Rapid Transit, **improved accessibility** and heated bus shelters
- **Widening sidewalks**
- Comments **supporting traffic calming** installations
- Comments **criticizing traffic calming** installations
- **Parking** improvements
- Improvement in **access to local amenities** (community centres, shopping centres, parks)
- Questions and challenges of **municipal planning processes**
- Suggestions for **improving the engagement and design process** for the Neighbourhood Streets Pilot Policy
- **Support for the Neighbourhood Streets Pilot Policy**
- Improvement in **gathering spaces, green spaces**, trees, parks, and dog parks
- General **residential security**, including stronger police presence and CCTV
- **Affordable housing improvements**, better **multi-residential infrastructure** and mixed use development
- Improved **outreach, engagement and communication** on the neighbourhood level
- Support for **art, culture and historic preservation**
- **Support for suburban development**
- Addressing **noise** concerns
- Desire to **maintain the status quo** – no changes needed
- **Back lane maintenance** and clearing



Question 4

When it comes to enhancing streets, The City can support positive changes with new infrastructure (i.e., wheelchair ramps, traffic calming, bike lanes or bus shelters) and can also create opportunities for residents to become involved (i.e., host block parties, street art, boulevard gardens, etc.).

Does it make sense that a policy about great neighbourhood streets would include more than just traffic calming (and also include accessibility, safety, and community art)?

Add your input.

Acceptance/support for the current policy direction elicited the greatest number of responses. Respondents often added additional details on amenities that are important to them. Sample comments include:

- *Absolutely, I love the ice rinks across the Beltline neighborhood and the fountains next to playgrounds are a hit for children in summer*
- *Yes, it makes sense. It doesn't make sense to do it years after the community is filled up. Have the land developers make all these things while they are developing the land.*
- *yes. absolutely, but we need more options for getting around that make it easier to travel and interact with our communities, in a slower, but more convenient fashion. Parking stinks and we don't need more parking.*
- *Absolutely! Neighborhood streets are more than just about traffic and traffic flow. It's about inclusivity and safety for all. This includes creating community gathering events and projects to build relationships like community gardens and off-leash dog parks, safety measures for all pedestrians and children. I mean, parks are where children play but we need to consider the safety aspect of getting to and from the park. I would also love to see community gardens and a fenced-in dog park.*
- *Yes. Streets can bring out community. I think to have policy to enhance design to influence community building is important. Citizens need tools to geymt to know their neighbors.*
- *Of course. Adding more green elements and maintenance needs are way more important than just a few calming things*

Accessibility, pedestrian safety, and inclusion were the most common shared objectives for neighbourhood streets, even if other aspects of the Neighbourhood Streets Policy were not supported. Many respondents pointed out that this should be top priority. Some examples include:

- *Accessibility for sure. Many of the changes that would help folks using wheelchairs would also help able-bodied folks who are maybe using a stroller, wheeled grocery bags, etc. The focus should not be entirely on vehicle traffic.*
- *Yes, art safety and accessibility go hand in hand with traffic calming. If you don't create cozy, inviting, safe and easy to access streets people won't spend time in them. The more people who find the space enjoyable to be in the more likely it is it will have people. Higher amounts of people invite more people.*



- *I am in favour of wheel chair ramps allowing those in wheel chairs to safely transition from sidewalk to crossing streets etc. We have enough bike lanes, there are better uses of our tax dollars. Traffic calming is hardly necessary; speed limit has been reduced.*

Community engagement through event planning and outreach

Many respondents were in support of expanding the scope of the neighbourhood streets policy to include other community uses, community engagement and community gatherings although there are varying levels of support for specific uses such as block parties. Sample comments:

- *Host block parties with greater ease
Host outdoor gatherings with greater ease
Design everything to be options IN SNOWY MONTHS
Make public exercise equipment safe for all ages*
- *It makes sense to encourage block parties and neighborhood gatherings keeping in mind noise concerns. I do like the idea of community art. Also communities taking responsibility for picking up litter. Everyone can do their part. Maybe a competition each spring as to what neighborhood has collectively picked up the most litter?*
- *Great neighbourhood streets should be defined by the neighbourhood not the dictates of administration at City Hall. In other words the city should give money to communities to "do things and build stuff" and then get out of the way and let it happen.*
- *Yes but not block parties. They add an undue cost (and peer pressure/inconvenience) to those who cannot participate or do not want to.*
- *Parties and events should be along pathways and parks... linear parks paths for walking and wheeling.*

Other themes for responses to this question included (in descending order from greatest number of comments to least):

- **Governance process criticism**
- Emphasis on **design for cars** (against traffic calming)
- Wanting **separate bike accommodations** and safety
- **Art, culture, and historic preservation**
- Mixed use **green spaces, emphasizing trees, gardens and dog parks**
- General **residential safety and security measures** (such as improving police presence, reducing gun violence, having more CCTV)
- **Year-round residential street and pathway maintenance**
- **Public transit** improvement
- Build for **better walkability and access** to different facilities within neighbourhoods
- **Maintain status quo/no further changes needed**
- **Parking** access
- Addressing **noise concerns**

Question 5

Community street decisions can be controversial. In your opinion, who should The City design for? Select all that apply.

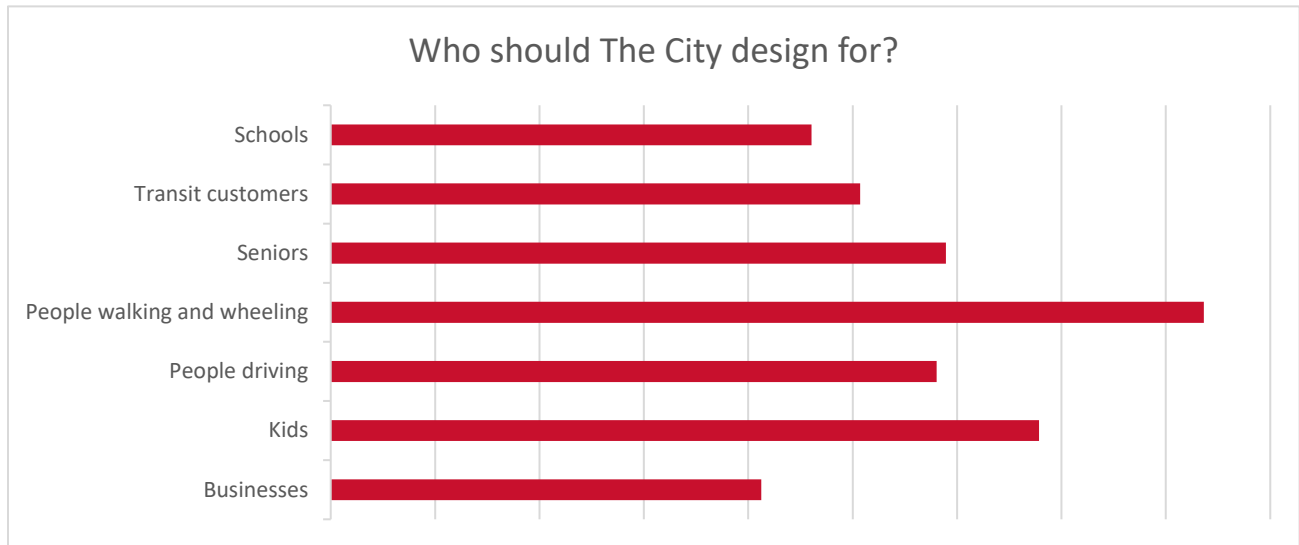


Figure 7- Who should The City design for?

Figure 7 illustrates participant’s responses. In descending order from highest to lowest, the responses were: People walking and wheeling, Kids, People driving, Seniors, Transit customers, Schools. 687 people responded to this question.

Follow up question: Other?

Respondents were given the opportunity to suggest other guiding factors for how a street is designed. Responses are listed in descending order from greatest number of responses to least include:

- **Location-specific requests** from community residents
- Everyone / all community members / there should be a **balancing of different needs**
- **Cars** and improvement of traffic flow
- **Pedestrian safety**
- **Specific populations in the community**, including children, youth, persons with disabilities, parents with strollers, expecting mothers
- **Cyclist accommodations** and safety
- General support for **non-car centric urban design**
- Design based on **roadway designation** (e.g., collector roads, residential streets)
- Residential **street maintenance**



- **Improved business access**
- Urban **densification**
- **Parking** access
- **Nature and wildlife**
- Access for **emergency and city fleet vehicles**
- Community **activities and sports**

Question 6

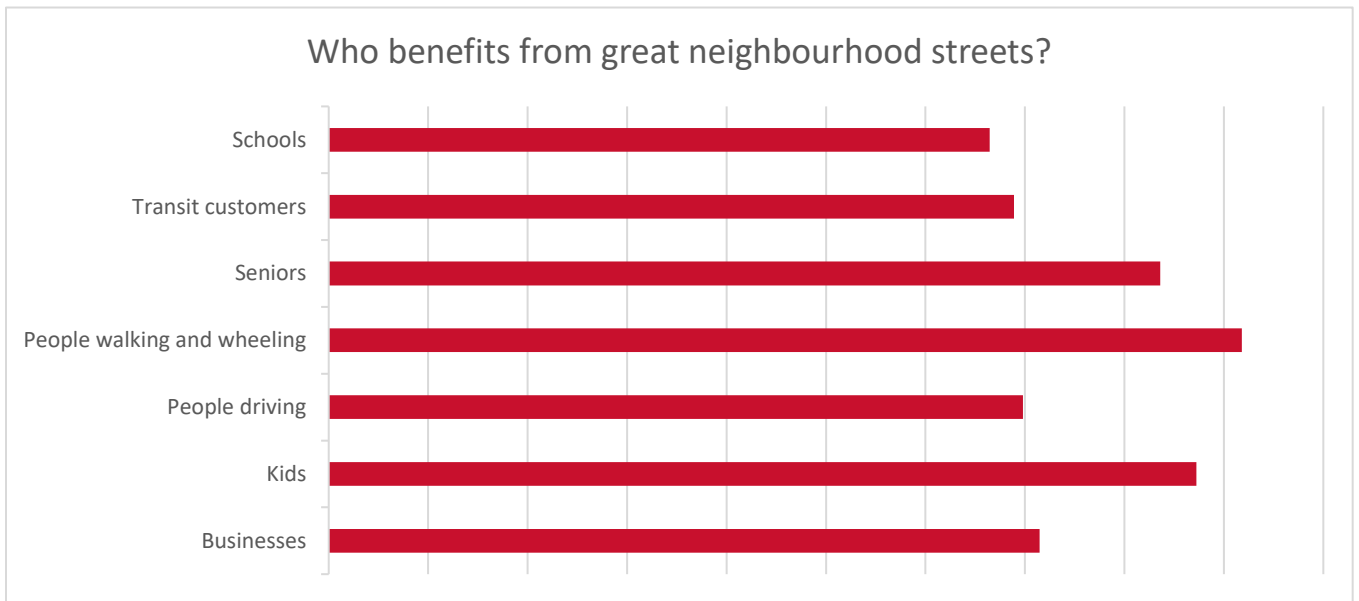


Figure 8- Who benefits from great neighbourhood streets?

Figure 8 illustrates participant’s responses. In descending order from highest to lowest, the responses were: People walking and wheeling, Kids, Seniors, Businesses, People driving, Transit customers, Schools (n=659).

Follow up question: Other?

In descending order, the responses were:

- Everyone
- Local and affected residents
- Vulnerable populations (including children, seniors, persons with mobility challenges)
- Criticism of this project/engagement process
- Cyclists
- Businesses
- Drivers
- Environment/wildlife



- Everyone except drivers
- No one
- More detail needed to respond
- Pets and pet owners

Question 7

How can residents come together to make the best decisions for safe and comfortable and resilient communities?

In descending order, from greatest number of responses to least, we heard:

- Through **city-led community engagement** and communications, including virtual events, focus groups, open houses, use of community newsletters, interactive participatory dialogue methods
- Better **coordination between different communities**, and including diverse voices in decision-making
- **Community associations** and planning groups
- Use various tools like **surveys, polls, municipal elections** and other research
- **Working directly with residents** to offer education, promote safety initiatives, and have more active engagement with city staff
- **Criticism of the engagement process**, including survey design and timing of engagement (before Christmas)
- Make **better use of community amenities**, public spaces and City of Calgary resources
- More effort needed to **listen to residents** and improve City processes
- **Follow case studies** and models from other communities
- **Advocate for traffic calming measures**
- Concern about **government-run initiatives without public input**
- Improvements to **transit**
- Improvements to **cycling**
- Not sure/needs more information

Question 8

If you had time to read the policy, do you have any feedback? Read the [full policy](#) or the [two page overview](#).

Some readers were **enthusiastic about the proposed policy**:

- *YES!!!!!! I love that this policy is geared towards people and not cars. Kids, seniors, alternate modes of transportation all deserve consideration too.*
- *Everything is well articulated and would love to continue seeing growth in the areas listed.*
- *I support the policy as outlined on the two page overview*



- *This is an amazing citizen centered approach - I strongly support the flexibility to evolving trends, innovation and analysis of many factors to be considered when making decisions.*

Others felt that the **ideas presented needed to be expanded** upon with more detail and metrics, and a clearer articulation of key terminology. Sample comments include:

- *"Timely responses from Administration that demonstrate a layering of expertise and triage of problems with solutions"; does this mean timely responses as in action, or just as in communication? The word "coordinated" re: a response to resident requests seems to be missing. It's super irritating being passed from one department to another to get stuff done. Are the inclusive engagements *in* the communities? What is "GBA+"? It's not in the glossary.*

Some identified gaps and offered **specific suggestions for improvement**:

- *The policy is great but there should also be something more about aging in place or at least ones own community. It would be wonderful if there were more inner city retirement communities to keep families together, facilitated an appreciation for seniors at large and to add security for families and individuals as we all age that there will be a vital place for us. In my community of Banff Trail a seniors facility is trying to be built in 24th street. I wish my mom could have been closer.*
- *Yes, I have read both. Both are very out of touch and biased towards a minority of Calgarians and a minority of communities. Why does this policy reflect communities where the majority of Calgarians currently live and prefer to live (outlying communities). These are the majority and provide the majority of taxes to fund this initiatives. These policies should reflect their wishes.*
- *I see that there are resident intake/engagement initiatives planned. I encourage conducting these initiatives with an openness to change -- such as changing/expanding the toolkits (p. 8+) and the beneficiary personas (p. 4) as necessary to provide true representation. (As an example, wheelchair users need more than just well designed curbs to get around, and I don't see people with other types of disabilities represented.)*

Common themes (in descending order, from greatest number of comments to least) included:

- Specific suggestions on **improvements**
- **Pedestrian safety** and accommodation measures
- Supporting **traffic calming** initiatives
- Being **against traffic calming** initiatives
- Year-round **residential upkeep** and maintenance
- **Emphasizing traffic flow efficiency**, such as improved street and traffic infrastructure, improving traffic light synchronization
- Need for **adequate community engagement**
- Concerns about the **process for developing this policy**



- Desiring more **mixed use green spaces**
- Need **more information**
- Wanting more emphasis on **trees, parks, wide sidewalks and dog parks**
- Indifferent and doesn't apply
- Prioritizing **access to local businesses**
- **Improvement to cycling** infrastructure and safety
- Addressing **noise** concerns
- **Public transportation** improvements
- General **residential security** concerns
- **Inclusivity** of all modes of transportation

Question 9

To help shape our priorities going forward, please select the top 5 comments which are most important to you.

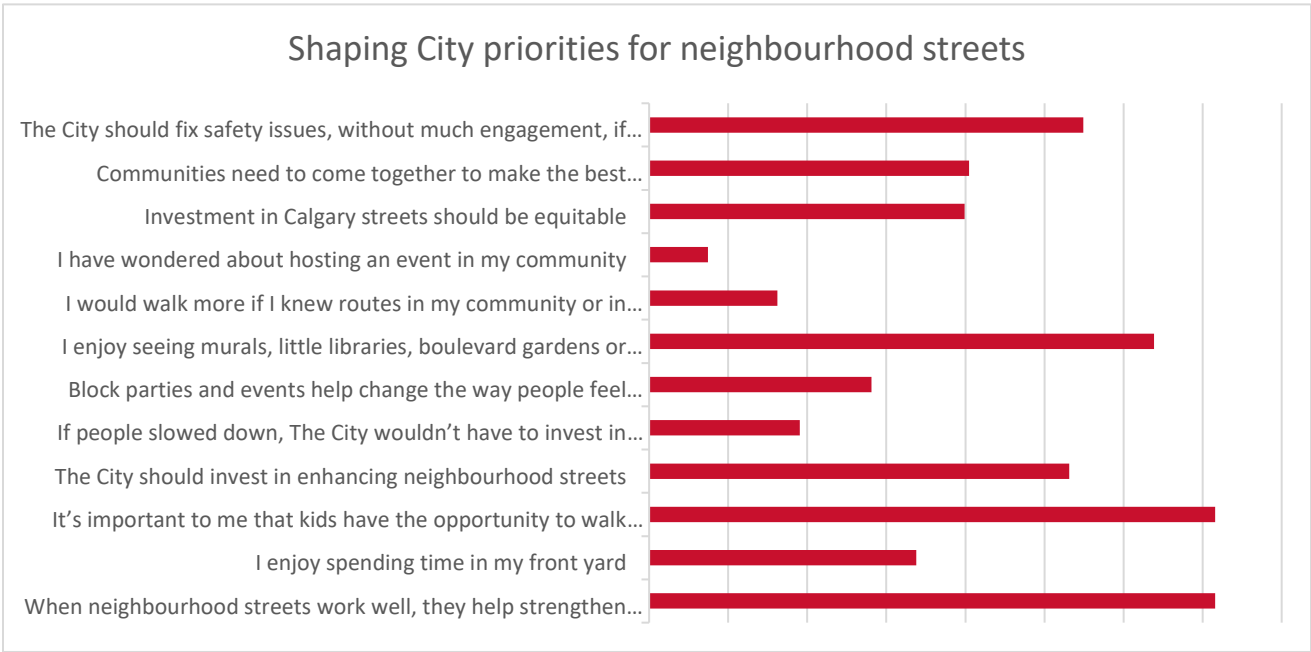


Figure 9- Shaping City priorities for neighbourhood streets

The responses in Figure 9 show the greatest preference for these statements: “When neighbourhood streets work well, they help strengthen community: neighbours connect and look after one another” and “It’s important to me that kids have the opportunity to walk safely to school”. The next statement was “I enjoy seeing murals, little libraries, boulevard gardens or other small improvements along neighbourhood streets”. In descending order, the remaining statements were:

- “The City should fix safety issues, without much engagement, if they are known problem spots”
- “The City should invest in enhancing neighbourhood streets”
- “Communities need to come together to make the best decisions for great neighbourhood streets”, “Investment in Calgary streets should be equitable”
- “I enjoy spending time in my front yard”
- “Block parties and events help change the way people feel about and move on streets”
- “If people slowed down, The City wouldn’t have to invest in changing neighbourhood streets”
- “I would walk more if I knew routes in my community or in other communities in Calgary”



- “I have wondered about hosting an event in my community”.

Additional comments pointed at the following themes (in descending order from greatest number of comments to least):

- General **appreciation/approval of the policy**
- **Criticism of policy direction** or engagement process
- **Pedestrian safety and accommodation measures** (including accommodating children, seniors, wheelchair users, people with mobility challenges, as well as improvements to lighting and pathway evenness)
- Interest in **improving or maintaining traffic flow** and street maintenance
- Need for **more information**
- **Not supporting traffic calming** initiatives
- **Supporting traffic calming** initiatives
- Year-round **residential upkeep** and maintenance
- **Improvement to community engagement**, working with Community Associations and other groups
- **Cyclist accommodations** and safety
- Addressing **residential security** concerns
- Ensuring there is **local business access**
- Focus on creating streets where **people are first, not cars**
- **Public infrastructure improvements** (better transit, heated bus shelters)
- Addressing **noise** concerns
- Ensuring there is **access for fleet and emergency vehicles**

Question 10

How should The City choose communities to work in? Rank these in order of how you think The City should prioritize communities to implement traffic calming measures.

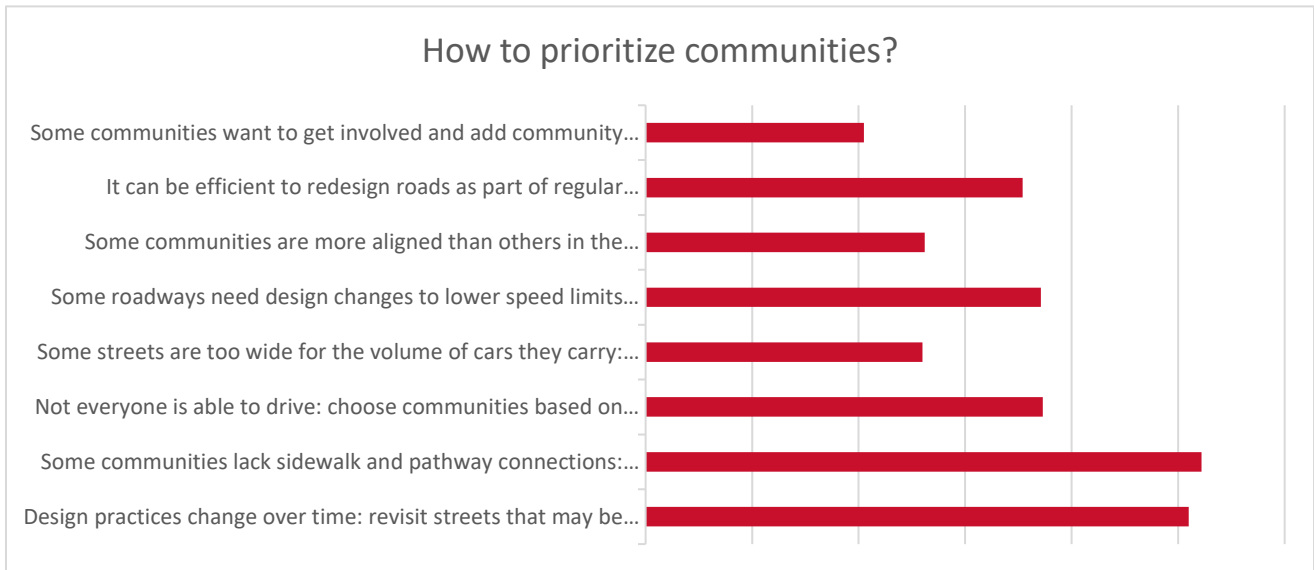


Figure 10- Prioritizing Communities

Figure 10 shows responses in descending order:

- Some communities lack sidewalk and pathway connections: prioritize communities where these gaps exist
- Design practices change over time: revisit streets that may be unsafe or feel unsafe
- Not everyone is able to drive: choose communities based on need and equity
- Some roadways need design changes to lower speed limits and improve safety: prioritize these streets
- It can be efficient to redesign roads as part of regular maintenance: prioritize these streets
- Some communities want to get involved and add community art to streets: prioritize these streets.



Question 11

Please tell us more about yourself.

Demographic results show participation results from 716 respondents (16 people skipped this question).

| Answer choices | Percent | Count |
|-----------------|---------|-------|
| Adult Calgarian | 95.25 | 682 |
| Student | 2.79 | 20 |
| Teacher | 1.12 | 8 |
| Other | 0.84 | 6 |

Process/Governance Concerns

Many themes repeated throughout the various questions of this engagement process. Respondents seemed to be concerned about the following main issues. Comments that are *italicized* show exact wording of responses.

1. **Cost and budget** concerns – wondering about the need for this project when there may be other more pressing priorities
 - *Right know with the COVID Pandemic and Unemployment rate our City Municipal Government have to tighten the spending belt. This is the wrong time to spend money on this. Calgarains who pay property taxes need a tax break. There are many people out there who would think this is a great Idea but do they pay the bills.*
 - *Stop wasting money on this idea.*

2. Concerns about the **engagement process**, including:
 - a. User issues with the online engagement platform
 - b. Commenting that some questions are phrased in a way that may seem leading
 - *More transparency from city hall, for a start. There are so many closed, in-camera meetings and mystery committees, we don't even know what we are making "best decisions" about. Also, WAY less paternal certainty and value preaching from councilmembers. Act like taxpayers are adults and know what works and how to live even if their vision doesn't match yours. You preach diversity, but it doesn't apply to values or views. Web surveys that ask real, objective questions would help as well.*
 - c. Wondering whether their comments would be taken into consideration during the decision-making process



- *We can't, as residents/citizens we feel we have no control on decisions as the City gets the say at the end regardless of all input/suggestions.*
 - d. Concern about negative backlash from people who want to retain the status quo, preventing progressive changes
 - *Stop listening to the NIMBY car obsessed financially comfortable people and focus on those who actually benefit from the services.*
3. Believing that **The City of Calgary does not have a role in determining uses for neighbourhood streets** – that this is government overreach.
- *No. Most current neighborhood designs are not amenable to social engineering making such efforts not worth the cost. Plans have to be realistic, not utopian.*
 - *The city has no responsibility for either item in my community. Trees were planted by the developer and I make the effort to know my neighbours. You have done NOTHING in my community, except take away — bus service, etc. but then, I don't live in the inner city so we know we're not a priority or consideration to the city at all.*

Kids Only Zone

Due to the small number of responses, they are provided below verbatim.

Children had these hopes for their neighbourhood streets:

- Better street **safety**
- Better **front yards**
- More walking destinations
- Make sure neighbourhoods **feel safe**
- Be more **like other major cities** (i.e., New York, Paris)
- **More green spaces** and recreational facilities
- **Accessibility**
- More **art made by kids**
- **Speeding lottery to collect funds** for neighbourhood improvements
- **Fewer buses**



Kids Zone Question 1

If you could tell adults your hopes for neighbourhood streets, what would you share?

| |
|--|
| That they be safe. |
| i would like to tell people to drive slower and to make sure to watch out for kids. especially the little ones they dont look to cross the road. and i like the paintings on some of the electric boxes. it makes me happy to see nice pictures. |
| Hi my name is [personal info removed]. I think that some houses have smaller front yards than others in my neighborhood, and I think this is unfair to the people who live in those houses. I think that when building new houses, that fact should be considered, because I think that front yards should be there to be decorated. |
| I want more walking places. |
| I won't the city to make neighborhoods FEEL more not make feel because sometimes I know that I won't get in some trouble involving me missing but something my neighborhood lacks is the feeling of safety because I usually have the urge to run as fast as I can to my house when I'm coming home from school because it is discomforting to walk in my own neighborhood even though I know I won't die and the only time I stop to walk is when I get tired or if there is another person around. |
| Please get more out door hockey rinks and soccer fields |
| I would like Calgary to be more busy and look more like New York or Paris. I'm not saying I don't like Calgary, I think it's great it's just that looking at other city's around the world Calgary is not as nice. I want more people to see Calgary and to see it's potential but not many people are going wanna live here when it looks like this. I am very aware that Calgary will never look as pretty as some of the major city's but I think we could still try. |
| More parks and green spaces for recreation. More Community buildings for people to meet the people that live in there neighbourhood. By doing this it will provide a opportunity for people to connect and get to know their neighbor which will bring a sense of security and community to let kids, parents and adults feel safe whenever they are walking, driving, biking in their community. |
| That I hope neighbourhood streets can all have something that is prior to a certain street. |
| I would most likely say that I want a nice street, not too busy and everyone feels safe if walking or going somewhere in the neighbourhood. |
| I would share that I want more art.I don't want art that is pretty.I want kids to make the art.I also want more greenery.We have a playground in my neighborhood and recent.y they took out all the trees for "MORE" space as they say for kids to play.I don't feel like that is right.I also think that we need maybe a our playground to be bigger. |
| I would say that it's important for neighbourhoods to have rooms for people to grow and live with green spaces and park. |
| I wish we could have more nature on more of newer streets. I really like the more exotic plants in the parks and streets. It makes the streets more colourful and pretty. |
| Buses off neighborhood streets unless going to a stop, less/smoothen potholes, crosswalks bright Color's so they are obvious, drainage, bilingual signs and bike Lanes. My most important is the colored crosswalks |



| |
|--|
| because if somebody is speeding and somebody is going fast like the 2016 incident their eyes will go directly to the yellow/ bright Colors and they will come to their senses and stop also hi mayor gonddek! |
| I think that a speeding lottery is a great idea because you use some of the money from speeding tickets and if someone doesn't speed for the year they are entered. It rewards good people and makes speeding people feel bad. |
| Please make sure that there are enough police officers on my street to keep me and family safe from speeding cars. thanks |

Kids Zone Question 2

If you could tell City Council and Mayor Gonddek why neighbourhood streets matter – what would you say?

| |
|--|
| It's where I meet my friends. |
| we like to play on the street. the cars go so fast. my mum yells at them to slow down. cars dont care about kids. they dont even look for us. it makes it hard to cross safely. even at the crosswalk. |
| I would say that it's important to keep the streets clean and repave them when they get damaged. |
| That they are a good exercise and to get faster. |
| We need them as if we don't have them we can't play stuff like bike in the road (obviously get out when a car is coming), street hockey (STREET hockey) and basketball (well you could but you would smash your parents car in the driveway). And these are just stuff that benefit children but they also help adults like easier access to their drive way and the street name (like west ranch road, don't come to my house) as it would make it easier to go to get to someone's house with road name then addr |
| People can bike and play ball hockey more recreational activities |
| I would say that they are important because they have to be safe and sturdy. I would like Calgary streets to be cleaner and not have gravel on them. |
| Because people play and work on the streets, by riding bike selling treats etc. There should also be closed off streets so kids can play on the streets do activities without being worried about cars. |
| Neighbourhood streets matter because some people like their neighbourhood street and neighbourhood streets are great ways for people to meet and become friends. |
| They matter because of safety if there is a neighbourhood street that is all Busy and not really nice people. So I would like city counsellor and [removed] to keep the streets clean nice and so everyone feel safe. |
| I would say they matter because people need to get places and if they don't improve them then it won't be easy or safe for people to get where they need/want to. |
| They're important so that you can walk around in trouble by your scooter and it's also important for people to feel safe when they're walking down the street. |
| City streets are important because everybody in Calgary uses and lives of the city streets. If they were bad nobody would live here. |
| There are children and other people playing in neighbourhood streets and if you're too many cars or if it is too busy they could get hurt and it is very important to keep them safe |
| Please make sure that there are enough police officers on my street to keep me and family safe from speeding cars. thanks |



Next Steps

Based on feedback received from all stakeholders as identified in this What We Heard Report, the project team will revise the draft Neighbourhood Streets Policy in February 2022. This revised policy will be presented to key stakeholders for validation in March/April 2022, followed by the completion of the final policy by April 2022.

In June 2022, Administration will recommend a final Neighbourhood Streets Policy to Council for approval. There will also be a new intake process for traffic calming projects.

Communities will be invited to apply for neighbourhood street enhancements using a new intake process. By Fall 2022, The City will announce the next traffic calming projects with a goal of starting new projects each year.

Verbatim

Due to the high volume of comments received, the verbatim report is available as a separate document [here](#).