

Calgary



# City-wide Bikeways

Northmount Drive  
N.W. Bikeway  
Public Input  
Summary

City-wide Bikeways  
2016 June



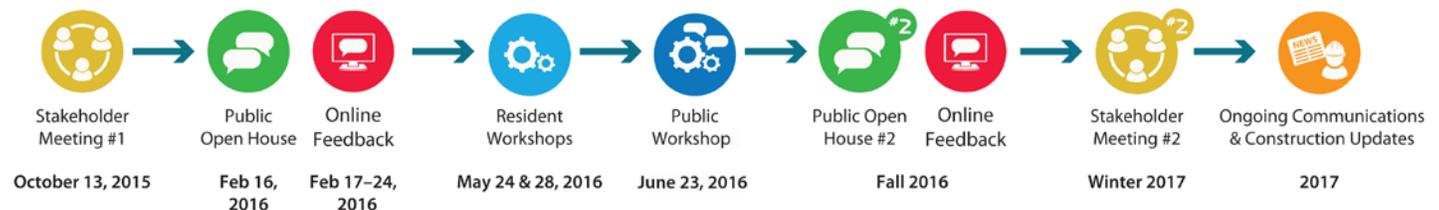
# Northmount Drive N.W. Bikeway Input Summary (Winter 2016)

## PROJECT OVERVIEW

The benefits of a bikeway on Northmount Drive N.W. include traffic calming, improved safety for all road users and healthy, vibrant communities. We also know there will be challenges, like pick-up and drop-off at schools and changes to on-street parking.

*Please note, the percentages presented in this summary are based on the number of respondents and are not a representative sample of the population.*

## ENGAGEMENT PROCESS



## STAKEHOLDER MEETING #1

The first stakeholder meeting was held on Tuesday, October 13, 2015 at the Triwood Community Association from 6:30 p.m. – 8:00 p.m. There were 24 attendees, including adjacent residents and representatives from local Community Associations, Bike Calgary, Calgary Board of Education, University of Calgary, area schools and businesses.

Meeting attendees heard a [presentation](#) about why a bikeway is proposed in this area, the existing conditions for all road users (people who walk, bicycle, take transit and drive) and some of the challenges and opportunities for the proposed bikeway. Attendees broke into smaller groups to identify concerns and possible solutions with the project team.

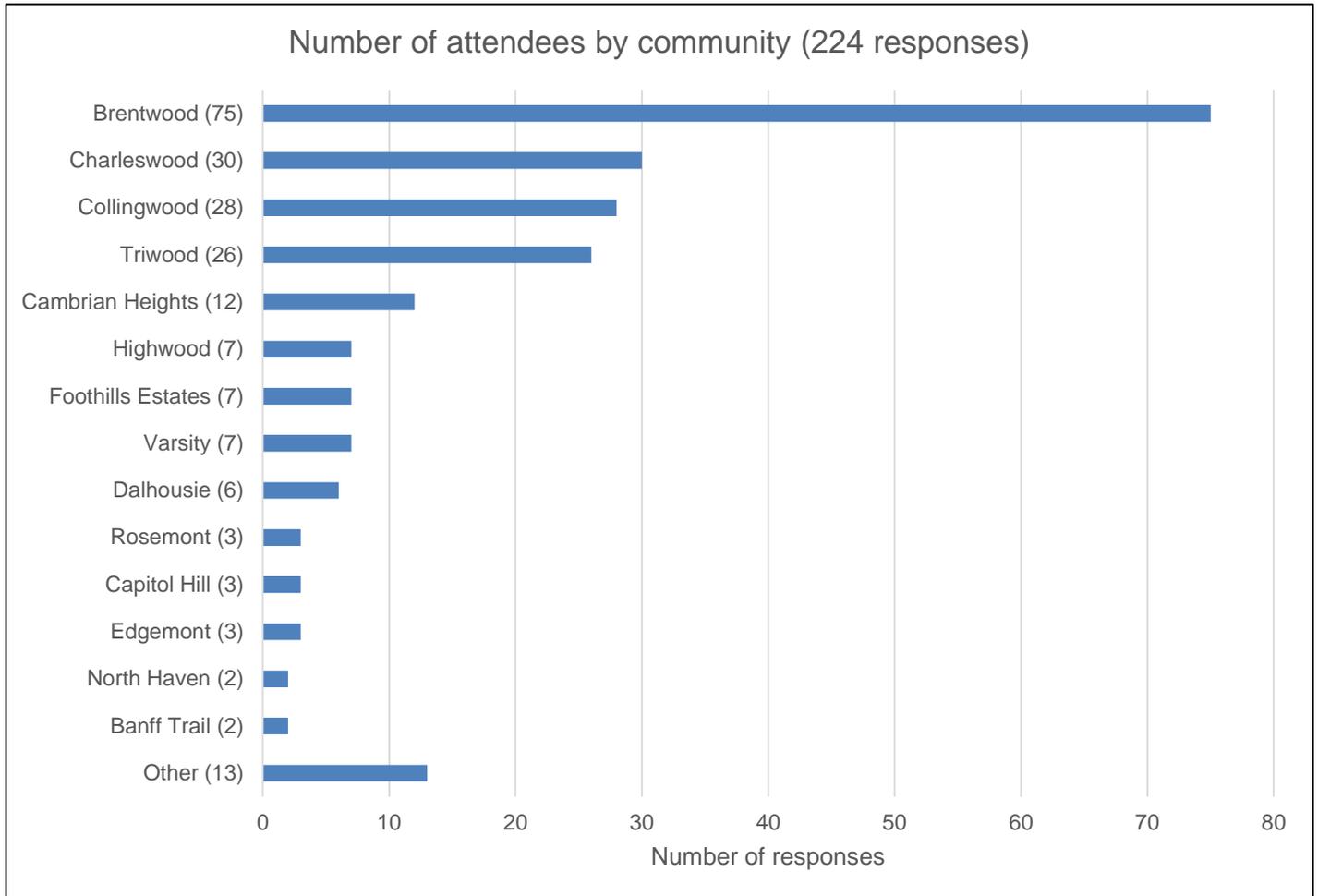
At the end of the meeting, stakeholders were asked to complete a feedback form and 16 forms were submitted. The presentation and a link to the online feedback form were sent to 161 stakeholders. An additional five forms were completed online for a total of 21.

What we heard:

- Concerns about impacts to parking and school pick-ups/drop-offs
- A need for designated roadway space for people who bicycle to improve cyclist safety along the study area
- Concerns about traffic congestion
- Comments around the poor condition of area sidewalks

## OPEN HOUSE AND ONLINE FEEDBACK

An open house was held on Tuesday, February 16, 2016 at the Triwood Community Association from 5 p.m. – 8 p.m. There were 258 attendees and 108 feedback forms collected. The feedback form was available online for one week after the open house and 521 additional forms were collected.



## What we asked

Participants were asked questions about their level of support for the bikeway, things they did and didn't want to be changed and ways to mitigate any issues that may arise during the construction and operation of the bikeway, existing conditions, student pick-up/drop-offs, parking, the proposed bikeway, how they use the road and demographic information.

## What we heard

The public input is summarized below. Detailed feedback is provided in the remainder of the report.

- Congestion and school pick-up and drop-off are the top existing concerns in the study area.
- Parking removal and safety for all road users are the other primary concerns associated with installing a bikeway.
- The majority of traffic delays occur on 14 Street N.W. and 19 Street N.W.
- The current parking and lack of bicycle facilities are functioning well in the study area.
- The top traffic operations that should be improved were pedestrian safety at crossings, additional turn signals and reduced speed.
- The top issue for people who bike and drive is congestion, for pedestrians is crossing safety and for transit users is the lack of space at bus stops.
- Congestion and parking are the top issues for school drop-off/pick-up and having drop-off areas would improve this situation.
- Some respondents had no preference on which side to remove parking from. Other preferred for parking not to be removed.
- Most respondents who resided in the study area used parking for residents and visitors.
- Bicycle facilities, especially a bike lane, would improve cyclist movement along the corridor.
- Implementing dedicated bicycle facilities would not encourage most respondents to start biking in the study area but would encourage people already cycling to do it more.
- Most respondents had concerns about implementing a bike facility; the top concerns were increased congestion and loss of parking.
- 74% of respondents *agreed* or *strongly agreed* "the information provided helped them understand the scope of the project". 57% *agreed* or *strongly agreed* "the information provided met their expectations".
- Additional data on number of cyclists and alternative route options was requested.

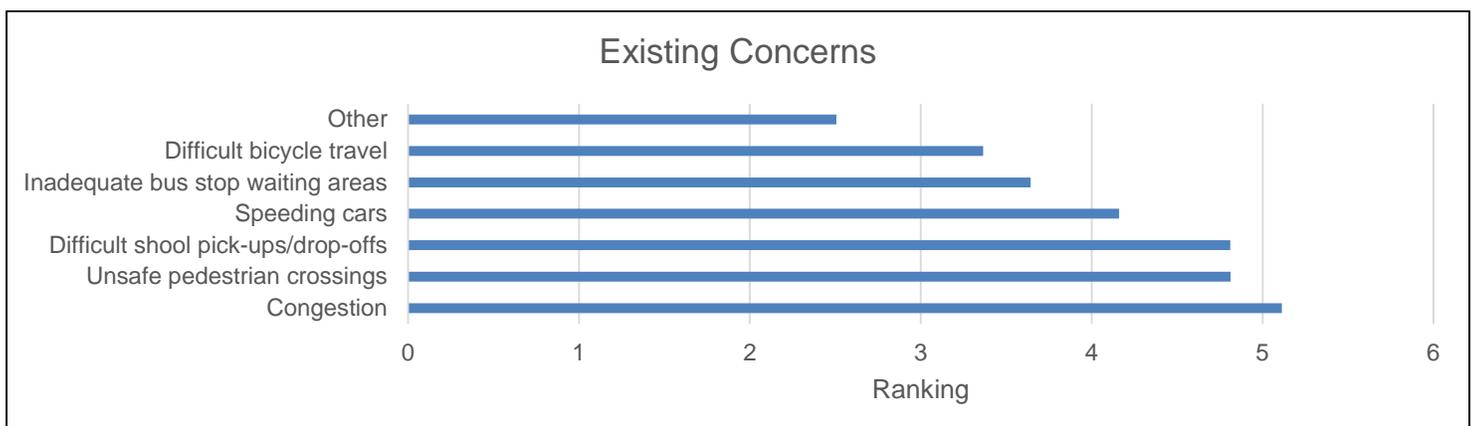
## NEXT STEPS

The feedback provided will be used to develop preliminary options for the bikeway, including improvements for pedestrians and traffic flow. The input provided will help the project team understand concerns, mitigate issues and identify what's working and shouldn't change.

## FEEDBACK FORM QUESTIONS AND RESPONSES

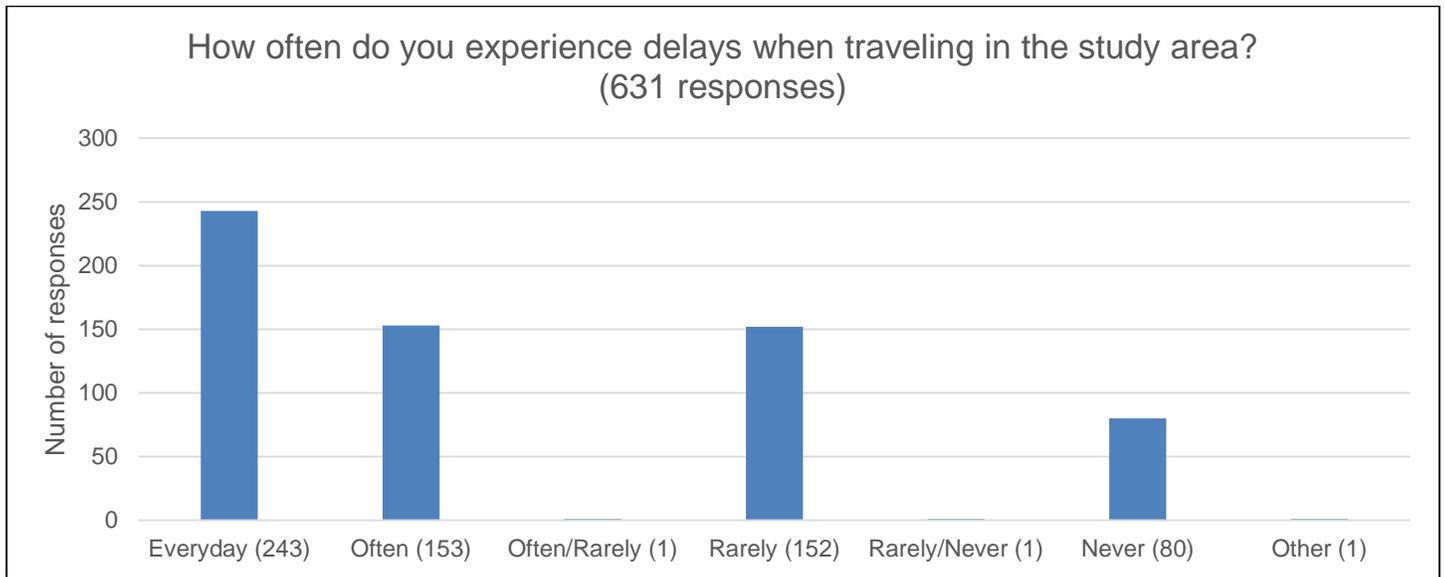
**At the first stakeholder meeting, we heard about some existing concerns in the study area. Please help us prioritize these concerns, so that we can work to mitigate them. Rank the identified issues on a scale from "1" to "7", with "1" being the most important issue and "7" being the least important.**

### Existing Conditions



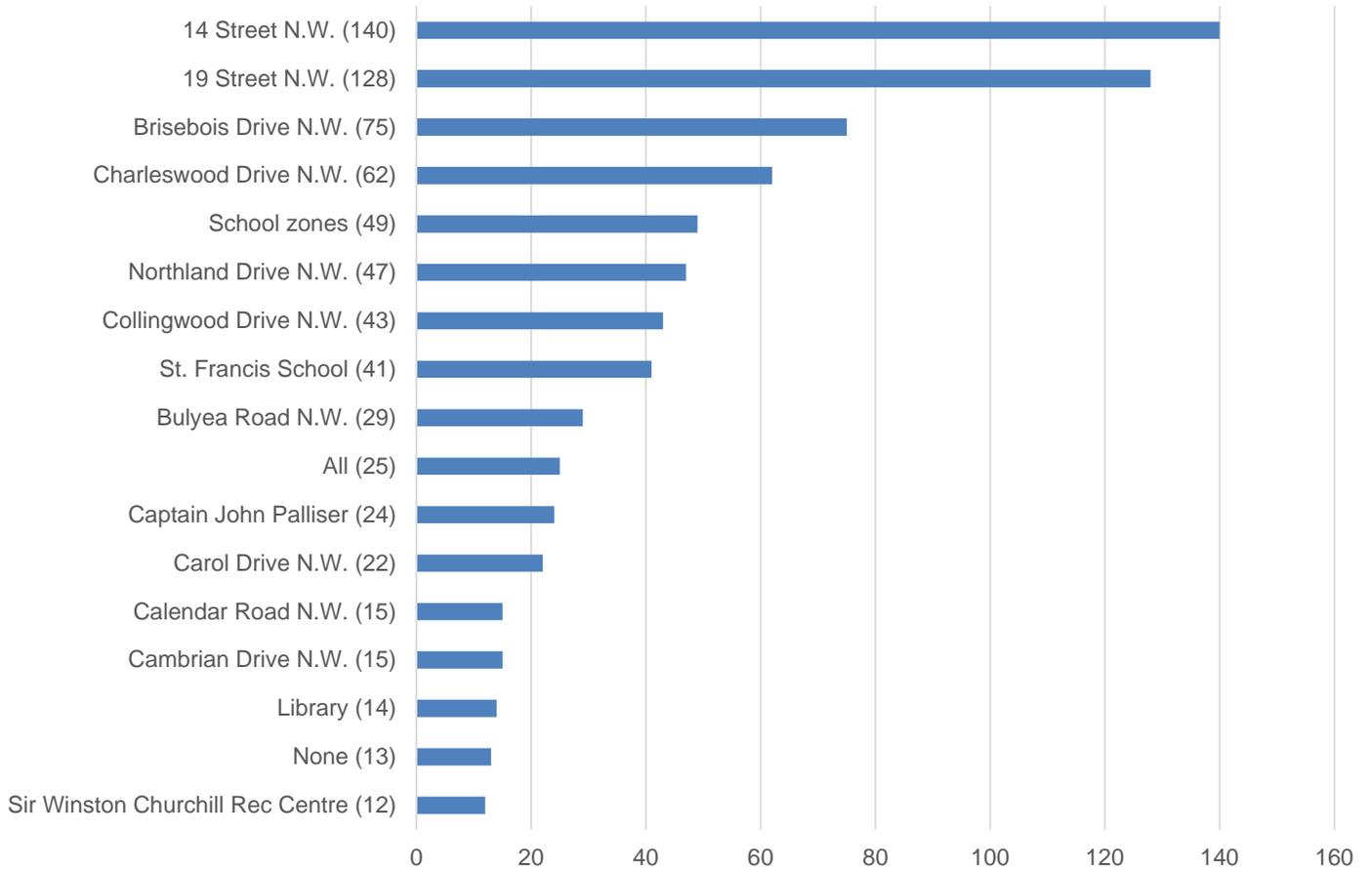
**If you indicated *other* as one of the issues, please specify:**

- Lack of parking/parking removal (77)
- Concern for safety (44)
  - For pedestrians (10)
  - Will worsen with bike lane (9)
  - For cyclists (8)
  - Visibility (7)
- Congestion (43)
- No bike lanes (33)
  - The roadway is already too narrow (20)
  - Bike lanes will have minimal users (13)
- No issue (13)
- School buses (13)
- Crossings (12)
- Bike lanes elsewhere (11)
  - Capri Avenue N.W. (3)
- Loss of trees (11)
- School pick-up/drop-off (10)
- Turning (9)
  - Left turns (7)
- Fix/install traffic signals (9)
  - Left turn signals (5)

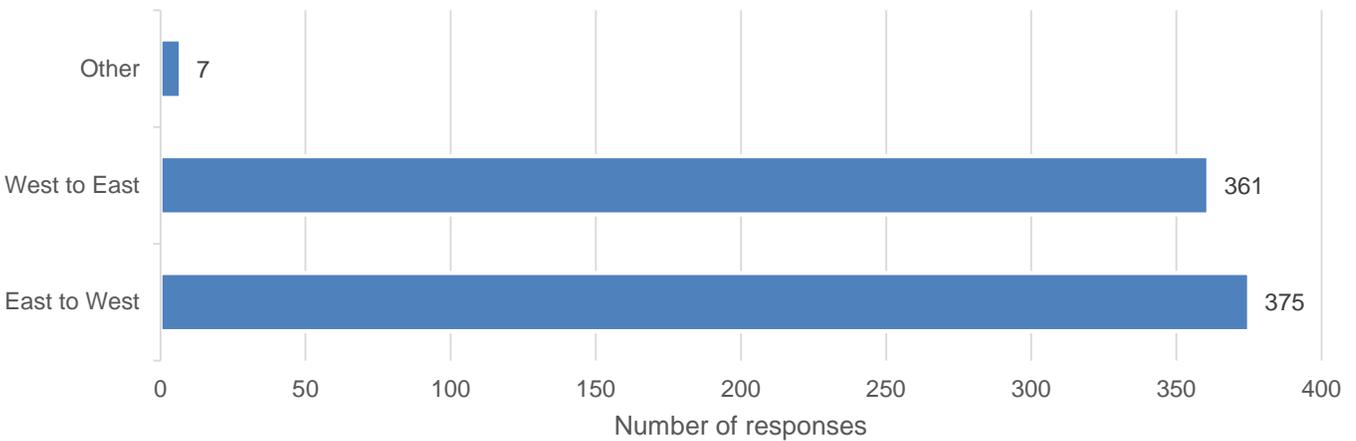


Fifty-five percent of those who stated they experience delays everyday are residents while those who stated they rarely experienced delays were only 48 percent residents.

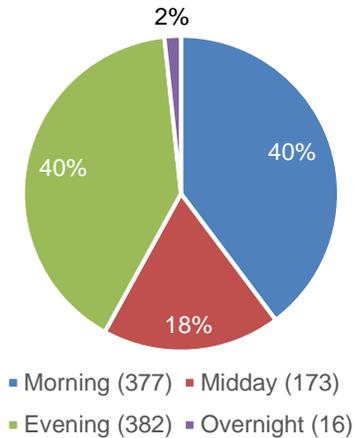
### At what intersection(s) do you experience delays?



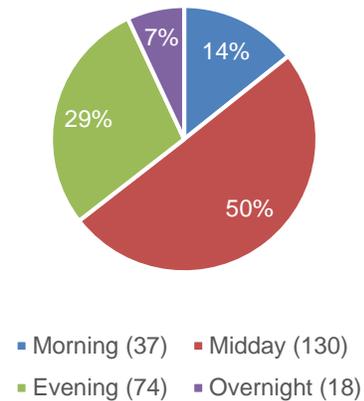
### What direction are you travelling when you experience delays? (712 responses)



When do you experience delays on weekdays? (948 responses)



When do you experience delays on weekends? (259 responses)



Note: The times defining each of these categories differed between the open house and online feedback forms.

**If you have any additional comments about congestion, please share them here:**

- Do not support the bike lane (65)
- School pick-up/drop-off is already busy (62)
  - Bike lanes would impede pick-up/drop-off (24)
  - Need to make pick-up/drop-offs (8) safer (6) and easier (2)
- Concern for safety (61)
  - Of pedestrians (34)
    - Especially children/students (21)
  - Of cyclists (20)
  - Of drivers (8)
  - On side streets (3)
- Bike lanes will increase congestion (50)
  - With little gain as usage will be limited (22)
  - Increasing cut through traffic (10)
- Parking (45)
  - Parking can't be removed (31)
    - Bike lanes should not be implemented (10)
  - Causes congestion/problems and should be removed (7)
- Buses (28)
  - School buses cause congestion (23)
  - Transit buses cause congestion (4)
- Put the bike lanes elsewhere (15)
- Need to fix/install traffic signals (14)
- School/playground zones reduce the speed and add to congestion (11)
- There is no congestion/Northmount Drive N.W. is not congested (11)
- Northmount Drive N.W. is already a narrow roadway (10)
- Congestion makes crossing difficult (10)
  - At Collingwood Drive N.W. (2)
  - In front of Captain John Palliser School (2)

**What is functioning well in the study area and should not change?**

- No change (57)
- Do not approve of bicycle facilities (54)
- Parking (48)
- Nothing/Not much (34)

- Traffic flow (32)
- School/playground zones (31)
  - Help reduce speeding (8)
- Crossings (25)
- Speed (23)
  - Speed limits (5)
- The existing bike lanes (23)
  - On 10 Street N.W. (9)
  - On Northmount Drive N.W. (8)
  - Confederation Park Pathway (3)
- Trees (19)
- Signals (17)
  - Signal at Charleswood Drive N.W. (5)
  - Traffic signal at Brisebois Drive N.W. (3)
  - Signal timing (2)
- Transit service (13)
- Bus parking (12)
- Number of lanes (11)
- Boulevards (10)
- Sidewalks (10)
- Access (9)
  - To schools (7)
- That there are no bicycles (8)
  - Bike lanes (4)

**Are there any specific traffic operation(s) or safety issue(s) you would like to see addressed through this project?**

- Improve safety (86)
  - Cyclist safety (31)
  - Pedestrian safety (27)
  - Safety at crossings (15)
- Improved crossings (79)
  - There is often jaywalking (4)
  - At Captain John Palliser School (4)
- Traffic signals/signage (63)
  - Turn signals (29)
    - Left turns (17)
      - At 19 Street N.W. (6)
      - 14 Street N.W. (4)
- Speeding (45)
- Parking (40)
  - On-street parking is required (25)
  - Parking is not required, remove it (6)
  - Parking study is flawed (3)
- Improve congestion (36)
  - Installing a bike lane will worsen congestion (7)
- Intersection improvements (33)
  - At 14 Street N.W. (24)
  - At Cambrian Drive N.W. (3)
  - At Carol Drive N.W. (2)
- Does not support bicycle facilities (32)
- Bicycle facilities (22)
  - Separated bike lane (3)
- Improve school pick-up/drop-off (20)
  - Have drop-off locations/zones (4)
- Enforcement (19)
  - Speed limit enforcement (10)

- Bikes not abiding by traffic laws (2)
- Signals/signage (21)
  - Improved signage (17)
  - At 19 Street N.W. (2)
  - Synchronize (2)
  - At Charleswood Drive N.W. (2)
- Bus traffic (18)
  - Bus drop-offs (7)
  - Too many/many buses (6)
- Traffic calming (18)
- None (17)
- Playground zones (13)
  - Remove playground zones (8)
  - Signage for playground zones (3)
- Fix or install more street lights (13)
- The road is narrow (10)
  - There is no room for bikes (5)

**What are the main issues and challenges in the study are for people who (bicycle):**

- Safety (83)
  - At school drop-off (7)
- Congestion (54)
  - At school drop-off (4)
- Vehicle parking (51)
- Create bike lanes elsewhere (39)
- Lack of designated lane/space (38)
- None (35)
- Speed (34)
- Proximity to moving vehicles (31)
- Inadequate maintenance (30)
  - Winter maintenance (15)
- Vehicles (30)
  - Speeding vehicles (10)
- Narrow roadway (29)
- Currently limited use by cyclists (27)
- Aggressive/distracted/inexperienced drivers (23)
- Vehicles passing cyclists (18)
- Do not support bike facilities (15)
- Sharing lanes with buses (15)
- Turning (15)
  - Left turns (4)
- Connections (12)
- Educate cyclists about traffic laws (10)
- Crossings (9)
  - At 14 Street N.W. (4)
- Dooring (9)

**What are the main issues and challenges in the study are for people who (drive):**

- Congestion (213)
- School buses (38)
  - Bus parking (5)
  - Bus drop-off (4)
- Parking (58)
- School (56)
  - School pick-up/drop-offs (29)

- School zones (15)
  - School traffic (11)
- Do not approve of bike facilities (31)
- Safety (30)
  - Pedestrian safety (11)
  - Cyclist safety (3)
- Turning (27)
  - Left turns (17)
    - At 19 Street N.W. (2)
  - At 19 Street N.W. (2)
- Cyclists (26)
  - Not obeying traffic laws (7)
  - Passing cyclists (2)
  - Lack of designated space (2)
- Speeding (23)
- No issues (23)
- Traffic flow (18)
- Visibility (18)
- Distracted driving/aggressive driving (18)
- Narrow roadway (17)
- Playground zones (15)

**What are the main issues and challenges in the study area for people who (walk):**

- Crossings/crosswalks (142)
  - Crosswalk safety (86)
    - Lighting is inadequate (25)
    - For children going to school (9)
    - Due to inattentive/speeding drivers (8)
    - Crossing Northmount Drive N.W. (5)
  - Improved crosswalks (35)
    - Flashing overhead lights (9)
    - Pedestrian activated lights (5)
  - Additional crossings are needed (9)
  - Sidewalk ramps are needed (3)
  - Short crossing times/wide crossings (3)
  - Jaywalking (2)
- None (77)
- Drivers speed through the study area (38)
- Maintenance (34)
  - Winter maintenance (15)
  - Clean up gravel and dirt (3)
  - Sidewalks are poorly maintained and uneven (16)
- Aggressive/distracted drivers (32)
- Congestion can be a safety issue for pedestrians (29)
  - Especially at school/peak times (6)
- Poor sightlines/visibility (24)
- Cyclists (16)
  - Sharing the sidewalk with cyclists (8)
  - Cyclists not stopping for crossing pedestrians (4)
- The proposed bike lane (9)
  - Will cause safety concerns for pedestrians (4)
    - Especially for seniors (2)
    - Drivers will be watching for cyclists (3)

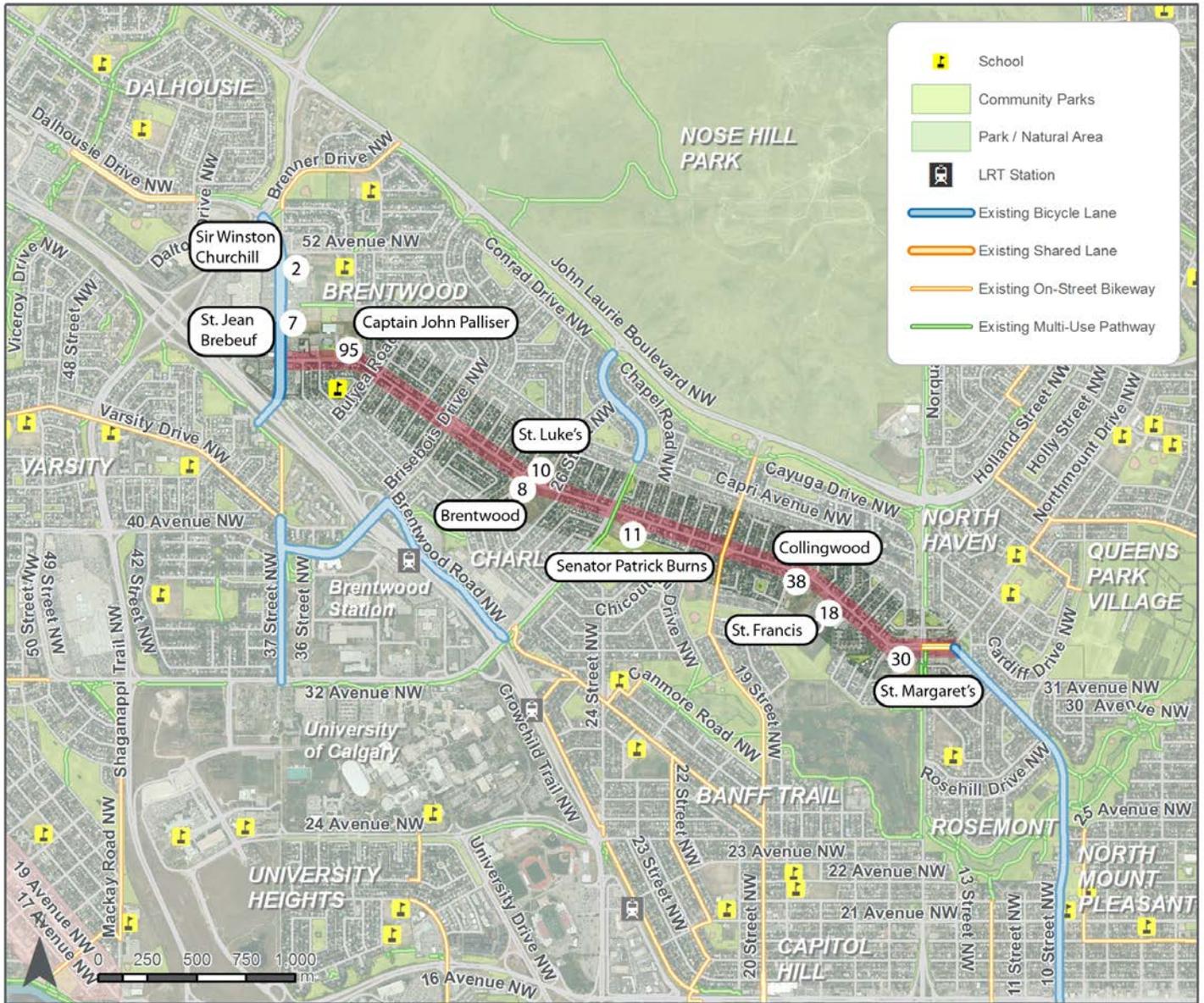
**What are the main issues and challenges in the study are for people who (take transit):**

- No challenges (66)
- Bus stops need to be improved (31)
  - Additional space is needed for buses to stop (16)
  - Maintenance is poor (5)
- Congestion (21)
- Installation of bike facilities may pose challenges (14)
- Infrequent service (12)
- Additional routes/stops/connections are needed (11)
  - To the LRT (4)
  - To Northland Drive N.W. (2)
- Sharing the lane with cyclists (10)
- Crossing to get to a bus stop (7)
- Buses are full (6)
  - At peak times (3)
- Transit is slow (6)
- Transit is too expensive (5)
- Buses are delayed (5)
  - Due to current congestion (3)
- Lack of bus parking (5)
  - City and school (3)
- If vehicle parking was removed it would be easier for transit (4)

**School drop-off and pick-up**

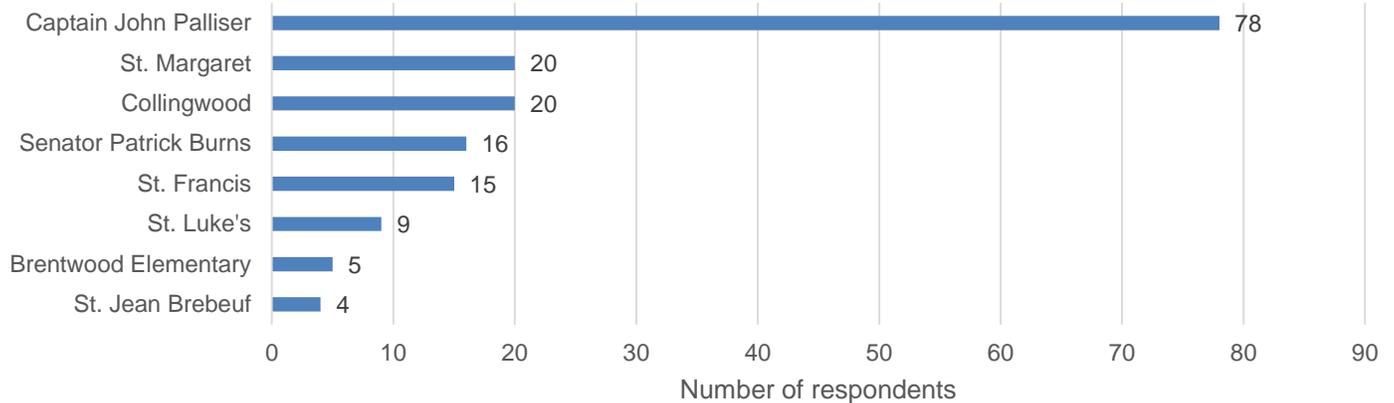
Do you pick-up or drop-off a student at one of the schools in the study area?	
Yes	209
No	364

If yes, what school?



Do you find pick-ups or drop-offs at the school difficult?	
Yes	205
No	140

## Respondents who found pick-ups or drop-offs difficult had students who attended these schools



### If yes, why are they difficult?

- Congestion/traffic flow (98)
- Insufficient parking (116)
  - Lack of safe area for drop-off/pick-up (29)
    - Due to poor visibility (8)
- Buses increase congestion (36)
- Crossings (29)
  - Jay-walking (12)
  - Crosswalk safety (8)
  - Lack of crosswalks (4)
- Bike lanes will worsen the situation (23)
- Narrow roadway (16)
- Re-entering traffic after drop-off/pick-up (15)
- Bad/inattentive/impatient drivers (12)
- Vehicle speeds (9)
- Turning (7)
- None (6)

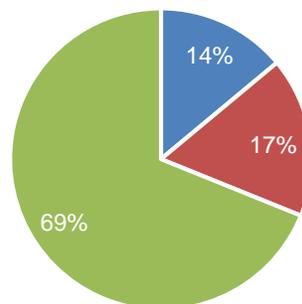
### What would improve pick-ups and drop-offs?

- Drop-off areas (79)
  - Designated bus drop-off area (13)
  - Move the bus drop-off area (6)
  - Pick-ups/drop-offs lanes on Northmount Drive N.W. (6)
- Parking (48)
  - More parking (29)
  - Enforce parking restrictions (11)
  - Remove parking (4)
- No bike lanes (42)
- Promote other modes of transportation (18)
  - Walking (11)
  - Cycling (6)
- Widen the road (14)
- No change (13)
- Signals (13)
  - Left turn priority (3)
  - Synchronized signals (2)
  - Additional signals (6)

- At Carol Drive N.W. (1)
- At Chilcotin Road N.W. (1)
- At Collingwood Drive N.W. (1)
- At St. Margaret's School (1)
- Not sure (12)
- Improved crossing safety (11)
- Less congestion (9)
- Buses (7)
  - More bussing/buses (5)
  - A bus station at schools (2)
    - St. Francis School (1)

## Parking

If some on-street parking needs to be removed, do you have a preference for which side of the street? (466 responses)



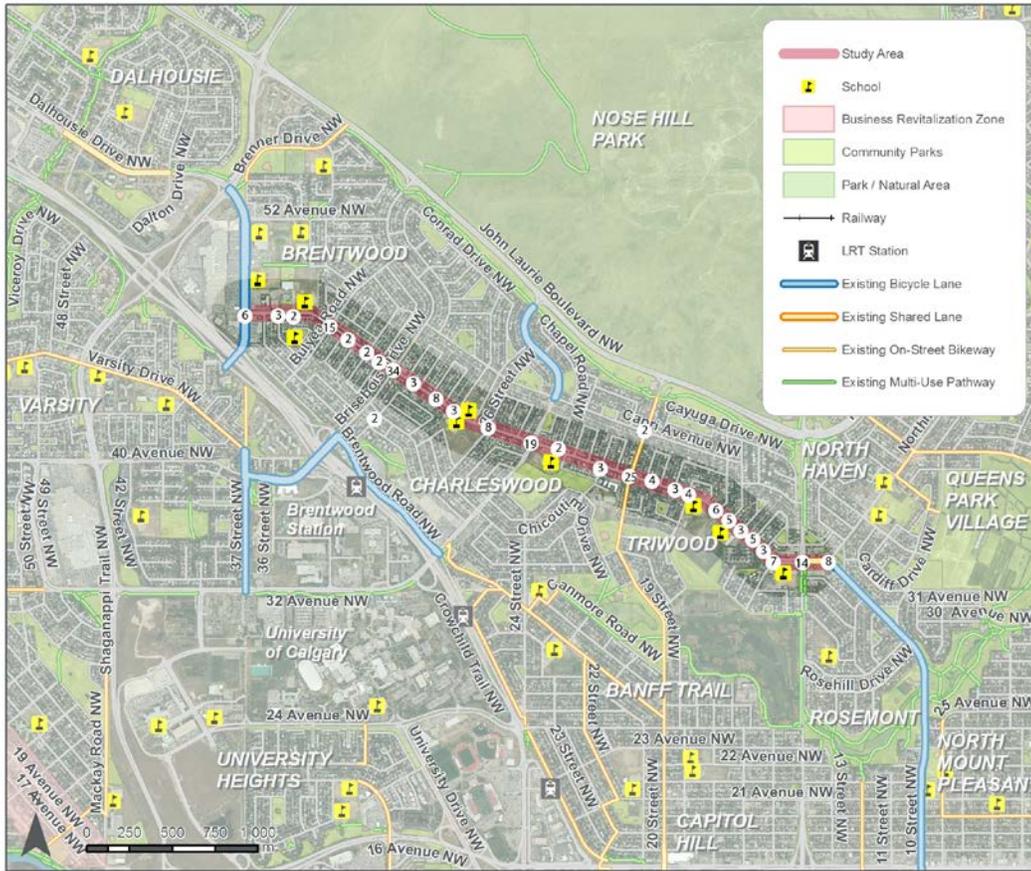
■ North (65) ■ South (80) ■ Either side/no preference (321)

**Please list any ideas you have about how we can mitigate any impacts due to parking removal:**

- Do not remove parking (172)
- Changes to bike lanes (58)
  - No bike lane (27)
  - Bike lane elsewhere/use alternative route (18)
  - Widen road to accommodate bikes and parking (8)
  - Bike lane next to parking (4)
  - Multi-use path (3)
- Provide other locations to park (50)
  - Side street parking (22)
  - Alley parking (14)
  - Build parking lots/parkades (9)
- Encourage the use of other modes by (23)
  - Restricting/permit parking (17)
  - Charging for parking (3)
  - Creating more/maintain walkways (2)
  - Promoting transit (2)
- Choose the side with (12)
  - Least impact (5)
  - Fewer residences/businesses (3)
  - Less chance of dooring (2)
- Not sure (9)
- Allow some parking (8)

- This will pose minor/no impacts (7)
- Bus parking (7)

**What is the closest intersection to your business or residence?**



Intersection with Northmount Drive N.W.	Number of responses
Brisebois Drive	34
19 Street	24
Charleswood Drive	17
Bulyea Road	15
14 Street	10
Bennett Crescent	8
Carol Drive	7
Northland Drive	6
Brantford Crescent	6

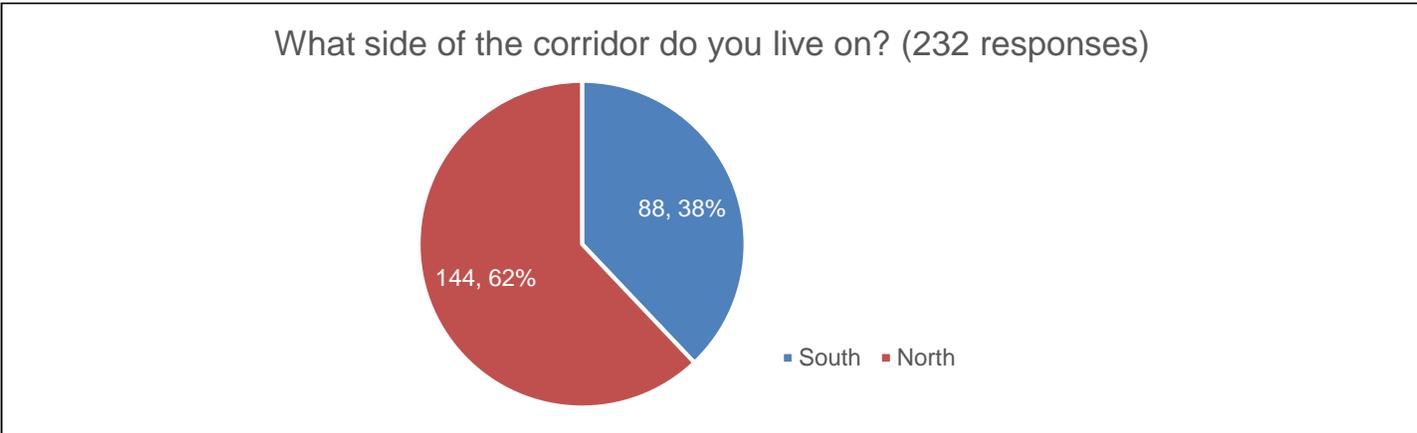
**Business Parking**

Does your business rely on on-street parking?	
Yes	12
No	23

Does your business require access for oversized trucks or unique vehicles?	
Yes	14
No	18



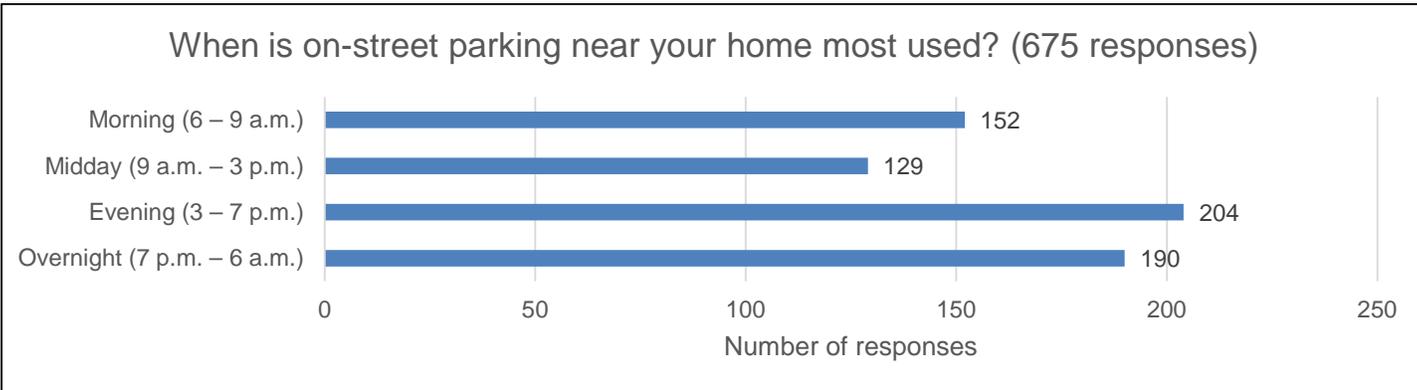
**Resident Parking**



Note: This question was only asked of online participants.

Do you rely on on-street parking for visitors?	
Yes	267
No	40

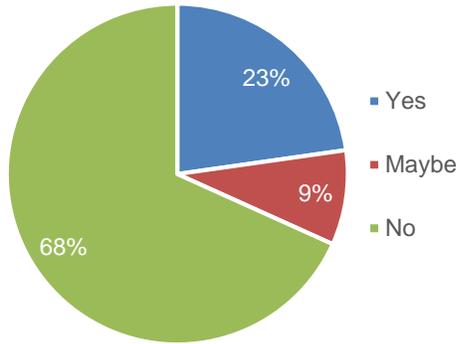
Do you rely on on-street parking for residents?	
Yes	194
No	103



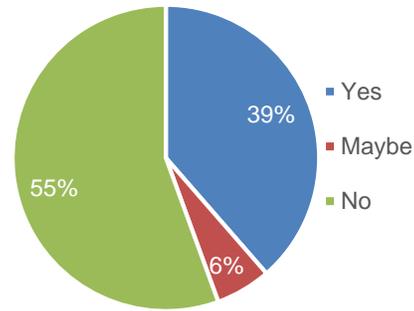
**What would improve cyclist movements along the study area?**

- Bicycle facilities (200)
  - Bike lane (121)
    - Dedicated bicycle lane (51)
    - Separated bicycle lane (33)
    - Protected bicycle lane (8)
    - Marked lanes (4)
    - Buffered bicycle lane (3)
    - Off-street (2)
  - Multi-use path (19)
  - Bike path (13)
    - Marked/painted paths (11)
  - Safe facilities and space (13)
  - With enough space for cyclists (6)
- Bike lanes elsewhere (116)
  - Alternative route (78)
  - Use existing paths (42)
- No change (28)
- No bike lanes along Northmount Drive N.W. (18)
- Intersection improvements (17)
  - Increased safety at intersections (13)
    - At 14 Street N.W. (8)
- Education (16)
  - Educate cyclists (9)
  - Educate drivers (6)
- Roadway improvement/maintenance (15)
  - Winter maintenance/clearing (7)
  - Pave (3)
  - Maintenance/cleaning (3)
- Sidewalk improvement (12)
  - Widen sidewalks (11)
- Remove parking (12)
- Improved signage (9)
- Signals (9)
  - Advanced signals for bikes (6)
- Reduce speed (8)
  - Using traffic calming (3)
- Connections (7)
  - To the 10 Street N.W. bike facilities (3)
  - To the existing multi-use pathway (3)
- Limited cyclist use (7)

If you do not currently bike in the study area, would dedicated bicycle facilities encourage you to start to bicycle in the area? (378 responses)



If you currently bike in the study area, would dedicated bicycle facilities encourage you to bicycle in the area more often? (342 responses)



**Do you have concerns about implementing a bikeway in the study area?**

Yes	406
No	143

**Please explain:**

**Respondents who had concerns provided the following reasoning:**

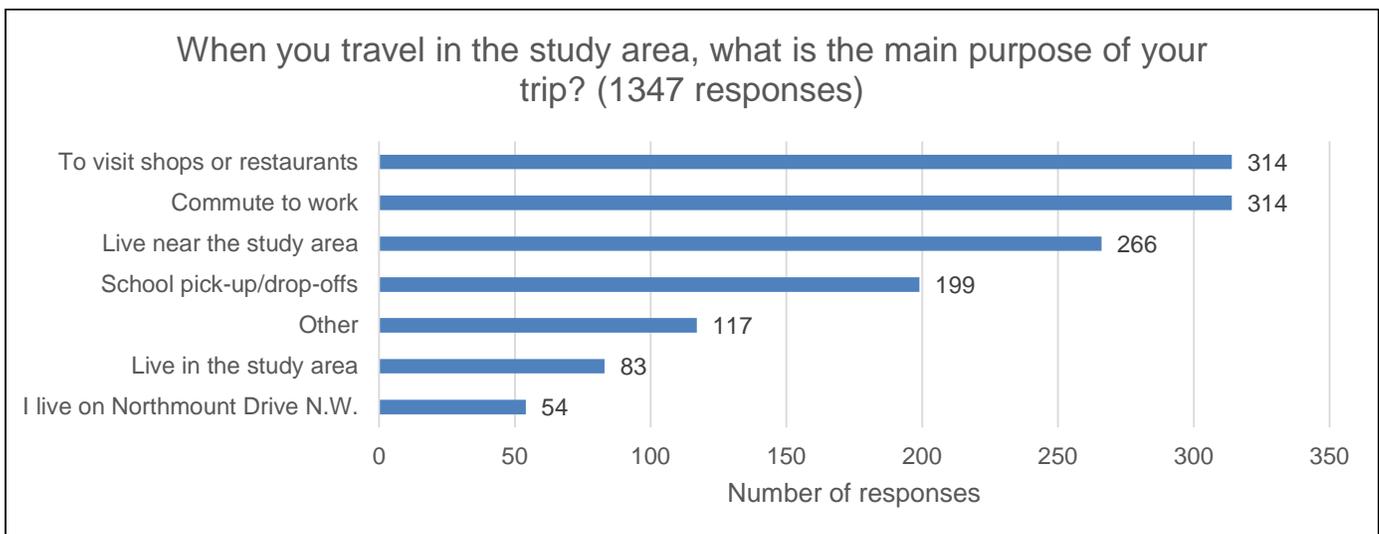
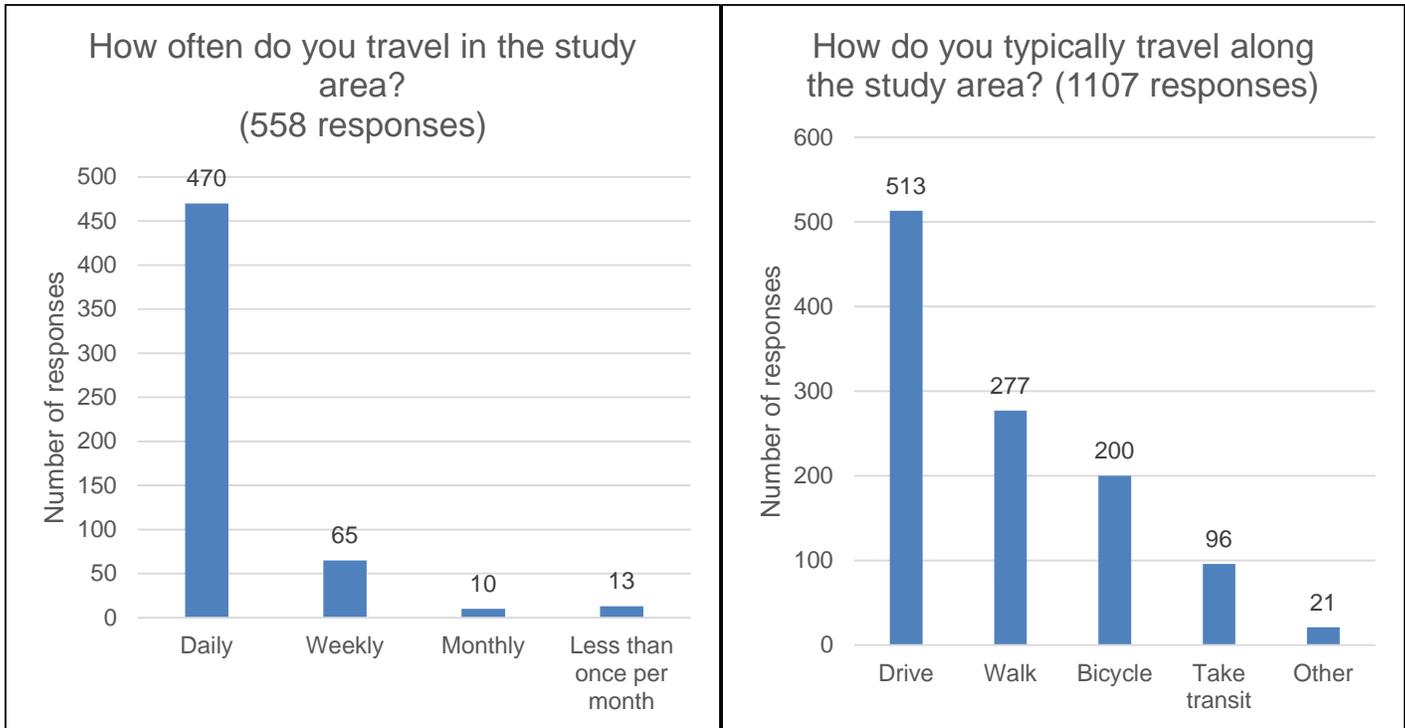
- Increased congestion (158)
  - Impeding traffic flow (18)
  - Causes pollution and damage to the environment (5)
- Loss of parking (103)
  - Resident parking (23)
  - On-street parking removal (17)
  - Bus parking (13)
  - Side street parking (7)
- Bike lanes should be elsewhere (62)
  - Use existing route (32)
  - Use alternative route (31)
- Do not support bike facilities (53)
  - We live in a harsh climate/winter (15)
- Safety (46)
  - School children/student safety (7)
  - Cyclist safety (7)
  - Pedestrian safety (6)
- Impact on area schools (39)
  - School pick-up/drop-off (23)
  - School bussing (5)
  - School zones (2)
- Cost (39)
- The roadway is already too narrow (33)
  - There is not enough room for a bike lane (7)
- There should be no change (20)
- Tree removal (10)
- Create a multi-use pathway (9)
- Cut-through traffic (8)

- Aggressive/aggravated drivers (7)
- Limits access to local facilities (7)
- Access to schools (4)

**Respondents who did not have concerns explained their reasoning:**

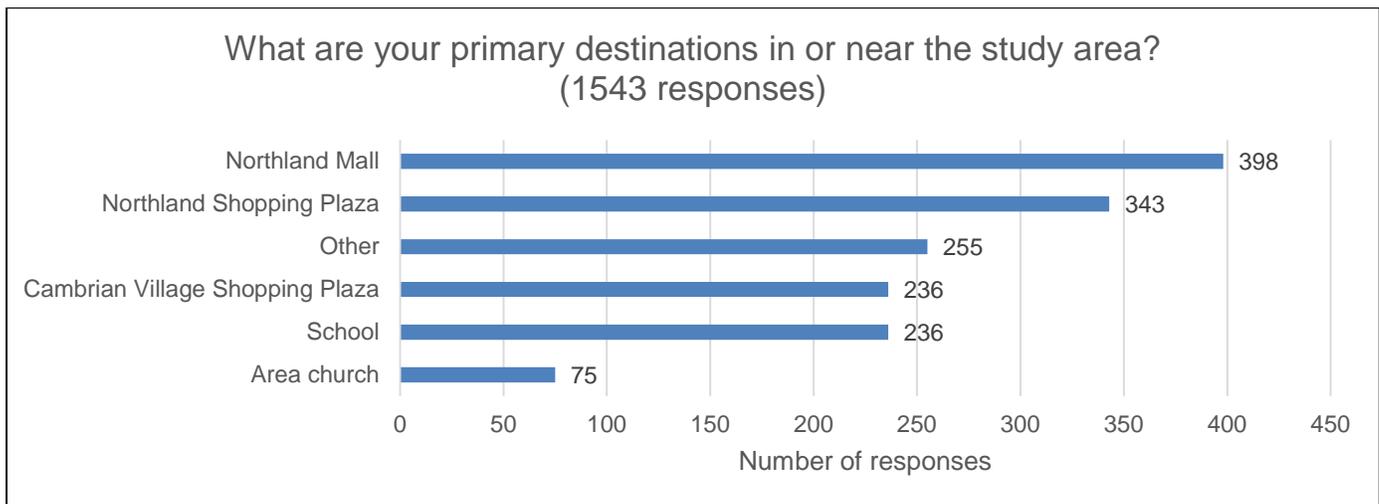
- Support bike facilities (36)
  - It will improve connections (7)
  - It will make cycling safe (4)
- No concerns (29)

**Road Use & Demographics**



**Other, please specify:**

- Recreation (48)
  - Walking (6)
    - Walking Dog (1)
  - Cycling (2)
  - Fitness Centre (2)
  - Confederation Park (1)
  - Canmore Park (1)
  - Skiing (1)
- Visiting friends and family (27)
- Library (25)
- Passing through (15)
- Shopping (12)
- I live in the area (7)



**School, please specify:**

- Captain John Palliser (83)
- Collingwood (38)
- St. Francis (28)
- St. Margaret (24)
- Senator Patrick Burns (19)
- St. Lukes (12)
- U of C (12)
- Brentwood (7)
- Brebeuf (6)
- William Aberhart (5)
- Choffin (3)
- Sir Winston Churchill (3)
- Simon Fraser (2)
- Branton (2)
- SAIT (2)
- Ecole Banff Trail (2)

**Church, please specify:**

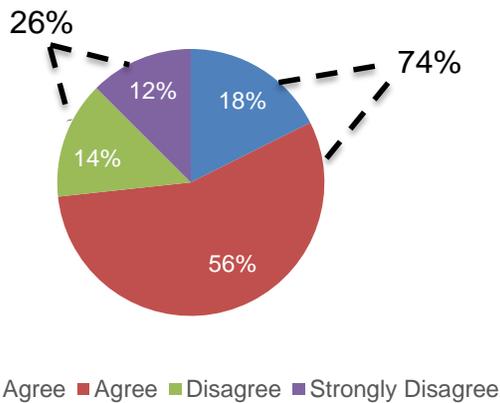
- Canadian Martyrs Catholic (26)
- St. Luke's Catholic (18)
- Hope Lutheran (6)
- Brentwood Baptist (6)

- St. David's United (2)
- Holy Cross Anglican (1)
- St. Margaret (1)
- Truth (1)
- Latter-Day Saints (1)
- None (1)

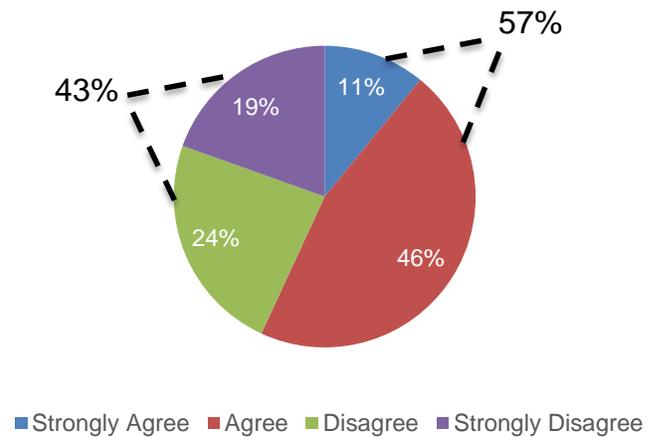
**Other, please specify:**

- Library (81)
- Shopping (76)
  - Brentwood Mall (46)
  - Co-op (12)
  - 7-11 (6)
  - Market Mall (6)
  - EuroTech/Tech Shop (5)
  - Canadian Tire (3)
  - Northmount Drive N.W. & 14 Street N.W. (2)
- Recreation (75)
  - Churchill Recreation Centre (25)
  - Triwood Arena (7)
  - Confederation Park (5)
  - Brentwood Arena (5)
  - Canmore Park (3)
  - Nosehill Park (3)
  - Winter Club (3)
  - Sportsplex (2)
- Visit friends and family (21)
- School (20)
  - University of Calgary (13)
  - Brentwood Elementary (2)
  - Triwood Community Centre (1)
- Passing through (17)
- Live there (16)
- Gas Station (13)
- Eating Out (8)
- Work (7)
- LRT (6)
- Community Association (4)
- Appointments (3)
- Vehicle repairs (3)
- The City of Calgary (3)
- Alberta Children's Hospital (3)

The information provided helped me understand the scope of the project. (176 responses)

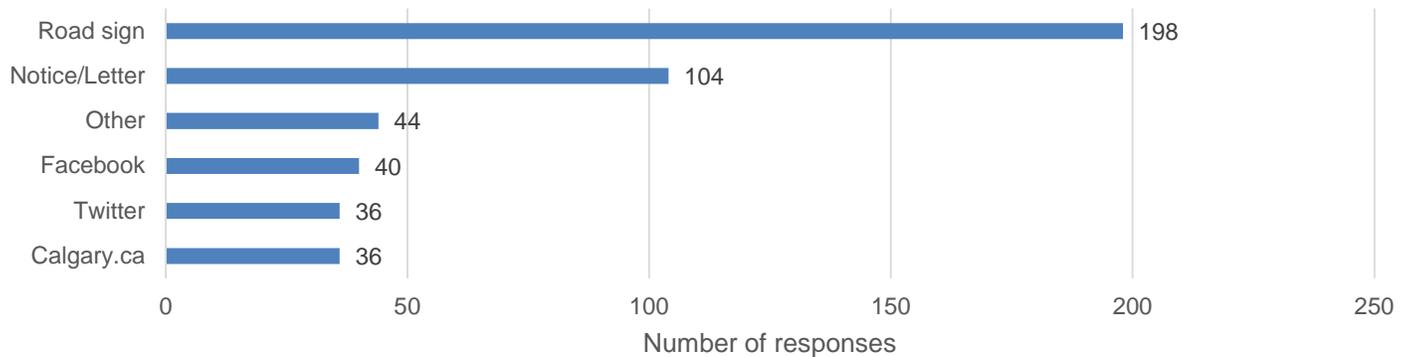


The information provided met my expectations. (174 responses)



Most respondents were satisfied with the information provided.

How did you hear about the open house? (458 responses)



Respondents who indicated *other* as how they heard about the open house indicated media (20), word of mouth (19), school (12), Bike Calgary (5), Community Association (5), email (2) and church (1).

**Is there other information that would have been valuable?**

- Yes (185)
  - Alternative route (7)
  - Bicycle use counts (6)
  - Options (6)
  - Improved consultation (5)
    - The City has already decided to go ahead (3)
  - Improved event advertising (3)
  - Parking survey/counts (3)
  - Advantages (3)
  - Source of information (3)
  - Would have liked a presentation (3)
  - Reasoning for location choice (2)

**Additional comments about the open house:**

- Additional data (67), about:
  - Alternative routes (16)

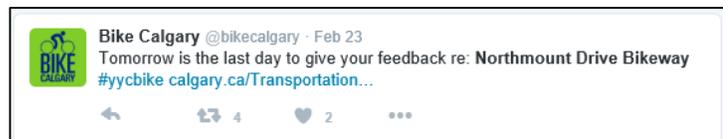
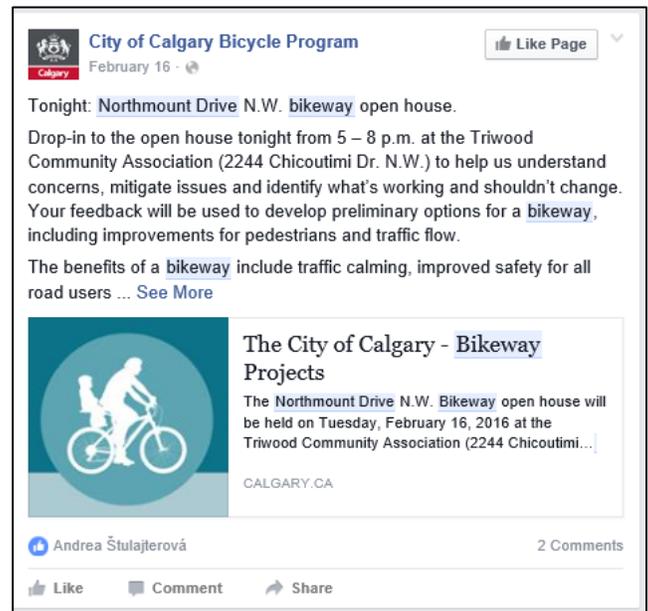
- Data on number of cyclists (14)
- Cost (4)
- Presentation (3)
- Data on number of vehicles (3)
- Project schedule (3)
- Additional maps (3)
- Improved advertising (45)
  - More notice (5)
  - Road sign before event (4)
  - Mail notice/flyer to homes/door to door (3)
  - TV (2)
  - Newspaper (2)
- Poor engagement (31)
  - Feel the decision has already been made (22)
  - Disappointed that staff were paid (2)
  - Material was biased (2)
  - Too much hostility/negativity (2)
  - Felt manipulated (2)
- Adding a bike lane will cause challenges, do not support bike facilities (23)
- Well done/organized (13)
- Support implementation of a bike lane (8)
- Did not attend the open house (6)
- Information on the website was thorough (5)
- None (4)
- Connections (4)



Study area maps after the open house with comments from participants

The open house and online feedback were widely advertised, including:

- Six road signs near the study area advertised the open house from February 9-16, 2016 and the online feedback form from February 17-23, 2016
- Added two variable message boards after the open house to improve online feedback advertising
- A notice on the *engage!* Calendar on calgary.ca
- The project webpage
- Email notifications were sent to 452 subscribers on January 27, 2016
- 350 information notices were delivered on January 28, 2016 to all adjacent homes and businesses in the study area
- The City of Calgary Bicycle Program Facebook page and 9 Tweets from @yyctranspo



Other media channels also advertised the engagement opportunity including:

- CBC and The Calgary Sun reported on the open house
- Bike Calgary retweeted The City's Twitter post

