



14 Ave NW Reconstruction and Mobility Improvements

Report Back: Phase 3 Verbatim Comments
December 2025

Verbatim Comments

Verbatim comments presented here include all questions, feedback, suggestions, comments and messages that were collected online and in-person during Phase 3 Engagement. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with the [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

Question/Comments and comments received at Pop-up #1 at North Hill Centre on December 6, 2025

Question/Comment: Are the traffic studies available for the cyclists, scooter, roller skaters? What was the count? How much in winter?

Answer/Response: Analyzing pedestrian and cyclist volumes is one input into the project's technical analysis. The City conducts regular traffic counts at different locations throughout Calgary. The traffic counts are typically completed on a regular weekday and are representative of a typical day.

For the 14 Avenue NW project, new counts were completed on several weekdays in early 2024. The project's transportation engineers have reviewed these existing counts, as well as forecasted future volumes, in preparing the project concept and design. To access The City's transportation data collected over the past 40 years, please follow the link to The Calgary Traffic Count System or [CalTRACS](#).

Question/Comment: What is the costing for each segment of the project?

Answer/Response: Once detailed design is complete, a final cost estimate and budget will be provided.

Question/Comment: Multi-use crosswalks, accessible ramps NOT NEEDED – each of these corners already has ramps. When was the last time that was done? How much are they going to cost?

Answer/Response: The existing sidewalks and curb ramps were constructed to meet a now outdated standard. This project will bring the curb ramps up to the current City design standard – which includes providing a level surface behind each curb ramp and aligning curb ramps with the crosswalk.

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You can find more information about related standards here: [Access Design Standards](#).

In 2026, a curb ramp with a detectable surface indicator for people with visual impairment (the rectangular strip with bumps on it that you see at curb ramps across the city) costs approximately \$2,000.

Question/Comment: If the bridge at 24th is going to be changing, why is money being put into it? If it broken fix it, otherwise wait.

Answer/Response: This project is not making any changes to the pedestrian bridge itself. Instead, we are creating a larger area at the bottom of the existing stairs on 14 Avenue N.W. at 24 Street N.W. This includes a sidewalk that goes around the stairs, to provide connections for pedestrians and cyclists from both north and south of 14 Avenue N.W.

In detailed design, this area will be reduced from our previous concept design, based on feedback received, to allow for northbound through movements. Currently, there is no funding or proposed construction timeline for the new pedestrian bridge that was identified as part of the medium- to long-term improvements for Crowchild Trail and University Drive N.W.

Question/Comment: Why are curb bulbs and raised intersection needed to shorten crossing? Look at the crossing distance on 16th Ave. The road is narrow as it is. Not even many pedestrians here. It is a waste of money. How much does this cost?

Answer/Response: The use of curb bulbs at key intersections shortens the crossing distance for users by bringing the curbs closer together. In addition, curb bulbs improve sightlines for pedestrians at corners by bringing them further out around parked cars.

The 14 Avenue N.W. corridor has a different function and priority for travel modes than the 16 Avenue N.W. corridor. The total cost of this project includes pavement reconstruction and pathway upgrades. By combining mobility improvements with planned pavement reconstruction, costs will be minimized.

Question/Comment: What safety incidents justify all this?

Answer/Response: There were 51 collisions in total along this corridor between 2019 and 2023.

Question/Comment: Removal of right turn island on 19th – WHY? It is used all the time.

Answer/Response: This intersection is a busy one, with the LRT track turning north in the same tight area. An extensive study was done at 19 Street, to provide solutions that address traffic and safety concerns for all users.

Pedestrian crossing distance is shortened by removing the right turn channel, reducing potential collisions. It also removes uncontrolled (not signalized) conflicts between motor vehicles and people walking, wheeling, and biking, which in return reduces the likelihood of collisions to increase safety. By removing the right turn island, The City can also better regulate westbound traffic queuing on the LRT tracks by bringing all traffic to the signal-controlled intersection and adjusting signal phasing to clear traffic across the tracks before the train arrives. With the existing channelized island, westbound right turn traffic can be continuously interrupted at the uncontrolled pedestrian crosswalk.

Question/Comment: 19 pedestrians waiting expanded – has a need been identified?

Answer/Response: The 19 Street intersection has high pedestrian volumes with over 600 pedestrians and cyclists over a 24-hour period for east-west travel, and over 300 in the north-south travel direction. At the signalized intersection, both pedestrians and off-street cyclists are queued up at the corners while waiting for their signal phase.

Question/Comment: Why south sidewalk widened – any study done on the usage here?

Answer/Response: The south sidewalk between 20 Street N.W. and 19 Street N.W. has been widened from approximately 1.6 m to 2.0 m. Feedback received during engagement identified concerns regarding the narrow sidewalk on the south side, as well as limited pedestrian waiting space at the southwest corner of the 19 Street N.W. intersection.

Additionally, the road centerline at the 19 Street N.W. intersection is being shifted slightly. To maintain appropriate alignment and offset, the south curbline must be moved approximately 0.3 m further south. As the south curb is already being adjusted, this opportunity is being used to widen the sidewalk to 2.0 m, improving accessibility and meeting current accessibility standards.

Question/Comment: Vehicles are getting bigger and reducing travel lane widths? How does this reduce speed and improve safety?

Answer/Response: The existing lane widths on 14 Avenue N.W. east of 19 Street N.W. are wide for the operating condition of the corridor. The posted speed along 14 Avenue N.W., west of 19 Street N.W. is already 40 km/h, and east of 19 Street N.W. will change from 50 km/h to 40 km/h.

Travel lanes are being reduced to consistent widths of 3.0 to 3.5 m, which is a standard urban lane width. Research and practice show that overly wide lanes can encourage higher speeds, while consistent lane widths help moderate speeds and improve overall safety without restricting vehicle access.

For context, the average passenger vehicle in Canada is approximately 1.7–1.8 m wide, and the maximum legal vehicle width for most vehicles, including commercial trucks without a special permit, is 2.6 m. While 14 Ave N.W. is not designated as a truck route, the design still accommodates larger delivery and service vehicles, which may need to maneuver occasionally

Question/Comment: Why/How do turn lanes help traffic flow?

Answer/Response: The introduction of median islands and turn lanes are intended to reduce unsafe weaving and passing around turning vehicles, which can create blind spots and increase speeds through pedestrian crossings.

In a busy area – such as the segment between North Hill Centre and Lions Park LRT station – our intervention shortens crossing distances and makes movements more predictable for both drivers and pedestrians. These measures are key to improving safety for all users while maintaining reasonable traffic flow during peak periods.

Question/Comment: Why not bumps for speed?

Answer/Response: Speed bumps are one way to encourage slower driving speeds, but they may only be effective at the location of the speed bump. Speed bumps are also not recommended along streets with transit routes due to the impact on passenger comfort. Narrowing the street and lanes helps to reduce driver speeds along the whole length of the corridor, where the posted speed limit is being changed from 50 km/h to 40 km/h.

Question/Comment: Why not just use identifiers for lanes?

Answer/Response: When there are too many lanes for existing or anticipated traffic volumes, drivers may tend to speed – as the overall roadway will feel wider/more open. This can lead to unsafe behavior, where faster vehicles weave around slower vehicles.

Reducing lane width to what is necessary provides more predictable behaviour between vehicles. The narrower roadway section also reduces the crossing distance for pedestrians and their exposure to vehicle traffic. Physically reducing the roadway width is therefore safer and more effective than simple lane identifiers or pavement markings. Narrowing the road and doing so alongside other mobility improvements and pavement rehabilitation work is an opportunity to take a more holistic approach, at a lower cost than conducting works separately.

Question/Comment: What times of day and year were the traffic studies done?

Answer/Response: 14 Avenue NW/21 Street NW;
14 Avenue NW/North Hill Mall East Access; and
14 Avenue NW/North Hill Mall West Access:

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- Traffic studies were completed on December 03, 2024 from 6:00AM -6:00PM by Urban Systems. The AM and PM peak hour traffic was obtained from the 12-hour traffic count.

14 Avenue NW/19 Street NW:

- Traffic study was completed on April 09, 2024 for 24 hours by the City of Calgary. The AM and PM peak hour traffic was obtained from the 24-hour traffic count.

14 Avenue NW/14 Street NW:

- Traffic study was completed on January 24, 2024 at the AM and PM peak hours by ISL for the 14 Street NW Bridge Rehabilitation project.

Question/Comment: Question/Comments about the pedestrian overpass at Crowchild Trail. General design to improve the actual overpass. Explained that we would do some improvements at the bottom of stairs, but long-term improvements is a new bridge at 12 Ave which ramps down to 13 Ave NW.

Answer/Response: A new pedestrian bridge was proposed as part of the medium- to long-term improvements planned for the Crowchild Trail and University Drive N.W. interchange. The concept design for the new bridge would align with 12 Avenue N.W., and ramp down to grade at 13 Avenue N.W.

The timing for construction of the bridge at Crowchild Trail may still be 10 years or more away. As part of the 14 Ave project, we are creating a larger area at the bottom of the existing stairs on 14 Avenue N.W. at 24 Street N.W., and a sidewalk that goes around the stairs to provide connections for pedestrians and cyclists from both north and south of 14 Avenue N.W.

Question/Comment: Question/Comments on snow maintenance – and requirements of adjacent owners for snow clearing?

Answer/Response: Homeowners will be expected to clear a sidewalk width of the pathway (about 1.5m) and The City's maintenance department will determine the snow clearing priority for the rest of the pathway. The pathway is designed with a 0.6m buffer between pathway and curb to accommodate snow storage.

Question/Comment: Concerns with construction impacts to laneway access behind the strip mall, this alleyway does not have any other access point. Question/Comment from resident on if on-street parking can be permitted when laneway access is restricted?

Answer/Response: We will be reviewing construction staging and logistics for travel and parking in advance of construction start. Prior to completing the required construction work on driveways and accesses, we'll notify adjacent and impacted residents about timelines, duration, and confirm/suggest alternate parking arrangements.

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Question/Comment: NW corner of 22A ST – resident requested updated cross section with actual design grades to confirm grading impacts on side yard. Okay with trimming some of the lilac bushes, but not removal of bushes.

Answer/Response: We will work directly with the homeowner to mitigate concerns regarding grading and landscaping impacts as we prepare for construction. Efforts will be made to avoid significant impacts to existing shrubs and bushes.

Question/Comment: Concerns with impacts to the coniferous trees as they provide shades to the south facing windows at the strip mall.

Answer/Response: We will meet with the landowner to discuss whether any of the trees along the south side of the commercial strip mall can be retained. Transplanting these trees is not feasible due to the low survival rates for large, mature trees. We will explore opportunities to introduce new canopy trees to replace the trees removed, to help with shade

Question/Comment: Ensure that we connect with the business in the mall regarding construction staging and impacts

Answer/Response: Acknowledged. We will do that.

Question/Comment: Concerns with creating any spaces that would encourage people to stay or hang out by the mall.

Answer/Response: Proposed improvements are focused on roadway safety, accessibility, and infrastructure condition (such as bus stops). Any streetscape elements included are intended to support visibility, efficient movement and overall corridor appearance. The project does not include the addition or installation of any seating and/or street furnishing.

Question/Comment: Residents living south of 14 Ave had concerns with potential impact to traffic flow and movement constraints for them to access EB lane with traffic circle in place.

Answer/Response: The traffic circle will operate similarly to a traditional intersection by providing access to all approaches and requiring vehicles entering the intersection to yield to traffic already at the intersection. For residents south of 14 Avenue N.W., access to the eastbound lane will be maintained, although movements may occur at lower speeds and with slightly different turning patterns.

Residential laneways connecting to 14 Avenue N.W. are located approximately 50 m from the traffic circle, providing adequate separation to avoid conflicts with circulating traffic. Vehicles accessing the eastbound lane on 14 Avenue N.W. from the south leg of 20A Street would continue to operate as a standard right-turn movement.

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Question/Comment: Resident on SW corner of 22 ST had concerns with existing grading on corner. Currently has ponding issues (water comes out of alleyway to the west and then flows EB along south curb and gets stuck on corner. She would like project to fix this. Also indicated that for landscaping impacts to area in road right of way, would like City to inform them prior to construction so they can move and salvage any landscaping they have in the road right of way (to accommodate for the new WCRs on corners).

Answer/Response: This section of the corridor will undergo partial reconstruction, which may allow for grading adjustments. Grading details will be confirmed during the 60% design stage. The City will make sure to coordinate with the property owner prior to construction to allow them to relocate and salvage any landscaping located within the road right-of-way.

Question/Comment/Comment: Appreciated being part of the process and indicated that nothing was a surprise.

Answer/Response: Acknowledged

Question/Comment: Ensure barrier (standard) curb along pathway. Issue with pathway along Banff Trail where it looks like a parking lanes.

Answer/Response: Unlike the Banff Trail pathway, there will be a standard (full height) curb along the 14 Avenue N.W. pathway in addition to a concrete buffer behind the curb, separating the pathway from the curb. The asphalt pathway will also be continuous across driveways and alleyways in the residential section. In the commercial area, the driveway will be a grey coloured concrete so that the pathway appears to be continuous along 14 Avenue N.W.

Question/Comment: Pathway will be useful for her kids to go to the mall by themselves.

Answer/Response: Acknowledged

Question/Comments and comments received at Pop-up #2 at Louise Riley Library on December 10, 2025

Question/Comment: Segment 3 (3G on board legend) – Why two crosswalks so near one another here and not one at 3D? The locations of these don't make sense.

Answer/Response: An existing crosswalk is located on the west side of the intersection. The proposed additional crosswalk on the east side will be provided should pedestrian traffic volumes warrant upgrades to intersection traffic control.

Without a marked crossing, people may be more likely to jaywalk. Marked crosswalks also increase driver awareness, encourage reduced vehicle speeds, and contribute to natural traffic calming. A crosswalk is not proposed at the 3D location in front of Kal Tire, as there is no sidewalk on the south side.

Question/Comment: Will you be selecting trees for the landscaping that won't encroach on the pathway?

Answer/Response: Yes, canopy trees will be selected and located to ensure there is vertical clearance and that they do not encroach on the pathway, maintaining clear, accessible pedestrian travel.

Question/Comment: Snow maintenance? Concerns that snow clearing will result in windrows encroaching on the 'one' eastbound travel lane and impact the eastbound through traffic in particular where there is a median or pinch point.

Answer/Response: We will work with The City's maintenance team regarding snow clearing along 14 Avenue N.W., to advise that snow is not stored along the south side of the roadway which may encroach into the eastbound travel lane. Potentially snow may need to be cleared towards the north side of the roadway.

Question/Comment: Homeowners adjacent to the new pathways and curb extensions are concerned with what their responsibilities are for snow clearing the new pathway?

Answer/Response: The City does its part clearing roads, designated pathways, sidewalks and other high-use public areas.

However, Section 67 of the Street Bylaw requires Calgary property owners to:

- Remove snow and ice – down to the bare surface – from public sidewalks bordering their private property within 24 hours of a snowfall ending.
- Remove a minimum width of 1.5 meters of snow and ice – down to the bare surface – from a public pathway bordering their property, also within 24 hours of a snowfall ending. Applicable pathways run parallel and adjacent to a street, with or without separation between the pathway and street (e.g. a grass boulevard).
- Pile snow from their private driveway or walkway on their property (e.g. front lawn). Snow from a public sidewalk or pathway may be shoveled onto another public property, such as a road.

Source: <https://www.calgary.ca/bylaws/snow-ice.html>

Based on the above bylaw, homeowners will be expected to clear a sidewalk width of the pathway (about 1.5m), and The City's maintenance department will determine the snow clearing priority for the rest of the pathway. The pathway is designed with a 0.6m buffer between pathway and curb to accommodate snow storage.

Question/Comment: Construction. Communication of construction timing and impacts to accesses?

Answer/Response: Communication with residents will be largely done through the project mailbox, web page, emails and notification letters to the most impacted residents.

Question/Comment: NE Corner of 21 ST NW Homeowners on this corner have questions on what their required maintenance is for the corner bulb and pathway?

Answer/Response: Homeowners will not have any new maintenance responsibilities for the curb extensions as these are hardscaped. Homeowners will still be expected to clear a sidewalk width of snow from any pathway that is adjacent to their property, just as they would do for a sidewalk adjacent to their property.

Question/Comment: Parking. Streets fill up with parking during Stampeder games – no direct concerns from residents, but they just wanted project team to know that this will impact those who park here and walk to the game.

Answer/Response: Acknowledged.

Question/Comment: Laneway access during construction?

Answer/Response: Laneway access off 14 Avenue N.W. will be impacted during construction. Advance notifications will be provided to residents, including timing and completion dates. Laneways will still have access from 12 Avenue N.W. and 16 Avenue N.W. during construction.

Question/Comment: Multi-use Crossings + WCRs. Concerns with the jog that you would have to make at the crossings, as a cyclist when travelling east-west on the pathway. Concerns is more so in the winter when the pathway can be slippery. Requests if WCRs/accessible ramps can be shifted further south to soften the jog, or to add curb bulbs?

Answer/Response: Yes, pathway users will need to slow down at intersections and make this jog. Crossings and wheelchair ramps are placed to allow for the shortest crossing distance at roadways and

to align wheelchair ramps with the direction of the crossing. Crossings were situated to minimize impacts to existing catch basins where possible.

Question/Comment: 19 ST NW intersection. Can the lights be set to all red at nighttime due to the low volumes – similar to what they do in the Netherlands?

Answer/Response: We interpret this question to be referring to a “rest in red” light operation. While this is not something that is typical in Canada, we do actively review alternative operations that can help to improve safety and efficiency. We will consider alternatives here, although they may not be feasible.

Question/Comment: Can the signal timing be ‘fixed’? Has concerns that the east-west gets green phase even after the train gates go down. Concerns also that the detection isn’t working properly. Long pedestrian wait times to cross (at times it’s over 2 minutes wait).

Answer/Response: The signal currently works this way due to “rail pre-emption”, which is the function that enables safe operation of the signals when a train is about to pass through. Here, we use an east-west green phase during pre-emption to help clear any westbound vehicles from the tracks.

Any adjustments to this signalling will require a revision to the interconnection with the LRT, which is something that The City is investigating. Long wait times cannot be changed as this tends to be the impact of rail pre-emption. However, we do plan revisions to help balance return from pre-emption better to minimize wait times.

Question/Comment: Pedestrian overhead flashers at Library. Is there potential to signalize the pedestrian crossing at this location instead of having an overhead flasher? Concerns with the long time/delay for cars when there is a train and a steady stream of pedestrians that are continuously crossing at this location and the one to the east.

Answer/Response: This is something that we have considered but there are challenges and complexity with that option due to side-by-side driveways and the conflicts between vehicles turning from adjacent driveways. We are continuing to consider options to optimize safety at this location.

Question/Comment: WB Transit stop (at Safeway) Can something be installed along the back of transit shelter (ie. fencing) to create a barrier between the pathway and the transit waiting area to prevent people from wandering onto the pathway in front of cyclists – in particular at pathway curves?

Answer/Response: The existing bus shelters and trees will help create a physical and visual buffer between the pathway and the transit waiting area. We will monitor the operation of the pathway and the

potential conflicts with passengers waiting at the WB transit stop to confirm what, if any, additional barriers need to be implemented.

Question/Comment: Where do people wait if there's a second bus? Currently bus waiting area is primarily located and dimensioned for only the first bus or so. Concerns with off-loading onto the pathway.

Answer/Response: The bus waiting area remains in its existing location and dimension to minimize impacts to existing trees. The bus layby can accommodate the loading and off-loading of two regular sized buses within passenger waiting area outside of the pathway. Additional buses are expected to wait until the designated bus waiting area is available before offloading passengers.

Question/Comment: Segment 3 – Mall Pedestrian overpass to 14 ST NW. At northwest corner of 14 ST NW west intersection, add a pathway connection into the North Hill Centre parking lot from the new pathway along the northwest corner

Answer/Response: Acknowledged. Pathway has been added.

Question/Comment: Avoid bus passenger impacts to pathway users

Answer/Response: Acknowledged.

Question/Comment: Would like to see a 'NO LEFT TURN' sign installed along the south boulevard facing the driveway.

Answer/Response: The project team will review signage at this location. All road markings and signs are subject to standard City bylaws and guidelines.

Question/Comment: Lions Park Plaza – Strip Mall complex. Add sign at south driveway to indicated to drivers leaving strip mall that they should use the traffic button at 20A ST NW to go eastbound on 14 Ave NW

Answer/Response: We will discuss options with the City's Mobility Operations group to deter drivers leaving the strip mall from turning left onto 14 Avenue N.W. eastbound lanes.

Question/Comment: Travel desire line. Alley between 21 ST and 21A St NW is a well used pedestrian way.

Answer/Response: Acknowledged.

Question/Comment: Need to consider on-street parking impacts for those who park in garage.

Answer/Response: Acknowledged. As part of construction staging, we will review the impact of construction on access to garages and consider what alternative parking may be required.

Question/Comment: 24 ST NW Concerns with restricting NB through movements on 24 Street NW – requests that a traffic count is completed to confirm the NB through traffic compared with east-west pedestrians and cyclists’ traffic to understand the trade off with adding the island at the bottom of the steps. Preference is not to have larger landing area.

Answer/Response: The existing pedestrian landing at the overpass is in very poor condition, with a narrow landing area, cracked and uneven sidewalk surfaces, and no curb ramps. Improvements are required regardless, as the current condition does not meet accessibility standards.

Based on feedback received, the area of impact has been reduced from our previous concept design to allow for northbound through movements. The updated design will still include a larger area at the bottom of the existing stairs on 14 Avenue N.W. at 24 Street N.W., and a sidewalk that goes around the stairs to provide connections for pedestrians and cyclists from both north and south of 14 Avenue N.W.

Question/Comment: Misunderstanding of online test indicated ‘accessible ramps’ – assumed it was new accessible ramps from the pedestrian bridge down to grade, and not ‘curb ramps’

Answer/Response: Explained and addressed during in-person event.

Question/Comment: Parking between 24 ST NW and 23 ST NW: South side homeowner fronting onto 14 Ave NW has concerns with parking removal on both sides through these last two blocks. Currently only has laneway access and would have concerns when they can’t access garage in some circumstances, as well as parking for visitors or delivery vehicles. Nearest parking is side streets on 23 ST and on 24 ST.

Answer/Response: On-street parking was removed on both sides of the roadway to accommodate pathway construction and avoid impacts to existing landscaping and retaining walls. A parking study conducted on April 30, 2024 observed no parked vehicles along this section of 14 Avenue NW between 6:00 a.m. and 6:00 p.m.

In the infrequent instances where parking may be required for visitors or deliveries, nearby side streets remain available and are located close enough to provide convenient access.

Some concerns were expressed regarding the accessibility of side street parking. Following the pop-up event, we explored an option to introduce parking along the south side between 24 Street and 23 Street N.W. We are currently reviewing these options with internal interested parties to confirm there are no technical concerns. Once confirmed whether the option can proceed or not, we will connect with the resident who raised the concern to inform them of the outcome.

Question/Comment: 14 Ave will have reduced lanes – more lanes to keep flow going especially in high traffic times.

Answer/Response: Acknowledged. The small section of reduced lanes is to increase safety and user predictability for all roadway users.

Question/Comment: Theory vs reality needs to be applied.

Answer/Response: Acknowledged.

Question/Comment: Look at the disaster that 5th Ave has turned into.

Answer/Response: Acknowledged.

Question/Comment: Better spending and cost-effective solutions could have achieved the same result.

Answer/Response: Acknowledged. This project combines necessary roadway maintenance with safe, connected and accessible upgrades for an efficient project delivery.

Question/Comment: Sidewalks are not at end of use.

Answer/Response: Acknowledged. The project will maintain existing sidewalks along the south side that are in good condition wherever possible.

Question/Comment: A dedicated lane for wheeling is not needed in this area.

Answer/Response: Acknowledged.

Question/Comment: Raised medians for turns – this will back traffic up to 19th street.

Answer/Response: Acknowledged. The raised median does not begin until approximately 180metres east of the 19 ST SW intersection, and 100m east of the LRT crossing so there is sufficient eastbound storage before the intersection. Although the existing condition has two eastbound travel lanes here, the curbside lane has an existing transit stop at the east end of the LRT Station and so already impacts the eastbound through traffic on the outside lane. The project will be developing the curbside lane into a dedicated bus layby, so that when transit buses stop it will not impact the main flow of eastbound traffic. The eastbound turn into the mall access is also low volume and is not expected to have a significant impact through traffic.

Question/Comment: Just because of a parking study now says demand is less than usage, with densification coming, street parking is going to be required.

Answer/Response: The design is based on current information, plans for future growth, and known developments at this time.

Question/Comment: It all seems like a massive upgrade and improvement. Answer/Response: Acknowledged.
Question/Comment: Spend money more wisely than this – this has just got to stop. It blows my mind that this is what is seen as a priority. Answer/Response: This project combines necessary roadway maintenance with safe, connected and accessible upgrades for an efficient project delivery.
Question/Comment: Segment 1 (1A) – don't waste money on an island ramp here at the expense of my parking please. Answer/Response: Acknowledged. This project aims to enhance safety, connectivity, and accessibility for all public space users. Detailed design specifications were finalized following consultation with the homeowner to address specific functional requirements and their underlying justifications.
Question/Comment: Barrier at Lion's Park needs to be tall enough to deter jay walking. Answer/Response: Acknowledged.
Question/Comment: The Lions Park pathway is not used because of safety concerns and social disorder Answer/Response: Acknowledged.
Question/Comment: Cyclists west from SAIT use the road. Answer/Response: Acknowledged.
Question/Comment: I think it is much better than it was before. Impressed. Answer/Response: Acknowledged.
Question/Comment: I am glad a traffic button was chosen over a four way stop. Answer/Response: Acknowledged.
Question/Comment: As planners we need to accommodate the reality that people will do whatever the easiest option is – if that is turning left, jay-walking. Pick the easy option and make it as safe as possible – because this is what people are going to do anyway. Answer/Response: Acknowledged.
Question/Comment: You've done a really great job – I am excited!

Answer/Response: Acknowledged.

Email questions and comments received during the engagement period of December 1-30, 2025

Email #1: Reconstruction on 14 Ave N.W. past traffic circle is not necessary. The city has replaced the sidewalk 4 or 5 years ago. 14 Ave should not have parking restriction. Walkers and wheeled mobility improvements not necessary, not enough use currently. City had put in lower mobility at each corner already. Not enough foot traffic to spend more money. If the city is in search of savings here it is. 14 Ave need to have the ability to park. With the rezoning and the increase in developments that have passed. Parking will be required.

14 Ave is a bus route. The snow grader stacks the snow along the curb making it unreliable to use wheeled items. Parking gets restricted due to snow piles. Having North side of 14 Ave for mobility is ridiculous. The plan has traffic turning left across path. This is a safe plan?? The island on 19th and 14 ave works. Does not make sense to take away. I have never been on that corner with more than 3 people. Unnecessary. Thanks for the engagement. Hope you listen to the people that live here.

Answer/Response: Project purpose: The 14 Ave NW Reconstruction and Mobility Improvements project was identified in the Riley Local Area Plan as a key east-west corridor for connecting a variety of important destinations. It was also a high priority in the Major Road Reconstruction Program due to the poor condition of the roadway. Past road work for 14 Ave was postponed, meaning the condition of the corridor is even poorer now. Major upgrades are needed to fix safety concerns, improve accessibility, and keep the road working for years to come. Road repairs are being planned alongside infrastructure improvements to better manage the cost of construction.

Need for mobility improvements: The City strives to provide equity in its future planning and decisions – in this case, making sure the road is safer and more accessible for everyone. Different people have different mobility needs. We want to make improvements that focus on safety, accessibility, and connectivity for all ages and abilities, and all types of mobility.

Study findings: The project team has done extensive technical work to understand the structural condition of 14 Ave NW, in different areas along the route. The degree of roadway reconstruction required is analyzed by geotechnical engineers according to established design standards. A parking study was also conducted for 14 Avenue NW. It found that parking space along the corridor is currently under 25% utilized, with additional parking capacity on the side streets.

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Planning for growth: The proposed design focuses on safety, connectivity, and room for future growth in the area. Traffic studies were completed for low and medium growth scenarios. If a large development is planned in the future, the City of Calgary requires the developer to complete a Transportation Impact Assessment. This assessment looks at the surrounding transportation network and predicts future traffic and access needs. The City reviews the assessment to make sure that the roads can handle traffic congestion and parking without major problems. Learn more about the City of Calgary's development process [here](#).

Location of the multi-use pathway: Our final design concept proposes a multi-use pathway on the north side of 14 Avenue NW, working within the existing right-of-way (roadway constraints). Safety is a key consideration in all our design choices, to avoid conflicts with higher westbound to southbound left turn traffic in the residential area, overhead power lines, and transit stops.

The multi-use pathway connects directly to two shopping malls as well as to a future pathway across 14 Street NW bridge to SAIT/Jubilee. Having the pathway on the north side of the road also reduces risks associated with crossing 14 Ave NW, as most destinations along this corridor are on the north side. Key crossing upgrades are also proposed on both the north and south side of 14 Avenue NW to support accessibility and connectivity to the surrounding neighbourhoods, transit stops, and Lions Park LRT.

Island on 19 St and 14 Ave: This intersection is a busy one, with the LRT track turning north in the same tight area. An extensive study was done here, to provide solutions that address traffic and safety concerns for all users. Pedestrian crossing distance is shortened by removing the right turn channel, reducing potential collisions. It also removes uncontrolled (not signalized) conflicts between motor vehicles and people walking, wheeling, and biking, which in return reduces the likelihood of collisions to increase safety.

Email #2: First off I believe the city needs to start looking at what is NEEDED vs what city designers/planners WANT (like most people do in their lives). Please stop wasting taxpayers money.

What is the overall cost/budget for this project? Has there been any consideration to savings going forward for this project? Does the city ever look at past projects to learn from? There's theory and then there's reality of how it REALLY works.

SEGMENT 1

Lived in the neighbourhood for 34 years and walk in the hood each day with my dog, calling this for mobility and pedestrians is a waste of city money. The road from 24th to 19th street only NEEDS new paving and a few speed bumps. Each corner already has mobile accessibility, why are they being redone? What is the cost to redo each of the corners for mobility?

Where are the safety incident reports that necessitate corner changes, changes and making the road narrow so pedestrians don't have as big a distance to cross this road? I live on 21A Street and when I walk I don't need a shorter distance to cross the road on the corners.

Where are the pedestrian, bike, scooter traffic etc usage studies? When were they taken (time of year and time of day)? During the winter (and even in the summer) there's very limited usage. Why is there such an emphasis on pedestrians versus vehicles when the majority of usage is vehicles?

Why is a dedicated lane on the north side required?

How will snow clearing be impeded by the north dedicated lane and the corner bump-outs?

The bridge over Crowchild will be moved. Is it broken? If yes repair otherwise don't waste money on it until the new one is built.

Taking parking away on 14th ave - just because the "study" says there isn't a demand now, with the densification that is being allowed in the neighbourhood this parking will be needed.

Will await to see how the traffic circle works out.

SEGMENT 2

Previous feedback and ideas are against the removal of the right turn island 14th onto 19th street. So, why is this still being proposed? Further down on 14th Ave by SAIT there's one and there's more pedestrians there than using 19th Street. Driving around the city yesterday I saw many, many of the right turn islands so the city must consider them valuable to have this many in use?

Where are the studies/evidence that prove the right turn island should be removed? Where are the pedestrian/vehicle studies? Has the city viewed in the winter or during rush hour traffic for turns onto 19th street? Even with the current turn, between the ctrain crossing, coming out of the library, mall etc, traffic is backed up past the bus stop on the north side.

Pedestrian waiting area expanded and improved with directional wheelchair-accessible ramps at all corners of the intersection. - Why? I've never needed more woom waiting at these corners and there is already accessibility at these corners. Waste of money

We have bigger vehicles and the lanes are going to be reduced? This is to reduce vehicle speeds? What is "improve predictability"

Travel lane widths reduced Through travel lanes reduced to consistent lane widths of at least 3.3m to reduce vehicle speeds and improve predictability and overall safety for road users.

When is the road re-paved why not put in the rumble strips like on the highway shoulders to help distinguish lanes?

Agree with a dedicated turning lane into the mall but The Raised median island is going to back up traffic to past 19th street if there isn't another lane to pass the turning cars. Has anyone been out to study and see the traffic in the evenings/rush hour?

When 14th ave was designed, it was made to handle multiple lanes. With more traffic why is a single eastbound through lane even considered? There will be more backups and pedestrian issues if traffic doesn't flow. I work at the Jube and use the street many times per week.

SEGMENT 3

Raised crosswalk - how is this going to work with winter road clearing? Cross section e-e, there's lights for pedestrians to cross just down from this why is this necessary?

Right turn islands removed - Not necessary. these are used all over the city (my comments in section 2) why is it being removed here? There's pedestrian lights, pedestrians need to start being responsible for themselves.

Answer/Response: Project Need and Local Input: The perspectives of area residents and businesses are important, which is why this project included an extensive engagement and technical process to understand how people currently use the 14 Ave NW corridor and to identify existing issues. The design is guided by demonstrated needs – particularly safety, accessibility, and equity – rather than individual preferences. As with any public project, the team must balance competing needs and trade-offs while making responsible use of public funds.

We are lucky to have had considerable engagement from the Hounsfield Heights – Briar Hill Community Association, local residents and businesses, and users of the 14 Ave route since the project was restarted in 2024.

Funding: The project is primarily funded through the Major Road Reconstruction Program. It was ranked as the top priority project due to the poor existing condition of the roadway. Combining reconstruction with other roadway infrastructure improvements allows The City to deliver multiple upgrades at the same time, which is more cost-effective than addressing them separately in future.

The City also reviews lessons learned from past projects – in terms of planning, design and construction – to improve cost control, constructability, and how projects function once they are built. This helps ensure that investments are based on real-world performance, not just theory.

To your specific points:

Segment 1

Need for changes: The 14 Ave NW Reconstruction and Mobility Improvements project was identified in the Riley Local Area Plan as a key east-west corridor for connecting a variety of important destinations. It was also a high priority in the Major Road Reconstruction Program due to the poor condition of the roadway. Past road work for 14 Ave was postponed, meaning the condition of the corridor is even poorer now. Major upgrades are needed to fix safety concerns, improve accessibility, and keep the road working for years to come. Road repairs are being planned alongside infrastructure improvements to better manage the cost of construction.

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Technical analysis, plus feedback: The City has done a wide range of technical studies along the 14 Ave route, including geotechnical testing of the road condition, parking studies, traffic studies, a review of collision and accident data, amongst other detailed analysis. Feedback themes from our public engagement on 14 Ave included speeding, unsafe crossings and jaywalking, overall safety concerns, as well as accessibility issues. A desire for better mobility options for those walking and wheeling was expressed by many members of the public through our engagement.

The City strives to provide equity in its future planning and decisions – in this case, making sure the road is safer and more accessible for everyone. Different people have different mobility needs. We want to make improvements that focus on safety, accessibility, and connectivity for all ages and abilities, and all types of mobility.

Curb Extensions: Not all intersections will have curb extensions. 21A Street, much like 21 St, has a higher potential use and safety need as both connect to the pedestrian overpass by 16 Avenue to the Briar Hill School to the south. With the leading purpose of this project being reconstruction of the roadway, it's better to incorporate these improvements at the same time to be more efficient.

Multi-use pathway: The 14 Ave NW Reconstruction and Mobility Improvements project is a key east-west corridor for connecting a variety of important destinations.

Our final design concept proposes a multi-use pathway on the north side of 14 Avenue NW, working within the existing right-of-way (roadway space constraints). Safety is a key consideration in all our design choices, to avoid conflicts with higher westbound to southbound left turn traffic in the residential area, overhead power lines, and transit stops.

The multi-use pathway connects directly to two shopping malls as well as to a future pathway across 14 Street NW bridge to SAIT/Jubilee. Having the pathway on the north side of the road also reduces risks associated with crossing 14 Ave NW, as most destinations along this corridor are on the north side. Key crossing upgrades are also proposed on both the north and south side of 14 Avenue NW to support accessibility and connectivity to the surrounding neighbourhoods, transit stops, and Lions Park LRT.

Snow clearing: In Segment 1, travel lanes have been formalized and widened from a shared 5.0 m two-way lane (with parking on both sides) to 6.0–7.0 m in total, or 3.0–3.5 m per lane in each direction. This meets current design standards and provides additional space along the sides of the road to store snow during clearing operations, ensuring winter maintenance can be carried out effectively even with the added multi-use pathway and curb extensions.

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Crowchild Trail Bridge: [The Crowchild Trail Upgrades: Medium and long-term plans](#) show a new Crowchild overpass proposed at 12 Avenue NW., with a ramp running north to connect to 13 Avenue N.W. at grade, with proposed on-street bikeways connecting the ramp to both 14 Avenue N.W. and 12 Avenue N.W. Currently there is no funding for the Crowchild Trail Upgrades. Rehabilitation will be considered for the existing overpass in the interim.

Parking: The proposed design focuses on safety, connectivity, and room for future growth in the area. A parking study was conducted for 14 Avenue NW. It found that parking space along the corridor is currently under 25% utilized, with additional parking capacity on the side streets.

Traffic studies were also completed for low and medium growth scenarios. If a large development is planned in the future, the City of Calgary requires the developer to complete a Transportation Impact Assessment. This assessment looks at the surrounding transportation network and predicts future traffic and access needs. The City reviews the assessment to make sure that the roads can handle traffic congestion and parking without major problems. Learn more about the City of Calgary's development process [here](#).

Traffic Circle: The traffic circle is a traffic calming measure and at the same time provides legal U-turn opportunities for drivers leaving the Lions Park Strip Mall south access.

Segment 2

Right turn on 14 Ave and 19 St: There was mixed feedback regarding the removal of the right turn channel from our previous Phase 2 Engagement. This intersection is a busy one, with the LRT track turning north in the same tight area. An extensive study was done here, to provide solutions that address traffic and safety concerns for all users. Pedestrian crossing distance is shortened by removing the right turn channel, reducing potential collisions. It also removes uncontrolled (not signalized) conflicts between motor vehicles and people walking, wheeling, and biking, which in return reduces the likelihood of collisions to increase safety.

The project also proposes the removal of right-turn channels on 14 Street (near SAIT) within the project area.

Pedestrian and Wheelchair safety: As stated above, The City strives to provide equity in its future planning and decisions – in this case, making sure the road is safer and more accessible for everyone. Different people have different mobility needs. We want to make improvements that focus on safety, accessibility, and connectivity for all ages and abilities, and all types of mobility.

Lane size: Travel lanes are being reduced to consistent widths of at least 3.3 m, which is a standard urban lane width. Research and practice show that overly wide lanes can encourage higher speeds, while consistent lane widths help moderate speeds and improve overall safety without restricting vehicle access.

For context, the average passenger vehicle in Canada is approximately 1.7–1.8 m wide, and the maximum legal vehicle width for most vehicles, including commercial trucks, without a special permit is 2.6 m. While 14 Ave NW is not designated as a truck route, the design still accommodates larger delivery and service vehicles, which may need to maneuver occasionally.

“Improved predictability” refers to simplifying how the street operates for all users. In this segment, the existing wide crossings and buses stopping in-lane currently create situations where drivers must monitor multiple conflict points or unexpectedly stop behind a bus. The proposed design shortens crossing distances – reducing the visual field drivers need to scan – and formalizes transit stopping areas, so that buses are no longer stopping unpredictably within the travel lane. This results in clearer, more consistent vehicle movements and safer interactions for all road users.

Rumble strips: Rumble strips are most effective on higher-speed rural roads or freeways where they alert inattentive drivers that they are drifting out of their travel lane or approaching a hazard. On lower-speed urban streets, they are much less common because the roadway context is different: there are curbs, frequent turn movements, bus stops, and nearby residences that can all affect how effective and appropriate they are. Noise impacts and interactions with other road users also need to be considered, which further limits their use in urban settings. Raised rumble strips are not recommended where snow plowing is a regular winter maintenance requirement because the elevated profile can be damaged by plow blades.

While milled rumble strips can remain functional in snowy conditions and may even help snowplow operators detect lane edges, the overall benefits on low-speed, multi-use urban corridors tend to be limited compared with other safety treatments that better fit the context of 14 Ave NW.

Traffic impacts on 19 St: Traffic operations, including peak-period conditions, have been reviewed as part of the project. While raised median islands can change how traffic queues form, they are intended to reduce unsafe weaving and passing around turning vehicles, which can create blind spots and increase speeds through pedestrian crossings.

In a busy area, such as the segment between North Hill Centre and the Lions Park LRT station, our intervention shortens crossing distances and makes movements more predictable for both drivers and pedestrians. These measures are key to improving safety for all users while maintaining reasonable traffic flow during peak periods.

Segment 3

Raised crosswalk: The raised multi-use crossing at the driveway access is intended to support continuous east–west movement for people walking, wheeling, and biking, while also slowing vehicle turning speeds as they enter and exit the site. This added vertical element increases driver awareness and caution, which improves safety.

Right turn island: Removing the right-turn channel shortens pedestrian crossing distances and eliminates uncontrolled (non-signalized) conflicts between vehicles and people walking, wheeling, and biking, which reduces collision risk.

At this location, the eastbound to-southbound right-turn channel currently presents a significant safety concern because it creates multiple conflict points between vehicles, pedestrians, cyclists, and the adjacent LRT tracks. For example, a vehicle may pass the transit gate arm and then stop within the channel to yield to a pedestrian; if a train approaches after the pedestrian has crossed, the vehicle can be caught in an unsafe position.

Removing the right-turn channel reduces the number of conflict points and simplifies movements at a complex intersection, improving safety and predictability for all users.

Email #3: I've spent some time reviewing the 14 Ave plan. I'm concerned about the lack of consideration of the new local area plan where the City plans to increase density by 5 times. The removal of parking and traffic lanes along with elimination of dedicated left turn lanes will only make congestion worse if the City plans on increasing current density by 5 times.

Is there no communication between the planning division and this project team? To assume no additional cars will come with such excessive density plans is unrealistic. I'm happy that improvements to pedestrian access are being contemplated but to completely cripple vehicle traffic as a result is short sighted.

I noticed no additional comments are allowed so clearly the City isn't willing to do any additional engagement. But this is my 2 cents.

Answer/Response: The project team has been in regular communication with the Riley Local Area Plan (LAP) team since 2024, when this project was restarted. Work on 14 Ave NW was identified as a priority in the LAP given its role as a key mobility connection and in the Major Road Reconstruction program due to the road's poor condition. Several meetings have been held with the Riley LAP team, and a representative of the LAP team attended our Phase 1 engagement. We continue to collaborate in our planning efforts.

On the topics of neighbourhood densification and parking, we did a study of street parking in this area. We found that there is typically less than 25% maximum parking occupancy on the section of 14 Ave NW between 24 St and 20 St NW, with additional capacity on side streets where the parking demand is less than 50%.

Currently, development permits in this area are mainly on side streets. While demand will grow with coming development, there is currently enough street parking capacity for demand to almost double. We are also planning for active mobility modes such as walking and wheeling, to accommodate growth and added mobility demand.

The project team has definitely considered future growth in its plans and recommended 14 Avenue NW concept. We are in regular communication with adjacent projects to coordinate our plans and ensure they work together. The technical project team has incorporated projected traffic growth into their models as part of the design process. Traffic studies were completed for low and medium growth scenarios. If a large development is planned in the future, the City of Calgary requires the developer to complete a Transportation Impact Assessment. This assessment looks at the surrounding transportation network and predicts future traffic and access needs. The City reviews the assessment to make sure that the roads can handle traffic congestion and parking without major problems. You can learn more about the City of Calgary's development process [here](#).

We are lucky to have had excellent local input from the community and Calgarians to date, including proactive Community Association meetings and workshops, conversations with the Ward 7 office, targeted local resident and business sessions, as well as [online and in-person engagement](#) where we have reported on What We Heard and What We Did.

This has confirmed that Hounsfield Heights-Briar Hill is a community very much engaged with future planning in the area, which we genuinely appreciate.



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Email #4: Hiya! Love all the work you guys are doing. Just a small comment about the shadows in most all of the images (Segment 1 and 2; and most in Segment 3).
eg. <https://engage.calgary.ca/14avenw/phase-3-14-ave-nw-segment-1>. All the images have shadows on the wrong side of the street. It makes north look south and south look north, as for the majority of the day throughout the year the sun is to the south of 14th Ave. For Segment 1, it sounds like parking and the bicycle-friendly multi-use path will be on the north side (this means the trees/houses on the south will shade the normal sidewalk). I've no issues with the plan, just that the images confuse things.

Answer/Response: The comment has been passed to the project team to make them aware of the potential confusion with sun and shadow as depicted. No change was made to the rendering during the engagement period. The project team was ready to respond individually, if there was any further confusion on this issue by others.