



Neighbourhood Streets – Panorama Hills

Phase 2: Prioritization
What We Heard – February 2021

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 \(CS009\)](#).



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Project Overview

The City of Calgary is testing a Neighbourhood Streets pilot policy with the goal of creating local streets where neighbours of all ages and abilities can connect and access safe travel options. As part of the Neighbourhood Streets Program, The City is working with the community to improve streets in Panorama Hills for everyone to travel around the community.

This project includes:

- Public engagement to listen and learn where changes are needed to make walking and wheeling more comfortable.
- Implementing temporary materials in 2021 to transform streets in ways that make walking and wheeling (biking, skateboarding, using e-scooters or in-line skating) feel safer and more fun.
- Public engagement to evaluate temporary changes to streets.
- Installing permanent improvements (i.e. pedestrian crossing improvements and traffic calming measures) based on prioritization and resources.

Mobility includes

- Walking
- Getting to and from transit
- Wheeling: A general term for people who use a wheelchair, scooter, bike, skateboard and in-line skates to get around

Project Timeline

Early fall 2020 (Oct 19 – Nov 8, 2020)

- 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 (Dec 8 – 27, 2020)

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

Spring/summer 2021

- Installation of 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



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Engagement Process

This project includes three phases of engagement:

- **Phase 1: Identification – Oct 19 – Nov 8, 2020**
 - During the first phase of engagement, we will be asking what is working well and what is challenging for those travelling through and living in the community.
- **Phase 2: Prioritization – Dec 8 – 27, 2020**
 - Based on opportunities identified in Phase 1 and those previously identified through initiatives such as Creating Coventry, we will be working with the community to prioritize evaluation criteria and values.
- **Phase 3: Evaluation – 2021**
 - After the temporary improvements have been installed, we will evaluate their effectiveness and impacts to determine if any modifications need to be made before permanent installation that could start in 2022 based on available resources. This will include collecting feedback from residents, businesses and other stakeholders.

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

The online engagement for Phase 2: Prioritization was open from Dec 8-27, 2020.

Due to Covid-19 restrictions, Phase 2 was held entirely online with opportunity to provide input by visiting [engage.calgary.ca/Panorama Hills](https://engage.calgary.ca/PanoramaHills) or 311.

This engagement opportunity was advertised through calgary.ca, engage.calgary.ca, Facebook ads targeted to the community of Panorama Hills, community partners such as the Community Association, Resident Association and Vivo, project email distribution list, road-side bold signs throughout the community and 311.

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. These questions can also be viewed on the Panorama Hills Engage Page.

The question we asked: We want to hear from you about the criteria and values we should use to prioritize the many locations you and your neighbours identified as needing improvements. These criteria will help guide the installation of temporary improvements in spring/summer 2021.



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Question 1: Please rank the following criteria from most important to least important.

Participants were asked to rank each of the items, on a list from 1-7 by dragging each item from the left column to the right column, with the top position being the most important.

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.

Question 2: Additional Criteria

This question asked, “In your opinion, are there any criteria missing from this list?”

An open-ended question asked for any Additional Criteria that might be considered when making decisions in Silver Springs. Please see pages 5-8 for a summary of responses, and page 9 for the verbatim comments.

Values

These questions are being asked for all projects under the Neighbourhood Streets Prototype Policy.

- **Think about your favourite street. What makes it so great?**
- **We have a list of values and their definitions. Tell us how important these should be for Calgary?**

Please see pages 6-7 for a summary of the responses.

Comfort Level

For this question, participants were asked five questions regarding their comfort levels when traveling around the community. This question is asked for all projects under the Neighbourhood Streets Prototype Policy.

Demographics

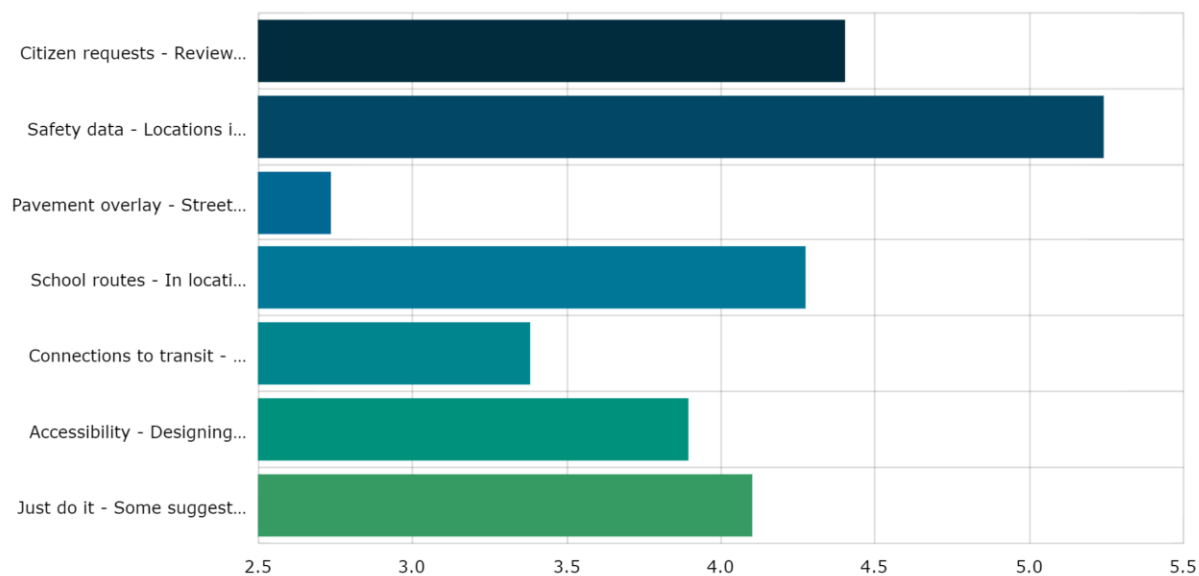
In addition, the final section of the report requested demographic data that is not used in project decision making and is not connected to your engagement input. However, this information does help The City understand who we are reaching, and helps us to better design engagement processes that are accessible to all Calgarians. The results of this section will not be published in this report.

What We Heard

Question 1: Criteria

The summary of input we received from the Neighbourhood Streets Panorama Hills engagement can be found on pages 5-8. The verbatim input begins on page 9. The table below shows the breakdown of responses for the different criteria categories.

Answered: 63 participants



Question 2: Additional Criteria

Answered: 30 participants

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 9-11) includes all of the input, in an unedited format.

While there were only 30 responses to this question, the following themes emerged:

- Safety at pedestrian crossings
- Ensuring traffic flows smoothly
- Addressing speeding
- Improving sidewalks
- No changes desired

These themes are consistent with the input collected in Phase 1 of the engagement process.



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What We Heard – Values

Question 1: Think about your favourite neighbourhood street. What makes it so great?

Answered: 33 participants

The themes within these responses are in alignment with the Neighbourhood Streets Pilot Policy. Some examples of responses are shared here and matched against the closest value of the new Neighbourhood Streets Pilot Policy:

Policy objective	Participant comment
Safe	<ul style="list-style-type: none">• Moves efficiently, safe for pedestrians• Walkable (accessible), safe, interesting view points and nice landscaping/trees along the way, well maintained, low/slow vehicle traffic
Welcoming to all ages and abilities	<ul style="list-style-type: none">• Streets in the new East Village are becoming a welcoming space, cars are slowed and managed and there is a lot of pedestrian and bike areas that don't conflict. The store fronts, art and other infrastructure are making it a destination for everyone
Supporting great destinations	<ul style="list-style-type: none">• Close to almost every shopping need• Lots of great paths• The pathways and the PHCC
Healthy	<ul style="list-style-type: none">• A great street has a wide sidewalk, a bike lane, a parking lane, road furniture for safe pedestrian crossing and visibility. Is lined with trees and designed to limit speeding without impeding traffic flow (think roundabouts rather than 4 way stops)• The parks and green areas to preserve the gully creek was well done• You can see nature, trees & open space versus only asphalt and cars parked everywhere
Fun	<ul style="list-style-type: none">• safe, playful, inviting• Mature trees and shrubs, community flowers, ponds, playgrounds, community architecture designs in park areas (arches, community signs)

Please see pages 9-10 for the full responses.

Question 2:

The table below summarizes the responses to the question: **We have a list of values and their definitions. Tell us how important these should be for Calgary?**

Total responses: 56



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Value	This is important	This is somewhat important	This is not important
Safe: we mean streets where real and perceived safety concerns are both valid though differently addressed; where the risk of tripping and slipping is low; where the design of the street encourages safe and appropriate travel behaviour from all users; and, where the design discourages crime and social isolation.	92.86%	3.57%	3.57%
Welcoming to all ages: we mean streets that acknowledge that visitors and residents will have different travel needs and capabilities throughout their lives by accommodating a range of physical and mental capabilities in the designs.	55.36%	30.36%	14.29%
Supporting great destinations: we mean streets that add to the vibrancy of the places they border.	41.07%	37.50%	21.43%
Healthy: we mean streets that encourage individuals to live actively and neighbours to connect.	57.14%	39.29%	3.57%
Fun: we mean streets where the design (including art, green infrastructure and architecture) encourages play, and where citizens are empowered to enjoy and repurpose streets for special events of local or cultural significance.	51.79%	26.79%	21.43%

Based on this input, “safe” is the top value, followed by “healthy”, “welcoming to all ages”, “fun”, and “supporting great destinations”.

Next Steps

Following this Phase 2: Prioritization engagement, the project team will begin the install of traffic calming and pedestrian improvements throughout the community using both temporary and permanent materials. This will begin in the spring/summer of 2021.

Based on this, the project team will begin Phase 3 of public engagement to evaluate the effectiveness and impacts of wheeling facilities, traffic calming measures and pedestrian improvements.

Thanks to the many Panorama Hills residents and visitors who helped share information on how they feel travelling in different parts of the community.



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Verbatim Comments

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

Additional Criteria

Send direct mailings to ALL residents in the community indicating what will be done when and seeking approval through October election like a mini referendum.

In general I would like to see pedestrian friendly changes to a vehicle dominant system
There is a huge issue with drivers speeding in our community. We do not believe this has been clearly identified in the above criteria.

No

sidewalks. In Panorama Hills Close, The sidewalks need redoing.....not just patching. It is hazardous for some walkers (seniors)

Yes, how can we increase traffic flow both in volume and speed. Why does the City feel that progress is only when we continue to congest, bottleneck and reduce speed?!

Calming barriers should NEVER NEVER be placed on main traffic routes like Panatella Hills Blvd. .
No

Add stop signs or traffic lights at key/busy intersections

Leave things how they are. Just because people are home with nothing to do now, it doesn't mean you need to add "traffic calming measures". Focus on other important things like fixing the roads. Insuring the current infrastructure(ie:roads) can support the increase in traffic. Many of the roadways are insufficient at present. With so much street parking around the strip mall near Save-On foods the traffic can be quite substantial.

Execution and not just talk about safety and security; listening to citizens

Pedestrian crossing or intersection lights at Panatella Gate Nw and Harvest Hills Blvd as this is a dangerous interaction with blind spot caused by the condos with commuters speeding into the community

We need a set of lights or a four way stop at St Jerome school intersection. It's a safety and traffic flow issue.

Yes. Residents from Panorama should be discouraged from using Hanson Ranch as a shortcut to access Beddington Dr and Stoney Tr westbound. The traffic volume has increased exponentially in Hanson Ranch and is a safety issue.

Impact to Traffic - you can't ignore this or act like this is the problem, fact is that is what we all do to live our lives. Look for complementary wins.

Pavement/Side-walk Maintenance

None



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Install speed bumps at crosswalks from pathways on Panorama Hills Dr. Install speed bump at corner of Panorama Hills Dr & Panorama Hills Mews to halt the speedway attitude that this long stretch of road is intended to test how fast your vehicle will go

I don't think so.

We need to set ground for BRT/LRT and define it so we can have enablement of work started when the time comes.

Users. - hoping to prioritize pedestrian (and bike) safety and ability to travel over car accessibility (ie more stop signs and reduced speed)

Safety on panamount Blvd to slow people down

Look at 311 data for speed bump requests, speeding data community associations etc

Connections to the adjoining neighborhoods and facilities

we need more marked cross walks!

More crosswalks are needed. Easy fix. Everytime I report to 311 about a kid almost being hit the response is until there is an accident, no. Need flashing light crosswalks

COST, TIMING, NECESSITY AT A TIME WHEN FOCUS SHOULD BE ON 100 OTHER THINGS OTHER THAN THIS. THOSE CURBS EXTENDING INTO WIDER ROADS IN THE SUBURBS? REMOVE THEM PERMANENTLY (NEAR MISSES / ROAD HAZARD TO PEDS AND BIKERS AND VEHICLES ALIKE).

Common sense

On Street parking issues. Overcrowding on streets making it unsafe for pedestrians to cross and people driving two-way traffic.

Values – Favourite Street

Close to almost every shopping need
access to walking paths

Streets in the new East Village are becoming a welcoming space, cars are slowed and managed and there is a lot of pedestrian and bike areas that don't conflict. The store fronts, art and other infrastructure are making it a destination for everyone.

It's wide with a well kept boulevard (healthy tree, live cut grass, limited weeds, no trash), well marked pedestrian crossing with pedestrian controlled lights and parallel parked cars.

Walkable (accessible), safe, interesting view points and nice landscaping/trees along the way, well maintained, low/slow vehicle traffic

Easily accessible. Good sightlines for crossings & safety. Little to no bicycle traffic.

You can easily access it both to and from with ease and minimal restrictions.

Good neighbours

evidence of multiple users (bus stop), treed, boulevards to protect foot traffic, few vehicles parked on street

Smooth traffic

Wide street, tree lined, easy street crossing, good lines of sight



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A great street has a wide sidewalk, a bike lane, a parking lane, road furniture for safe pedestrian crossing and visibility. Is lined with trees and designed to limit speeding without impeding traffic flow (think roundabouts rather than 4 way stops)

Wide street

Kept lawns/ yards/ houses

Mature trees and shrubs, community flowers, ponds, playgrounds, community architecture designs in park areas (arches, community signs)

Trees. Wide open. I like the white lines to clearly delineate parked cars from traffic

The parks and green areas to preserve the gully creek was well done

You can see nature, trees & open space versus only asphalt and cars parked everywhere.

Havest Hills Blvd N. Visible signage. Wide.

We need traffic lights or a four way stop in front of the Panorama hills school. During school times it is chaos

Walkable

Accessible. Safe.

I like the whole area, Watch when crossing Dr Good looking homes would be nice to not see all our bins on the street all the time.

It's quiet with very little traffic.

Harvey Hill : the view of downtown at night and the accessible shops.

Cul de sac. IE much less traffic, kids can play street hockey. Mature trees.

Moves efficiently, safe for pedestrians

Lots of great paths

safe, playful, inviting

The pathways and the PHCC

Narrow, slow driving, character, green

Walkable streets with lots of landscape features or noticeable landmarks.

ONE THAT THE CITY DOESN'T ARTIFICIALLY TRY TO CREATE WITH MORE SPENDING AND 'STUFF' IS PREFERRED. FOCUS ON WHAT MATTERS NOT THIS NOT NOW.