



Stage 1 – Pre-Consultation

Stakeholder Interviews

COMPILED RESULTS



DATE: February 3, 2012





SE to West LRT Stage 1 Stakeholder Interviews

Compiled Results

INTRODUCTION

The purpose of the interviews with a sample of key stakeholders was:

- To gather information to inform/refine the PIP and set the stage for the Public Involvement Process for the Preliminary Design.
- To inform participants about the upcoming Public Involvement Process, and the opportunities for input.
- To inform participants about the role of public involvement in the Preliminary Design stage, and identify any new issues that can be addressed through this process.
- To begin to build relationships for this phase of the project.

A list of key stakeholders was identified from the Concept Planning Phase of the SE to West LRT and included representatives of Community Leagues, School Boards and business interests in both the southeast and the west areas of the city. Since the Downtown LRT Concept Plan had not yet been approved by City Council at the time of the interviews, stakeholders in Area 4 were invited to provide input via the parallel online survey.

Initial contact was made by email with 19 stakeholders, and follow-up attempts were made to contact individuals for the interviews. In a few instances, alternative or additional contacts were identified, including residents along the route and representatives of other organizations. A total of 26 individuals were contacted, and 20 interviews were completed. Individuals who were contacted were also given the option of completing the online survey. Two stakeholders who were interviewed noted that they had also completed the online survey, and one individual advised that he had completed the online survey instead of having an interview.

Gathering information via in-person interviews and online surveys has been useful to the project team in planning public involvement activities for Stages 2-5. Thank you to all participants for adding value to the process.

SUMMARY OF RESULTS

Additional Issues to Consider in Preliminary Design

Forty percent of interviewees indicated that they did not have any additional issues to be considered. Responses to this question have been grouped into themes, and are presented below sorted by General, SE Specific and West Specific.

General

- ✧ *Speed of LRT:* Concern that people will take their car if travel time of LRT is not comparable.



- ✧ *Roadway and Transit Network Changes:* Need for information about details of the roadway changes and their impact on communities; what can they expect for any kind of transit collectors, links into the LRT? Will they be different from existing transit routes?

SE Specific

- ✧ *Route Alignment, including:* preference was noted for route near Forest Heights rather than Connors Hill; a request for information about what specific route has been decided south of Argyll Road to connect to 75 St; and concern that the LRT is not extending further to the east and south to heavy growth areas around Ellerslie.
- ✧ *Access to EMS Station at Bonnie Doon Circle:* Impact on EMS service access.
- ✧ *Lane Reduction & Rationale for Location of Track in Middle of 83 Street:* Concern about reducing 83 Street to two lanes with LRT down middle and impacts on traffic if a bus breaks down in one of the lanes and blocks traffic. Also concern about removing the boulevard by property owners who do not have back alley access and will have to back out of driveway into traffic; Need for clarification on rationale of the centre of street location.
- ✧ *Loss of Feeder Bus Stops on 83 Street:* Concern that reduction to one lane on 83 Street will restrict feeder bus service between stations; what bus service will be planned to bring people to station and along the route? Also suggest that if houses need to be removed, it should be looked at now or consider something elevated to keep lanes going in both directions.
- ✧ *Station Locations and Connection to Other Bus Routes, including:* the need for a stop at the top of Connors Hill (e.g., seniors, Folk Fest access); concern about potential loss of green space at the stop on 95 Avenue in Strathearn; Station Location at 73 Avenue & 83 Street does not connect with bus routes on 76 Avenue and concern about seniors having to walk three blocks or more from the station to get into Ritchie, King Edward Park, etc.; concern about loss of bus stop at Argyll Road & 83 Street where many college age residents catch Bus #8 ; Not clear how and when it was decided that the LRT would end at Millwoods Town Centre.
- ✧ *Access to Commercial Strip at Argyll:* Vehicle access to the only commercial area within the community north of Argyll will be impacted by the elevated Argyll Road crossing.
- ✧ *Noise related to Elevated Train/Bridge over Argyll & Coronet Roads:* Concern that elevated train and uphill travel on Connors Hill will squeal and sound will broadcast further than if surrounded by buildings; Not enough has been done to prove neighbouring residences won't be adversely affected by noise.
- ✧ *Pedestrian Crossings on 83 Street:* including need to accommodate bicycle and pedestrian flow on 83 Street with more than three crossing locations; concern about changing multi-use connector access across ravine between 83 Street and 64 Avenue and need for written guarantee that the City will put a crosswalk north of Argyll where multi-use path from Mill Creek Ravine crosses 83 Street.
- ✧ *TOD, including:* Suggestion that City work with Bonnie Doon mall re: building apartment towers on top of mall rather than making a bigger footprint in area; noted that many people on Community League Board are concerned about amount of densification that would happen, and that a stop near Connors Hill might result in higher density. TOD at 83 Street &



73 Avenue Station area was noted as generally positive, but need better/more concrete information to understand what this means.

- ✧ *Impacts on Existing Facilities:* Questions about potential impacts on Edmonton Ski Hill, Muttart, Gallagher Park open space, Community League space in Strathearn.
- ✧ *Timelines:* Concern is about delays; really want the service into the area in the southeast; not so concerned with West; expand accessibility to all areas of the city for seniors (senior residences close by), low income families, youth (e.g., youth in southeast with jobs at West Edmonton Mall)
- ✧ *Construction Impacts:* Need more information about what the construction impacts will be (noise, disruption dust, stories of cracked walls, etc.); what assurances will residents along route have re: access, repairs, etc.?

West Specific

- ✧ *Safety and Security, including:* Pedestrian safety / enhanced walkability relative to Stony Plain Road; security at major stops (e.g., re: criminal activity at major stops which is already a concern); Need more than transit security, but community police involvement.
- ✧ *Traffic Flow, including:* integration of LRT lines with auto traffic and impacts on west end residents and access to downtown; suggestion for more grade separations for better traffic flow; concerns about traffic getting out of communities along route; concerns about crossing 156 Street and making left turns along it
- ✧ *TOD & Land Redevelopment & Community Involvement:* Meadowlark Station TOD will have impact on community (not necessarily bad); Need help to move community along in understanding the benefits/impacts of TOD/higher density, but what is done has to be defensible regarding impacts on seniors, land owners, etc.

Issues that have arisen since the Concept Plan was approved

Half of the individuals interviewed indicated that they were unaware of any other issues or concerns that have arisen since the Concept Plan was approved. One individual noted that the opportunity for better transit service is appealing, but there is also some anxiety. It is generally a good change, but don't really know since haven't seen all details.

Responses to this question have been grouped into themes, and are presented below sorted by General, SE Specific and West Specific.

General:

- ✧ *Noise /Sound Barriers:* Noise is still a concern; would like to know more about noise attenuation and who qualifies.
- ✧ *Full Reporting of How Input Used/Not Used:* Concern that there is not full transparency about how input has been used, and as a result, end up with angry people.
- ✧ *Better Public Information:* Need to make sure the general public is informed about this project. Not enough people know about it from the previous phase.



- ✧ *Parasitic Parking & Short Cutting through Neighbourhoods:* Concern about people parking in communities close to stations, as well as cutting through neighbourhoods to avoid the tracks.

SE Specific

- ✧ *Location of / Access to Planned Ice Rink near Bonnie Doon:* Concern re: access & that people who play hockey do not take transit and that a lot of parking will also be required for the rink.
- ✧ *Loss of green space, including:* Concern that the LRT doesn't take up more green space in the Bonnie Doon area near the planned ice rink; potential loss of green space between fences and the road along the east side of 66 Street; loss of trees along 95 Avenue and 85 Street.
- ✧ *Traffic Flow:* Concern about alignment down middle of 28 Avenue restricting access for the malls.
- ✧ *Access to Schools on 83 Street:* Concern about pedestrian crossings and bus access to schools. Suggestion that there should be a pedestrian overpass for the school.
- ✧ *TOD at 83 Street & 73 Avenue:* Concern that some houses may be impacted, although community is generally separated from it by Mill Creek Ravine.
- ✧ *LRT Capacity:* Concern that there will not be any space left on trains that originate in Millwoods by the time they reach Bonnie Doon / Strathearn area.
- ✧ *Loss of on-street parking:* in Strathearn along 85 Street.

West Specific

- ✧ *TOD Related Re-zoning:* Concern about rezoning related to TOD happening before Council has approved the TOD Guidelines and policies, and before station locations have been determined (example regarding recent bylaw change in Grovenor

Other Local or Specific Community, Business or Institutional Initiatives to Consider

The majority of those interviewed (60%) indicated they were not aware of any local or specific community, business or institutional initiatives that would need to be addressed in more detail. Responses to this question have been grouped into themes, and are presented below sorted by Southeast and West Specific.

SE Specific

- ✧ *School Involvement, including:* Good opportunity to work with local schools, such as Vimy and Wagner that bring in a lot of students; would like to see stops that demonstrate how schools are integrated into the urban transportation system, and how that could be modeled for other schools (more like Europe) as a way to influence use of transit; consider use of schools for public meetings & provide opportunities to engage students; ask students what would make them use transit; involve school boards in discussions about how schools & transit can integrate in relation to location of stops.
- ✧ *Noise concerns by seniors in Tawa area by the hospital.*
- ✧ *Bonnie Doon Station location:* suggestion that the decision to cross 83 Street by Bonnie Doon Mall twice should be reconsidered and provide a pedestrian underpass instead.



- ✧ *Strathearn Community Neighbourhood Renewal:* The Community League has been advised they are on the list for neighbourhood renewal in around 2016/17, and suggest that this project is timed to coincide with LRT construction to be more efficient and minimize impacts.
- ✧ *TOD Information:* Need information to clarify proposed rezoning of properties along the route to a higher density; Some anxiety was noted relative to the possible TOD at 83 Street and 73 Avenue and the need to consult with the community.
- ✧ *Station Names:* The Station at 83 Street and 73 Avenue should be called Avonmore Station, not just the street numbers.

West Specific

- ✧ *Rezoning:* Concerns regarding rumours about re-zoning the West Jasper Sherwood community to R4 to increase density.

Consultation and Communication Techniques

Interviewees were asked to identify what techniques they thought would be most effective in encouraging participation and keeping people informed.

The most frequently noted technique was to use e-mail updates and electronic newsletters. While many feel this is the best, there was also a caution that there are some neighbourhoods with a lot of seniors, so this may not be the best solution in all areas. Rather, paper copies of newsletters, or information shared with the Community Leagues and schools to include in their newsletters or communications with members were suggested as useful additions.

Face to Face meetings were noted by many as the best, with some provisos. Concerns were noted regarding the process in previous sessions, where there was a lot of repetition of information and very limited opportunities for participants to actually provide input, leaving participants very frustrated. It was recognized that there will always be new people coming into the process that need to be brought up to speed, but this should be done in way that doesn't waste the time of those who have been involved and are familiar with what is happening. It was also suggested that working with Community Leagues to combine public meetings with community league meetings, or meeting with Community League executive / members was a very good option.

Providing information on the project website, and use of roadside signs to advertise meeting dates and locations were also felt to be very useful.

There were mixed views regarding newspaper ads and direct mail/paper newsletters, with some feeling this was probably a good way to reach some seniors, but that it is expensive. Similarly, use of social media, radio and web ads had mixed reviews, were noted as possibly being good to provide information about meeting dates, but not as a way to share information about the project.

Other suggestions included putting posters on information boards and in gathering places in the communities (e.g., Community League information boards, grocery stores, libraries, seniors complexes, etc.), and use of community and school newsletters as noted above.

Public Involvement Process Suggestions



There were several comments and suggestions regarding the Proposed Public Involvement Process for the Preliminary Design Phase.

- ✧ *Consultation re: Noise Walls:* Community Leagues should be involved in discussions if noise wall is to be located in the community
- ✧ *Low Floor and Winter Climate Questions:* How will low floor LRT do in our climate? How will snow be removed? How will it be maintained, operate? How will it manage the grade up Connors Hill?
- ✧ *Information Needs, including:* How LRT will connect to existing transportation and transit networks; Be open and honest about real cost and speed of travel of low floor system; Understand impacts to stakeholders; Be more flexible regarding where vehicles can make turns, etc.; Create win-wins for current transit users along the full route between stations
- ✧ *Opportunities for Consultation:* Make opportunities as accessible and easy as possible; more useful to have community based meetings; let Community Leagues know they can have someone come and talk to them; talk to people in bus stops/stations.
- ✧ *Seek out Advocates for the Project:* Suggest local community groups could be brought in and their concerns explained more in depth to get their buy in/more active involvement, and if possible get one or more of the organizations involved and comfortable enough to get up and be an advocate for the LRT and route; Interest in developing an Advocacy committee for the West LRT to make sure that will get built.
- ✧ *Format for Meetings:* Need to ensure participants feel that participating is good use of their time; Past meetings assumed that no one had read documentation or attended meetings before; needs to be more interaction for those that have participated in the past; need to look at getting more feedback and create win-win situations; Consider ways to get a different group of people around the table - maybe engage students in discussion.
- ✧ *Meeting/Process Concerns:* Concerns noted regarding the number of consultation processes in three years and too much time taken in slide show presentations with limited time for discussion; recognize that some people enter the process late in the process, but why isn't there a parallel track to separate beginners and more advanced at meetings; Workshops/small groups worked very well; Session at 4 Points Hotel worked well with room divided into two areas and people put stickies on maps with questions/comments on specific items; Also issue in that meeting that resource people were defensive – suggest briefing, pep talk for resource people before session that they are there to hear from the public, not be defensive!
- ✧ *Visual simulation:* People in Strathearn concerned about route through community, safety, etc; need more education/awareness that it is probably safer than traffic, and also re: what it would be like; perhaps a virtual ride along the route re: what it would look like to help increase understanding; do a visual simulation on line – would help everyone.
- ✧ *Engage students;* Help them become familiar with the process and get their input; if kid comes home to talk about it, parents will get interested
- ✧ *SECLA Assistance with Process:* SECLA may be able to help with that process – have opportunity through their networks to share the info, help facilitate community consultation (e.g., host a meeting, bring in the planner, etc.); not do our job for us, but recognize the value and challenges



that will come through all of this; willing to be advocates and sometimes the challengers – whenever can be involved

- ✧ *TOD*: Suggest create a committee around station TOD; make mandate larger than what it looks like; rather how do we advocate for the station and what happens around the station;



INTERVIEW RESULTS

1. Are you familiar with the proposed Southeast to West LRT route alignment and Concept Plan?

All interviewees except two noted they were familiar with the route, although two noted they were most familiar with the SE portion.

2. Were you involved in any of the earlier public consultation activities relative to the SE to W LRT Concept Planning Phase?

Three quarters of the interviewees indicated they had been involved in some aspect of the earlier consultation activities.

3. If yes: When were you involved? How were you involved?

Types of involvement included:

- Most attended public meetings, presentations and workplans.
- Two indicated they had attended meetings with the City transportation planners set up by their Community League.
- Two noted they had attended public hearings/appeared before Council on behalf of their Community League.
- One noted one-on-one meetings with influencers.
- Others noted keeping up with information on website, etc.
- One noted she went to a meeting after getting notice in her mail, the first she was aware of the project.
- One indicated he had attended all meetings in SE as well as many in the West.

4. What interests are you representing in this interview?

Interviewees represented the following interests (some represented more than one interest):

- Community League: 12
- School District: 2
- Resident along the route: 13
- Property owner along the route: 1
- Transit User: 8

5. Are you aware that the Southeast to West LRT project will use urban-style low-floor trains?

All respondents except one indicated they were aware that urban-style low-floor trains would be used.



6. Are you familiar with urban-style low-floor LRT?

All interviewees except one indicated they were familiar with the new urban-style low floor LRT. Three individuals noted they had used similar systems elsewhere (Europe and Australia), and found them to be very good.

Questions included:

- Very good in a tropical place, but curious to see how they manage in snow and ice.
- How accessible will vehicles be for users of canes (e.g., concern about height and ease of getting on and off)?

7. In the PIP Highlights document, we overviewed the scope and the issues that will be explored during the Preliminary Design phase. From your perspective, are there any additional issues or concerns that need to be considered?

Forty percent of interviewees indicated that they did not have any additional issues to be considered. Responses to this question have been grouped into themes, and are presented below sorted by General, SE Specific and West Specific.

General

- *Speed of LRT*: Only have issue with a slow moving train. If the speed to travel from SE to West is not comparable to that by car, then people will take their car.
- *Roadway and Transit Network Changes*:
 - Interested about the details of the roadway changes. As communities, this will have impact on what happens in the communities.
 - Transit – what can they expect for any kind of transit, links into the LRT? Collectors - will they be different from existing transit routes? Any early thoughts will prepare people & let seed kind of grow.

SE Specific

- *Route Alignment*:
 - *Route up Connors Hill*: Not happy with this route since it will impact the ski hill. Would prefer a route closer to the other end of Strathearn near Forest Heights where there is less grade.
 - *Route South of Argyll Road*: What specific route has been decided south of Argyll Road to connect to 75 St?
 - *Millwoods extension to south and east*: On the west side it is going to the west side of the City; why is it not going to the east or south side of the City? With all the development in Ellerslie, why doesn't it go south of 23 Ave? It goes by Wagner School, and a large portion of Wagner's draw is from south of Millwoods.
- *Access to EMS Station at Bonnie Doon Circle*: EMS service from the Bonnie Doon station will be impacted.



- *Lane Reduction & Rationale for Location of Track in Middle of 83 St:* The reduction of 83 St from 4 to 2 lanes with the LRT down middle is a problem if a bus breaks down and blocks the road. If train is on the side vs middle, it will allow traffic to enter/leave 83 St if there is a break down. Also, means that boulevard that separates the service road from the street will be removed.
 - Is there some logic that didn't come out in presentations why centre is preferred? Concern is the need for clarification of rationale for why locate track in the centre.
 - Concern by property owners who have do not have back alley access, thus meaning backing out of their driveway into a lane of traffic.

- *Loss of Feeder Bus Stops on 83 St:* The reduction to one lane on 83rd Street has the potential to restrict feeder bus service between stations. How do you pick up the passengers in between stations along 83 St? One lane each way will not allow bus service; need to address in between bus service.
 - What bus service will be planned to bring people to station and along the route?
 - If have to look at removing houses along 83 St, should be looked at now, but do it right first; or look at something elevated to keep lanes going in both directions

- *Station Locations and Connection to Other Bus Routes:*
 - *Stop at Top of Connors Hill:* There is no stop at the top of Connors Hill, but rather is embedded in Strathearn, a ten minute walk. Why not stop here for Folk Fest traffic, seniors, etc.? Understand will still have buses, but defeats purpose of LRT.
 - *Stop on 95 Ave in Strathearn:* City had talked about taking some of the green space south of 95 Ave. This is a concern if still planned.
 - *Station Location at 73 Ave & 83 St:* This location does not connect with bus routes on 76 Ave; if there is not an additional station between Bonnie Doon and 73 Ave, the you will have to walk 3 blocks or more from the station to get into Ritchie, King Edward Park, etc.
 - *Bus Stop at Argyll & 83 St (Bus #8):* Many college age residents catch the #8 at 83St and Argyll. When this disappears because of overpass, where will they catch the bus?
 - *Millwoods Town Centre:* Not clear how and when it was decided that the LRT would end at Millwoods Town Centre.

- *Access to Commercial Strip at Argyll:* There is no commercial area within the community north of Argyll, except the little strip mall at 83 St and Argyll. Vehicle access will be impacted by the elevated Argyll Road crossing.

- *Bridge over Argyll & Coronet Roads /Noise related to Elevated Train:* Concern that elevated train and uphill travel on Connors Hill will squeal and sound will broadcast further than if surrounded by buildings; Traffic Noise Policy 506 is for traffic, not trains (tests done at intersection by Foote Field showed levels 5x what claimed at bend).
 - Not enough has been done to prove neighbouring residences won't be adversely affected by noise.

- *Pedestrian Crossings on 83 St:*
 - Bicycle and pedestrian flow must be accommodated by taking a look at current crosswalk locations along 83 St. Plans only show about 3 places a pedestrian can cross. Without



- crossing points, no feeder bus service can exist and communities are divided in two. Concerns that traffic volumes on 83 St are higher during the day than on Jasper Ave.
- Changing access across the ravine between 83 St and 64 Ave is a concern. The multi-use connector between 83rd Street and 64th Avenue is critical to Argyll residents. It is used for northbound bus service and business access as well being a designated bike route. (For Avonmore residents, the sidewalk provides access to Mill Creek Ravine. City maintenance equipment such as riding mowers and snow plows also use the connector).
 - City said they would put in a crosswalk north of Argyll were pathway from multi-use path from Mill Creek Ravine crosses 83 St. Want guarantee in writing, not just verbal assurances.
- **TOD:**
 - *TOD at Bonnie Doon:* Personally support TOD & want increased density and access.
 - Would like City to work with Bonnie Doon mall re: building apartment towers on top of mall; don't make a bigger footprint in area; should be user friendly and combine a number of things.
 - Noted that many people on Community League Board are concerned about amount of densification that would happen; some have concerns that a stop near Connors Hill might result in higher density.
 - *TOD at 83 St & 73 Ave Station area:* Potential quite positive for some areas. Personally understand higher density in "central" areas. A few individuals may not be happy, but generally the Community League understands and supports this. Need better/more concrete information to understand what this means.
 - *Impacts on Existing Facilities:*
 - People interested in what effects will have on Edmonton Ski Hill, Muttart Conservatory, Gallagher Park open space, Community League space in Strathearn?
 - *Timelines*
 - Concern is delays; really want the service into the area in the SE; not so concerned with West; traffic on roads is horrendous and LRT will take some of that traffic off, expand accessibility to all areas of the city for seniors (senior residences close by), low income families, youth (e.g., youth in SE with jobs at WEM)
 - *Construction Impacts:*
 - Need more info about what the construction impacts will be; some worries during construction re: noise, disruption dust, stories of cracked walls, etc.
 - What happens to people directly along route, what assurances will they have re: access, repairs, etc.?

West Specific

- *Safety and Security:*
 - *Pedestrian safety / Enhanced walkability:* Stony Plain Road bisects Grovenor, separating some residents from school, church, and services. Note that the sidewalks along Stony Plain Road even now are not buffered from traffic with boulevards. This could become a more serious issue with road widening and traffic crowding.



- *Security at major stops:* Concerns about criminal activity at major stops (e.g., existing bus stops at WEM and Stony Plain Rd/158 St have well known problems). This is not just transit security, but also need for community police involvement.
- *Traffic Flow:*
 - *Integration of LRT lines with auto traffic:* Concerns about west end residents and access to downtown and suggestion for more grade separations. How will traffic get there with 4 lanes reduced to 2? How will LRT impact traffic at street crossings if they are at grade?
 - *Elevated:* elevated would have been better traffic flow.
 - *Traffic out of area:* Concerns regarding traffic getting out of communities along route, depends on timing of trains and where stations are located.
 - *Crossing 156 St:* Concerns noted about left turns and crossing 156 St for accessing school, etc.
- *TOD & Land Redevelopment & Community Involvement:*
 - *Meadowlark Station TOD:* This will have impact on community (not necessarily bad). There will be more people in the neighbourhood and it will cost more. There needs to be a way to move community along in understanding the benefits/impacts of TOD/higher density, and what do has to be defensible regarding impacts on seniors, land owners, etc.
 - Most people feel that if it isn't on their street, it won't impact them; need to find out what people want and get community ownership, integration (maybe have community notice board, etc). How do we make this a community asset as well as transit?

8. Are you aware of any other issues or concerns that have arisen since the Concept Plan was approved that need to be considered?

Half of the individuals interviewed indicated that they were unaware of any other issues or concerns that have arisen since the Concept Plan was approved. One individual noted that the opportunity for better transit service is appealing, but there is also some anxiety. It is generally a good change, but don't really know since haven't seen all details.

Responses to this question have been grouped into themes, and are presented below sorted by General, SE Specific and West Specific.

General:

- *Noise:* Noise is still a concern. It was discouraging to hear this being discounted by the fellow responsible for the concept plan during the public discussions. Recognize have to operate by policy, but it shouldn't be discounted.
 - *Sound barriers.* Not sure who qualifies. Would like to know more about noise attenuation.
- *Full Reporting of How Input Used/Not Used:* Concern that there is not full transparency about how input has been used, and as a result, end up with angry people. Suggestion: could colour code feedback (what accepted, what couldn't be used, etc.). When people review material and not see their input reflected, they get frustrated and conflict results. Can also use computer



data bases to tag what has been determined, meeting reports need to show number who came to meeting, colour showing what was still on the books, etc.

- *Better Public Information:* Need to make sure the general public is informed about this project. Not enough people know about it from the previous phase.
- *Parasitic Parking & Short Cutting through Neighbourhoods:* Concern about people parking in communities close to stations, as well as cutting through neighbourhoods to avoid the tracks.

SE Specific

- *Location of / Access to Planned Ice Rink near Bonnie Doon:* Concern re how LRT will link with it regarding access. Concern that people who play hockey do not take transit and that a lot of parking will also be required for the rink.
- *Loss of green space:*
 - The planned ice rink at Bonnie Doon will take up green space. Concern that the LRT shouldn't interfere more with green space.
 - Rumours that the green space between fences and the road along the east side of 66 St will be gone.
 - Concerns about loss of trees along 95 Ave and 85 St.
- *Traffic Flow:*
 - Millwoods alignment on 28 Ave: Concern that if LRT runs down middle of 28 Ave, it will really restrict vehicle access for the malls.
- *Access to Schools on 83 St:* Concern about pedestrian crossings and bus access to schools. Suggestion that there should be a pedestrian overpass for the school.
- *TOD at 83 St & 73 Ave:* Concern that some houses may be impacted, although community is generally separated from it by Mill Creek Ravine.
- *LRT Capacity:* Concern that there will not be any space left on trains that originate in Millwoods by the time they reach Bonnie Doon / Strathearn area.
- *Loss of on-street parking:* in Strathearn along 85 St.

West Specific

- *TOD Related Re-zoning:* Recently in Grovenor, DC2 Bylaw 15676 intensified two lots on 149 Street from 2 small houses to 14 condo units. The reason given was that the site is purportedly within a TOD circle. However, in reality an LRT station has merely been suggested, not planned, and certainly not funded. Therefore, this recently rezoned land could in fact lie outside a TOD circle, could be the actual station site, or could be necessary access to the station site for construction purposes. It is of deep concern that such rezoning is occurring before Council has approved the TOD Guidelines and policies and before the station locations have been determined. Possible results: haphazard intensification, increased land acquisition costs.



9. Are you aware of any local or specific community, business or institutional initiatives that would need to be considered in more detail through the course of the study?

The majority of those interviewed (60%) indicated they were not aware of any local or specific community, business or institutional initiatives that would need to be addressed in more detail.

Responses to this question have been grouped into themes, and are presented below sorted by SE Specific and West Specific.

SE Specific

- *School Involvement:*
 - Good opportunity to work with local schools, such as Vimy and Wagner that bring in a lot of students.
 - Would like to see stops that demonstrate how schools are integrated into the urban transportation system, and how that could be modeled for other schools (more like Europe). Part of the culture is to not use transit; but, if design looks at changing culture, anywhere there is a school is a good opportunity to influence use of transit. There is an opportunity to design the system so that it is user friendly.
 - EPSB is doing reviews of schools around the system and it would be good to be at the table to consider how schools and transit integrate.
 - Consider use of schools for public meetings and provide opportunities to engage students in the discussion regarding the design and use of transit to help in the culture shift.
 - Ask students what would make them use transit. Some ideas regarding what will attract youth to use the system include: wifi capabilities, look of stations, safety, convenient, student monthly bus pass is now valid 24 hours, but they need to be asked directly.
 - On the SE line there are no stops located close to catholic schools, but the Catholic School District needs to be included in the process.

- *Noise concerns by seniors in Tawa area by the hospital.*

- *Bonnie Doon Station location:* a personal view by one respondent is that the decision to cross 83 St by Bonnie Doon Mall twice should be reconsidered. Concerns relate to what the long term use of the Mall will be, and suggests keeping the track on one side and providing a pedestrian underpass might be more appropriate.

- *Strathearn Community Neighbourhood Renewal:* The Community League has been advised that they are now on the list for neighbourhood renewal in around 2016/17, which may be a similar timeframe to LRT construction. If this could coincide with LRT construction (dependent on funding), could funds be moved around to have the work done at the same time, being more efficient and minimize stress to the existing neighbourhoods?

- *TOD Information:*
 - One interviewee questioned how rezoning properties along the route to a higher density would affect property owners. Information needs to be provided clarifying that this relates to areas around stations and not the whole route.



- Some anxiety was noted relative to the possible TOD at 83 St and 73 Ave. The community currently is very residential with single family homes and no corner stores, etc. There is a need to consult with the community.
- *Station Names:* The Station at 83 St and 73 Ave should be called Avonmore Station, not just the street numbers.

West Specific

- *Rezoning:* One interviewee noted that their community league board “heard” that the city is trying to unilaterally re-zone the West Jasper Sherwood community to R4; the rumour is that the city is strong arming, but City says it is to increase density. Not too impressed with this initiative.

10. A range of consultation and communication techniques and tools are proposed for the public involvement process. From your perspective, which of the following do you think will be the most effective in encouraging participation and keeping people informed?

Responses to this question are presented below in order of the frequency that they were noted as yes or maybe. Some specific comments that were provided relative to the techniques are also provided.

Technique	Yes	Maybe	No
<p>Email updates / newsletters</p> <ul style="list-style-type: none"> ● Newsletters are helpful, but need to be distributed by paper copy if full community needs to know ● Newsletter email regularly scheduled, not same info every time ● Direct to participants ● Yes, very much so; Strathearn older neighbourhood – lot of seniors ● Very valuable, pretty good opportunity ● Will work for most people ● Not sure, effective to certain degree, inundated with email; get so many and who has time to read them all; pay attention to ones interested in; newsletters of interest will read, particularly if from City, need to limit number send out ● Need to know news - people don't read it ● Trying to cut back on how much time spend on computer; would need to be very short and sweet, status of next meeting, location, online input, etc., no long questionnaires ● More prevalent, from management perspective; should have an email sign up list – look at info on line, sign up for notifications for email updates, twitter; also have unsubscribe at bottom – normally don't start looking for info until something goes wrong – little ● Community newsletters, West end newsletter? ● KEP – newsletter, every couple of months, 8 pages; last one was before Xmas, not sure of lead time required; Use same email to send info for newsletter 	13	4	



<p>Face to face meetings</p> <ul style="list-style-type: none"> • Always the best • The best, but make better use of time • Face to face will be a useful way to involve people. • Yes, top; best way to get students involved, perhaps through social studies • Definitely good idea, should have more than one option for people to go to • When had meetings it was just the executive of CL; design team has meetings with CL members goes a long way to dampen concerns/outrage • Yes, need to be done in a way so that people will come out, timing and convenience wise; present at every community league along the route; Combine public meetings with community league meetings; more consultation with community leagues – would also help CLs in getting people to come to their meetings; would get opinions and input • Useful, sometimes painful • Often leave more frustrated, but people need place to comment; need process that isn't so repetitive – who here before, who needs preamble, split into small groups, not the whole history each time • Hard, especially if winter time and at night when it is dark, slippery and cold • Problem that none of these really work for those who never come out; most relate to the usual suspects • Not the best use of time 	12	1	1
<p>www.edmonton.ca/LRTprojects</p> <ul style="list-style-type: none"> • At times is useful; have to keep going back every week to see what has changed; need to have someone regularly checking • Fine, anyone who gets familiar with that; key word searches are terrific, can find info; impressed by City website in general sense • Great • Might look there, not search there • Good for information posting 	9	3	1
<p>Billboards / signs</p> <ul style="list-style-type: none"> • Portable signs if up in a timely manner do work; people who travel 83 St now don't know that it will be reduced to 1 lane each way; need to get information out to as many people as possible; positioning of signs is important • Lot of feedback about street side signs, locate near traffic areas helped people remember and attend; helped quite a bit; one on 83 and one on Argyll near 83 last year – best, as long as not too much information • Really good idea, visual as people go by • These work, depending on where placed; only work if have something to punch to them • Work better than think they will; depends on where located; ask Community Leagues to put on their signs; not just stick to the route - a City investment, so even if don't live on route it is important • Yes, pay attention those; again work with CLs to put on their signs; have volunteer who changes it for them; combine city/CL forces • Like roadside signs, billboards expensive so not best way to go 	9		



<p>Newspaper ads</p> <ul style="list-style-type: none"> • Don't subscribe to a paper, but many seniors do and this is the only way to reach them if they don't drive • Still significant but shrinking population (over 60) who rely on papers (in some of targeted areas the Examiner is a good option); Sun & Journal when can get it • Might work for informing about meetings • Yes, Journal bigger following in the area; SE Examiner is hit or miss proposition; Civic Affairs columnist will be interested in local input • More hit and miss, Examiner probably better but also has issues • Media stories, we are so inundated with so much information • Yes, read the paper; glance at Examiner • Expensive – use CL newsletters instead • No one really needs ads per se, by law may need to advertise; if can have in conjunction with a story or with a columnist is more mainstream • Ads and media stories, community league paper only goes out about 4 times a year so timing is a program 	5	7	3
<p>Direct mail updates / newsletters</p> <ul style="list-style-type: none"> • Problem with distribution, depends on who going to; if whole Argyll area then it has to be paper copy; actively involved people can get electronic • Some trouble in past, only urgent things in the mail box – then do mail drop; cost factor; mail drop may work in getting business owners to better understand process and potential impact for them • Canada Post not aware of league boundaries, so don't cover whole area • Don't have not own newsletter, but provide input to SE Voice (SECLA) • Possible use of Millwoods newsletter – through Council, covers all 10 communities, free distribution once a month (beginning of month), need input almost a month in advance • Good idea, key people immediately affected, churches, schools immediately affected (share info through schools); CL direct mail update in the broad area, SECLA, Millwoods Presidents Council (will help share info) • Prefer this rather than electronic • Not always read – but including info in CL newsletters which are delivered would be good • Too costly to do blanket approach; but certain institutions may benefit from that (seniors centres, pocket in Strathearn that is really polarized both ways about it may benefit from mail out but not all areas) • Lot of older people in the community: internet doesn't cut it • Like the postcard idea although lots of people throw them out • Better to direct market, could do mass mailout of post card (Canada Post) 	4	6	
<p>Updates via social media (Facebook, Twitter)</p> <ul style="list-style-type: none"> • Good, but not the key thing, rather have email than just a snapshot in a moment • Twitter (over states its value); don't think students are on twitter as much as we think they are; face book; very limited engagement in facebook accounts • Don't do any of that – email enough 	4	1	5



<ul style="list-style-type: none"> • Not for him – but others may access 			
<p>Radio ads</p> <ul style="list-style-type: none"> • Might work for informing about meetings • More hit and miss; limited time opportunities and too many stations • Stories, not ads, have to made it news worthy • Possibility, not sure of cost benefit; major meetings only • Expensive – would require many stations to get variety of people • CFCW has “free plug Friday” would work for her (1-800-424-1344) • News flashes 	1	9	4
<p>Web ads</p> <ul style="list-style-type: none"> • Becoming more effective, depend on where you put them; Google offers a paste in on certain site; message more an awareness one than detailed; the larger Transforming Edm – transportation issue, link to website – teaser ads • All good mediums, but not sure of extent of value; community average age in the 40’s or low 50s;demographic would be electronic and paper; not a lot of stock in it • Hates these – would not work to get his attention 	2	3	4
<p>Other</p> <ul style="list-style-type: none"> • Public announcements, pamphlets; Identify issue that impact people • Councilors should be encouraged to participate • Communication through EFCL – e-newsletter put out monthly (regularly) • Communication directly to Community Leagues • Community League newsletters – delivered to homes, but not everyone reads it • SECLA – SE Voice, community newsletter, 10 times a year, publisher - • School newsletters; Keeping schools informed • Put up displays in malls re: LRT (Bonnie Doon, Millwoods Town Centre); perhaps vacant store; Open House for a couple of days in mall • Identify issue that impacts people • Information Boards in community • Little posters to put in smaller businesses, seniors complexes, CLs, community bulletin boards (Safeway, Library, Capital Health Unit, CLs outdoor bill boards – some pin up) • Public Library – displays, wonderful meeting rooms; would like a display of what LRT looks like (3D model train, what it looks like • A door to door campaign to keep people informed might work. Like Census takers – keep calling until you reach the household • CRCs – SE notes • Need to work closely with Strathearn CL, very proactive, know project is coming up; want to show City this is the way of the future, previous discussions hoped to be able to influence design, pedestrian friendly, incorporate in community; CL is the voice – needs to be direct contact between Design Team and CL Executive 			



11. Can you think of anyone else that we should interview at this time? If yes, please provide name, organization, contact telephone number or email address.

Numerous individuals or groups were identified, either to be contacted now or as part of the process moving forward. Five of the individuals identified completed an interview.

The names provided will be added to the contact list.

12. Do you have any other comments, ideas or suggestions regarding the proposed public involvement process that you would like to share?

- *Consultation re: Noise Walls:* On page 2 active participation, CLs should be involved if some noise wall to be located in the community; CL should have right to have input; would like to see broader input – not a static thing; individual property owners may move
- *Low Floor and Winter Climate Questions:* People wonder how low floor urban will do in our climate; how does it get cleaned? Need to tell people ahead of time about snow removal. How will it be maintained, operate? How will it manage the grade up Connors Hill
- *Information Needs:*
 - How LRT will connect to existing transportation and transit networks
 - Understanding impacts to stakeholders – talk up front!
 - Who gets consulted with and reviewed with
 - City has been heralding Portland and Minneapolis – both have been disastrous with time travel increased by 20 minutes; 80% of cost of line being born by taxpayers
 - Need to be open and honest re: what the real costs are going; need to build trust
 - Don't need to be as rigid in terms of where can do what (e.g., only right turn lane at specific locations); need to be more open to suggestions; have to do things right at the beginning
 - Need to create win-wins for current transit users for not only Mill Woods, but also residents along the full route between stations
- *Opportunities for Consultation:*
 - It wasn't easily evident in Concept Phase that a Community League could have someone come in and talk to them.
 - More useful to have more community based meetings – Avonmore only CL that sponsored a forum, now in position to be asked to put everything on table, too much and can't address all issues from CL
 - Make opportunities as accessible and easy as possible
 - If want accurate responses from people who will use it, hang out in bus stops/stations and find out what people will use
 - Strange not dealing directly with City; preference to deal directly with the City; don't have a direct contact with the City; more able to communicate when have City person to deal with ; 3rd party had to make same arrangements – didn't understand the need to have an intervener to organize meetings



- *Seek out Advocates for the Project:*
 - Suggest local community groups could be brought in and their concerns explained more in depth to get their buy in/more active involvement, part of PI process, stand up in front of group and share what they have discussed with team; others see that some official community acceptance; If get one of the organizations involved and comfortable enough to get up and be an advocate for the LRT and route
 - Already CL meetings happening; City needs to tap into eyes and ears on ground (CRCs, dealing with CLs and Seniors organizations); who are the movers and shakers, who can City get the best dialogue from – may be willing to get people to be advocates
 - Don't waste city's time – let's get it built, get some buy in from local groups willing to say we need this, this may help
 - *Advocacy committee for West LRT*, might involve reps from WEM, Misericordia, Meadowlark, new development - people whose property/business will be impacted if West LRT doesn't go ahead; that group could meet with premier's office re: support for LRT vs just high speed rail, or federal politicians re: support for west LRT; City will tell you route is finalized, but politicians who will not say it is finalized; politicians in west are conflicted about the route; fear the longer the process goes on, the easier it is to back away from the commitment for LRT; politicians not totally committed; want to have some sort of community, institutional commitment to the route and having it developed - want to have positive advocates for it

- *Format for Meetings:*
 - Past meetings assumed that no one had read documentation or attended meetings before; needs to be more interaction for those that have participated in the past; need to look at getting more feedback and create win-win situations (not just for the train)
 - Wonder how to get different group of people around the table (ad, website - Do you love landscape? Do you love design?); maybe extend to students at U of A (Geography); engage students in discussion (e.g., mix of students, seniors, landscape planner); find ways to encourage people to coming to the table; might have credentials but may not live in area - may not be a problem, but some locals may be concerned - would have LA, architect from team talking to neighbours; specialists in areas
 - Want to know that time there is useful, not just a check on the box; make time valuable

- *Meeting/Process Concerns:* Argyll – 4th consultation process in 3 years, more flaws in the process
 - Started with LRT, also parks, school, velodrome – something wrong when the committee gets in front of Council, reports don't seem to reflect what public had said; seemed like not best use of time
 - Slide show presentations continued to take up most of time after 2 or 3 meetings, e.g., what vehicle looks like, high/low floor, etc; recognize that some people enter the process late in the process; why isn't there a parallel track, where response to input from previous meetings, vs those who are new to the process – perhaps divert people when they enter, where they may be better able to respond – beginner vs more advanced in a sense.
 - Some people come prepared, others don't – but offensive to those who have prepared; perhaps a 2 tiered system; if can identify people who have been involved from beginning vs new people, can split them and not force some people to hear things over and over again



- Workshops – small groups worked very well; LRT May 2010 meeting at Pioneer Cabin was sit down, good; paper, feedback, groups; once gone through that it is the open door to more focused discussion; not back to introductory presentations every time
- South session – 4 Points Hotel, in ballroom divided into 2 areas, maps on the table, put stickies on maps with questions/comments on specific items; someone collated them into a summary; could split group at that point
- Also issue in that meeting – people behind the tables representing different engineering aspects (sounds, station aesthetics); many their first exposure to the crowds; can't get all upset if person across the table doesn't understand/agree with them; offended person next to him was a sound expert – consultant dismissed input of expert, challenged calculations; Suggest – briefing, pep talk for resource people before session – there to hear from the public; not be defensive!
- *Visual simulation:*
 - People in Strathearn very dismayed about route through community re: safety for kids, etc; LRT probably safer than cars; need more education/awareness re: what it would be like
 - Would be nice to take a virtual ride along the route re: what it would look like to help increase understanding; do a visual simulation on line – would help everyone
 - If want accurate responses from people who will use it, hang out in bus stops/stations and find out what people will use
- *Engage students;*
 - Help them become familiar with the process
 - Would love to see way to try to get students - go to High School, project that can be submitted, if kid comes home to talk about it; people asked
- *SECLA Assistance with Process:* SECLA may be able to help with that process – have opportunity through their networks to share the info, help facilitate community consultation (e.g., host a meeting, bring in the planner, etc.); not do our job for us, but recognize the value and challenges that will come through all of this; willing to be advocates and sometimes the challengers – whenever can be involved
- *TOD:* Suggest create a committee around station TOD; make mandate larger than what it looks like; rather how do we advocate for the station and what happens around the station: Community Engagement Committee - plan/advocate for business opportunities, community planning, etc;

13. Can you give us a sense of how much you use transit in a typical month? For example, how many one-way trips do you make using ETS?

Most interviewees do not use ETS regularly, although many indicated that their children do. Four respondents each noted 0 trips, 1 to 8 trips, and 9 to 24 trips.

It was noted that from an institutional perspective, 17,000 EPSB students use ETS every month, at least 20 round trips each.



APPENDIX 1: INTERVIEW OUTLINE QUESTIONS

1. Are you familiar with the proposed Southeast to West LRT route alignment and Concept Plan? Yes/No
2. Were you involved in any of the earlier public consultation activities relative to the SE to W LRT Concept Planning Phase? Yes/No
3. If yes: When were you involved? How were you involved? (As a member of a committee, attended public open houses?)
4. You are speaking with us today as a representative of _____. What additional interests might you be representing? For instance, are you resident along the route? Are you a business owner along the route? Are you a transit user?
5. Are you aware that the Southeast to West LRT project will use urban-style low-floor trains? Yes /No
6. Are you familiar with urban-style low-floor LRT? (you were sent a copy of the Vehicle Technology Review factsheet). We will be providing more information on urban-style LRT throughout the consultation phase.

The next few questions relate to the Public Involvement Process. We sent you the document showing “Transforming Edmonton” across the top, which outlines the proposed public involvement process.

7. In the PIP Highlights document, we overviewed the scope and the issues that will be explored during the Preliminary Design phase. From your perspective, are there any additional issues or concerns that need to be considered?
8. Are you aware of any other issues or concerns that have arisen since the Concept Plan was approved that need to be considered?
9. Are you aware of any local or specific community, business or institutional initiatives that would need to be considered in more detail through the course of the study?
10. A range of consultation and communication techniques and tools are proposed for the public involvement process. From your perspective, which of the following do you think will be the most effective in encouraging participation and keeping people informed?
 - Face to face meetings
 - Email updates / newsletters
 - Updates via social media (Facebook, Twitter)
 - Direct mail updates / newsletters
 - Billboards / signs
 - www.edmonton.ca/LRTprojects
 - Newspaper ads
 - Radio ads
 - Web ads



- Other (please specify)
11. Can you think of anyone else that we should interview at this time? If yes, please provide name, organization, contact telephone number or email address.
 12. Do you have any other comments, ideas or suggestions regarding the proposed public involvement process that you would like to share?
 13. Can you give us a sense of how much you use transit in a typical month? For example, how many one-way trips do you make using ETS? For the purposes of this question, a one-way trip is considered travel to a single destination, including any required transfers to reach your destination. (Examples: HOME-SCHOOL-HOME = 2 one-way trips; SCHOOL-WORK-HOME = 3 one-way trips).
 - 0 trips per month
 - 1 to 8 trips per month
 - 9 to 24 trips per month
 - 25 to 49 trips per month
 - 50 or more trips per month
 - Don't know

Thank you for your time and input. If you are not already on the email list to receive project updates on the SE to W LRT and would like to be, please provide your email address.