

## WEST LRT – CITIZEN ENGAGEMENT

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### SUMMARY/ISSUE

Update on the public engagement process and its influence on the West LRT project.

### PREVIOUS COUNCIL DIRECTION/POLICY

At the 2008 September 22 Regular Meeting of Council, Council approved the West LRT Public Engagement Plan.

### ADMINISTRATION RECOMMENDATIONS:

That Council receive this report for information.

### INVESTIGATION

On 2008 June 9, Council directed Administration to develop a comprehensive citizen engagement and communications plan to ensure the West LRT Stations were designed in collaboration with affected communities.

Based on Council's direction, Administration developed the West LRT Public Engagement Plan (PE Plan) over summer 2008 through a collaborative process with community representatives. The PE Plan is based on the City's *engage!* Policy and Framework.

The public engagement process was carefully tailored to maximize certainty for the station design and other public realm elements within the constraints of the project schedule and the design-build delivery model.

The process to develop the PE Plan began with a Community Summit attended by more than 60 stakeholders on 2008 June 21. Citizens were asked to bring forward West LRT related issues important to them and their communities.

Following the Community Summit, an expression of interest to work on a committee to develop the PE Plan was issued to more

than 250 contact names in the West LRT's stakeholder database.

The Public Engagement Planning (PEP) Committee was formed and nine (9) community representatives worked in collaboration with Administration to develop the PE Plan. This collaboration included stakeholder identification, development of a public engagement issues lists and determination of the appropriate level of engagement on the issues and project elements.

At the 2008 September 22 Regular Meeting of Council, approval of the PE Plan was given. Selection of 70 external stakeholders was completed to form five (5) Community Advisory Committees (CAC) for the six (6) West LRT Station areas. The two (2) LRT Station areas located west of Sarcee Trail were combined to create one (1) CAC. Between 2008 September and 2009 September, each CAC met with Administration to discuss station design, urban design, traffic, parking, and noise attenuation issues.

Given the importance of traffic and parking issues for stakeholders, a separate process was developed and implemented to assess and find solutions to traffic and parking issues during and after construction. Additional meetings were also held with regards to related projects such as Calgary Transit bus route changes and the new West Calgary High School.

The flexible nature of the process allowed for a greater number of meetings. Where CAC members expressed interest in and need for additional engagement, Administration adopted a proactive approach in responding to their requests for additional public engagement. Issues that benefited from this approach include traffic and parking, noise attenuation, the Sarcee Trail/17 Avenue S.W.

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interchange, the 69 Street parkade, the location of LRT traction power substations, the 24 Street S.W. pedestrian bridge, and the reconfiguration of the Shaganappi Point Golf Course.

A Community Advocate position was also created to assist with the implementation of the PE Plan. After a selection process involving community representatives, a Community Advocate was hired to support stakeholders through the public engagement process. The role of the Community Advocate was instrumental in conveying stakeholders' issues and concerns to Administration and acting as technical resource to the community.

The public engagement process included numerous meetings, workshops and public information sessions pertaining to West LRT, Sunalta Area Redevelopment Plan (ARP) amendment and the creation of the Westbrook Village ARP where Land Use Planning & Policy staff worked collaboratively with the West LRT Office.

A summary of the changes and influence that citizens had on the development of the West LRT project is provided in Attachment 1.

A timeline outlining the engagement of citizens is provided in Attachments 2 and 3.

### IMPLICATIONS

#### General

The recommendations of this report are aligned with Council's Triple Bottom Line Policy and Council's Sustainability Principles for Integrated Land Use and Mobility.

#### Social

Through the development and implementation of the West LRT Public Engagement Plan, a broad cross-section of external stakeholders have been engaged. Stakeholders have

highlighted a number of social considerations that have been incorporated into the land use planning work in Sunalta and Westbrook as well as in the design development of the West LRT line. The extensive public engagement for the West LRT has significantly improved the mutual understanding between external stakeholders and the Administration. The result has been an increase in public support for the West LRT while addressing many external stakeholders' needs and expectations.

#### Environmental

Safety, security, noise and visual screening issues have been identified, discussed with citizens and solutions were developed to mitigate these issues.

#### Economic (External)

The citizen engagement process has provided a clearer definition and understanding of external stakeholders' and Administration's needs, expectations and constraints. The result has been to incorporate numerous changes that will enhance public transit service for Calgarians.

### BUSINESS PLAN/BUDGET IMPLICATIONS

Council has approved a number of amendments to the West LRT budget since first directing Administration to proceed with implementing West LRT. An update on the West LRT budget is covered under Council Report C2009-69.

### RISKS

The following material risks are the focus of Administration's Integrated Risk Management strategy:

- Changing the scope and requirements of the West LRT will impact the budget and schedule of this project; and
- Continued management of stakeholder and citizen expectations during construction of the West LRT.

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With conclusion of the public engagement process for West LRT the first risk is mitigated. The second risk is mitigated through continued communication with stakeholders and citizens during construction of the West LRT.

### **ATTACHMENTS**

1. West LRT – Citizen Engagement Summary
2. West LRT – Public Engagement Timeline: October 2006 – August 2008
3. West LRT – Public Engagement Timeline September 2008 – September 2009