



12 ST NE Mobility Improvements

What We Heard Report
September 2026



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Project overview

The 12 ST NE Mobility Improvements project explored ways to make travel along 12 Street N.E. safer, easier, and more connected for everyone, whether they walked, wheeled, biked, took transit, or drove. The work responded to current traffic needs, supported future growth, and built on the vision of the [East Riverside Master Plan](#) for a more connected community.

This stage of work focused on planning and concept design. Detailed design and construction were not funded at this stage; funding is expected to be requested through future budget cycles and remains subject to Council approval. The improvements explored included changes to street design, intersections, active travel connections, accessibility, and safety features.

To learn more about the engagement process visit: <https://engage.calgary.ca/12StreetNEImprovements>

Feedback collected and how it will be used

We asked people who live in, work in, travel through, or visit the area to share feedback on how the proposed improvements could work best for the community.

We wanted to know:

- How the proposed design could affect safety, comfort, and access for people walking, wheeling, biking, taking transit, and driving
- Whether there are local issues, missing connections, or access needs that the project team should better understand

The feedback heard will be used to help refine the concept design, understand community priorities, and identify where changes or further study may be needed.

How feedback fits in:

Public feedback is a valued part of this work, alongside technical studies, safety and accessibility requirements, site constraints, available funding, operational needs, and City policies. Together, these inputs will help shape the recommended design and future direction of the project.

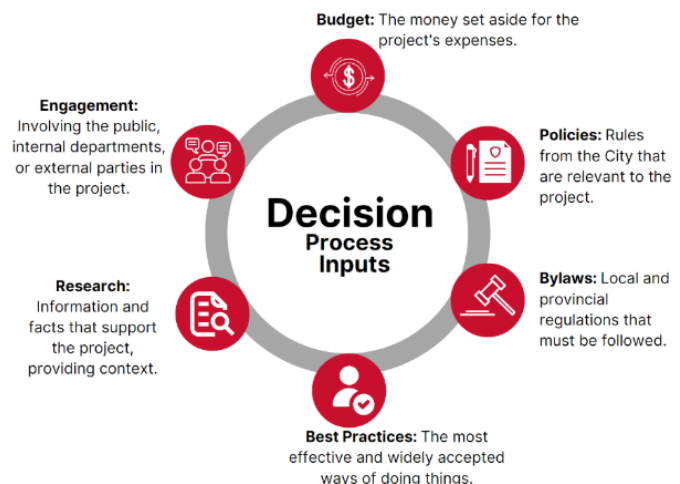
Engagement and communications overview

The following strategies were used to inform and engage the public on the project.

Engagement opportunities

To gather input from the public and community, we joined and hosted the following events and opportunities:

Online feedback form (open June 15 to July 6):



- 2,395 visitors on the portal page
- 189 contributions/survey responses

In-person pop-up events:

- June 19: Bridgeland Night Market, approximately 116 participants
- June 27: Bridgeland Piazza, approximately 66 participants

Getting the word out

Engagement opportunities were advertised and promoted in the following ways:

- **Bold Signs**
 - Large on-street signs placed at key high visibility locations across Ward 9 to help residents learn about the engagement period and visit the project website. Sign Locations:
 - West side of 12th Street, South of St. Georges Drive NE
 - South side of St Georges Dr, East of 12 St NE
 - South side of McDougall Rd, East of 9 St NE
 - South side of 8th Ave, West of 13A Street NE
- **Postcards**
 - 200+ distributed at pop-up engagement events to distribute to residents.
- **Posters**
 - Shared with Community Associations and local businesses to help drive engagement.
- **Social Media**
 - Targeted to community residents inviting them to view the new proposed designs on the engage website. Platforms include Facebook, Instagram, NextDoor, Bluesky, and Threads.

Poster:



What we asked/what we heard

Online input is summarized below. For more detail, see the [Detailed summary of feedback](#) section of this report and the [Verbatim comments](#).

During engagement, public input was gathered in person and online and organized into high-level themes based on the following questions:

1. *What do you **like** about the proposed concept?*
2. *Do you have any **concerns** about the proposed concept?*
3. *Do you have any **additional comments** about the proposed concept?*

Overall feedback snapshot

What respondents liked 	Key concerns identified 	Additional comments 
- Better traffic flow, including roundabouts to reduce delays - Restoring dual left turns onto eastbound Memorial Drive - Improved walking, wheeling and cycling connections - Safer crossings and better accessibility - Better local access to Bridgeland and nearby destinations	- Driver confusion and safety in roundabouts - Pedestrian and cycling safety at crossings - Traffic backups or congestion shifting elsewhere - More cut-through traffic in Bridgeland - Construction impacts, detours and timing - Cost, need and value for money	- Address larger traffic issues on Memorial Drive and Deerfoot Trail - Consider simpler or interim fixes first - Improve pathway links and accessibility - Protect neighbourhood livability and local access - Plan for construction, funding and future growth - Improve how the area looks and feels

Overall key themes

Traffic flow and access

- Many respondents wanted less congestion and smoother traffic flow.
- Restoring dual left turns onto eastbound Memorial Drive was a common priority.
- People wanted better access to Memorial Drive, Inglewood and Bridgeland.
- Some felt the design should also address larger traffic issues nearby.
- A few suggested simpler fixes, such as signal timing or lane changes.

Safety and accessibility

- Respondents wanted safer crossings for people walking, wheeling and cycling.

- Some were concerned about crossing near roundabouts.
- Accessibility was important for seniors, people using mobility aids, and blind or low-vision users.
- People asked for clear signs, signals, ramps and tactile features.
- Several comments said safety should be a top priority.

Walking, wheeling and cycling connections

- Many people supported better walking, wheeling and cycling routes.
- Respondents wanted clearer links to pathways, the zoo, TELUS Spark and Tom Campbell's Hill.
- Some asked for more direct routes with fewer crossings.
- People wanted pathways that are wide, comfortable and easy to follow.
- Several comments asked for better connections to nearby neighbourhoods and destinations.

Neighbourhood impacts

- Residents were concerned about more cut-through traffic in Bridgeland.
- Some worried about speeding on local streets and near school or playground areas.
- People wanted local access to be protected during busy times.
- Several comments raised concerns about quality of life for nearby residents.
- Feedback showed the need to balance traffic movement with neighbourhood livability.

Cost, construction and future planning

- Respondents asked about project cost, timing and funding.
- Many wanted to know how construction impacts and detours would be managed.
- Some were concerned about more construction in an already busy area.
- A few suggested lower-cost or interim fixes before major construction.
- Comments also pointed to the need to plan for future growth.

How the area looks and feels

- Some respondents wanted the area to feel more welcoming and comfortable.
- People suggested more trees, shrubs, greenery and shade.
- Several comments mentioned keeping the bridge art and neighbourhood character.
- Some wanted gateway signage to show entry into Bridgeland.
- Respondents also wanted walking areas to feel safer and more pleasant.

Detailed summary of feedback

For the full set of comments received through the engagement process, see [Verbatim comments](#).

Online Feedback

An online feedback form was available from June 15 – July 6, 2026, to gather input from the public. Below are the questions we asked and a summary of the responses we received through the online portal.

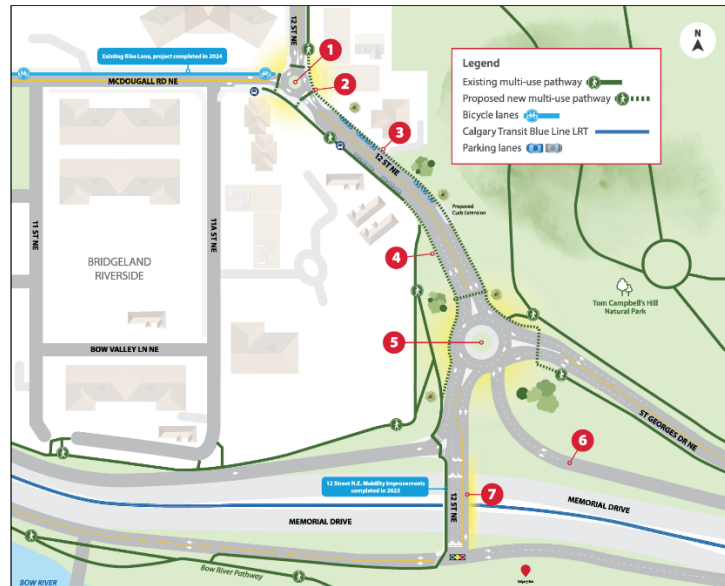


Design concept

- 1 Proposed new single-lane roundabout to replace the existing stop-sign intersection.
- 2 Proposed new curb extensions and accessibility ramps to be added at the crosswalks on all three sides of the roundabout.
- 3 Proposed new multi-use pathway on East side of 12 Street N.E.
- 4 Proposed new multi-use pathway on West side of 12 Street N.E.
- 5 Proposed new dual lane roundabout to replace the existing traffic-signal intersection.
- 6 Proposed modified dual lane access ramp from Memorial Drive connecting directly to the proposed new roundabout.
- 7 Proposed bridge widening to allow two dedicated left turns towards eastbound Memorial Drive and support safe turning for all vehicle sizes.



SCAN ME



engage.calgary.ca/12StreetNEImprovements

Proposed design concept presented to the public for feedback during engagement.

Question 1. What do you like about the proposed concept?

What we heard:

When asked what they liked about the proposed concept, participants most often pointed to changes that could make the area easier, safer and more efficient to move through. Input focused on traffic flow, roundabouts, restoring turning capacity, walking and cycling connections, safety, accessibility and better links between Bridgeland, Memorial Drive, Inglewood, the zoo and nearby destinations.

Improved traffic flow and reduced congestion

- Many respondents liked that the concept could reduce traffic backups and improve overall movement through the area.
- Several comments said roundabouts could help keep vehicles moving by reducing waiting at traffic lights or stop-controlled intersections.
- Respondents noted that traffic currently backs up during busy periods, including zoo, TELUS Spark and event traffic, and felt the concept could help address those delays.
- Some respondents liked that the design appears to address existing bottlenecks and make it less frustrating to travel between Bridgeland, Memorial Drive and Inglewood.
- A few respondents described the proposal as a practical or overdue response to current traffic flow issues.

Restoring or adding turning capacity

- A strong recurring theme was support for restoring two dedicated left-turn lanes onto eastbound Memorial Drive.
- Respondents described the dual left turn as a major improvement that could reduce congestion on southbound 12 Street N.E. and help traffic leave Bridgeland more efficiently.
- Several respondents said the previous removal of dual left-turn capacity contributed to current backups and should be corrected.
- Some comments supported bridge widening or lane changes if they help restore safe and efficient turning movements.
- Respondents also liked that the concept could better support larger vehicles and reduce awkward or unsafe lane movements near the bridge.

Roundabouts

- Many respondents liked the proposed roundabouts and described them as efficient, logical or a good way to replace traffic lights and reduce stop-and-go conditions.
- Some respondents felt roundabouts could improve safety by slowing vehicles and reducing conflict points compared with the current intersections.
- Several comments highlighted the proposed dual-lane roundabout as a way to better manage traffic entering and exiting the bridge area.
- Respondents also liked the single-lane roundabout within the community because it could help calm traffic and simplify a difficult intersection.
- A number of respondents said they generally support roundabouts and see them as a more efficient option than traffic lights or stop signs in this location.

Walking, wheeling and cycling improvements

- Many respondents appreciated the proposed multi-use pathway improvements on the east and west sides of 12 Street N.E.
- Respondents liked that the concept could create safer, more continuous walking, wheeling and cycling connections through the area.
- Several comments noted that the improvements could better connect existing bike lanes and pathways, including links to the Bow River pathway system, the zoo, TELUS Spark and Tom Campbell's Hill.
- Some respondents said the current area is confusing or uncomfortable for cyclists and pedestrians and liked that the proposal appears to address missing or difficult connections.
- Respondents also supported wider sidewalks, dedicated pathways and better separation from vehicles, especially in areas where people currently feel exposed to traffic.

Safety and accessibility improvements

- Respondents liked that the concept could improve safety for people walking, wheeling, cycling and driving.
- Several comments supported curb extensions, accessible ramps, reduced traffic speeds and improved crossings.
- Some respondents highlighted benefits for seniors, children, people using mobility aids, stroller users, cyclists, scooter users and other non-motorized travelers.
- Respondents noted that safer crossings are needed near schools, parks, the bridge and connections to nearby destinations.
- Some comments said the proposed changes could make the area feel less confusing and more predictable for people using different modes of transportation.

Better neighbourhood access and connectivity

- Several respondents liked that the concept could restore or improve access into Bridgeland from St. George's Drive, the zoo area and nearby destinations.
- Respondents said the ability to turn into Bridgeland without detouring onto Memorial Drive would be more convenient and could reduce awkward or unsafe travel patterns.
- Some comments noted that better access would be especially helpful for local residents returning from the zoo, TELUS Spark or nearby areas.
- Respondents also liked that the concept could improve connections between Bridgeland, Inglewood, Memorial Drive, the Bow River pathways and Tom Campbell's Hill.
- A few respondents said the design appears to address multiple access issues at once, rather than focusing on a single intersection.

Balanced multimodal design

- Some respondents liked that the concept considers several travel modes, including drivers, pedestrians, cyclists, scooter users and people using mobility aids.
- Respondents described the concept as a balanced approach that could improve conditions for both vehicle traffic and active transportation.
- Several respondents said the concept addresses multiple existing issues at once, including congestion, access, pathway gaps and safety concerns.
- Some comments described the proposal as a "win for everyone" because it could support people walking, biking, driving and using other modes.
- A few respondents appreciated that the concept appears to build on previous improvements while also addressing remaining gaps in the area.

General support for the overall concept

- A number of respondents expressed overall support for the proposed concept without naming a specific design element.
- Some described the proposal as helpful, reasonable, logical or a strong improvement over current conditions.
- Several comments said the concept appears to address existing issues in the area and would be a positive step forward.
- Some respondents said they support all or most of the proposed improvements.
- A few respondents expressed enthusiasm about seeing the project move forward and hoped the improvements could be implemented.

Question 2. Do you have any concerns about the proposed concept?**What we heard:**

When asked about concerns with the proposed concept, participants raised issues related to how the design would function in practice. Key topics included roundabout usability, pedestrian and cycling safety, congestion, neighbourhood traffic impacts, pathway connectivity, accessibility, construction disruption, cost and whether some elements are needed or could be simplified.

Roundabout usability, driver behaviour and safety

- Many respondents were concerned that drivers may not understand how to use roundabouts, particularly dual-lane roundabouts.
- Several comments said the proposed roundabouts could create confusion, unsafe merging, hesitation, or conflicts between vehicles.
- Respondents noted that clear signage, lane markings and driver education would be important if roundabouts are implemented.
- Some comments raised concerns about winter driving conditions, snow-covered lane markings and whether drivers would be able to navigate the roundabouts safely.
- A few respondents felt roundabouts could increase the risk of collisions or create more congestion if drivers treat them like four-way stops.

Pedestrian and cycling safety at crossings

- Respondents frequently questioned whether pedestrians and cyclists would be safe crossing near roundabouts, especially where vehicles may be entering, exiting or merging.
- Several comments asked for pedestrian signals, flashing beacons, raised crossings, refuge islands or other safety measures at key crossings.
- Some respondents were concerned that uncontrolled crossings across multiple lanes could be uncomfortable or unsafe for people walking, wheeling or cycling.
- Comments noted that drivers may be focused on vehicle movements and may not see pedestrians or cyclists waiting to cross.
- A number of respondents said pedestrian and cycling safety should be a priority in the detailed design.

Traffic flow, congestion and bottlenecks

- Some respondents worried the proposed concept may not fully address existing congestion or could shift bottlenecks to nearby intersections.
- Several comments questioned whether backups from Memorial Drive, Deerfoot Trail, the zoo, TELUS Spark or event traffic could still block the area.
- Respondents raised concerns that traffic could back up into the roundabout during peak periods, reducing its effectiveness.
- Some comments noted that signal timing at the bridge and surrounding intersections would still need to be addressed.
- A few respondents questioned whether dual left turns, bridge widening or roundabouts would be enough to solve the broader traffic issues.

Neighbourhood traffic and community impacts

- Several respondents were concerned the concept could increase cut-through traffic in Bridgeland or make the neighbourhood busier.
- Some comments said improved access from the zoo or TELUS Spark area could bring more non-local traffic into residential streets.
- Respondents raised concerns about speeding, traffic volumes and quality-of-life impacts for people living nearby.

- A few comments noted that resident access in and out of Bridgeland is already difficult during busy periods and should not be made worse with the proposed design or any other changes
- Several respondents asked for traffic calming, speed management or design measures that protect neighbourhood livability.

Active transportation network design and connectivity

- Respondents raised concerns that some walking, wheeling and cycling routes may be indirect, incomplete or difficult to follow.
- Several comments asked for more direct connections between the Bow River pathways, Tom Campbell's Hill, the zoo, TELUS Spark, Bridgeland and surrounding bike routes.
- Some respondents questioned the placement of pathways on the east or west side of 12 Street N.E. and whether they would serve the people most likely to use them.
- Comments noted that transitions between multi-use pathways, on-street bike lanes and crossings should be clear and seamless.
- A few respondents said pathways should be wide enough and comfortable for pedestrians, cyclists, seniors, children and people using mobility devices.

Accessibility and inclusive design

- Some respondents emphasized that the design and engagement process need to better consider blind and low-vision users.
- Comments specifically referenced nearby organizations and users who may rely on accessible crossings, ramps, tactile features and audible signals.
- Respondents asked for safer, more usable curb cuts, ramps and crossings for seniors, people using mobility aids and people travelling with strollers.
- Some comments raised concerns about shared pathways and whether they would be comfortable for pedestrians, cyclists and people with accessibility needs.
- A few respondents asked for direct consultation with accessibility-focused organizations and users during detailed design.

Construction timing, disruption and access

- Respondents were concerned about how long construction would take and how much disruption it would create.
- Several comments noted that the area is already affected by construction and road closures, and asked for better coordination with other projects.
- Respondents were concerned about maintaining access in and out of Bridgeland during construction.
- Some comments said detours could increase traffic on residential streets or add time to daily trips.
- A few respondents said support for the project depends on how construction impacts, staging and communication are managed.

Cost, necessity and value for money

- Some respondents questioned whether the full concept is necessary or whether simpler changes could address the main issues.

- Several comments asked whether bridge widening is required, or whether lane reconfiguration, signal timing or signage could achieve similar results at lower cost.
- Respondents raised concerns about recent work in the area being redone or modified again.
- Some comments suggested prioritizing the most important changes, such as restoring dual left turns, before proceeding with larger infrastructure changes.
- A few respondents questioned whether the proposed investment provides good value compared with other needs in the neighbourhood.

Vehicle lane configuration and design alternatives

- Some respondents raised concerns about how the proposed vehicle lane changes would operate, including dual left-turn movements, merge points and lane assignments.
- Several comments questioned whether bridge widening is needed or whether repainting, signage or lane reconfiguration could achieve similar results.
- Respondents suggested alternatives such as retaining traffic lights, keeping stop signs, changing lane designations or simplifying the roundabout design.
- Some comments noted that large vehicles, buses and emergency vehicles need to be considered in the final design.
- A few respondents were concerned that some proposed lane changes could create new conflicts, confusion or bottlenecks if not clearly designed.

No concerns and general support for the proposed concept

- A several number of respondents said they had no concerns about the proposed concept.
- Some respondents expressed general support and felt the concept would be an improvement over current conditions.
- Several supportive comments still noted implementation considerations, such as construction timing, keeping lanes open or ensuring clear signage.
- Some responses were brief, such as “No,” “None,” or “No concerns.”

Question 3. *Do you have any additional comments about the proposed concept?*

What we heard from online feedback:

Additional comments expanded on earlier themes and offered suggestions for refinement, implementation and future planning. Topics included the root causes of congestion, interim fixes, roundabout design, pedestrian and cycling connections, neighbourhood livability, construction impacts, funding, aesthetics and broader project support.

Addressing root causes of congestion

- Many respondents felt the concept should consider broader traffic issues beyond the immediate project area.
- Several comments pointed to congestion on Memorial Drive, Deerfoot Trail and nearby ramps as key contributors to traffic delays.

- Respondents noted that zoo, TELUS Spark and event traffic can affect traffic flow and should be considered in the design.
- Some comments said future growth and new development in Bridgeland/Riverside could increase pressure on the transportation network.
- A few respondents asked for a more system-wide approach that looks at surrounding intersections, signal timing and regional traffic movement.

Restoring dual left turns and simpler interim fixes

- A recurring suggestion was to restore the previous dual left-turn movement onto eastbound Memorial Drive as soon as possible.
- Several respondents felt this change could address a significant portion of the congestion more quickly and at lower cost than the full concept.
- Some comments suggested testing interim changes, such as signal timing adjustments, lane designation changes or pilot projects, before major construction.
- Respondents questioned whether bridge widening is necessary if lane reconfiguration could achieve similar traffic outcomes.
- A few comments said the project should prioritize the most urgent operational fixes while continuing to evaluate larger design changes.

Roundabout design, safety and driver education

- Additional comments reflected mixed views on roundabouts, with some respondents supporting them and others questioning whether they are the right solution.
- Some respondents said roundabouts could improve traffic flow if designed clearly and used correctly.
- Others worried that dual-lane roundabouts would be confusing or unsafe, especially for drivers unfamiliar with roundabout rules.
- Several comments asked for strong signage, clear lane markings, public education and possibly enforcement during the transition period.
- A few respondents said traffic lights, stop signs or simpler intersection designs may be more appropriate in some locations.

Pedestrian, cycling and accessibility improvements

- Many respondents asked for stronger walking, wheeling and cycling connections as part of the final design.
- Comments highlighted the need for safer crossings, lighted or controlled crossings, more direct pathway routes and clearer connections to nearby destinations.
- Respondents asked for better links to the Bow River pathways, Tom Campbell's Hill, the zoo, TELUS Spark, St. Patrick's Island and surrounding neighbourhood routes.
- Some comments emphasized that pathways should be wide, comfortable and accessible for seniors, children, wheelchair users, strollers and cyclists.
- A few respondents asked for separated spaces for pedestrians and cyclists where possible, rather than relying only on shared multi-use pathways.

Neighbourhood traffic, cut-through traffic and quality of life

- Several respondents said the design should protect Bridgeland/Riverside from increased cut-through traffic.
- Comments noted existing concerns about speeding, traffic volumes and safety near schools, playground zones and residential areas.
- Some respondents felt the neighbourhood already carries a high traffic burden because of its location near Memorial Drive, Deerfoot Trail, the zoo and TELUS Spark.
- Respondents asked for design measures that balance vehicle movement with local access, safety and livability.
- A few comments suggested lower speed limits, traffic calming or other measures to discourage shortcutting through residential streets.

Project delivery, funding and construction impacts

- Respondents asked how the project would be funded and how long design and construction would take.
- Several comments raised concerns about access to and from Bridgeland during construction.
- Some respondents worried that construction could overlap with other projects and create additional disruption for residents.
- Comments emphasized the need for clear communication, careful staging and strong project management.
- A few respondents said they support improvements but want construction impacts, detours and timing to be planned carefully.

Public realm, gateway identity and aesthetics

- Some respondents wanted the project to improve how the area looks and feels, not only how it functions.
- Comments suggested adding trees, shrubs, greenery, shade and more comfortable pedestrian areas.
- Several respondents described the area as a gateway into Bridgeland and suggested signage or other features that reflect neighbourhood identity.
- Some comments asked that existing bridge ornamentation or zoo-inspired art be kept and maintained.
- A few respondents said streetscape improvements could make the area feel more welcoming, attractive and comfortable for people walking or cycling.

General support, appreciation or no additional comment

- Some respondents used the additional comments question to express support for the proposed concept or appreciation for the project being considered.
- Several comments said the area needs improvement and that the concept could be better than the current condition.
- A few respondents expressed excitement about seeing changes move forward.

In-person feedback

In June 2026, we hosted two weekend pop-up engagement events at the Bridgeland Night Market and Bridgeland Piazza to gather community feedback on the project.

Participants were invited to share feedback at the events or provide input through a QR code linked to the online survey.

Below is a summary of the feedback we received.

What we asked:

Participants were asked the same questions as the online survey using the engagement board shown below.



We'd love to hear your thoughts!

Use the sticky notes to share your feedback on the proposed concept.

What do you *like* about the proposed concept?

Do you have any *concerns* about the proposed concept?

Do you have any *additional comments* about the proposed concept?



What we heard from in-person events:

In-person input reflected common themes about traffic movement, roundabouts, walking and cycling connections, crossings, accessibility, local street safety, future growth and project delivery.

What participants supported

- Improved traffic flow and movement through the area
- Roundabouts that improve flow and are easy to navigate
- Interest in more walking, wheeling and cycling connections
- Safer and more visible crossings
- Interest in better local access between Bridgeland, Inglewood, Memorial Drive and nearby destinations

Key concerns raised

- Roundabout usability, signage and driver understanding
- Pedestrian safety at roundabouts and crossings
- Speeding, merging and local street safety
- Existing congestion, queuing and signal timing
- Questions about the scale of proposed lane and intersection changes

- Accessibility and shared pathway safety

Suggestions and additional considerations

- Stronger active transportation connections
- Requests for improved crossing treatments and signal operations
- Comments about planning for future growth and new development
- Comments about construction timing and completing work before additional growth
- Suggestions for clearer public communication and easier-to-read project materials
- Comments about supporting amenities, maintenance and wayfinding

Interest group feedback

Targeted emails were sent to interested parties to share project and engagement information and encourage them to circulate it within their networks. They were invited to submit feedback through the Engage portal or at an in-person event. We also offered to meet with them to walk through the project, gather feedback and answer any questions.

Feedback from interested parties we met with:

What we heard from interested parties focused on project timing, construction coordination, communications, traffic safety, connections, access and placemaking.

Project support and design feedback

- General project support and interest in the proposed 12 Street N.E. improvements
- Roundabouts, multi-use pathways and improved traffic flow
- Interest in safer connections, better access and public realm improvements

Project timing, coordination and safety concerns

- Questions about project timing, funding, next steps and construction duration
- Concerns about repeated construction impacts and the need to coordinate projects
- Concerns about traffic safety, off-ramp operations, crossings and pedestrian comfort
- Concerns about access, bus parking and loading needs

Opportunities to explore further

- Coordinate construction timing and bundle work where feasible
- Provide concise project updates through existing communication channels
- Explore gateway, public art and placemaking opportunities
- Identify additional pathway and connection opportunities
- Review safety data and options to improve crossings, pathways and transit connections

Next Steps

The project team will review feedback alongside technical considerations to revise and finalize the concept design in Fall 2026. A final update and a *What We Did Report & Reveal* will be posted on the project site at the end of 2026 to show how feedback shaped the final concept.