

Survey Summary

The City of Calgary hosted two public open houses to present information about the Northwest LRT Extension to Rocky Ridge/Royal Oak and Tuscany; the first in Rocky Ridge on Thursday, June 10, 2010 from 5 p.m. to 8 p.m. at the Rocky Ridge Ranch Homeowner's Association (10709 Rocky Ridge Blvd. N.W.), and the second in Tuscany on Tuesday, June 15, 2010 from 5 p.m. to 8 p.m. at the Tuscany Elementary School (990 Tuscany Drive N.W.). Attendees viewed preliminary landscaping and pathway connections plans, station design and parking facility layouts, and provided comments on the proposed station name. Approximately 312 people attended the open houses (~113 at the Tuscany open house and ~199 at the Rocky Ridge open house) resulting in 63 feedback forms; 48 from the Rocky Ridge open house and 15 from the Tuscany open house.

In early August, a newsletter providing much of the information that was available at the open houses was mail dropped to all households in Tuscany, Rocky Ridge, and Royal Oak (more than 12,000 homes) to solicit feedback from the larger community and those not inclined or able to attend open houses. The newsletter and a corresponding blog post invited residents to provide feedback online via Survey Monkey, and 38 people responded in this format. One feedback form was received by email, and another through The City of Calgary's 3-1-1 Operations Centre. In all, 103 feedback forms were collected.

Project Design

Respondents were asked to indicate what they liked the most and least about the bus terminal, Park and Ride and landscaping plans. Responses included the following (in decreasing order of frequency):

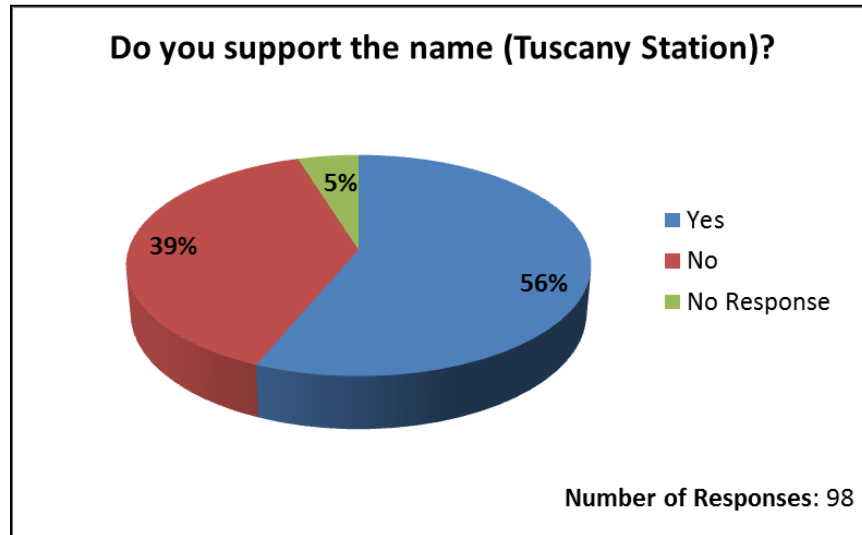
Like Most	Like Least
Station (16)	Need more trees/landscaping (5)
Landscaping (12)	Extra traffic in community (5)
Location (7)	Completion date is too far away (3)
No direct access from Crowchild Trail (5)	Reopen Rocky Ridge Road (3)
Environmentally-friendly/sustainable design (3)	Need more parking (2)

When asked about the location of bicycle storage facilities, the majority of respondents (46) indicated the locations were convenient. Several respondents (11) added that additional storage is desirable. Fifty people felt the proposed pathway and bikeway connections will allow community

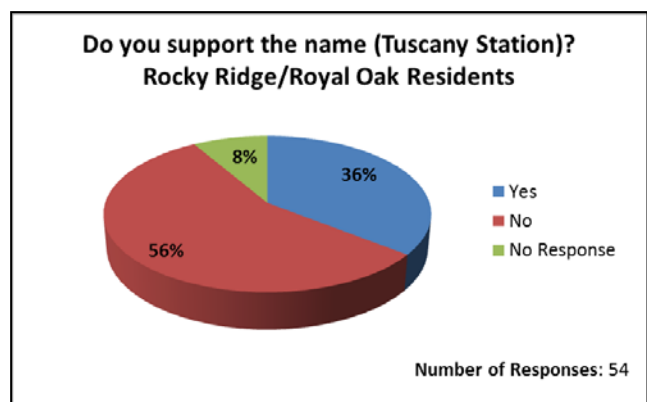
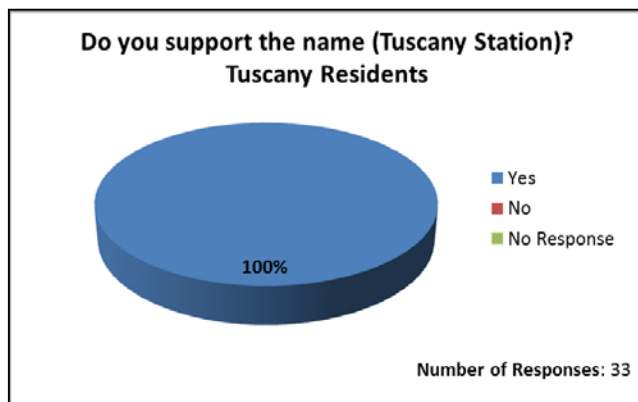
members to conveniently access the station, while eight respondents felt there was room for improvement.

Station Name

More than half (56% or 58 respondents) of total respondents (103) supported the proposed name Tuscany Station, while 39% (40 respondents) did not.



When the responses are filtered according to stated community of residence (excluding *other* and *no response*), the results reflect a preference for a station named after the respondent’s respective community. More than 50% of respondents indicating they live in Rocky Ridge or Royal Oak do not support the proposed name, while 36% do (8% did not respond). Tuscany residents were unanimously supportive with 100% in favour.

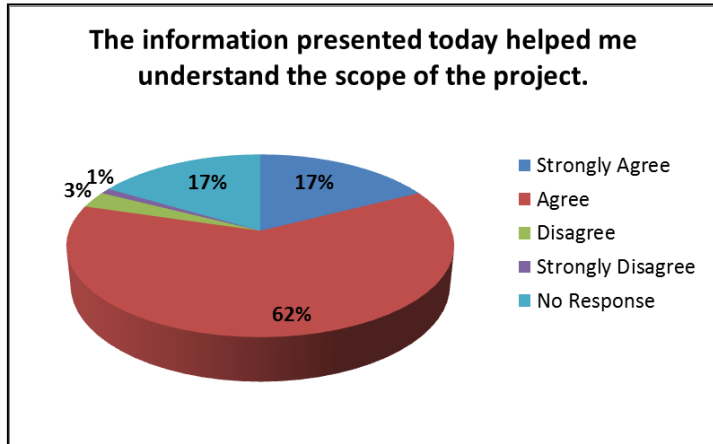


Respondents not supporting the proposed station name cited several reasons: the station will serve more than the one community, and should reflect that in its name; the station should be named Rocky Ridge or Royal Oak as consolation for the road closure; and the station is geographically closer to Rocky Ridge/Royal Oak. Several respondents (11% or 12 respondents, none of whom live

in Tuscany) suggested the name Eamon Station because it is neutral and reflects the history of the area. Those who do support the name like it because it is simple, geographically representative, and indicative of an adjacent and recognizable community.

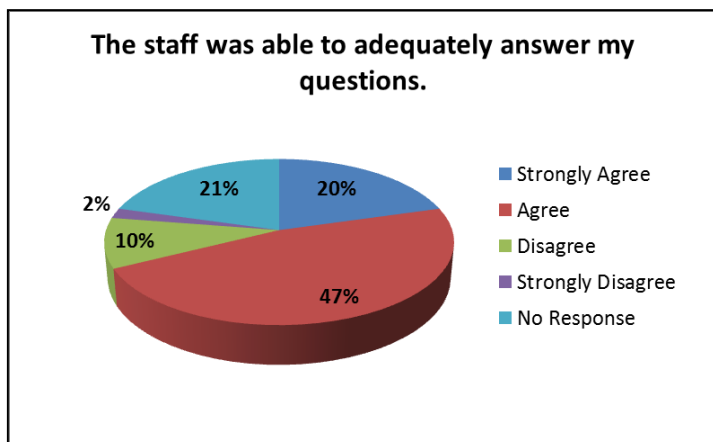
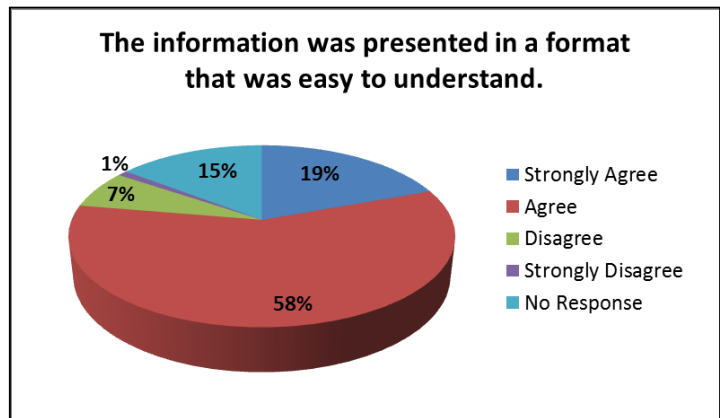
Open House/Presentation Material Quality

Please note, these questions also appeared on the online survey in an effort to solicit congruent feedback. Some of the questions are not directly applicable which is reflected in the results.



The majority (79%) of respondents *agreed* or *strongly agreed* the information presented helped people understand the scope of the project, only 4% of respondents *disagreed* or *strongly disagreed*. The remaining 17% did not respond.

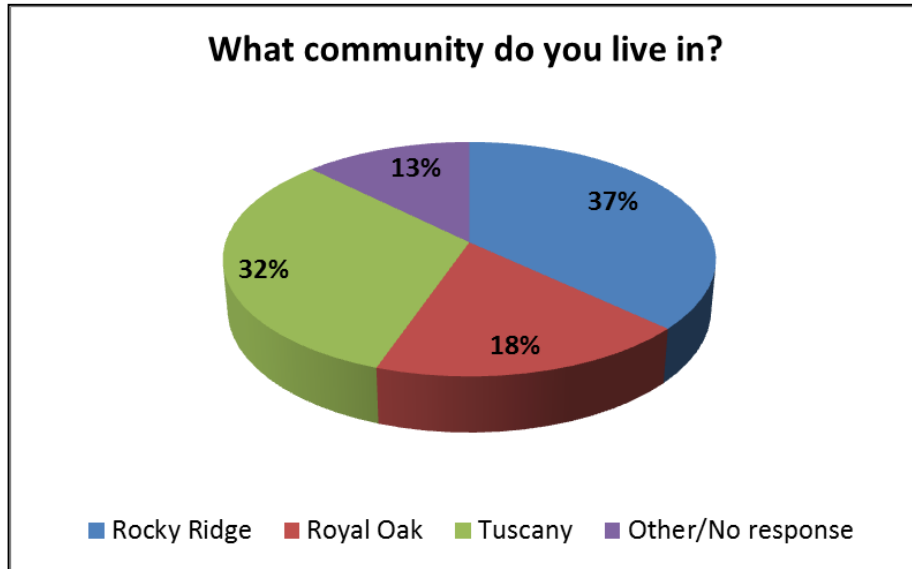
When asked if the information was presented in a format that was easy to understand, the majority (77%) of respondents *agreed* or *strongly agreed*, 8% of respondents *disagreed* or *strongly disagreed*, and 15% of people did not respond.



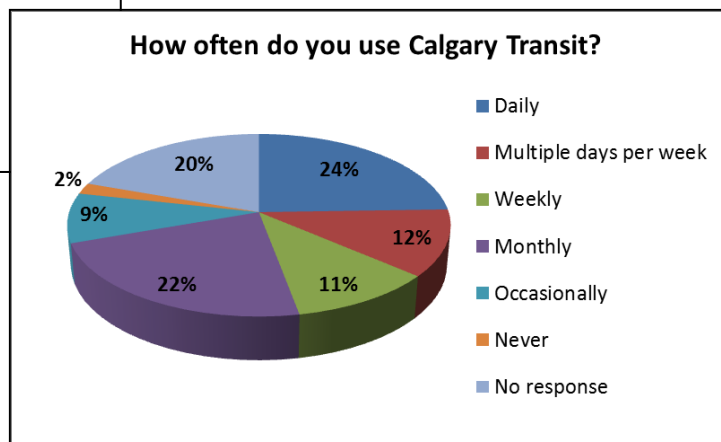
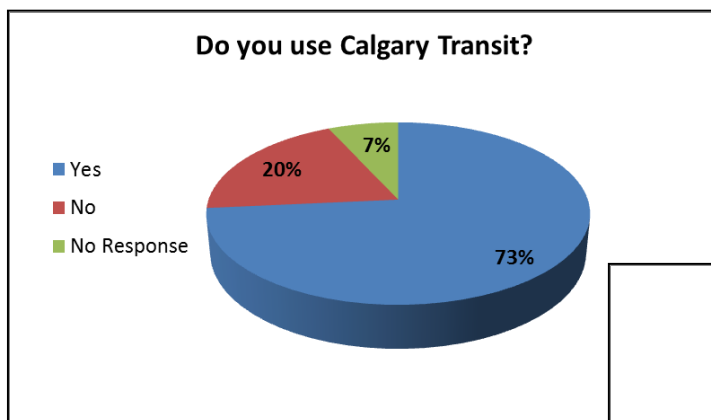
Regarding staff's ability to adequately answer questions, 67% of respondents *agreed* or *strongly agreed* that staff were able to answer their questions.

Respondent Information

Three survey questions asked respondents about their location and transit usage to gain a clearer understanding of who was interested in the Northwest LRT Extension to Rocky Ridge/Royal Oak and Tuscany and provide insight for additional analysis.



The majority of people that provided input (73%) use Calgary Transit, while 20% do not (7% did not respond). The frequency of transit use among those that answered the question varied greatly as illustrated in the chart below. When filtered according to community, 82% of respondents from Rocky Ridge/Royal Oak use Calgary Transit, compared to 75% of Tuscany respondents.



Additional Comments

The following themes emerged in the additional comments section:

- People are disappointed with project schedule (12 responses)
- Thanks to the project team and good luck (7 responses)
- Remaining displeasure with Rocky Ridge Road closure and associated traffic implications (7 responses)
- Sound attenuation along Rocky Ridge Road (2 responses)

Conclusions

- People are pleased with the station design and focus on sustainability.
- Respondents agree that the proposed locations for the bike storage facilities are convenient.
- Additional bike storage is desired.
- The majority of respondents support the name Tuscany Station.
- Though the level of support for the proposed station name is stronger in Tuscany than in Rocky Ridge or Royal Oak, 36% of Rocky Ridge/Royal Oak respondents supported the name.
- People were pleased with the information.
- People are disappointed in project schedule (completion in 2014).