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

Zeeshan Abdy, Ph.D., P.Eng.
Heather Leonhardt, MBA, P.Eng.
Irini Akhnoukh, M.Eng., P.Eng., PTOE
Zarina Mackie
Peggy Chan

Erin Russell
Study Objectives

Mitigate traffic safety and operational concerns

– Focus was on short-term solutions (optimization)
– Reviewed the need for HOV facilities
– Validating interchange functional plan
"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."
“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.”
Study Process

Stage 1: Initial Public and Stakeholder Engagement

Stage 2: Develop Preliminary Options

Stage 3: Option Refinement

Stage 4: Development of Preferred Options

Stage 5: Option Evaluation

Stage 6: Report Back
Stage 1: Initial Public and Stakeholder Engagement

**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 1: Initial Public and Stakeholder Engagement
Stage 1: Initial Public and Stakeholder Engagement
Stage 1: Initial Public and Stakeholder Engagement
Stage 1: Initial Public and Stakeholder Engagement
Stage 2: Develop Preliminary Options

**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.
Stage 2: Develop Preliminary Options

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

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

**S(i)(d)ti**
Stage 3: Option Refinement

**Tasks:**

- Technical analysis and screening of preliminary options.
Stage 4: Development of Preferred Options

**Tasks:**

- Conduct a workshop with internal stakeholders.
- Conduct an Advisory Group Workshop to refine and discuss options.
Stage 4: Development of Preferred Options
Stage 4: Development of Preferred Options

McKnight Boulevard 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)

31%
Stage 5: Option Evaluation

**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
Stage 5: Option Evaluation

**12 Street N.E. Intersection**

**Option Dotmocracy**

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

<table>
<thead>
<tr>
<th>Do Not Support</th>
<th>Neutral</th>
<th>Strongly Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

**Option A - Widening Only**

**Option B - Dual Left Turns**

**Option C - Right-In/Right-Out**

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

### 12 Street N.E.

<table>
<thead>
<tr>
<th>Option</th>
<th>Do Not Support</th>
<th>Neutral</th>
<th>Strongly Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option A</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>McKnight Boulevard Widening Only</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Option B</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Dual Left Turns on All Approaches</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Option C</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Relocate Left Turns to Right-In/Right-Out East of 12 Street</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

**Please Explain:**

### 19 Street N.E.

<table>
<thead>
<tr>
<th>Option</th>
<th>Do Not Support</th>
<th>Neutral</th>
<th>Strongly Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option A</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>McKnight Boulevard Widening Only</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Option B</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Right-In/Right-Out at Pegusus Road, Roundabout at George Craig Boulevard</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

**Please Explain:**

### Barlow Trail N.E.

<table>
<thead>
<tr>
<th>Option</th>
<th>Do Not Support</th>
<th>Neutral</th>
<th>Strongly Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option A</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Do Nothing</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Option B</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Continuous Flow Intersection (CFI)</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

**Please Explain:**
Stage 6: Report Back

**Tasks:**

- Conduct Online Info Session to report back to stakeholders and the public.
Stage 6: Report Back
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
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

- Options were developed and refined with stakeholder and public input.
McKnight Boulevard Study Chat 1 02/04/2015

Stage 6: Report Back

**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

Details

<table>
<thead>
<tr>
<th>Event Length: 02h 02min</th>
<th>Live Pageviews: 63</th>
<th>Live Clicks: 39</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Clickthrough Rate: 61%</td>
<td>Replay Pageviews: 1,179</td>
<td>Replay Clicks: 616</td>
</tr>
<tr>
<td>Replay Clickthrough Rate: 52%</td>
<td>Comments: 34</td>
<td>User Engagement Minutes: 35,743</td>
</tr>
</tbody>
</table>
“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.”
Thank You