



Implementing The City of Calgary's New Transportation Corridor Engagement Strategy: The McKnight Boulevard Case Study





THE CITY OF
CALGARY

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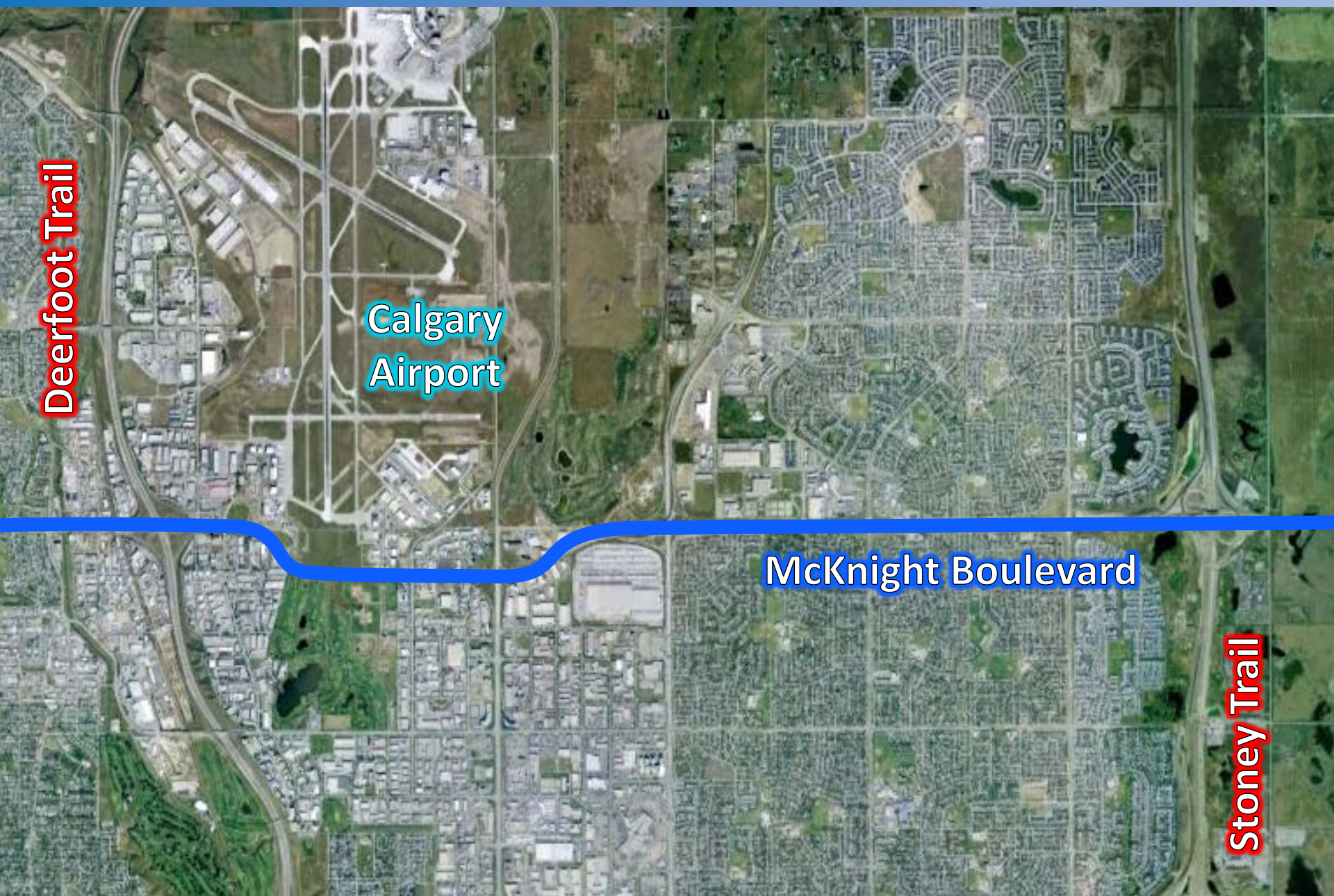
Peggy Chan



Erin Russell

Study Location

McKnight Boulevard
Transportation Study



Deerfoot Trail

**Calgary
Airport**

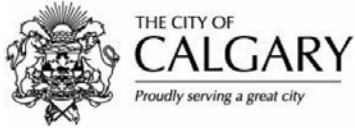
McKnight Boulevard

Stoney Trail

Mitigate traffic safety and operational concerns

- Focus was on short-term solutions (optimization)
- Reviewed the need for HOV facilities
- Validating interchange functional plan





COUNCIL POLICY

Policy Title: Transportation Corridor Study Policy
Policy Number: TP020
Report Number: TT2014-0400
Approved by: Council
Effective Date: 2014 July 28
Business Unit: Transportation Planning

BACKGROUND

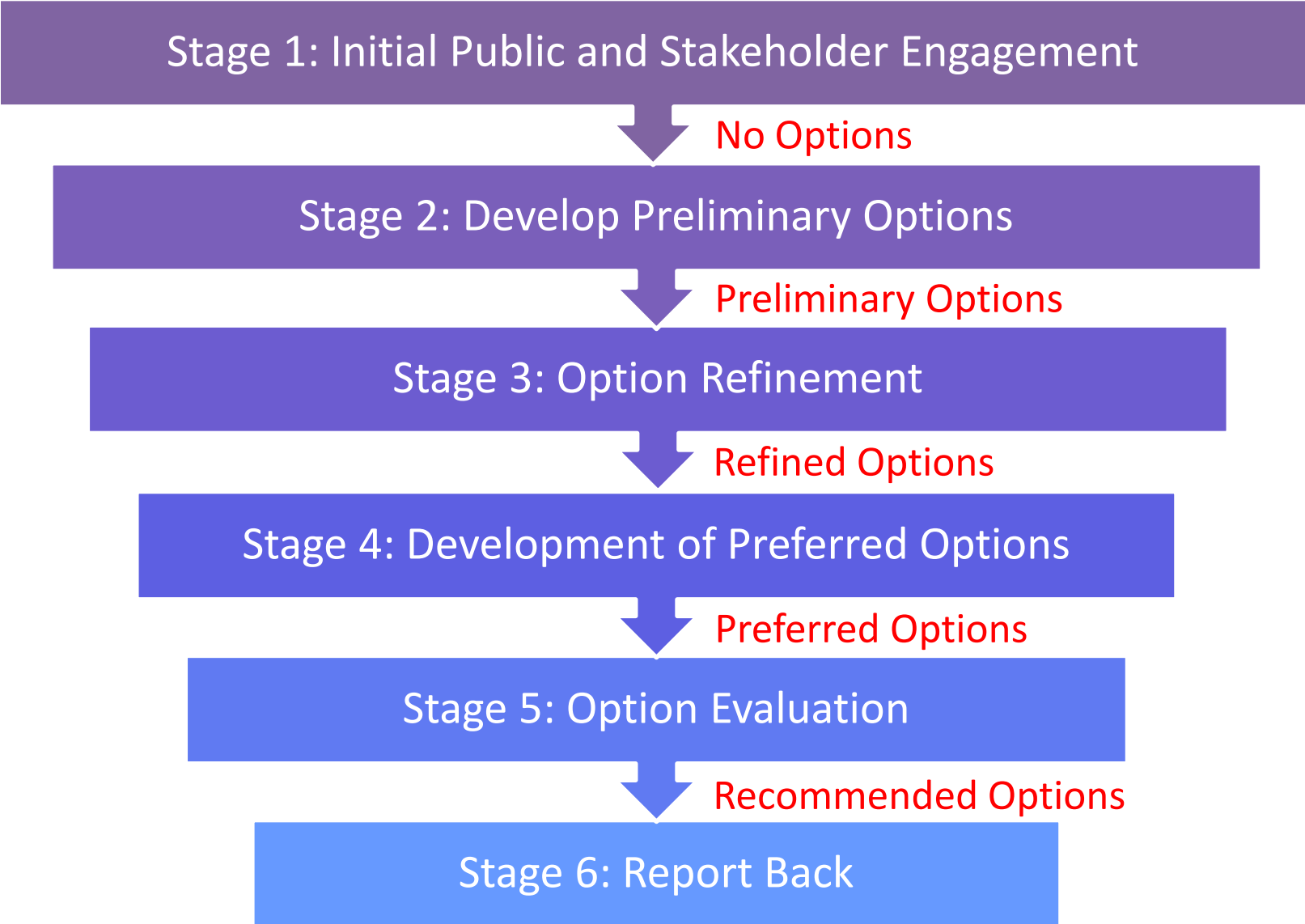
1. The City of Calgary (Council and Administration) recognizes that Transportation Corridor Studies have a significant impact on the long term growth and development of The City and are a required component of the City's transportation plans and long term mobility objectives.
2. As a result of City Council's Notice of Motion NM2012-51, Administration was directed to develop a Transportation Corridor Study Policy that includes:
 - a. Preservation of the integrity of adjacent communities;
 - b. Identification of community improvements;
 - c. Minimization of negative impacts on adjacent land uses and open spaces;
 - d. Provides clear Definitions of desired outcomes for movement onto, through and across the corridors for all transportation modes;
 - e. Concepts for staging and prioritizing both interim and ultimate solution projects within the corridor over time utilizing criteria such as community impacts, cost vs. benefits, traffic optimization techniques, and feasibility;
 - f. Develop a new community engagement and communications approach which Collaborates with Stakeholders utilizing the *engage!* Policy of the City of Calgary.
3. The City's *engage!* Policy (CS009) states that The City recognizes that decisions are improved by engaging citizens and other stakeholder groups where appropriate. Transportation Corridor Studies need to be undertaken in a consistent manner providing opportunity for citizen and stakeholder engagement that will influence the decision-making process during transportation corridor studies.

“The Transportation Corridor Study Policy is intended to guide Administration, Council and the Public about how The City will undertake Transportation Corridor Studies using best practices of communications and by following The City’s engage! Policy and its Administration Framework..”

2014 Interim Transportation Corridor Study Guidelines



“These Guidelines reiterate The City’s commitment, as demonstrated by the Transportation Corridor Study Policy, to involve stakeholders early in the project process, incorporate their input at key points throughout, and report back to stakeholders on how their input was integrated, or explain why not.”



Tasks:

- Inform stakeholders and the public of the project, including the purpose, scope and objectives.
- Establish project website.
- Identify issues, concerns and desired improvements.
- Identify evaluation criteria most important to stakeholders/public

Internal Stakeholder Meeting #1

External Stakeholder Meeting

Public Open House #1

NE Presidents Meeting #1

Falcon Ridge Community Forum

Public Open House #2

Stage I: Initial Public and Stakeholder Engagement

McKnight Boulevard
Transportation Study



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Stage I: Initial Public and Stakeholder Engagement

Which Criteria Matters?

McKnight Boulevard Transportation Study

Select the criteria that is important by placing a dot in that square. Your selections will be used to rank the importance of the criteria. Ranked criteria will help evaluate design options.

Accessibility	Active Transportation	Historic Preservation	Visual Amenity	Use Parking
Traffic Safety	Public Transit	Transportation Modes (Other Than Automobile)	Local Development (Commercial/Industrial)	Specialty Transit (Light Rail/Tram)
Environmental Sustainability	Urban Design	Urban Form (Density, Height)	Community Services	Transportation Modes (Other Than Automobile)
Other	Other	Other	Other	Other

McEhanney | calgary.ca | call 311

Onwards! Align transportation planning and infrastructure investment with city and regional land use directions and implementation strategies.

Issue Identification

McKnight Boulevard Transportation Study

Are there any concerns or issues you would like addressed during the course of this study? If so, please use the sticky notes provided to identify the issue and location.

McKnight Blvd / 12 Street NE

McKnight Blvd / Aviation Road

McKnight Blvd / 19 Street NE

McKnight Blvd / Barlow Trail

McKnight Blvd / Metis Trail

McKnight Blvd / 47 Street NE

McKnight Blvd / 52 Street NE

McKnight Blvd / 68 Street NE

Other

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Onwards! Align transportation planning and infrastructure investment with city and regional land use directions and implementation strategies.

Tasks:

- Develop preliminary design concepts based on input from stakeholders and the public.
- Conduct screening process to narrow down the options.
- Create Citizen Advisory Group.
- Establish Option Evaluation Matrix.

Advisory Group Purpose:

- Work collaboratively with the Project Team.
- Represent the communities, businesses and road users.
- Share and gather information.
- Jointly develop improvement options.
- Partner in the decision-making process.

Stage 2: Develop Preliminary Options

Evaluation Criteria	Weight	12 Street NE					
		Option A		Option B		Option C	
		Score	Weighted Score	Score	Weighted Score	Score	Weighted Score
1. TRAVEL TIMES McKnight Boulevard Cross Streets	15						
2. TRAFFIC SAFETY	15						
3. TRANSPORTATION SYSTEM Goods Movement Community Connectivity Future Expandability	15						
4. ENVIRONMENTAL IMPACT	5						
5. SURROUNDING DEVELOPMENT Property Impacts Business Access Development / Redevelopment	15						
6. URBAN CHARACTER / AESTHETICS	5						
7. CONSTRUCTION Roadwork Costs Utilities Maintenance Costs Construction Staging	15						
8. SUSTAINABLE MODES Pedestrian Accommodation Cyclist Accommodation Transit Supportive Carpooling	10						
9. EMERGENCY RESPONSE Emergency Response Emergency Evacuation	5						
Overall Weighted Score		0		0		0	

Tasks:

- Technical analysis and screening of preliminary options.

Tasks:

- Conduct a workshop with internal stakeholders.
- Conduct an Advisory Group Workshop to refine and discuss options.

Stage 4: Development of Preferred Options

McKnight Boulevard
Transportation Study



Stage 4: Development of Preferred Options

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Transportation Study



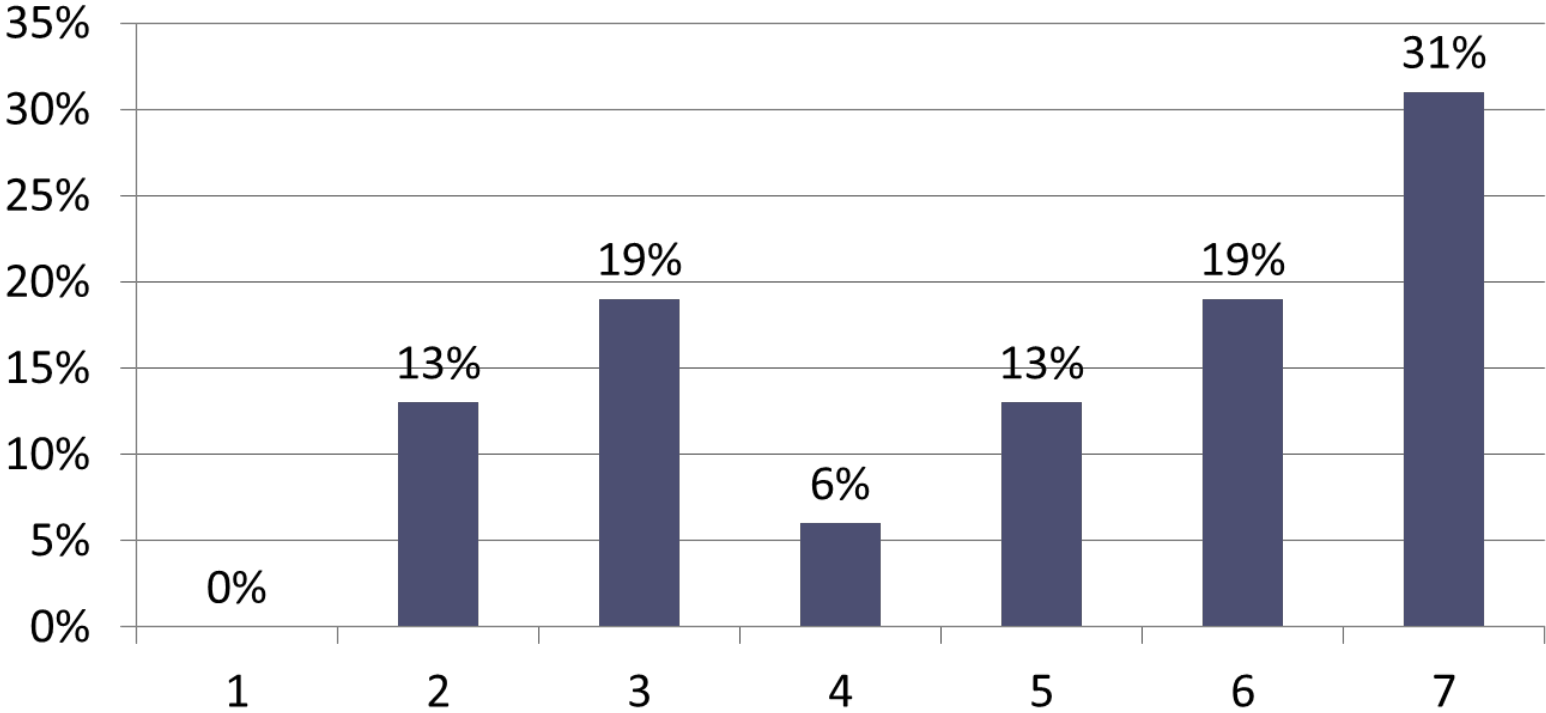
Stage 4: Development of Preferred Options



Stage 4: Development of Preferred Options

On a scale of 1 to 7 how do you rate this option?

1 (Do Not Support) ↔ 7 (Strongly Support)



Tasks:

- Meet with internal/external stakeholders and the public to get feedback on options.
- Apply evaluation criteria to select recommended options.
- Further refine recommended options.

Land Owner Meetings

Advisory Group Meeting #2

Public Open House #3

Falcon Ridge Community Forum #2

NE Presidents Meeting #2

Advisory Group Meeting #3

Stage 5: Option Evaluation

McKnight Boulevard
Transportation Study



Stage 5: Option Evaluation

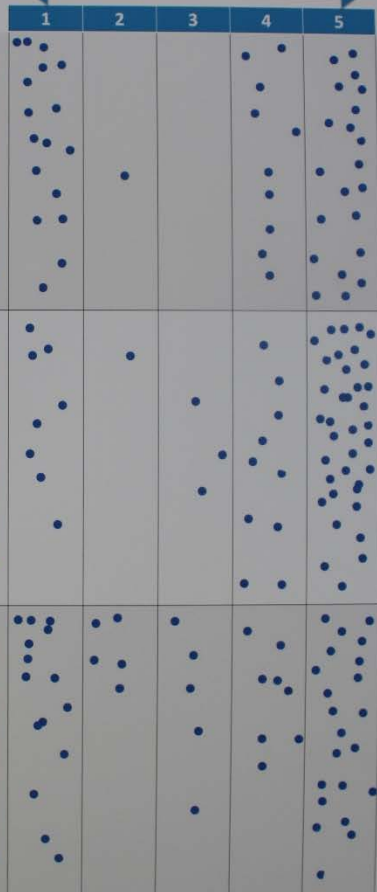
12 Street N.E. Intersection Option Dotmocracy

McKnight Boulevard
Transportation Study

On a scale of 1 to 5 how do you rate each option? Please use the dots provided.

Important: Please tell us why on the feedback forms provided.

Do Not Support Neutral Strongly Support



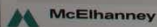
Option A - Widening Only



Option B - Dual Left Turns



Option C - Right-in/Right-out



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Public Open House #2
1:30 - 4:30 p.m., Saturday, October 18, 2014
Genesis Centre (7555 Falconridge Boulevard N.E.)

The purpose of the McKnight Boulevard Transportation Study is to identify opportunities to optimize existing infrastructure through low-cost, innovative, short-term solutions. The study is also investigating if HOV lanes are feasible. Please provide input on proposed options for optimizing the 12 Street N.E., 19 Street N.E., and Barlow Trail intersections at McKnight Boulevard. Feedback will also be collected online until October 26, 2014 at calgary.ca/mcknight.

Option Evaluation

Please circle your level of support for each option and explain which option you prefer and why.



12 Street N.E.

Option	1	2	3	4	5
Option A McKnight Boulevard Widening Only					
Option B Dual Left-Turns on All Approaches					
Option C Relocate Left-Turns to Right-In/Right-Out East of 12 Street					

Please Explain:

19 Street N.E.

Option	1	2	3	4	5
Option A McKnight Boulevard Widening Only					
Option B Right-In/Right-Out/Left-In at Pegasus Road, Roundabout at George Craig Boulevard					

Please Explain:

Barlow Trail N.E.

Option	1	2	3	4	5
Option A Do Nothing					
Option B Continuous Flow Intersection (CFI)					

Please Explain:

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Tasks:

- Conduct Online Info Session to report back to stakeholders and the public.

Stage 6: Report Back

McKnight Boulevard
Transportation Study



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Wednesday, February 4, 2015

McKnight Boulevard study live chat

The City is conducting a **study** for McKnight Boulevard from Deerfoot Trail to Stoney Trail to help improve traffic flow, reduce travel times, and reduce the frequency and severity of collisions.

Since November 2013, the project team has worked collaboratively with area stakeholders and citizens to identify opportunities for traffic optimization, and to determine the feasibility of adding High Occupancy Vehicle (HOV) lanes in the study area.

[View Comments from our live chat that took place from 6 p.m. to 8 p.m. on February 4](#)



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The Calgary City News Blog is created and maintained by a team of City of Calgary staff. The blog will focus on City of Calgary news stories. We will provide the facts about City of Calgary programs and initiatives. If you have any questions or post comments, please contact the City and we will respond to you as soon as possible.

Stage 6: Report Back

[View Comments from our live chat that took place from 6 p.m. to 8 p.m. on February 4](#)

McKnight Boulevard Study Chat 2

Comment From Chris

How did you decide between the options you developed?

via  • 18 days ago

Comment From Cory Wilson

We developed an option evaluation process at the very beginning of the study. This process considered several different factors that were identified and weighted through discussions with stakeholders and the public. Each option was scored and the highest scored option for each intersection was recommended.

via  • 18 days ago

Option Evaluation Process

McKnight Boulevard
Transportation Study

- Options were developed and refined with stakeholder and

Evaluation Criteria	Sub-Criteria
	• McKnight Boulevard

and will focus on stories. We will provide the facts about City programs and initiatives. Questions or posts to the City and we will respond. We will try our best to face

Latest videos



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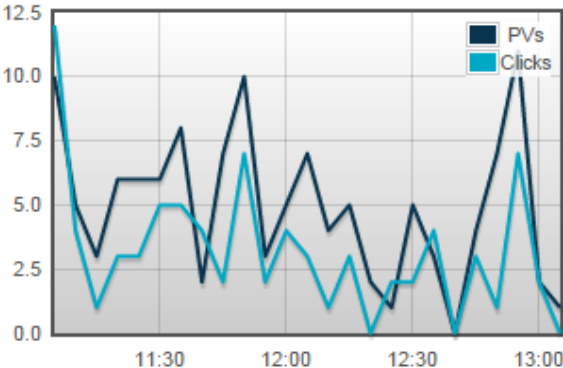
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Stage 6: Report Back

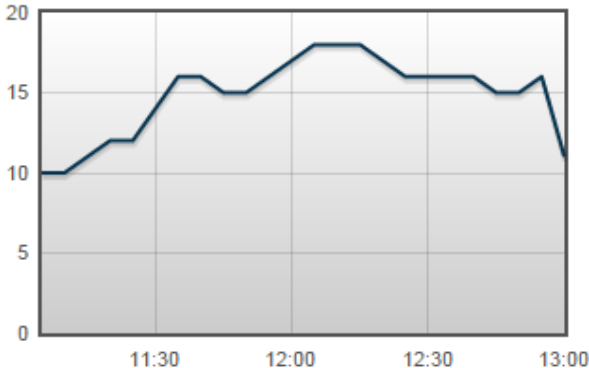
McKnight Boulevard Study Chat 1 02/04/2015



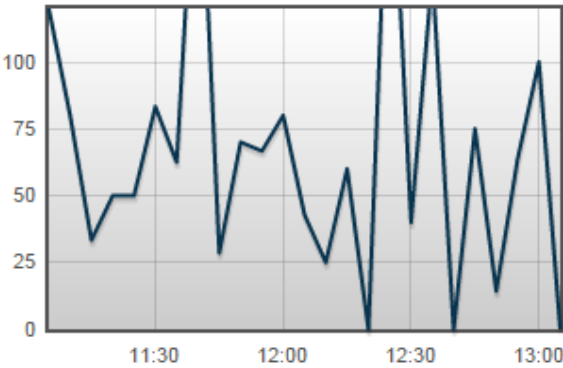
Pageviews and Clicks ?



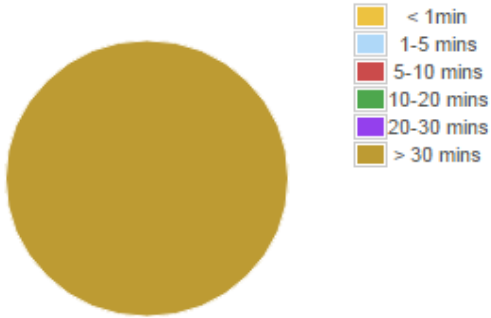
Concurrent Readers ?



Clickthrough (%) ?



Reader Duration ?



All times MST

Details ?

Event Length: 02h 00min

Live Pageviews: 123

Live Clicks: 80

Live Clickthrough Rate: 65%

Replay Pageviews: 1,313

Replay Clicks: 688

Replay Clickthrough Rate: 52%

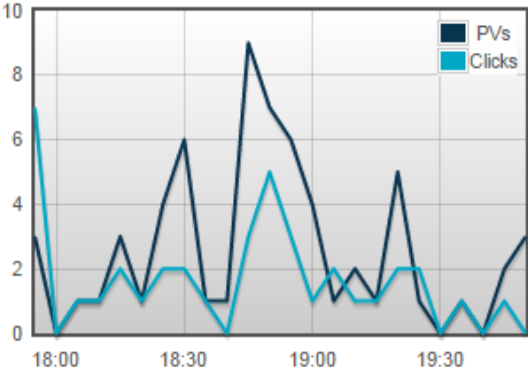
Comments: 37

User Engagement Minutes: 41,035

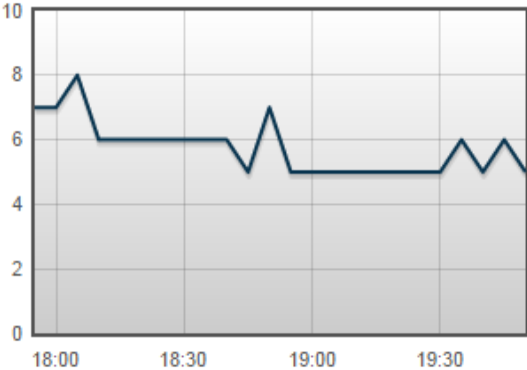
Stage 6: Report Back

McKnight Boulevard Study Chat 2 02/04/2015

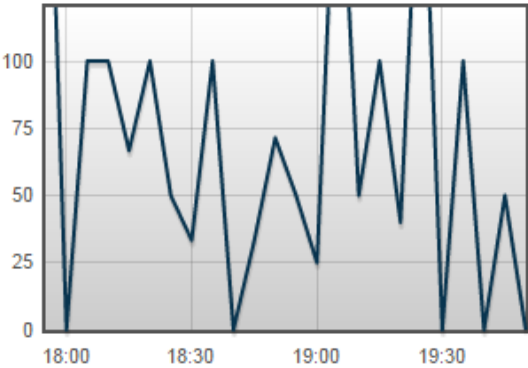
Pageviews and Clicks ?



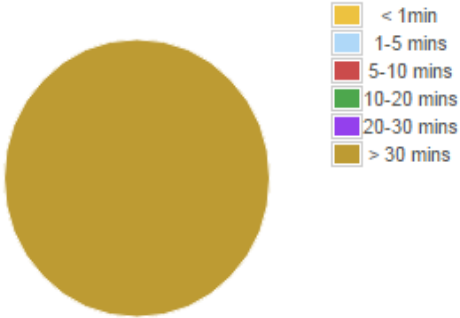
Concurrent Readers ?



Clickthrough (%) ?



Reader Duration ?



All times MST

Details ?

Event Length: 02h 02min	Live Pageviews: 63	Live Clicks: 39
Live Clickthrough Rate: 61%	Replay Pageviews: 1,179	Replay Clicks: 616
Replay Clickthrough Rate: 52%	Comments: 34	User Engagement Minutes: 35,743

“Thanks so much for keeping us in the loop. Your organization has done a tremendous job of keep us all in the loop in the planning and organizing of this construction project.”

“There has been a lot of information on the city's website. I also think the road signs advertising the open houses and online feedback was good as well. As someone who works full-time and has a young family, it was nice to have an online alternative to going to an open house.”

“I appreciated the large signs on the road in this area, as that is how I found out about the opportunities. I don't generally feel able to attend open houses in person but I do appreciate the online options for providing input.”

“The combination of in-person sessions and online presentations and surveys ensures that everyone's view and opinions could be heard.”

“More online survey before the study's scope has been set.”

“this is the first time I have heard about it and those of my household that travel that route daily”

“The city doesn't do a good enough job working with social media and connecting with younger voters, or even letting people know what's going on. Signs should be up in the area that is being studied to let us know what's going on.”

“Possibly share information with businesses in the area so people working in the area are aware of opportunities for input.”

A green rectangular sign with rounded corners and a white border is mounted on two wooden posts. The sign features the words "Thank You" in a large, white, sans-serif font. The background is a bright blue sky filled with scattered white, fluffy clouds.

Thank You