



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

Engagement Overview

At The City of Calgary, decisions are made on a daily basis that impact more than one million people. Your input, along with the input of other citizens and stakeholders like you, helps The City better understand the perspectives, opinions, and concerns of people affected by City decisions. Public input is collected, where appropriate, and considered along with other factors (such as cost, environmental impact, technical limitations and long-range plans/goals) before decisions are made.

"Engagement" at The City of Calgary is defined as: *"Purposeful dialogue between The City and citizens and stakeholders to gather information to influence decision making."*

Engagement is:

- **Citizen-centric** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens;
- **Accountable** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement;
- **Inclusive** making best efforts to reach, involve and hear from those who are impacted directly or indirectly;
- **Committed** allocating sufficient time and resources for effective engagement of citizens and stakeholders;
- **Responsive** acknowledging citizen and stakeholder concerns; and
- **Transparent** providing clear and complete information around decision processes, procedures and constraints.

The City's commitment to transparent and inclusive engagement processes is outlined in the [Engage Policy \(CS009\)](#).

Project Overview

The Neighbourhood Streets Silver Springs project was launched in fall 2020 in a partnership between The City of Calgary and the Silver Springs Community Association, with the goal of creating streets where neighbours of all ages and abilities can connect and have access to safe travel options.

The Neighbourhood Streets Silver Springs project includes:

- **Community engagement** to identify, prioritize and evaluate areas where we can make improvements to the streets in Silver Springs



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

- **Installation of traffic calming and pedestrian improvements** throughout the community including temporary wheeling facilities on Silver Springs Boulevard
- **Installation of permanent infrastructure** starting in 2022, and beyond, based on public engagement to evaluate and test the temporary measure, technical analysis, prioritization and available resources

Project Timeline

- **Early fall 2020 (Sept 8 – Oct 4)**

Phase one of public engagement to identify locations that are working well and those with mobility (walking, wheeling, transit and driving) challenges

- **Late fall 2020 (Nov 10 – 24)**

Phase two of public engagement to prioritize criteria for selecting mobility improvements

- **Spring/summer 2021**

Installation of temporary wheeling facilities along with other traffic calming and pedestrian improvements throughout the community using both temporary and permanent materials.

- **Summer/fall 2021**

Phase three of public engagement to evaluate the effectiveness and impacts of wheeling facilities, traffic calming measures and pedestrian improvements

- **Summer 2022**

Continued installation of permanent materials based on public engagement, technical analysis, prioritization and available resources

Engagement Phases

There will be three key phases of public engagement for this project:

- **Phase 1 – Identification**

- Identify what is working well and what is challenging for those travelling through and living in the community



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

- **Phase 2 – Prioritization**
 - Prioritize criteria used to determine which improvements and locations to install using temporary materials in 2021
- **Phase 3 – Evaluation**
 - Evaluate the effectiveness and impacts of temporary traffic calming to determine if any modifications need to be made before permanent installation in 2022 and beyond

All three phases will include collecting feedback from residents, businesses and other stakeholders.

The online engagement for Phase 2: Prioritization was open from November 10-24, 2020. Due to Covid-19 restrictions, Phase 2 was held entirely online with opportunity to provide input by visiting engage.calgary.ca/SilverSpringsStreets. This phase of engagement received 200 contributions from 181 contributors.

This engagement opportunity was advertised through calgary.ca, engage.calgary.ca, Facebook ads targeted to the community of Silver Springs, Twitter, project email distribution list, road-side bold signs throughout the community and 311. This opportunity was also advertised by the Community Association through their web page, Facebook, Twitter and email distribution list.

What We Asked

For Phase 2 Engagement, we asked participants to prioritize criteria that would be used in decision-making when moving forward on the Neighbourhood Streets program.

The first question in this section asked: Please rank the following criteria from most important to least important. We want to hear from you about the criteria we should use to help prioritize the criteria for the many locations you and your neighbours identified as needing improvements. By prioritizing these criteria, it will assist us in our overall evaluation of the numerous locations and potential solutions. The priority in criteria will help guide the installation of temporary and permanent options in spring/summer 2021.

These were the different criteria:

1. School routes - In locations near schools and where more vulnerable users are likely to be travelling.
2. Citizen requests - Reviewing the data collected through this study, which can be reviewed above on the and What We Heard report.
3. Just do it - Some suggestions are easy and should just move ahead.
4. Pavement overlay - Streets that have planned construction work in 2021 and where improvements can be made more cost effectively.

5. Connections to transit - Spots where residents might benefit from a better walking and waiting environment.
6. Accessibility - Designing for all where that might have been missed when Silver Springs was built.
7. Safety data - Locations in Silver Springs where injury collisions are recorded or where risk factors, like poor sight lines, are present.

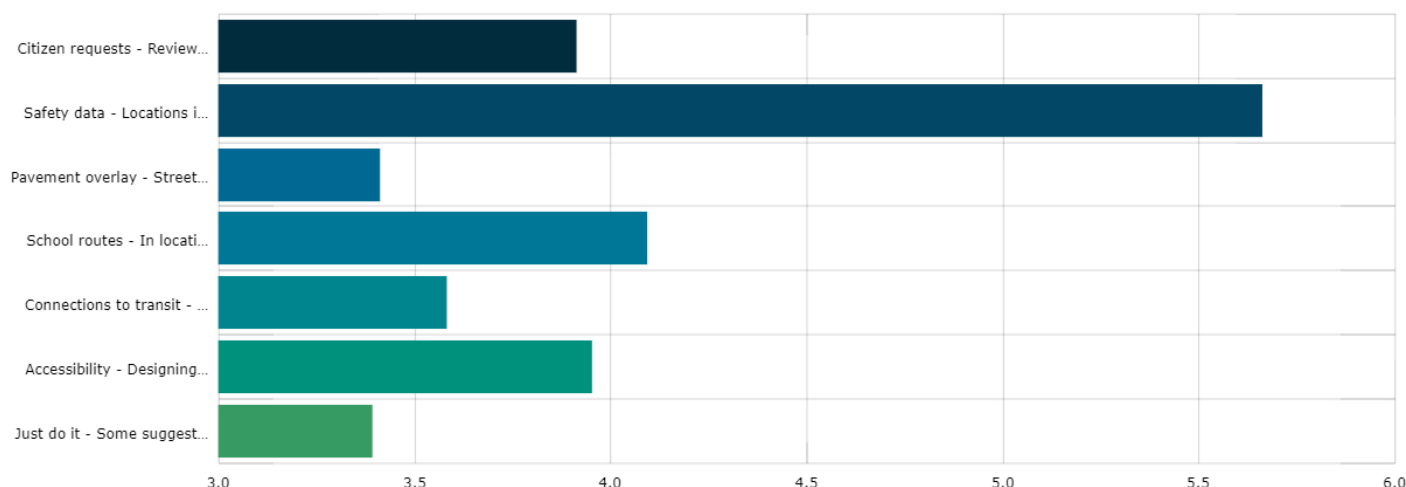
An open-ended question asked for any Additional Criteria that might be considered when making decisions in Silver Springs. Please see pages 6-9 for a summary of responses, and page 9 for the verbatim comments.

These questions can also be viewed on the [Silver Springs Streets Engage page](#).

What We Heard

The summary of input we received from the Neighbourhood Streets Silver Springs engagement can be found on pages 4-9. The verbatim input begins on page 9.

The table below shows the breakdown of responses for the different criteria categories.



The next table shows a more detailed analysis of the questions as they were ranked. Based on these responses, safety data was seen as a priority when making decisions, followed by (in descending order): school routes, citizen requests, accessibility, connections to transit, pavement overlay, and “just do it”.



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization
What We Heard – December 2020

1	2	3	4	5	6	7	Count	Avg Rank
Citizen requests - Reviewing the data collected through this study, which can be reviewed above on the and What We Heard report.	10.92% 19	14.94% 26	15.52% 27	13.79% 24	13.79% 24	20.11% 35	10.92% 19	3.91
Safety data - Locations in Silver Springs where injury collisions are recorded or where risk factors, like poor sight lines, are present.	40.23% 70	24.14% 42	14.37% 25	11.49% 20	4.60% 8	2.87% 5	2.30% 4	5.66
Pavement overlay - Streets that have planned construction work in 2021 and where improvements can be made more cost effectively.	8.62% 15	10.34% 18	10.92% 19	12.07% 21	18.39% 32	21.26% 37	18.39% 32	3.41
School routes - In locations near schools and where more vulnerable users are likely to be travelling.	10.92% 19	17.24% 30	12.07% 21	21.26% 37	17.24% 30	10.34% 18	10.92% 19	4.09
Connections to transit - Spots where residents might benefit from a better walking and waiting environment.	8.62% 15	9.20% 16	14.37% 25	17.82% 31	13.79% 24	21.84% 38	14.37% 25	3.58
Accessibility - Designing for all where that might have been missed when Silver Springs was built.	8.05% 14	12.07% 21	21.84% 38	11.49% 20	25.86% 45	13.22% 23	7.47% 13	3.95
Just do it - Some suggestions are easy and should just move ahead.	12.64% 22	12.07% 21	10.92% 19	12.07% 21	6.32% 11	10.34% 18	35.63% 62	3.39

In the “Additional Criteria” open-ended response, participants identified several key areas of priority for decision-making. The responses were a mix of suggestions for specific criteria to consider, as well as general comments and opinions on the overall project and engagement process. The verbatim section (pages 9-13) includes all of the input, in an unedited format. The section below provides some summaries and analysis.

The themes with the greatest volume of comments are summarized below, and they include:

- Cost concerns and budget criteria
- Missing links and sidewalks



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization
What We Heard – December 2020

- Traffic calming and speeding
- Safety
- Data analysis and benchmarking

Several other themes that presented themselves in the “Additional Criteria” question included:

- Investing in improved signage and lighting
- Focusing on accessibility and designing for equal access for all users
- Keeping traffic moving
- Separating modes of transportation
- Request for no further changes (‘leave as is’)

Cost concerns and budget criteria

The greatest number of comments received surrounded the theme of cost concerns, developing cost criteria to make decisions and reducing spending. Some examples of cost-related concerns and suggestions for considering cost criteria include:

Costs are also a priority. If a current light can be changed to make it brighter, even if deemed a low priority, as the \$300 is a no brainer.

During slow income period due to Covid 19 the city should only do critical upgrades. Most of what I see here is "nice to have" but they can all wait until we get the city finances sorted out!

Focus on improving existing infrastructure. Mainly connection, accessibility for pathways. Try to minimize cost of maintenance by making sure infrastructure can be used for multiple uses.

Costs! City has no funds for important things....please please don't waste taxpayer dollars unless there's significant serious accidents occurring, then fix that (those) individual spot(s). No expensive 'wish list' things at this time. Thanks!

Missing links and sidewalks

In this section, respondents highlighted a number of priority areas that go beyond on-street infrastructure improvements, highlighting the need to repair and widen sidewalks, improve park spaces and playgrounds, improve parking and pedestrian access to local area amenities, and address missing links for walking and wheeling.



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

Improvements to Sidewalks! Improvements to children's Parks!!
Due to covid, opportunities that promote walking & wheeling are even more important! Connections between Silver Springs & Varsity / Scenic Acres should be prioritized.
There is no discussion on sidewalks, there is several improvements needed. There is also no comments on cut through traffic and speeding.
Updating the parks in the community like on Silverdale Drive. Repairs to failing infrastructure or other non street places ie: sidewalks (streets listed but not sidewalks), paths, parks or green spaces
Better parking and access to the tennis courts and Botanical gardens.
listening to other people -bicycle lanes are not needed on silver springs boulevard - people have to take responsibility for their actions - get their heads out of their phones-look before you cross the street-too many people just walk out without lookin
Bike lanes please

Traffic calming and speeding

Respondents to this question reiterated concerns about speeding, and the need for different traffic calming measures. They suggested that this should be a key criteria in decision-making.

Use Speed bumps to slow traffic as much as possible the speed signs are ignored
Speed limit consideration and heavy traffic problems on residential roads.
Reduce "cut through" traffic, ex. drivers turn off Crowchild to Silver Springs Gate to Silver Ridge Drive to Silver Hill Road to Silver Hill Way to Silver Springs Road & on to Scenic Acres to avoid Crowchild Trail & Nose Hill & long playground SS blvd
I would recommend the first step may be to enforce existing speed limits on the boulevard! Including photo radar and frequent observation. Cars are ALWAYS speeding through the playground zone along SS Boulevard!
slowing down through speedbumps



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

Safety

Echoing the results from Question 1, safety considerations were mentioned by several people in Question 2.

Safety should be paramount.
The dangerous sightlines at the 114 commented, T intersection should be dealt with asap.
There are some vehicles being driven at high speeds down Silver Springs Road (east of Silver Springs Boulevard. These drivers are hard to catch due to the periodic occurrences, however, this should warrant a monitoring study.
No. Specifically I think the intersection of Silver Springs Road and Silver Valley Drive has no visibility and is very dangerous.

Data analysis and benchmarking

Some participants noted that more data analysis, utilization data, statistics and a more in-depth review of international benchmarks and precedents could support this project.

User group and Statistics
Current utilization data - along with assessment of reasons for this utilization - to review how changes in one area will impact other areas. There are always unintended consequences.
There are some vehicles being driven at high speeds down Silver Springs Road (east of Silver Springs Boulevard. These drivers are hard to catch due to the periodic occurrences, however, this should warrant a monitoring study.
Successful examples from places in the world with high levels of successful walking/wheeling (IE places that follow the CROWE manual). Honestly reading the results from this engagement makes me want to move out of the neighbourhood. My neighbours are dumb
Review some "2nd tier" bubbles as may as/more important, but let total car count due to road network

Next Steps

In spring 2021, we will share the locations and types of traffic calming and pedestrian improvements that will be installed using temporary materials in spring/summer 2021. This will include using temporary materials to transform the outside lanes along Silver Springs



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

Boulevard N.W. from driving lanes to lanes for biking, skateboarding, using e-scooters or in-line skating. Following the installation with temporary materials there will be public engagement to evaluate the effectiveness and impacts of temporary measures. Based on this evaluation, technical analysis, prioritization and available resources these changes may be made permanent in 2022 and beyond.

Verbatim

Verbatim comments are presented exactly as submitted, and not edited for grammar or spelling. Profanity and personally identifying information is removed, when applicable.

Verbatim comments below reflect responses to Question 2, requesting “additional criteria” to be considered when developing priorities for this project. Please see Table 1.

Some participants expanded on the question of “additional criteria” and contributed suggestions for decision-making that included their opinions on the engagement process or specific project actions that may wish to advance or bring to the project team’s attention. Please see Table 2.

Table 1: Additional Criteria

Thanks for the engagement. I must say I’m shocked at the fact that cost factors aren’t mentioned. I’m heavily opposed to the bike lane proposal. Completely unnecessary and we can spend money on other things during this hard economic time.
I Make sidewalks bigger for cyclists and walkers rather than putting in bike lanes. Slow traffic on SS Rd but Do not restrict parking on Silver Springs RD (Nose Hill end); you have multi-family units there, where are they supposed to park?
NO to bike lanes!!!
Repairs to failing infrastructure or other non street places ie: sidewalks (streets listed but not sidewalks), paths, parks or green spaces
At the intersection of Silver Hill Road and Silver Hill Way we would like to see a traffic circle installed to slow down traffic coming around the corner. Over the years There have been nest misses; cars skidding onto our lawn in the winter; etc.
Improved pedestrian access to adjacent neighbourhoods, and thus, e.g., to C-Train stations.
Cycle routes should be included or added into one of the existing criteria.



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

More data should be gathered to quantify the problem areas (#vehicles, types of vehicles, speed, #pedestrians, #bicycles, observations on close calls, etc.). (I'd volunteer to gather this data!).
The option to just leave things alone. I have read through all of the comments in your report and many of them say this is a very nice community that has worked well for the residents, both drivers and pedestrians for many years so there is no need to go
Safety should be paramount.
Stop wasting tax dollars on things that affect very few people.
Prioritizing separation of vehicles and other modes of transport on important routes for the latter (Blue sign routes)
N/A
User group and Statistics
Speed limit consideration and heavy traffic problems on residential roads.
Speed bumps in front of Silver Springs Pool
Nope!
Improvements to Sidewalks! Improvements to children's Parks!!
Consider the current budget constrains, use money for more essential purposes
Costs are also a priority. If a current light can be changed to make it brighter, even if deemed a low priority, as the \$300 is a no brainer.
Current utilization data - along with assessment of reasons for this utilization - to review how changes in one area will impact other areas. There are always unintended consequences.
no
There are some vehicles being driven at high speeds down Silver Springs Road (east of Silver Springs Boulevard. These drivers are hard to catch due to the periodic occurrences, however, this should warrant a monitoring study.
Updating the parks in the community like on Silverdale Drive.
Areas needing better lighting.
Equality for all road users drive/bike/walk etc
Review some "2nd tier" bubbles as may as/more important, but let total car count due to road network

Table 2: General Comments

Comment
This bike lane nonsense...Is there a department at the City that is trying to keep themselves in a job so they have a job? Frivolous
Yes, the just leave it alone category. But with all things from the city this already a done deal just like h4h
Where are COST considerations- both implementation costs and ongoing costs to maintain? Many residents are very much against this bike lane which benefits few and inconveniences many. Look for cost effective alternatives. Waste of money/Vanity project!
Ranking of these "criteria" without their relative contexts does not provide direction for action.
Please keep Silversprings Boulevard as a 4-lane street. It is much safer than 2-lanes as it is wide open and everybody can be seen and not hidden behind obstructions.
listening to other people -bicycle lanes are not needed on silver springs boulevard - people have to take responsibility for their actions - get their heads out of their phones-look before you cross the street-too many people just walk out without lookin
Why doesn't the city ask plan and simple if the taxpayers would like to spend money to destroy Silver Springs boulevard by adding bike lanes?
slowing down through speedbumps
Yes. Ways to keep traffic moving smoothly. By keeping traffic moving not slowing it down and hindering it, we can eliminate excess idling and reduce greenhouse gas emissions. Roads were meant to move cars.
The above points are very vague. Everyone I talk to in Silver Springs is opposed to bike lanes. Do not try to sneak them in in the criteria above. The city isn't in a position to be spending money on unnecessary bike lanes or community art. art
Making the Nosehill overpass (over Crowchild) more attractive for walking/cycling from SilverSprings to shopping in the Crowfoot shopping area.
None of the above criteria are acceptable. As noted this project was started in June of 2020 and advertised mainly via computer. The input compares to mask or no mask opinions or did the Republican's won - it is only opinion
DO NOT BASTARDIZE OUR MAIN STREET WITH USELESS BIKE LANES. Incredibly fed up with having bike lanes CRAMMED DOWN OUR THROATS for 0.001% of population. Just STOP.



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

Bike lanes please
There is no discussion on sidewalks, there is several improvements needed. There is also no comments on cut through traffic and speeding.
We live on Silver Springs Rd, between the blvd and Nose Hill Drive. There has been no speed enforcement on our street in years, despite it being like a speedway. Why spend millions to make speed changes when there's no enforcement?
Yes, no bike lanes disrupting traffic flow. This is a waste of public money. Just look at Bowness roads and how little bike lanes are used. We live in a winter environment mostly.
Use Speed bumps to slow traffic as much as possible the speed signs are ignored
No changes needed. Silver Springs is blessed with bike paths, sidewalks, and quiet streets to walk.
No
The list is a bust. It is a list of unrelated and "soft" items that are clearly the "pet project" for some people.
Do not put bike lanes on road. Their is enough space on the boulevard to put in wider sidewalks or paths. Put in sidewalks on both sides of the streets.
Road work Overlays should NOT include bike pathways. Silver Springs has well established bike paths that should be expanded off of the roadways which would improve the safety of cyclists and other users.
A complete survey, of the community residents, with direct questions on the different proposals and the cost of each proposal
Costs! City has no funds for important things....please please don't waste taxpayer dollars unless there's significant serious accidents occurring, then fix that (those) individual spot(s). No expensive 'wish list' things at this time. Thanks!
no
We do not need to reduce the traffic lanes on Silver Springs blvd! You will never be able to please everyone. Reducing lanes will not make people better drivers unfortunately.
Due to covid, opportunities that promote walking & wheeling are even more important! Connections between Silver Springs & Varsity / Scenic Acres should be prioritized.
Focus on improving existing infrastructure. Mainly connection, accessibility for pathways. Try to minimize cost of maintenance by making sure infrastructure can be used for multiple uses.

Please do not consider bike lanes through Silver Springs. Such a waste of space and money considering the number of bikes that actually use the road. Use the money to improve sidewalks and playgrounds.
This question is confusing and hard to answer.
There is nothing wrong with the neighborhood streets. Stop wasting money and especially stop the nonsensical bike lanes in a neighborhood that is already FULL of bike pathways!
I find this to be nothing but a waste of time & money. Silver Springs has been around for 50+ years and we have been just fine. We will be just fine for another 50 years just the way were are. Stop spending our TAX DOLLARS.
we do not need bike lanes or extra lanes or calming as we are close to a big park and can bike etc there
The dangerous sightlines at the 114 commented, T intersection should be dealt with asap.
No. Specifically I think the intersection of Silver Springs Road and Silver Valley Drive has no visibility and is very dangerous.
Stop wasting taxpayers money. Leave things alone. People are in debt and need jobs. Stop increasing our property taxes.
I am very disappointed to see plans to waste tax dollars and road way space to make bike lanes. With the many many bike paths available I feel upset to see all this. It would go far better to spending that money in winter snow removal, as it last 7+months
The city & Province and Country are deep in debt. All minor "lipstick" upgrades such as above should be cancelled untill there is a balanced city budget
Yes, asking community members there actual opinion on the idiotic initiatives the city has planned is missing. Don't pretend to engage the community when your questionnaires are arbitrary and meaningless. Improve traffic flow, don't impede it.
I would recommend the first step may be to enforce existing speed limits on the boulevard! Including photo radar and frequent observation. Cars are ALWAYS speeding through the playground zone along SS Boulevard!
I'm not in favour of any of the suggestions, amazing that this community has existed for 45 to 50 years with minimal concerns to traffic calming and bike lanes. I can only imagine the long boarders coming down the Blvd on the new pavement ay high speeds.
Successful examples from places in the world with high levels of successful walking/wheeling (IE places that follow the CROWE manual). Honestly reading the results from this engagement makes me want to move out of the neighbourhood. My neighbours are dumb

STOP SPENDING MONEY. The province and city is broke. Do not start any work until city finances are in better standing and start acting responsibly with Tax payers money.
Cause this is a open public form, some comments could be from am outside neighbourhood that would benefit them, bike lane connecting from west to east through Silver Springs. Most residents don't want added traffic, they want to be safe.
Playground zone from the value village lights down silver ridge drive
We are not in favour of traffic calming measures such as curb bump outs, traffic circles mid street, and absolutely don't think Silver Springs Blvd should lose its double lane status for a permanent bike lane
Some comments from the report mentioned using flashing speed signs so motorists know they're speeding, or radar enforcement could be a worthy investment before installing more costly speed calming measures.
Have the city keep f##### bicycles off the roadways and use bike paths only in Silver Springs
budgetary constrains to be adhered to after a year of pandamic spending and decreased income
Specifically identifying where you are trying to sneak in the reduction of Silver Springs Boulevard to one lane. This is absolutely not wanted or needed in our community. NO BIKE LANES ON THE BOULEVARD PLEASE
Either widen the sidewalks as the speed demon cyclists are using them on their travels. Create a cyclist license plate and insurance requirements as well rules if the road school as so many do not know them. We have cyclists cutting in front of us in car
Why is Silver Springs getting so much unneeded attention and new pavement?
Budget. No money should be spent on non-value-added projects such as the bike lanes on the boulevard. Totally unnecessary and unwanted.
We have a LOT of dog owners who don't abide by leash bylaws. It is just a matter of time for an incident to occur. Please find a way to enforce safety rules for all.
Better parking and access to the tennis courts and Botanical gardens.
Listen to Silver Springs citizens, don't impose City propaganda on residents. We don't need bike lanes on SS Blvd.
Please no skateboarding on the blvd ..
During slow income period due to Covid 19 the city should only do critical upgrades. Most of what I see here is "nice to have" but they can all wait until we get the city finances sorted out!



Neighbourhood Streets – Silver Springs

Phase 2: Prioritization

What We Heard – December 2020

Mobility mobility mobility access. As a mobility scooter user I am often forced into the road because the sidewalk does not have the down slope to cross the road.

Choice. Clearly, there is an agenda here to install bike lanes (bullet point 2 in About the Project) and all of this activity is window dressing. There is no real say by community members since one or more activists have set the agenda already.

Not sure where bike lanes would fit, wherever they do fit, I rank that as a last priority.

Reduce "cut through" traffic, ex. drivers turn off Crowchild to Silver Springs Gate to Silver Ridge Drive to Silver Hill Road to Silver Hill Way to Silver Springs Road & on to Scenic Acres to avoid Crowchild Trail & Nose Hill & long playground SS blvd