

**Glenmore Trail East Study —  
100 Street S.E. to Rainbow Road**

**Legend**

- Rocky View County
- Alberta Transportation
- The City of Calgary
- Jurisdictional Boundary
- Study Area

# Glenmore Trail East Study

Phase 3 – Final Recommendations

What We Heard Report

April - May 2018



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

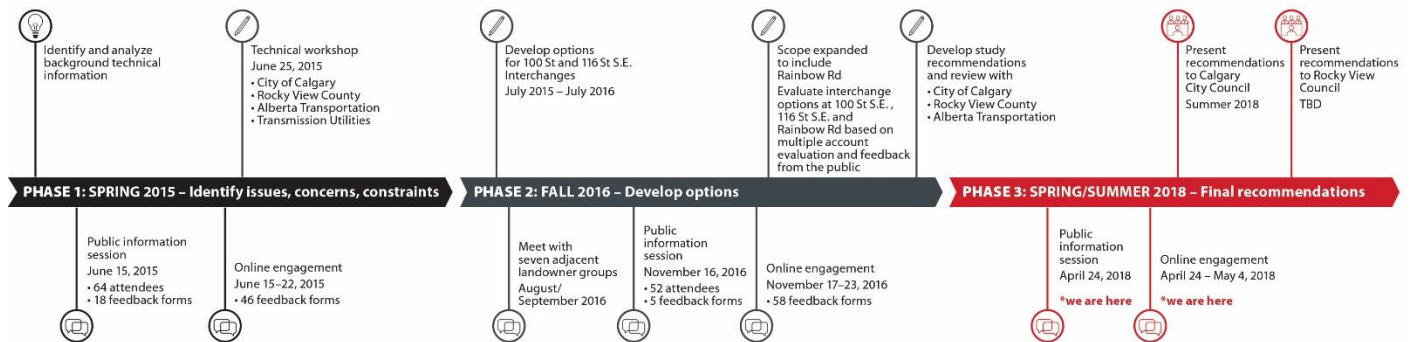
## Project overview

The City of Calgary, Alberta Transportation and Rocky View County have been working together to make joint recommendations for future interchange plans on Glenmore Trail at 100 Street S.E., 116 Street S.E. and Rainbow Road. This purpose of the study was to identify the interchange layouts, the land required to build the interchanges and how access will be provided to the bordering lands. The future interchanges are not anticipated to be constructed for 20 - 30 years.

## Engagement overview

The project team developed a three-phased engagement program for the project, with opportunities for stakeholders and citizens to provide feedback during each phase of the study.

Phase 3 included two opportunities for stakeholders and citizens to view the final plans and provide feedback on the engagement process for the project. An Information Session was held on April 24, 2018, at the HeatherGlen Golf Course from 5 – 8 p.m., and the information boards and survey were available online from April 24 - May 4, 2018. This report outlines what we heard at the information session and from the online survey.



## Next steps

The project team is reviewing and compiling all comments and will attach them to the final report. The study recommendations will be presented to Calgary City Council in Summer 2018, then presented to Rocky View County Council.

## What we asked

Participants were provided an overview of the project, engagement process as well as study recommendations, and were asked to share their feedback about the engagement process.



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

## What we heard

61 people attended the open house and nine (9) comment forms were submitted at the event. There were 30 surveys completed online.



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

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

## Project Communication

The public information session and online feedback opportunity were advertised in the following ways:

- Six road signs located along Glenmore Trail at the 100 Street S.E., 116 Street S.E. and Rainbow Road intersections
- Multiple posts on The City's Twitter account: @cityofcalgary
- A post on The City's Facebook account: City of Calgary – Your Local Government
- On the project web page – calgary.ca/GlenmoreTrailStudy
- Emails to stakeholders, land owners and the email distribution list
- Mailed invitations to impacted and adjacent residents



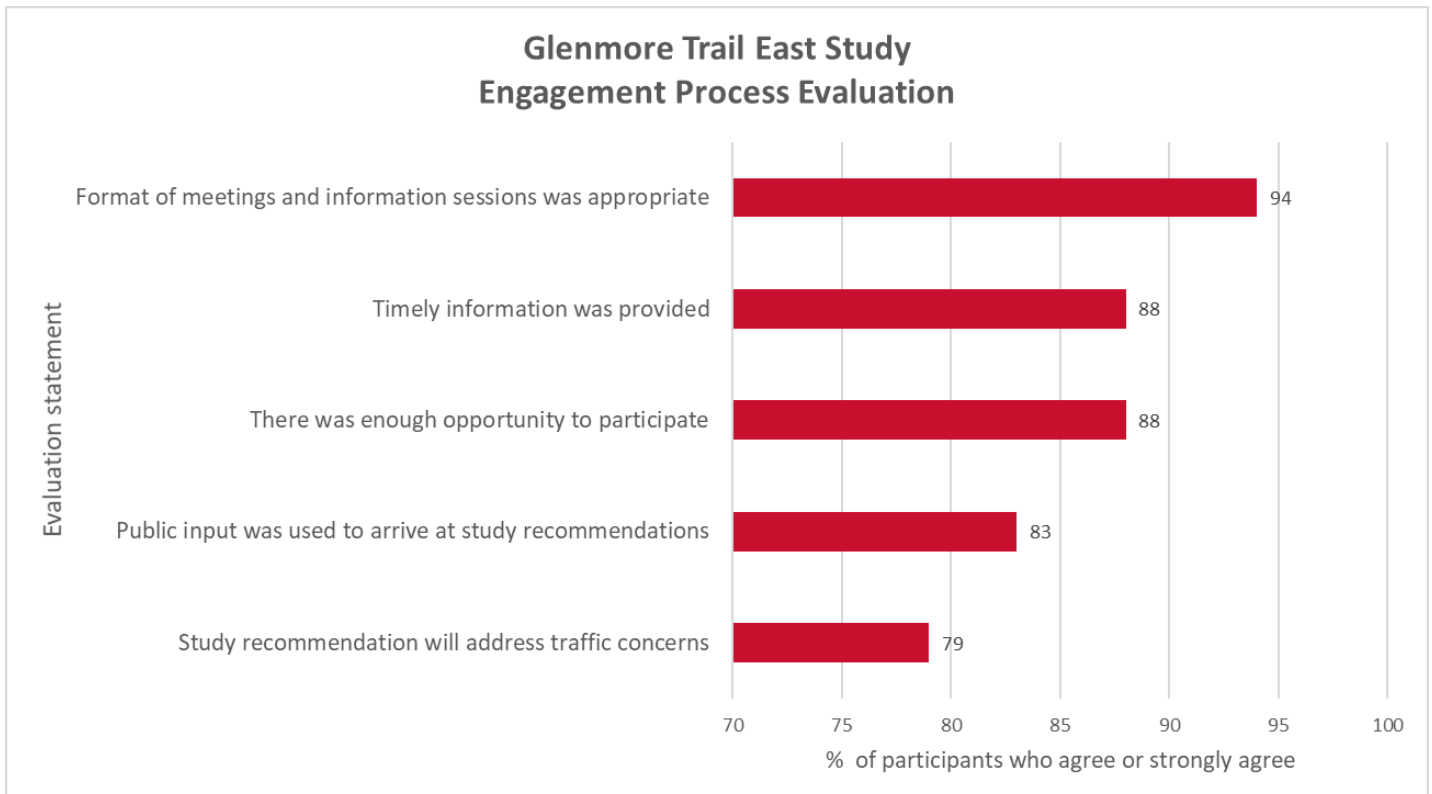
# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

## Summary of Input

Generally, participants were satisfied with the engagement process for the Glenmore Trail East Study. Over 80% of participants felt their input was used to develop the study recommendations and that they were provided enough information and opportunity to share their feedback throughout the project.



Participants indicated the opportunities for improving engagement on future projects include better promotion of events, use plain language instead of technical terms, and provide an opportunity to share feedback on the final recommendations. Some comments that were shared include: *“Advertise just as was done for phase 3”*, *“use less transportation jargon on the boards”*, and *“Just filled out a survey 5 minutes ago and was surprised that there was no opportunity to comment on the actual recommendations of the study”*.



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

## Verbatim Responses

Below are the verbatim responses received on the comment forms at the Information Session and through the online survey. All responses have been transcribed as they were submitted; no edits have been made to spelling or grammar.

### Information Session evaluation questions

The questions below were only available at the Information Session. Participants were asked to review the information boards and indicate their level of agreement with the statements below. The total responses for each statement vary as this evaluation was optional, and some participants did not provide a rating for each statement.

*Please circle your level of agreement with the following statements:*

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
The information presented helped me understand the scope of the project.	1	8		
The recommendations are clearly laid out and understandable.	2	5	2	
The information presented helped me understand the rationale for the recommendations.	1	8	1	
The information presented helped me understand the future impacts of the recommendations.	2	6		
I believe the study recommendations will address traffic concerns in the study area.	2	5		
My interaction with project team members was positive and supported my understanding of the recommendations.	1	4	1	

*Is there other information that would have been valuable (at the information session)? Any other comments?*

- Any plans for the next major intersection eastbound, and at Langdon?
- A timeline for when this is going to be implemented.
- Info was good but still very high level. Need detail re timelines.



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

- I understand but I don't like it. I am not happy that a large part of our land will be frozen for 20 years i.e. no development but no expropriation money and yet we pay taxes on this "frozen land"

## How did you hear about the information session?

- Road Sign – 5 responses
- Twitter – 0 responses
- calgary.ca – 0 responses
- Email – 2 responses
- Information Notice – 0 responses
- Other (please specify) – 0 responses

## Engagement Process Evaluation

The questions below were available at the information session and through the online survey. Participants were asked to evaluate the engagement process and opportunities that were provided throughout the project. The total responses received for each question vary as all questions were optional.

*Please circle the opportunities through which you engaged with the process.*

Engagement Opportunity	Number of responses (Information Session & Online)
Public Information Session #1 (June 15, 2015)	6
Public Information Session #2 (November 16, 2016)	6
Public Information Session #3 (April 24, 2018)	10
Online Engagement (June 2015)	2
Online Engagement (November 2016)	1
Online Feedback (April/May 2018)	7

*Please circle your level of agreement with the following statements:*

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
The study recommendations will address the traffic concerns in the study area. <i>(these are online responses only)*</i>	4	4	2	2
It is clear how public input was used throughout the study to arrive at the final recommendations.	5	10	2	1
Stakeholders and the public were provided enough opportunity to provide feedback.	3	12	1	1



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
I received timely information about opportunities to participate in the study.	5	11	1	1
The format of meetings and information sessions were an effective way to collect my input.	4	12	1	0

*\*Two submissions indicated they neither agreed or disagreed with this statement.*

**The study recommendations will address the traffic concerns in the study area.**

**Comments:**

**Comments received online:**

- The diamond interchange still stops the truck traffic. At peak periods truck traffic backs up quickly and is slow to move especially in the am when the trucks are loaded. A clover allows continuous traffic flow. This is not a sustainable long term strategy.
- Multiple interchanges will provide lots of capacity
- Free flow on a major route is good, but without any pricing it is unlikely to manage in the face of latent demand and continued growth. Would all members of the project team be comfortable taking young children cycling along the pathway connections through the middle of diverging diamond interchanges? If not, why not? And if not, why not alternative (eg a dedicated pathway bridge between interchanges)?
- The traffic in the area is heavy now and a 20 year old build out is way to long. My request would be to see something done sooner – like a 3 to 5 year window.
- If anyone was listening (for immediate improvement of congestion during rush hour at 100 st) you would immediately double the green light duration for east/west traffic on Glenmore. The light causes such a backlog with its current timing. I've gone back to using 17<sup>th</sup> ave SE to enter and exit the city during rush hour.
- The recommended long term plans most definitely address the current traffic concerns in the area, however, since the long term plans are 20+ years in the future, traffic needs at that time maybe different. These long term plans should be advanced for implementation in the next 5 years. The information package includes short term plans for the Glenmore Trail and 100 Street intersection, however it does not give any timely for the short term plan implementation. During the Friday afternoon (April 27th, 2018) rush hour, east bound Glenmore trail traffic backed up to the top of Stoney Trail Bridge. This back up was caused by the traffic light at 100 St. This is a typical afternoon rush hour problem every weekday. This problem has to be alleviated immediately, not in the long term, or the unspecified short term. The simple fix is to time the lights at the 100 St intersection proportionally to the traffic volume. Example: if 80% of the traffic through the intersection in the afternoon rush hour is East Bound Glenmore Trail, then East Bound Glenmore Trail should have 80% of the green light time. This is currently not the case. In the morning rush hour there is no such backup for west bound Glenmore Trail because the green light time is proportional to the volume of traffic. Please provide more green light time for east bound Glenmore Trail at 100 St. in the afternoon rush hour IMMEDIATELY.



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

- I was satisfied with the answer that there would be no interruptions to the business based on how construction would be undertaken with respect to timing, staggered lane closures, and alternate routes. It didn't explicitly say it in the information session though, but would be helpful to consider for short term interruptions.

*It is clear how public input was used throughout the study to arrive at the final recommendations.*

**Comments:**

### **Comments received at the Information Session:**

- The city of Calgary proposal with the 100 St & 116 St & Rainbow Rd is the proper layout (not the approved 116 St offset which is ridiculous.)
- I liked the public recommendations and the response panel.

### **Comments received online:**

- Phase 3 was the only time it was made aware to local stakeholders thru roadway signage.
- Because you would have made the above change for NO COST if you had the intention to improve traffic backup at 100 st.
- We had initially made the point of safe and timely access to business during construction and how that would work.

*Stakeholders and the public were provided enough opportunity to provide feedback.*

**Comments:**

### **Comments received at the Information Session:**

- The converging diamond interchange is a very complicated and unnecessary design. Take a look at the interchange in the Phoenix AZ freeways for a better design!
- Staff were clearly identified

### **Comments received online:**

- Phase three was the only time it was made clear to local stakeholders the project existed.
- Information provided was good and recommendations for change was positive.
- Because I am taking this opportunity to share my thoughts. Typically the city ruins traffic flow but never asks for any input from actual users.
- I asked about how access from Rainbow Road to my particular business would be affected, when, and if any utility right of way realignments would affect our property. Previously this wasn't part of the plan. I was satisfied with the answer that there would be no interruptions to the business based on how construction would be undertaken with respect to timing, staggered lane closures, and alternate routes. I was also told that the existing HP Pipeline utility right of way position wouldn't change since it's perpendicular to the new road.





# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

*I received timely information about opportunities to participate in the study.*

**Comments:**

**Comments received at the Information Session:**

- The many signs on Glenmore were very helpful.

**Comments received online:**

- No notices for phase 1 and 2 were made clear to the public using the area.
- Read the sign to find this site.

*The format of meetings and information sessions were an effective way to collect my input.*

**Comments:**

**Comments received at the Information Session:**

- Room was a little crowded (6:45pm) but not a real problem

**Comments received online:**

- *No comments received*

*Please share how we can improve the public engagement process for future projects.*

**Comments received at the Information Session:**

- Promote email and website options

**Comments received online:**

- Advertise just as was done for phase 3
- my wife says 'use less transportation engineer jargon on the boards' OR 'if you must use such terminology then please define what the terms mean'
- Just filled out a survey 5 minutes ago and was surprised that there was no opportunity to comment on the actual recommendations of the study. My main concern in this area is how badly at least some of the short-term improvements are needed NOW and yet there seems to be nothing happening in terms of getting things going. I overheard some people asking when this work would be done and heard 'could be 5 years, could be 10 years' ... PLEASE provide the public with a clear picture of what needs to happen to get this funded and built!
- Ask for suggestions. Its fine that you have expensive plans but traffic backup at 100 st can be improved by doing obvious things like correcting light timing to match volumes.
- Consider Traffic Accomodation Strategy right away as well as utility realignment plans so the full impact is known with respect to realigned setbacks to ensure that it is still compatible with the uses on the lands.



# Glenmore Trail East Study

Stakeholder Report Back: What we Heard

May 14, 2018

*How did you hear about the online survey? (this question was only available online)*

**Comments received online:**

- Road Sign – 4 responses
- Twitter – 3 responses
- Email – 3 responses
- Information Notice – 1 response
- Other (please specify) – 1 response
  - Local Global news