



Green Line LRT in My Community

Report Back Sessions Summary

Below, Above and At-Grade Stations

March 2018

Project overview

On June 26, 2017, City Council approved the full vision for the Green Line LRT. The vision for Green Line includes a 46 km route from 160 Avenue North to Seton, and 28 stations. Construction on the first 20 km is anticipated to begin in 2020, and will extend from 16 Avenue N (Crescent Heights) to 126 Avenue SE (Shepard). Construction of Stage 1 is expected to be complete by 2026. Once Stage 1 is complete, extensions will be built as funds become available to complete the full vision. The purpose of the engagement was to report back on what we heard regarding safety and security, aesthetics and landscaping, and access to stations at the January/February 2018 open houses and pop-up sessions which will help develop guiding technical documents that will be used during construction of Green Line – Stage 1.

Engagement overview

In March 2018, The City of Calgary held report back sessions with community members to provide information about the Green Line LRT - Stage 1 and report back on what we heard regarding station design, station area look and feel, safety and security and community experience. Input collected from the public at the report back sessions will be reflected in the technical documents that will guide the construction of Green Line – Stage 1.

Report back sessions were held at Civic on Third on March 5, 2018, The Commons on March 7, 2018 and Calgary Life Church on March 8, 2018.

Over 70 people attended the report back sessions and 27 people completed comment forms.

What we asked

Station Design

1. Did we miss anything about station design?

Station Area Look and Feel

1. Did we miss anything about station area look and feel?

Safety and Security

1. Did we miss anything about safety and security?

Community Experience

1. Did we miss anything about community experience?



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Next Steps

Public engagement on the Green Line LRT in My Community was completed on March 8, 2018. This What We Heard Report was shared with Calgarians on the City's engage portal at calgary.ca/GreenLine.

Input received from the January and February 2018 engagement opportunities as well as the March 2018 report back sessions may be considered in the next steps of the Green Line LRT – Stage 1 and a "What We Did" report will be shared in 2019.



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Comment Form Summary

About Green Line in my community

Please indicate which station your comments refer to:

1. Did we miss anything about station design?
 - No x4
 - I find myself surprised each time I attend a summary session at the design charrette for 16th Ave. N, our group designed a historical-type station, but then at the meetings in January the station was based on chinook clouds and steam engines? Today, the report doesn't seem to represent the comments I heard around the tables.
 - I have already said at last workshop this station (16th Ave. & Centre Street NW) needs a washroom!
 - There was little information provided about the actual design of the stations
 - There is much mixed opinion regarding all aspects of station and area design. I don't have any issue with the modern look of the design, but hope that the plazas and platforms might pay homage to our history in some way.
 - We still need to see/understand our station – Ramsay station to be able to provide better feedback.
 - To connect neighbourhoods together as well as train/Ramsay/Inglewood bus route connecting the 2 communities and the station important connection nodes for bus line, schools, seniors homes, disabled housing units, industrial lands on Alyth.
 - I found today's meeting to be largely repeatable. I have learned nothing new about station design except that the rendering that were shown today at Starbucks will include windows to improve site lines.
 - Vibration – lots of lighting – sound – policing
 - Lynnwood Station given wide open area. Security must be a primary focus. Camera's and emergency phones.
 - On point. More glazing windows seems to be a common request for most stations and introducing a "less all white" design being preferred being the most notable
 - I would appreciate having bike racks, or secure bike storage as well as heated shelters.
 - I'm not sure if consideration to heavy snow winters and heavy rains have been fully addressed. The weather is becoming more unpredictable and I think if it hasn't been addressed it should be.
 - Bike paths and the more vegetation the better.
 - South Hill Station. Sufficient shelters during bad weather. You missed getting it built in a reasonable time. It's a train not a space station.
 - South Hill Station: No accessible or close parking
 - South Hill Station: There was no section on what the parking will be at South Hill
 - Sound walls and sound deterring behind Ogden Station and moving south.
 - Lynnwood/Millican: Safety has been indicated at each session I attended – not only applies to the Ogden station. The Lynnwood/Millican station will be away from residential buildings. & all other buildings so security is critical for this station. Openness very well lit and security cameras



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2. Did we miss anything about station area look and feel?
 - The comments for 16 Ave. N don't tell us anything about the station look and feel. Sound wall vs trees, for example – does that mean we wouldn't get a sound wall? Is this just a visual comparison? Trees won't block sound as well but a sound wall with trees incorporated in the installation accomplishes both so, which is it?
 - Yes, there were not more detail about this station.
 - There was nothing to be seen as far as design is concerned. All that could be seen was countless pictures of massive fences and retaining walls. This project was portrayed as a trolley car rolling through the neighbourhood, but it appears to be a high speed rail train racing through a calm neighbourhood. It doesn't appear to be integrated very well at all.
 - Ramsay Inglewood Station: Can we put Jeffries park plaza mid-way up slope. I.E., where ArtPoint is located! Build a Great Plaza mid-slope. Encourage less impact on the residents next to Jefferies Park. A small plaza would work at Jefferies Park
 - For Inglewood Ramsay: Please bring something contemporary to this station design. It can fit in by being really bold, colourful, and cutting edge. The worst thing would be to have a design that is only towny! Ramsay/Inglewood is filled with artists, designers and independent businesses – that is what the station design should reflect.
 - Again – so hard to comment on.
 - Lights that only light the station – not add to light pollution and impact neighbours.
 - Does not reflect our neighbourhood. Lack of originality with each station creates a dull scape. People often engage with each other, a book, and their phone when on transit. We want to be able to look up at a quick glance and recognize what station we just pulled into. We want/need them to look different.
 - No.
 - Looks great
 - For Quarry Park... will the platform remain staggered or will the design shift to a more traditional tandem station?
 - No, looks good!
 - Incorporation of Indigenous culture/Blackfoot art/design would be cool. Local art that isn't blue ring or floating rocks!
 - No, they seem nice.
 - Spear like rails are a safety hazard and harsh looking.
 - More vegetation the better.
 - Glad that the concrete sidewalks are the most supported option as allows for ease of mobility and better presentation

3. Did we miss anything about community experience?
 - No x8
 - Regarding the 16 Ave. N station, I didn't feel community experience was well addressed. How will Centre Street be managed on the train is running. Fewer cars should equal less traffic. No mention of this as part of Green line.



- My biggest concern is that Centre Street revitalization will be skipped in all of this. Early design visioning included talks about Centre Street but that has all seemed to have disappeared.
- Well, most of answers to my questions were “These are not finalized yet”. I’ll wait for more information!
- It appears the community is in the way of the train.
- Consider community services in the TOD plans i.e.; Daycare, Seniors Centre, community hall etc., especially under tracks in the Lilydale site area.
- Will Green Line work with roads to get 11th street rid of the advanced left turn at 21st Ave? I’m worried keeping the advanced left will encourage people to cut through Ramsay once the new pedestrian crossings slow traffic along 11 St. SE
- You didn’t share information that included what this would look like nothing set in stone. No approval to integrate retail/cafes with stations, art opportunities, etc.
- The LRT will be in my backyard basically. I am highly concerned about depreciation.
- Riverbend/South Hill station is not readily accessible to people living in Riverbend. Should consider walking distance or shuttle bus connection off Route 36.
- At this time no, but still early as to possibilities
- Not that I can think of.
- Indigenous aspects
- No, I do not feel like you did.
- Gather very low attendance at the open house as venue selected out of the way for Lynnwood/Ogden and probably not well known to South Hill and Quarry Park
- Did we miss anything about safety and security?
- You did not give more information, how can I say anything? (By the way, I am smiling, you should smile too) Thank you for information
- Security personnel provided similar to that of St. Patrick’s Island would be greatly appreciated to keep our community safe.
- It would have been nice to have drawings of what each station might look like. Many of my neighbours are still confused re: the Ramsay Station (i.e. Access on both sides of 11 St; plaza on both sides
- More specifics on actual design of Ramsay/Inglewood. Stn. Can we run NB buses on 11 street under the GL? (As it passes behind Ram. Design Ctr & Snowden)
- Having Coffee/tea carts hot dog carts etc. at the station in order to provide more of a community feel.
- Yes. Seems transit will be using the status quo when it comes to designing ‘site lines’ and with camera security we want more. Currently as a transit user I don’t feel safe waiting for transit at night or when alone. We need activity around stations. Shops open late, hubs that are easily accessible. TV monitors that show us entry/exits rather than the weather! We want reliable transit. No more delays. We want more visible security.
- Ogden has drive by crime and youth crime and graffiti
- Seems like a good perception carrying forward, similar for all stations. One concern is that lighting may be over-designed with a lot of spill making the station look like a beacon. The station should barely glow from a distance but have good surface illuminance when at the station.
- Lighting/security covers and help buttons

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- No, it was all addressed. I like the security camera idea
- Cameras, lighting, help buttons and responsive police.
- Regular peace officer sentry duty
- Increase CPTED and security measures for Ogden stations and surrounding houses. Lighting and parking in the area.
- Once again – Riverbend is neglected – the Riverbend residents need an ease of access to both the South Hill and Quarry Park Stations



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About the session

1. Which Green Line in my community report back session did you attend?

x3 Monday Mar. 5, 2018
Civic on Third

x10 Wednesday Mar. 7, 2018
The Commons

x14 Thursday Mar. 8, 2018
Calgary Life Church

2. How satisfied are you with today's session?

| | Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Dissatisfied | Not Applicable |
|-------------------------------------|-----------|--------------------|-----------------------|--------------|----------------|
| • Clarity of information provided | 9 | 7 | 2 | 3 | 0 |
| • Format of today's session | 10 | 4 | 2 | 5 | 0 |
| • Opportunity to provide my input | 12 | 6 | 2 | 2 | 1 |
| • Opportunity to hear others' input | 7 | 5 | 4 | 4 | 2 |
| • Session location | 11 | 5 | 0 | 3 | 0 |
| • Session time | 5 | 7 | 0 | 1 | 1 |

3. What worked for you about the session format and activities today? Is there anything we could do differently to make it better?

- The January session and March report back didn't work well. The report back on 16 Ave. N station doesn't tell us anything about the proposed design, impact/contribution to the community. I am really disappointed in the outcome.
- The overall format of the phase of open houses and engagement felt lacking. At least compared to the charrette process in 2016.
- No new information. Information is far too summarized.
- Convenient location for event.
- Having city employees directly working on Green Line design present to talk to was very helpful. The FAQ was helpful as it gave some background reasons as to why some things were decided to be the way they are.
- The facilitators were very helpful and seen to understand and care about the unique Ramsay issues
- Nothing worked better. I was able to engage as much as I wished.
- Next session Ramsay hall please. Great people (staff) for conversations. They know their stuff.
- Having open house format limits communication between neighbours. What seems to be missing from discussions is how the green line team will be managing the properties currently under their control prior to commencement of construction.
- Poorly attended. I still would prefer to see online feedback via email with an opportunity to offer feedback like Translink does in Vancouver. Where they email surveys to all stakeholders to ask opinions on matters from route changes to design of new stations. And then offer gathering data



they share the results. 15% like option #7 50% like option #3 30% like option #2 5% N/A. We need more information on how pedestrian access will occur (other than the sidewalks on 11th) How will pedestrians/cyclists from far east part of Inglewood utilize the station? How will Ramseyites cycle/walk to station and beyond? How will people pick up and drop off people at the stations? Because you know they will. We want cycle access and NOT on 11th. Keep our cyclists safe. Consider re-routing 411 to include deeper routes through East Inglewood to station. How will transit (buses) & routes be affected or not? I would like to see #302 bus stop moved now from Starbucks to between Cold garden/Smithbilt As the current stop is a rider nightmare. Drivers cannot navigate that stop safely. Puts pedestrians at risk. The 305 needs to run on w/e.

- Open and clear. Information & personal readily available
- Bad location virtually nobody attended
- A shame the turnout was so slim. I believe the value of these sessions to be very high. I really can't think of a better format than what you are doing. Personally, I would like to see much more technical information about the plan and trains.
- I enjoyed the large boards to read and person to provide clarification
- The maps should be a bit more detailed with some street names or landmarks. There is no legend on the maps to explain what the yellow lines/markings mean, etc. Adis was great!
- Like the flow of posters and binders on table.
- I like the open feel. I liked going at my own pace
- Greeted at the door. Explained what was going on
- What worked for me was the format. It was easy to access the information. Provide a garbage can for trash that I can find.
- Basically, could have read the info on the display boards and given feedback on line. Especially with a venue that was not very visible and out of the way for most residents concerned

4. Which community are you from?

- Ramsay x5
- Ogden x4
- Crescent Heights x2
- Inglewood x2
- Dover x1
- Ogden/Lynnwood
- Douglas Glen close to Quarry Park Station
- Douglas Glen and rental property in Ogden
- Bowness Where is my LRT (Black Line) –Just kidding!
- Auburn Bay
- South Hill
- Signal Hill