



78 Avenue S.E. Project

Stakeholder Report Back: What we Heard

March 2018

About this What we Heard Report

This report summarizes the activities and results of the second round of engagement for the 78 Avenue S.E. Road Widening and Underpass Project. It outlines the project, the purpose of the public engagement, the activities we did, and a summary of what we heard at the events. A full list of comments received through public engagement is included in this report.

This report does not outline what has happened as a result of the public engagement. That summary will be published at a later date, once all engagement has been completed and project plans have been finalized.

Project overview

In December 2016, the Federal and Provincial Governments committed more than \$250 million to fund a series of Enabling Works to prepare for the Green Line LRT.

Projects such as utility relocations, land preparation, environmental remediation and transit improvements typically require long lead times and ample resources. Proactively completing these projects in advance of major Green Line construction will help manage project timelines and risks, and will allow future Green Line construction to be performed more efficiently.

One of these Enabling Works projects is the 78 Avenue Road Widening and Underpass Project. This project proposes closing the existing 69 Avenue S.E. CP crossing to support long-term CP plans for removing at-grade crossings. A number of options were evaluated to determine the most technically feasible option for providing an east-west access between Ogden Road and Ogden Dale Road S.E. 78 Ave S.E. emerged as the most feasible option.

This project proposes to widen 78 Avenue S.E. to three lanes (east of Ogden Road), and build an underpass to connect 78 Avenue S.E. under the CP and future Green Line LRT tracks to Ogden Dale Road. Early in the project, 78 Ave S.E. was also assumed to become a designated truck route to replace the road closure at 69 Ave S.E..

Engagement overview

The project team sought public input to better understand *how to complete the road reclassification at 78 Ave S.E. while minimizing negative side-effects and maximizing benefit for adjacent and nearby residents.* The purpose of the public engagement was not to determine *if* the project should be completed, or *if* 78 Ave S.E. is the most appropriate route. The need for the project and the selection of 78 Ave S.E. were determined by technical, traffic and land considerations.

In the first round of engagement we heard that area residents were concerned about:

- Safety of children
- Park space near underpass
- Increased traffic in the community
- Truck route on 78 Ave S.E.
- Change to the look and feel of the neighbourhood

Participants also had questions about:

- Why 78 Ave S.E. would be the best route and why other routes wouldn't work
- Why the project is necessary
- The exact property impacts

The second phase of engagement followed up on input received during the engagement events in November 2017. Project revisions were presented and final input was sought in regards to those changes. To help the project team understand how to make this project the best it could be for all impacted community residents and property owners, the following questions were asked in this round of engagement:

1. Are there remaining safety concerns or issues that you feel have not been addressed? Why?






Safety was a top theme that emerged in the initial round of engagement. The project team highlighted a number of changes that were made in response to feedback received earlier on. Those changes were:

- A recommendation to not replace the 69 Ave S.E. truck route. This means there would be no recommendation to place the truck route on 78 Ave S.E. or anywhere else.
- Fencing the park/playground space along 78 Ave S.E. and improving the playground with new benches and a new look for the playground. The team collaborated with Calgary Parks and the *This is my neighbourhood* project to also improve the nearby basketball court with new hoops, new pavement and some new landscaping.
- Highlighting the inclusion of a single marked crosswalk at 27 St and 78 Ave S.E. and outlining the process for enhancing that crosswalk later on if warranted.
- Communicating what the increase in traffic would be like. Traffic studies show that traffic would be approximately half of the present day volumes on 76 Ave S.E. between 18 St S.E. and Ogden Rd, growing to the same as current volumes by 2028.

2. What type or theme of community art could be added to the playground fencing to support the community vision of safety, cleanliness, beauty, and activity?

The project team collaborated with Calgary Parks and the *This is my neighbourhood* project to look at how to support the community vision of safety, cleanliness, beauty, and activity. In the first round of engagement some participants communicated the need for a fence to increase safety, but also requested that it keep the neighbourhood looking good. Feedback gathered will be provided to the *This is my neighbourhood* project for use when they involve area residents in a community art project for the fence.

This second round of public engagement is part of a multi-phased approach as outlined below. The project team will review input received as they work toward finalizing project plans. Phase 3 (public engagement) was delayed until March 2018 to allow the project team to address issues raised in Phase 1.

OCTOBER TO NOVEMBER 2017	NOVEMBER 2017 TO JANUARY 2018	JANUARY 2018	FEBRUARY TO MARCH 2018	ONGOING...
				
<p>Phase 1 Public Engagement</p> <ul style="list-style-type: none"> • Interview community leaders • Share project information • Gather public input on “hopes”, “fears”, and “locations” <p><i>Your input will be used to inform Phases 2 and 3</i></p>	<p>Phase 2 Internal Review of Public Input</p> <ul style="list-style-type: none"> • We will report back what we heard in Phase 1 • The project team will consider your input in evaluating the project and will look for opportunities to incorporate it • We will prepare for Phase 3 of public engagement 	<p>Phase 3 Public Engagement</p> <ul style="list-style-type: none"> • You will be invited to provide more input. Input will be focused on creating design solutions based on your input in Phase 1 • If you suggested things that we can’t do, we will explain why <p><i>Your input will be used in Phase 4 and incorporated to the best of our ability</i></p>	<p>Phase 4 Internal Review of Public Input</p> <ul style="list-style-type: none"> • We will review your input from Phase 3 • The project team will consider your input and incorporate it to the best of our ability • The design will be refined to prepare for next steps such as construction or further communications • We will report back to explain how we were able to incorporate your input 	<p>Phase 5 Ongoing Communications; Details to be determined</p>



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Engagement Activities

Two in-person events were held in addition to online activities. Online activities were open from March 23 to April 6 2018.

Event One

WHEN: March 15, 2018

WHERE: Southeast Community Resource Centre immediately within the community, located at 2734-76th Avenue S.E. (moved from heated tent at the 27 Street S.E. basketball court due to severe weather.

TIME: 4:00 – 8:00 P.M.

WHO: This event was targeted to residents living between 78 Avenue to 76 Avenue S.E., and Ogden Road to the CP tracks due to their proximity to the proposed project. Invitations were hand delivered to these residents and an email was sent out to all those who provided contact information in November 2017.

This event focused on sharing information with adjacent residents as well as collecting public input as outlined above. Residents were greeted upon entering the venue and advised of the different stations for providing input. Subject matter experts were on-site to answer questions and explain the project. Facilitators were on-site to collect input and try to keep the conversations focused on the input being sought. Hot dinner was served to all attendees. Youth activities were also available, where children were invited to draw pictures of art they'd like to see on the fence that would surround their playground. 37 people attended this event which was a fair turnout considering the location change and extreme weather conditions.

Event Two

WHEN: March 22, 2018

WHERE: The Glenmore Inn

TIME: 6:00 – 9:00 P.M.

WHO: Invitations were mailed out to residents of Millican-Ogden. Bold signs were posted in the area, and social media ads were also used.

This event focused on sharing information with area residents, providing answers to outstanding questions, and collecting public input as outlined above. A "quiet room" was set up in response to feedback from the first event that outlined a need for quieter space for those who are hard of hearing; however, it was hardly utilized given a lower attendance. Participants were generally pleased with the information presented which also contributed to a quieter and more inviting atmosphere in the main room.

What we Heard

The major and recurring themes from this input included:

- **Appreciation for how public input was incorporated**

There was broad public sentiment that the project team had done a good job of reviewing and utilizing public input. People were mostly pleased with the recommendation to not designate 78 Ave S.E. as a truck route. They were also pleased with the safety enhancements and neighbourhood improvements. Participants expressed that they could see how public input was incorporated.

- **Some remaining concern regarding increased traffic and new traffic patterns**

Residents expressed some remaining concerns around increased traffic to the area. Some people expressed concern that cut-through traffic could emerge on 26 or 27 St S.E., as well as on 20 A St due to the new lights at 78 Ave S.E. Ogden Road at 78 and 76 Avenues was described as a current problem area that could become worse for motorists and pedestrians.

- **Losing parking on 78 Ave S.E. and on Ogden Rd. is problematic**

Residents living on 78 Ave S.E. or on Ogden Rd. between 78 and 76 Ave S.E. were concerned with losing street parking. On Ogden Rd. the only remaining parking would be in the alleyway which was seen as challenging for both owners and tenants. One couple highlighted their concern that the new road behind their house (south of 78 Ave S.E.) would not be cleared of snow, and would be easy prey for break-ins due to its adjacency to the 80 Ave. green space.

- **Parents need to support safe behaviour around increased traffic on 78 Ave S.E.**

Residents living directly adjacent to 78 Ave S.E. expressed that, while the playground fence is good for younger kids, it would not be enough to keep older kids safe. Area youth are known to run around freely and even “play chicken” with cars. Residents expressed that parents need to be educated and involved in helping to encourage and monitor safe play around increased traffic.

- **People are excited about neighbourhood improvements**

Residents are excited for neighbourhood improvements and like the idea of involving area youth.

- ▶ 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.

Next steps

- ▶ **Engage report back to Project Team – April 2018**

All input received during the second round of engagement will be reviewed with the project team.

- ▶ **What We Did Report - April to May 2018**

This report back to the community will explain what administration is able to do with the input citizens provided. This will continue to prepare citizens for the construction and pending changes in their neighbourhoods

- ▶ **Ongoing communications and stakeholder relations - May 2018 to construction completion**

Once engagement is complete, the project team will continue regular check-ins with identified stakeholders including community leaders.

Summary of Input

Are there remaining safety concerns or issues that you feel have not been addressed?

Theme	
More Common	Satisfaction with the removal of the truck route and use of public input Concern over increased traffic, pedestrian safety, and changes to traffic patterns Need to involve parents to encourage and monitor safe play around increased traffic
Less Common	Environmental questions and concerns i.e. changes to water flow and animal movement Need to find additional ways to slow traffic Identification of specific or ultra-local issues

What type or theme of community art could be added to the playground fencing to support the community vision of safety, cleanliness, beauty, and activity?

Theme	
More Common	Suggestions for further improvements and a general desire to enhance play spaces Nature theme, including animals, trees, and plants Support for project plans
Less Common	Support the idea of involving area kids and other residents Other themes such as: sports, train, and general art Importance of installing a durable fence that won't quickly become run down

Other comments received

Theme	
Positive	
More Common	Satisfaction with project plan and appreciation for how public input was utilized Desire to better utilize the park space at 80 Ave Suggestions for other neighbourhood improvements
Less Common	The pathway connection will be nice Support of the project and excitement for Green Line LRT
Negative	
More Common	Concern over property impacts/prioritizing the road over individual homes Concern over the impact to parking on 78 Ave S.E and on Ogden Rd.
Less Common	Concern over impact to property values Does not trust that a truck route will never appear on 78 Ave Opposition to project in general Concern over number of new traffic lights
Neutral	
	Desire for planting native species Split opinions on Ogden Rd. becoming a "walkable main street" vs a main traffic route

Verbatim Comments

Verbatim comments presented here include all of the hopes, fears, suggestions, comments, and messages that were collected at public sessions March 15 and 22, 2018. Personally identifying information has been removed and replaced with [personal information removed]. Otherwise, comments here are completely unedited.

Safety: are there any remaining safety concerns or issues that you feel have not been addressed?

What is the possibility to have speed bumps on 27 and 26 street?
It will require involvement of the parents to really encourage safe behaviour
My main concern is getting the parents involved with their kids
Fence is a good idea. But kids are kids and they are going to run around everywhere
The lights and playground zone will help
Fencing will help with the younger kids - but I don't think it will stop the older kids
Exit from CP land will increase cars
traffic increase on 27 and 26 street
Local traffic only on 27 and 26 street
garbage collection behind lane?
Education aspects/ playground zone in the community
Police follow up. Limit traffic to only cars that belong there
Make sure we have good street lights
The grass hill adjacent to the CP tracks has caught on fire before... could happen again
were there [?] about noise pollution? What are/do the studies say about noise?
Were there any [?] about traffic/parking on Ogden Rd?
GL will have to adhere about/to all the bylaws right? Public health, what was done?
separate lanes. Put in an island on 78 and 27th, put in a median
76 to 78 is unsafe, no-one stops at that crosswalk
How has the environmental input been taken/included in the decision making?
can we put a traffic circle on Ogden Rd? Would slow down road/traffic on Ogden
Tunnel should not be build on 78th
Under the bridge. There are no barriers between the pedestrians and the road on the rendering
Keep this a happy and healthy neighbourhood
High density neighbourhood. Where will the school be built?
Light on 78th Ave is a great addition
How will the [development?] impact the Ogden area? Concern of water accumulating in lacrosse field
Does wildlife get to pass/go/walk freely around this area?
General concern of traffic congestion on Ogden past 78th
78th east side is unsafe, bus drops kids off and noone is stopping
Wildlife in the area, how is that being addressed? Or is it?
79th and Ogden is also an unsafe intersection
Water funneling towards downhill, flooding into my home

Neighbourhood improvements: *What type or theme of community art could be added to the playground fencing to support the community vision of safety, cleanliness, beauty, and activity?*

Look at the trees at playground
Put a high bar in the playground
[personal information removed] I would like to help fix the park playground
Shapes. 2D and 3D
Good summary
Art wall
a slide
gliders in the park
agree with the train theme
trees and plants
spider web in the playground
We're Ogden. All we're known for is the train. Do something train related.
More monkey bars
Make it extra durable, whatever it is
Playground needs to be maintained
I love the idea of tracing shoes and hand prints for the fence. In years later people can show their kids
rainforest with lots of animals
Sports (hockey, baseball, basketball)
More swings and slides
It needs more detail and more fun stuff so kids can [?] more
Summer animals (birds, golpher, monkey, duck, pig, panda)
It would be great to have a better playground. This one is not very functional for most kids
Are you able to filter the rocks at the playground to try and get rid of all the garbage and glass in there now?
The chain link is good because it allows us to see the kids
Should be done by the kids, that's for sure
Less rocks on the playground
Considering native planting for green spaces?
Loved the Canada Day 150 pots on 18 Street. Really made the community welcoming

In addition to comments received, area youth drew pictures of what they'd like to see. Photos of their artwork are enclosed at the end of this document.

Other comments received

Losing homes versus losing green space? Yes we love green space and we love our homes more
Ogden Rd to make 3 lanes only 8 homes worth is horrible
Absolutely ridiculous to not use 80 Ave versus 78 Ave
Big giant slide
Lunch day!
There is extra field space put a larger park like schools to keep the kids safe! For whole community
Roller blading/ skating ring
Outdoor skating rink in extra field space for community
clubs and swings
Using 78 Ave and making Ogden Rd 3 lanes is ridiculous
Teaching how to train animals club
Dog park
Place a bigger park in/on this land
Not concerned about impact to lawn, but please maintain parking on Ogden Rd
Do not agree with this bullet [ref bullet: "Even if 78 Ave S.E. does not become a truck route with this project, it is possible that a truck route could be put on 78 Ave S.E. in the future, but it would need to go through a review, engagement and approval process. including a public hearing which would allow those with concerns to speak at Council. Even so, there is currently no plan to turn 78 Ave into a truck route now or in the future."]
The pathway connection will be nice
My property value will go down on Ogden Rd
Please consider residents on Ogden Rd Not 78 Ave losing property
[Councillor] said "We in Ogden can be a walkable community"
Remove 78 Ave interchange at a cost to the city not a cost to landowners
Honourable [Councillor] said tonight "make Ogden Rd like 9 Ave S.E."
sidewalk/driveway next to my property (on Ogden Rd). Please do not put a curb/hard curb 90 degree. Please have a small ramp next to my property for easy access to my house
Yes, I was concerned as to how this would affect my living situation, but now I have peace knowing I won't be significantly affected.
I feel that I was heard
Could we (Ogden Millican Lynnwood) consider using native plants/grasses in our community --> along 78 Ave underpass. Maybe around the playground(s). Sustainable. Native species, excellent pollinator option. Community engagement. Parks would not have to water and replace the permanent plants.
It is good to know that the concern of heavy traffic especially heavy trucks is addressed and not allowed through Ogden and 78 Ave underpass. Now I have a concern about all the traffic lights from 76 Ave/78 Ave 80 Ave and now the two lights at the new glenmore bridge. this is going to look like a XMAS tree. There would be better traffic flow with a traffic circle in my opinion.
You guys are doing great and I really appreciate how much you've taken the feedback to heart and make the important changes that you have. I think this project (Greenline in Ogden overall) will be a great success and a much needed area improvement



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Great work capturing the extensive community feedback and implementing changes to show you listened.
Super excited to see how Ogden changes over the next 10 years.

We live on 78. With us having to park behind our homes, The City needs to also clear the new road behind us.
Make sure there is proper access to our parking areas. Please ensure security in that back road. It's high-risk for
break-ins beside the field.

Issues seem to have been dealt with. I would hope most folks will be happy with what they see.



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