



Engage Resource Unit

Research and Engagement Library // Document Overview

Document Overview

Project Name: 8th Street SW Public Realm Master Plan

Document Type: What we Heard Report

What is an **Engagement Plan** or **Strategy**?

A document that outlines the objectives for conducting engagement, who we planned to engage with and what engagement activities were planned.

What is a **What we Heard Report**?

A document that outlines the feedback that was heard through an engagement process.

What is a **Final Summary Report**?

A document that describes the purpose for engagement, who we talked to, and how their input was used by The City to help make decisions.

Why are we engaging?

To develop a public realm master plan for the 8th Street SW Corridor.

What stakeholders are involved?

The City of Calgary (Corporate Properties, Land Use Planning and Policy), Bike Calgary, Calgary Downtown Association, Downtown West Community Association, Trinity Lutheran Church.

What are we talking to stakeholders about?

To develop vision statements and key principles that will guide the development of concepts for public realm master plan for the 8th Street SW Corridor.

When did this engagement happen?

November 2012

SUMMARY REPORT

Purpose:

To gather input from participants on the current state of 8 Street SW from the viewpoint of the individual's experience

Participants:

A letter was sent to property owners along the 8 Street Corridor and an email to all other identified external stakeholders on record at this time and fifteen people attended. (See list of organizations represented on page 4.)

Meeting Format:

The meeting was very informal, where participants provided input to the members of the Project Team on a one on one basis. The input was recorded on flip charts and post it notes on the plan view of the corridor.

LIST OF INPUT RECEIVED

The following information represents the information gathered from those who attended the meeting.

- Underpass and sidewalks need to accommodate pedestrians and bikes
- Sidewalks are currently designated part of the pathway system and there have been conflicts between pedestrians and cyclists as a result of sidewalk usage
- Only 2-way underpass (with regard to cyclists) in west end of Centre City
- Good progression for moving along 8 Street (no long signal delays)
- Bike transitions from sidewalk at the underpass to on-road away from underpass
- Wide streets / narrow sidewalks
- If cycle tracks were added on 4/5 Street SW it would relieve demand/importance for having tracks on 8 Street
- Consider texture of surfaces for wheelchairs
- Proper maintenance is required to keep up with graffiti free
- Bylaws to support animated development at street level (not parkades)
- Consistency along the corridor end to end
- Create lots of light
- Map out: opportunities & constraints, voids & solids of area to define workable space
- List major congestion areas (street areas)
- Who are the biggest users other than traffic?
- How does this blend with the rest of the City Plan 2007?
- How does that Plan (when completed) "flow" into this 8 Street area?; Is it by passed? Or is it optimized?
- What will 8 Street be directed to become? Pedestrian or vehicle or both or none?
- For future development, what can be changed & what must remain the same?

- What 8 Street areas are used & when throughout the week? (Sunday to Sunday)
- Has future development been mapped out? i.e. are parking lots turning into sky scrapers?; Will 8 Street be able to handle that based on future and City Plan 2007 visions?
- Sometimes good intentions can kill an area. How does this endeavour to protect and revitalize the life of 8 Street?
- Along 8 Street there are street sections overly congested and other spans that are empty. Why? i.e. 8 Street & 8 Ave at the c-train tracks? Why so much congestion? and not at other sections?
- Night life or day life? What's the objective?
- South of 12 Ave & north to 4 Ave & then to the river – all are difference spaces along 8 Street; maybe that should be kept enhanced? (Divide into 3 deliverable areas)
- Winter utilization – space planned
- Sidewalks narrow, especially 5 Ave – 7 Ave
- LRT full in morning and at night
- Parking lots associated to LRT – full
- North south connection for bike lane? cycle track?
- Area near the river pathway is well utilized
- Major work needed on lighting
- Wayfinding to address a reduced speed limit of 30 Km/hour in the area
- 4 Street & 5 Street – ideal bike routes
- Above ground parkade – no facade on street
- Noise associated to LRT
- Fix the park at Century Gardens
- Food trucks – as part of a vibrant street environment
- Underpass – dark and dirty
- 9 Ave is a busy roadway
- 8 St & 9 Ave is a dangerous intersection
- It is a challenge to cross 8 Street (east/west) from 10 Ave to 17 Ave
- Get rid of surface parking
- Bumpys – popular location with connection to 8 Street
- Dull architectural environment in the south segment
- 17 Ave is well utilized on sunny days
- More uniformity for newspaper dispensers
- Good quality illumination
- Wind problem downtown; high rise wind from west
- Constant private design signage on 8 Street
- Source of review; rules to follow in terms of design & location
- Reason for +15 – at 8 Street & 6 Ave
- Bicycle hook – 11 Street – 5 Ave / 6 Ave
- Unifying banners & flower pots
- Approx 35% of people arrive at church by car
- There is a lack of enforcement and compliance for special parking permits
- Cyclists are more comfortable on roadway than pathways
- Tight space for cyclists between 3 Ave & 4 Ave
- Parking is heavily used by church as directed and allowed

- Consider a more formalized park space/plaza near 3 Ave / 8 Street
- 4 Ave & 5 Ave good for experienced cyclists
- Pedestrian signal timing is secondary to east-west traffic flow
- Drugs & crime at 8 Street and 7 Ave
- Underpass is difficult for pedestrians
- Lighting at underpass needs improvement – 4 Street SE is good
- Vehicles feel squeezed in under 9 Ave & CPR tracks
- 8 Street is a good N/S route for cyclists by way of the underpass
- Cyclists must hold lane under 9 Ave & CPR tracks
- 8 Street & 10 Ave is a good cycling connection
- 12 Ave & 11 Ave also good E/W connection
- E/W crossings across 8 Street are difficult for cyclists
- Hard to see people crossing E/W
- Traffic at gas station is congested – difficult in/out

ATTENDING REPRESENTATIVES

Bike Calgary
Calgary Board of Education
Calgary Downtown Association
City of Calgary – Corporate Properties
City of Calgary – Land Use Planning & Policy
Downtown West Community Association
Historic Trinity Lutheran Church

8 STREET S.W. CORRIDOR IMPROVEMENTS

OPEN HOUSE FEEDBACK

85 Number of attendees **61** Number of feedback forms collected

From the feedback collected at the Public Open House on January 30, 2014:

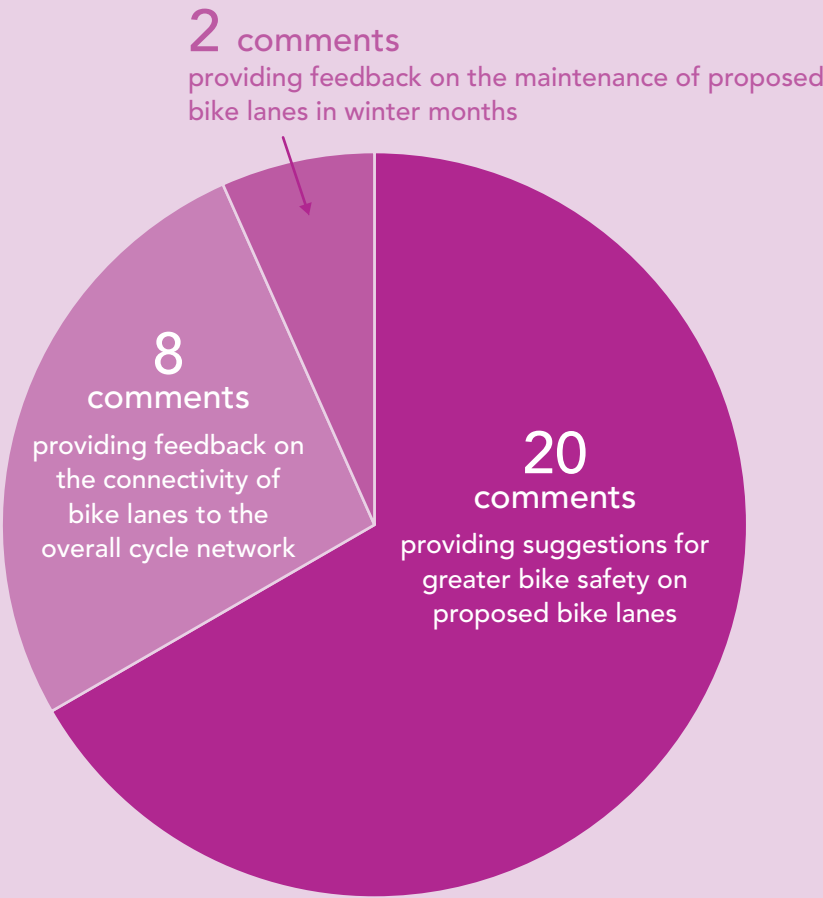
91% of respondents regularly use 8 Street S.W. (at least once a week)

93% of respondents felt the information presented was a good overview of the Recommended Plan

83% of respondents felt the information presented provided a good overview of the Phase 1 details currently underway

WHAT WAS THE FEEDBACK PROVIDED?

Cycling 30 comments



Roadway 15 comments



Congestion

Comments focused on how the proposed changes would affect congestion in the 8 Street S.W. and 8 Avenue S.W. intersection as well as the 9 Avenue S.W. underpass.

Design 10 comments



Lighting

Comments focused on providing adequate lighting options. Feedback included providing unique lighting options for the pedestrian walkway under 9 Avenue S.W.



Greenery

Comments were supportive for more green spaces and landscaping instead of paved open areas and parking lots.



Aesthetics

Comments were supportive of the look/feel proposed. Further suggestions included aesthetic choices appropriate for all seasons. Positive feedback was also received on plans to update nearby building facades.

Pedestrian 4 comments

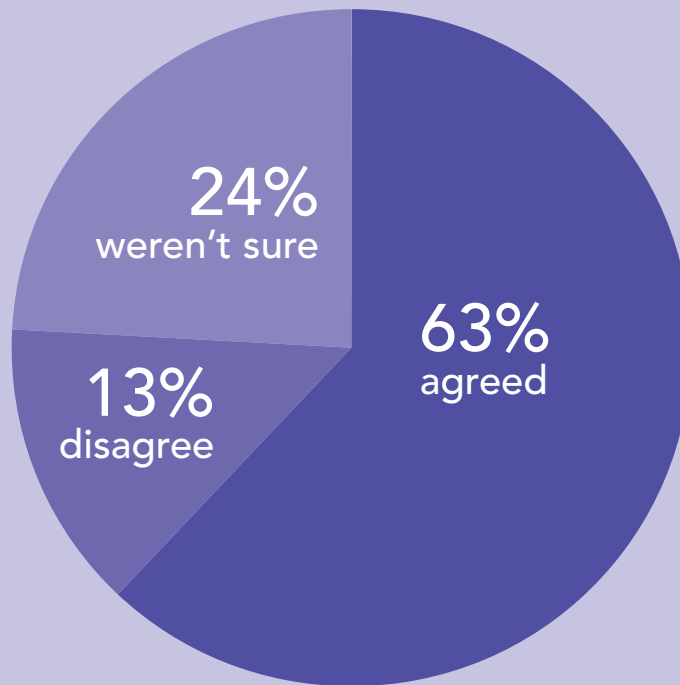


Space and crossings

Comments focused on making sidewalks wider at the underpass, providing missing crosswalks at some intersections, consideration for a pedestrian scramble, and extending the improvements of the sidewalk area south of 17 Avenue S.W.

Other comments

When asked whether the information presented showed that changes had been made to the Master Plan in response to feedback received, this is how respondents answered:



Moving Forward

8 Street S.W. improvements

Beginning summer 2014

In summer 2014, The City will begin improvements on 8 Street S.W., between 8 Avenue and 10 Avenue. Work will focus on making improvements to existing walls and sidewalks, roadway, railings and lighting to brighten the underpass. Design will also consider how to use Public Art and the adjacent properties to improve the area.

The City is pursuing a funding strategy to complete the 8 Street S.W. corridor. It's expected the next phase will focus on 8 Street S.W., south of 10 Avenue. Once funding is available, a timeline will be confirmed.

SUMMARY REPORT

Purpose:

To develop vision statements and key principles that will guide the development of concepts for the Public Realm Master Plan for the 8 Street SW Corridor

Participants:

All internal and external stakeholders on record at this time were invited to participate in the workshop – a total of approximately 100 contact names. A total of 36 participants, representing City of Calgary administration, property owners, one community association, and other special interest groups were in attendance. (See list on page 13)

Workshop Format:

The workshop was structured as a mix of small and large group discussion. A brief overview of the 8 Street Corridor project was provided by three members of the project team, covering the scope of the project, what we have heard from the process so far, and what we see are the key elements to consider in the design process.

Following the presentations, participants were asked to develop a list of challenges and opportunities and based on the priorities of their list to come up with a vision statement for their group.

The second undertaking was to create a list of key principles based on the vision statement that would guide the development of concepts.

And finally, each small group was charged with coming up with at least three "big ideas" to present to the design team for their consideration.

Information Collected:

The notes taken during the small group discussions and report back sessions are provided in this report.

Meeting Evaluation:

A Summary of the Meeting Evaluations collected from participants is on page 14.

FLIP CHART NOTES

Table # 1

CHALLENGES

- Satisfying all stakeholders - balancing pedestrian and vehicular needs
- Addressing 5 distinct zones
- Addressing the canyon effect (existing architecture)
- Narrow streets and sidewalks, limited space
- Lack of natural elements, limited space
- Parking availability
- Preserving the heritage elements
- Underutilized and unattractive spaces
- Existing deep and shallow utilities
- Existing vandalism issues... MEC wall along train tracks

OPPORTUNITIES

- Myriad of possibilities, diversity of characteristics
- Existing green spaces to capitalize on great anchors N & S ends
- Adding lighting – animate back lanes & existing ROW
- Repeating what's already working
- Major opportunity on North end @ River for place-making and celebrating the heritage aspects
- Pop up patio, animating the street edges
- Cohesive approach to sidewalk treatments not impeded by street furniture
- Adding trees and public Art (Especially on outer edge @ Century Gardens)
- Create a unifying theme for the whole corridor
- Use opportunities for longer pedestrian areas or zones
- Make it a "place to be" people want to use the corridor

VISION STATEMENT

Compose a story about a diversity of characteristics and possibilities created on a cohesive ground treatment that defines a place that people want to use and experience

GUIDING PRINCIPLES

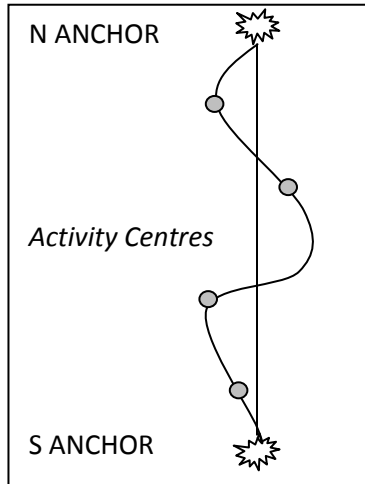
- Honour pedestrians first
- People-centric; animated spaces – lively and safe
- Build on unique aspects of corridor
- Capitalize on green spaces
- North end hub-destination space with church as anchor;/heritage hub

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- Coming together of communities
- Walking ; pleasure/adventure – activity at grade; clean look and feel; reduce clutter and traffic
- Create enclosures "living room" where everything is proportional & consistent

BIG IDEAS

Pockets of gathering along a ribbon of activity



Public space reflecting historical roots of community – a destination

Public walkways, feature lighting, pop-up cafes, public art, restaurants & shops; (cafe in Century Gardens)

Interactive, encourage interaction between people, board game areas, sitting areas, amenities (bathrooms, water)

Invest in underutilized spaces (nodes) as areas of focused pedestrian activity

A place like no other in the City

Tree lined streets & sidewalks cafes that accommodate dogs

TABLE # 2

CHALLENGES

- Some areas will be hard to improve
- Inhibitors to development – roads/transportation/City
- Frustration – desire to have more pedestrian traffic; Public reaction to shift to pedestrian priorities
- Parkades at street level
- Amount of vehicle traffic – limited continuous routes to downtown; limits to creating enhanced space; City policy re: parking stalls/development/sharing residents/business won't work
- Safety concerns
- Trying to satisfy all stakeholders
- Maintenance
- 8 Street currently not interesting
- Limited short term parking
- Flood issues – river & underpasses
- Winter use
- Underpass constraints

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- Railway corridor is barrier
- Narrow sidewalks, limited space
- Costs of unique design infrastructure eg: light standards

OPPORTUNITIES

- Best opportunity to connect core and beltline pedestrians
- Pedestrian core on 8 Street
- Property on North end prime spot
- Bikes on 7 Street
- City departments collaboration
- Support Water Resources Policies – river irrigation; more greenery; storm water use
- 8 Street catalyst for other downtown development – 14 Street
- Upgrade aging infrastructure eg: underpass, retaining walls, roads
- Effective public engagement
- Transforming underpass bright light/clean
- Think of space differently depending on season, time of day etc.
- Existing high level of pedestrian traffic
- LRT traffic
- Build on 17 Ave pedestrian traffic
- Involve other developers eg: First Capital
- Ensure current development plans align with 8 street plan
- Share space eg: lanes/business unity
- Seasonal use of road eg: New York/Broadway; reverse lanes
- Vancouver bike lane commuter hours used for sidewalk non rush hour

VISION STATEMENT

8 Street has a strong identity as a liveable, sustainable multimodal and transportation corridor and as a destination that attracts and engages people and businesses

Elements

- Model for other corridor developments
- Liveable street (more than just a street but a useable space)
- Sustainable street – environments, cost
- Strong identity
- Connect to river
- Attracts / engages people
- Maintaining 8 Street as a commuter corridor
- Attractiveness to people & businesses
- Continue to facilitate effective traffic flow

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GUIDING PRINCIPLES

- Enhancing the journey for all users
- Can it be done now? What can be done now?
- Multi-seasonal
- Pedestrian commute
- For all users & demographics
- Effective/efficient (SMART) commute – vehicles & busses
- Maintain/enhance existing traffic flow/demand
- Accountability / sustainability / collaboration
- Increase street life/vibrancy
- Off peak use – Bring people there

BIG IDEAS

- Lane reversal of 3-1 – illusion of space
- Address underpass issue – wider sidewalk – overpass glass inviting natural lighting
- Water features in parks
- Create gathering places/plazas
- Tie in themes for different communities – eg: prairie / water
- Close 1 lane, increase sidewalk width on sunny side; add trees
- Innovative shared space
- Liveable streets
- Bike Lane – seasonal lane closure – May 24 – Sept
- Encourage 7 Street bike lane route / avoid 8 Street – busses etc.
- Overpass for bikes on 7 Street
- Access from lane ways on to 8 Street – eg: between 10 & 11 Ave (still accessible to Calgary Fire Dept)
- Toronto examples – closed lane to make pedestrian access
- Coloured concrete, etc.
- Add colour – makes people happy
- Parks – more than green space – water feature, beach (?), splash park, winter use
- Dog park – fenced in, off/least
- Landscaped gardens – eg: Tribeca – fenced – no access past 11 pm
- Increasing light in parks – less intimidating; landscaping for safety
- Decreasing inappropriate use of parks; remove pay phone – move to public building (drug deals); Tompkins Park – fence off and close at night
- Restrict access to children's parks to families eg: New York
- Dedicated transit lane
- Sustainable storm water street – irrigation; decrease potable water use; cost savings – pays for itself
- Build parkades under Tompkins Park

TABLE # 3

CHALLENGES

- Meeting response times for fire/EMS/Police
- Existing infrastructure / utilities
- CPR underpass
- Resources for public realm
- Meeting pedestrian needs – cyclists & vehicles traffic
- Engaging building owners

OPPORTUNITIES

- Public art
- Lighting – pedestrian scale
- CPR improvement
- District boundary design opportunities
- Snow clearing strategy
- Improve pedestrian environment
- BRZ for corridor
- Opportunity for increased trees/flower baskets (storm water management)
- Public Realm design reflecting land use – residential
- Upgrade / integrate park space along corridor
- Address existing safety concerns

VISION STATEMENT

Create a vibrant & lively public/private corridor with a unique identity, street oriented design, recognizing the needs of all users

GUIDING PRINCIPLES

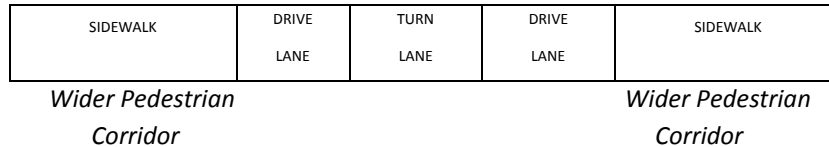
- Capital budgets – incremental strategic approach
- Continuity: Vision → implementation
- Pedestrians first
- Sustainable – operations & maintenance
- Safe streets
- Create a sense of identity (genos loci)
- Public / private partnership
- Alignment with other initiatives – eg: 7 Street Bike
- Street oriented design
- Great streets

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BIG IDEAS

- Refacing building face to enhance/animate public realm – eg: London England

Reconfigure lanes!



- 8 Street as an extension of the Bow River Park Promenade – "finger of green through the core"
- 7 Street overpass at CPR for cyclists and pedestrians

TABLE # 4 – TEAM 4-WARD

CHALLENGES

1. Parkades @ grade (blank walls) – how to change uses @grade
2. Setbacks variety – limited space; inadequate treatment; inconsistent street wall
3. High vehicles speed (50 kph now) – dangerous/not pleasant for pedestrians
4. Pedestrian crossings / unsafe – ice and limited space on intersections
5. Social aspect; Safety / perceptions (8 & 7)
6. Restrictions of the underpass – grade changes; view; safety
7. Back alleys – interfaces & frequent curb cuts
8. Limited number of trees
9. Lack of human scale

OPPORTUNITIES

1. Develop underutilized sites
2. Integration of parks – people like to have
3. 8 Street as a (better) bike connector to beltline
4. Creation of small urban parkettes for residents
5. Create animated linkage (retail, trees)
6. Consistency in pedestrian realm
7. Better street furniture
8. Define & enhance 5 precinct character & unified theme for entire corridor – coffee ?
9. Urban design guidelines to define built form (interfaces)
10. Enhancing transit infrastructure (bus shelters)
11. Enhance lighting (pedestrian scale & better design/character)

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12. Wayfinding addition
13. Pedestrian realm – standards (materials, treatment)
14. Integrated public art (not add-ons)
15. Trees vs. other vertical elements

VISION STATEMENT

From place to "go through" to PLACE TO GO!

- Connecting City & neighbourhoods (synergy – celebrating urban experience)
- Intersecting place
- Experiential
- Space to place

GUIDING PRINCIPLES

1. Walkability (bikeability)
2. Visually attractive (built form & streetscape)
3. Colourful
4. Year-around (winter city)
5. Safe well defined & permeable edges
6. PRECINCTS → NODES → PLACES (hierarchy well defined)
7. Legibility
8. Well-defined corners
9. Pinch Points acceptance
10. Incentives to private sector
11. No left turns

BIG IDEAS

1. Make 8 Street one-way – opportunity to reduce number of lanes and couplet (7 & 9 new underpasses)
2. Re-introduce street car (if # 1 executed)
3. Extend underpass (tunnel) until 6 Avenue; create 3 block pedestrian zone (from 8 – 6 Ave); public square / spark

Table # 5 – TEAM FANTASTIC FIVE

CHALLENGES

- Safety between pedestrian/cyclists/vehicles
- Weather challenges
- Making landscaping sustainable
- Social interface issues, need to make animated 24/7
- Developers not accommodating – no connectivity between adjacent developments (access); not being able to control timelines of development – ie: adjacent Nexen; designing interior spaces not exterior spaces & frontages

OPPORTUNITIES

- Use some of road width for a wider pedestrian/cyclist area
- Encouraging "interesting" commercial and public art
- Reinforce development of "sense of place"
- Corporate and public events in parks adjacent to 8 Street (programming); family friendly events and public use
- Street level exposure for retail
- Colour and pedestrian lighting
- Create an 8 Street brand

VISION STATEMENT

Creating an 8 Street destination area that is 24/7, safe for all modes, with vibrant areas defined by colour, lighting, pedestrian programming and a sense of place.

Branding:

- Calgary's vibrant 8 Street connection – West gateway to the Bow
- 8 Street: connecting people and places

GUIDING PRINCIPLES

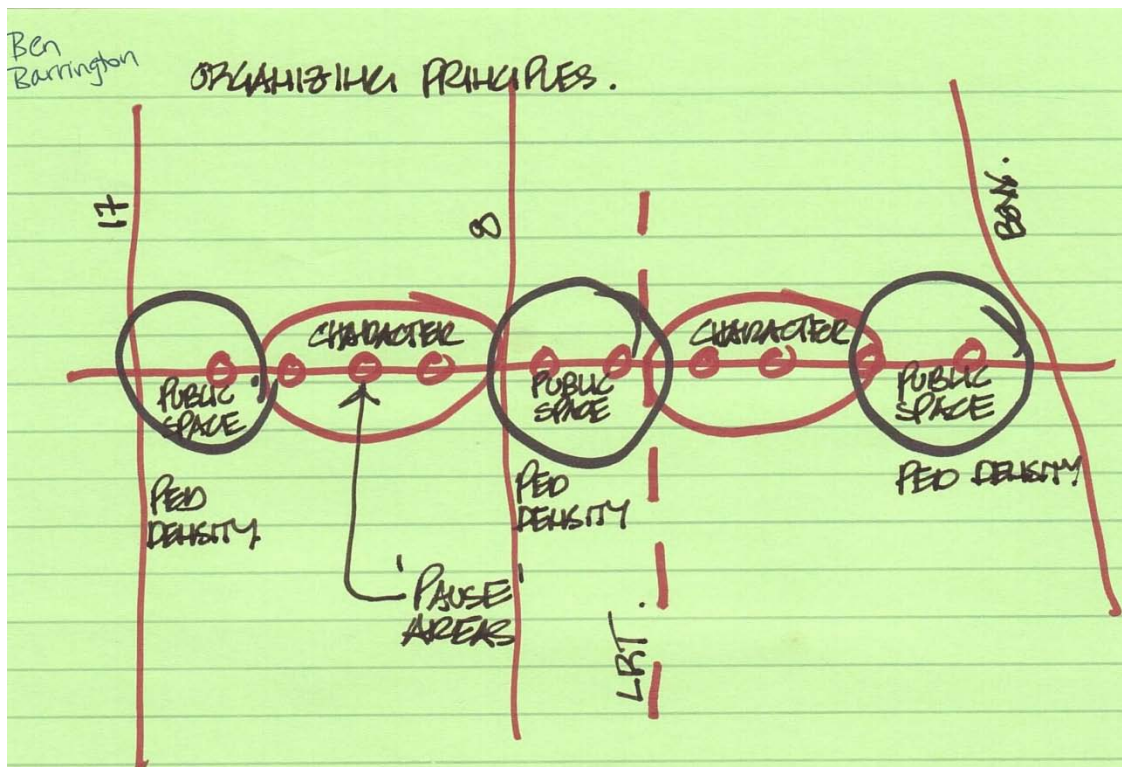
- Implementable
- Sustainable (low maintenance, durable, long-term, all season)
- Flexible/adaptable to change
- Green element in each block (idle free zones, lighting, etc. use the sun)
- Make vulnerable users priority users
- Uniformity underlying to tie together (good quality)
- Cultural and consistent sophistication
- Comfortable and attractive for all age groups (more youth)
- Pause areas in each block with element of surprise

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- Public washrooms
- Art that can be engaged with wayfinding
- Sensory stimulation
- Simple, uncluttered spaces

BIG IDEAS

- Informal/economic activity (pop ups, social networking, food trucks, etc.)
- Bike share
- 30 kph speed limit on 8 Street
- Open food market/flea market
- Elevated area between 9 Ave and train tracks
- A focal area of the underpass - *widened, allow buskers, make it an anchor, a destination, a meeting place
- 9 Ave / 8 Street redesign (access from 9 Ave to 8 Street)
- Sidewalk treatment with an 8 Street brand – tree-lined streetscape
- 3 significant plaza spaces – 2000 people – 17 Ave / 8 Ave / River



- Special programming – projection; lighting (laser beam along 8 Street); interactive/responsive; sensory pavement
- Access to 8 Street be improved

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TABLE # 6

CHALLENGES

- Maintaining Fire response time
- Any changes that increase traffic congestion could be challenging
- Challenges to maintain access to fire hydrants, buildings....
- CPR and land owners
- Limited space
- Finances (\$\$\$) for implementation and O & M
- Trees (conflicts with utilities and space)
- Sidewalk width/underground utilities
- Existing buildings (facade, uses, fragmented ownership)
- Century Gardens (social disorder)
- Competing priorities (traffic, vehicles, pedestrians, bikes)
- Underpass (choke point)
- Pedestrians/bicycle safety
- Free vehicle movement
- Binging life to dead space
- Major transit route/intersection capacity

OPPORTUNITIES

- Improvements on CP underpass
- Revitalize the sidewalks/pedestrian space
- Pedestrian space (for night and days); take advantage of existing operations
- Appropriately positioned public art
- Create destinations
- Commuter and recreational cyclist connection (opportunity to accommodate)
- Creating a clear vision for the corridor
- Public realm (create a great public realm)
- Consistent guidance for potential re-development
- Emphasize the character of heritage
- Possibility of ground up invention/creation
- Gateway between Downtown and Beltline
- Revitalize the connection to the Bow River/pathways
- Create green spaces (re-imagine Century Gardens)
- Public art opportunities

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VISION STATEMENT

GREAT 8

GUIDING PRINCIPLES

- Street oriented buildings/developments (New buildings/retrofitting existing buildings need to contribute to the space (facade....))
- Pedestrians first
- Strong linking street/destination points
- Pedestrian focussed amenities/infrastructure
- Maintainability/scalability
- Simple/clear ideas

BIG IDEAS

- Develop incentive programs to help redevelop existing properties
- Explore on-street parking opportunities
- Creative lighting/recreational
- Public space at north end/integrations with Bow River
- Electronic media/zone
- Key development sites

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Participants

Organizations represented.

City of Calgary	Calgary Fire Dept
	Calgary Police Service
	Community & Neighbourhood Services
	Corporate Properties & Buildings
	Heritage
	Land Use Planning and Policy
	Mayor's Office
	Parks
	Public Art
	Roads
	Transit
	Transportation Infrastructure
	Transportation Planning
	Water Resources
External Stakeholders	Bike Calgary
	Calgary Board of Education
	Calgary Downtown Association
	Certus Developments
	Downtown West Community Assoc.
	Historic Trinity Lutheran Church
	University of Calgary

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Meeting Evaluation – SUMMARY

26 returned of a possible 36 = 72%

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
1) The information provided was appropriate to set the stage for dialogue.	14	12	0	0	0
2) There were good opportunities to have dialogue throughout the workshop.	16	10	0	0	0
3) There were opportunities for me to hear the opinions of others.	17	9	0	0	0
4) Members of the project team were able to answer my questions and clarify information.	8	14	4	0	0
5) The facilitator made sure everyone had an opportunity to participate.	13	13	0	0	0
6) The room was appropriate for this type of meeting.	13	13	0	0	0
7) This workshop was a good use of my time.	10	16	0	0	0

OTHER COMMENTS:

Very well done!

Thank you ☺

Well done. Thank you.

Thanks!

Best regards. Everything comes down to the funds & money available, but visions are the place to start.