



# What We Heard Report

## Glenwood (163 Street West) Neighbourhood & Alley Renewal

Starting the Conversation  
Building a Project Vision Together  
Exploring Opportunities

August to November 2022

ADVISE, CREATE, REFINED

SHARE YOUR VOICE  
SHAPE OUR CITY

Edmonton

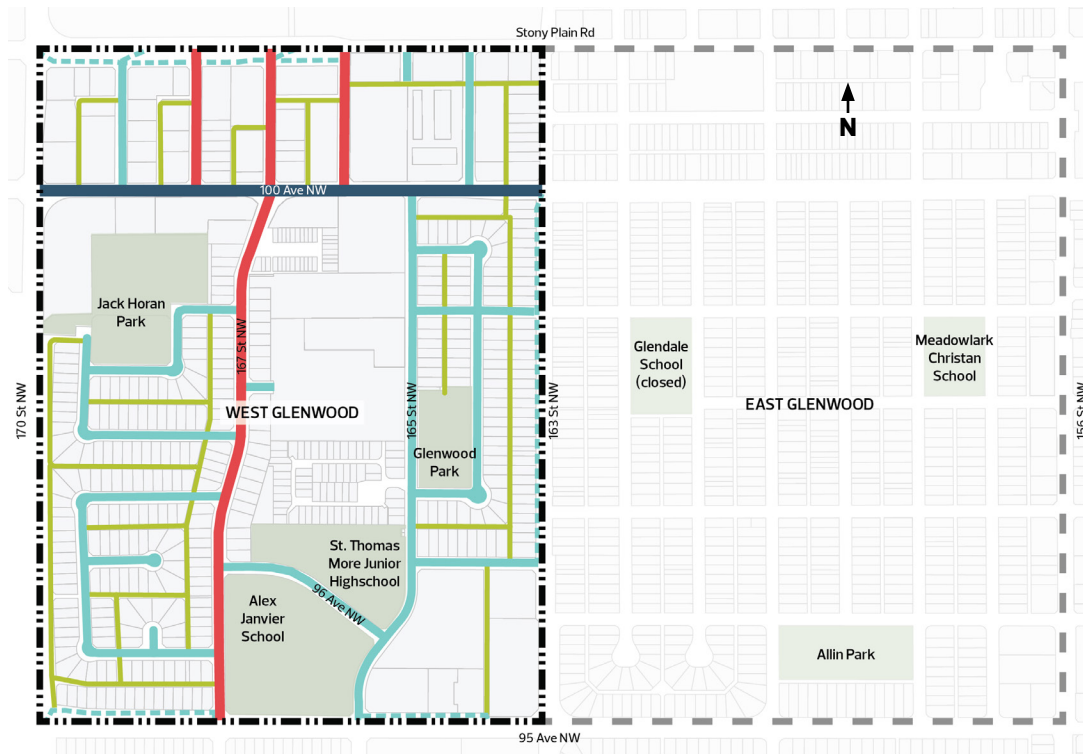
# Project overview

Through the City's Building Great Neighbourhoods Branch, the Neighbourhood and Alley Renewal Program will reconstruct roads, curbs, alleys, replace streetlights, repair sidewalks, and where possible, complete active transportation links.

Alley Renewal will also be included as part of this project and involves alley reconstruction and repaving, improvements to surface drainage where possible and upgrading of existing lighting to LED fixtures.

The new infrastructure will provide enhancements to the neighbourhood for the next 30 to 50 years.

Cost-sharing opportunities will be made available through the Local Improvement process for sidewalk reconstruction and decorative street light upgrades in the neighbourhood. Other opportunities to improve City-owned parks and public spaces will also be explored.



 West Glenwood Neighbourhood Boundary

## ROAD CLASSIFICATION

-  Arterial\*
-  Collector
-  Local Residential
-  Service Road
-  Alley

\*The 100 Avenue arterial road is not in the scope of this project but has been included in the analysis as it is an integral road through the community. Opportunities for improvements to 100 Avenue may be limited through this renewal project but have been identified for consideration in other projects.

## Roadmap to Building Great Neighbourhoods

The Neighbourhood Renewal Program follows the roadmap below. At each step, the Project Team shares with you how your input will inform the decisions being made.

This report highlights the input received during the **Starting the Conversation, Building a Project Vision Together** and **Exploring Opportunities** stages between August and November 2022.



### LEGEND

				
Public Engagement and Communications Opportunities	Concept Phase	Design Phase	Build Phase	Operate Phase

## Public engagement spectrum

The City of Edmonton seeks input from residents to help guide the project. The City's Public Engagement Spectrum below shows the four levels of influence the public can have on decisions made by the City throughout the project.

The public was invited to provide input that would help:

- + **ADVISE** on preferences for communications and engagement participation
- + **CREATE** a Vision and Guiding Principles
- + **REFINE** the Project Team's knowledge of neighbourhood assets, opportunities and priorities

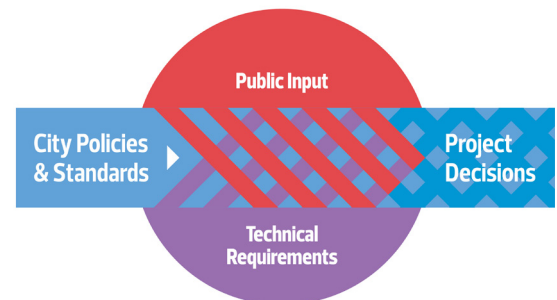
We commit to telling you how your input influences decisions according to the Public Engagement Spectrum.



## Decision making process

City policies and programs such as the Complete Streets Design and Construction Standards, Safe Mobility Strategy and Winter City Strategy provide the overall direction for Neighbourhood Renewal designs. As each neighbourhood is unique, the Project Team asks for input from residents who live, work and play in the neighbourhood, while considering technical aspects such as roadway widths and conflicts with utilities and trees to determine what will fit in the neighbourhood.

This process helps to ensure the decisions we make are fiscally responsible, align with best practices, consider the existing public and private infrastructure, land uses and activities in the neighbourhood and result in the best outcomes for our city.



# What we asked and how we asked

## Starting the Conversation Stage

The Project Team organized the following activities to engage Glenwood residents and stakeholders to **ADVISE** on preferences for communications and engagement participation.



### Surveys

- + An online survey was available to the public from August 15 to September 18, 2022, inviting residents and stakeholders to **ADVISE** the Project Team on the engagement and communication preferences for Glenwood community members.

62 survey participants



### Community pop-up events

- + On September 10, 2022 the Project Team participated in the Glenwood Community League's Food Trucks and Fireworks event. The Project Team shared information about Glenwood (163 Street West) Neighbourhood and Alley Renewal and upcoming engagement opportunities. Community members were also invited to share their ideas on what makes Glenwood great today and what could make it better in the future.
- + On September 14, 2022 the Project Team participated in the St. Thomas More Junior High School Meet the Teachers Night. The Project Team shared information about Glenwood (163 Street West) Neighbourhood and Alley Renewal with students, parents and staff. We also gathered participant experiences walking, rolling, biking and driving to school.

105+ conversations and 50+ visions for Glenwood



### How we communicated

- + 1,718 postcards and door hangers were delivered to all addresses in Glenwood (163 Street West)
- + 1,437 letters were distributed to registered property owners in Glenwood (163 Street West)
- + 58 email sign ups
- + The Project Team spoke directly with stakeholders while handing out postcards during pop-up events
- + Social media posts were shared by the City of Edmonton to promote the online survey
- + 221 unique web visits to [edmonton.ca/BuildingGlenwoodWest](https://edmonton.ca/BuildingGlenwoodWest)

3,766+ outreach materials

## Building a Project Vision Together and Exploring Opportunities Stages

The Project Team organized the following activities to engage Glenwood residents and stakeholders to **CREATE** a Vision and Guiding Principles and gather local knowledge for Neighbourhood and Alley Renewal



### Surveys

- + An online survey was available to the public from September 18 to October 17, 2022, asking participants to help us **CREATE** a Vision and Guiding Principles for Glenwood West (163 Street) Neighbourhood and Alley Renewal. We also invited participants to help us **REFINE** opportunities to improve the neighbourhood.

71 survey participants



### Self-guided walking tour

- + Residents and stakeholders were invited to complete a self-guided walking tour to help us understand the opportunities for improvement in Glenwood (163 Street West). Key locations were identified as potential opportunities for renewal and were marked on an online map as well as on-site with a temporary sign. Participants were invited to visit each location and provide their ideas for improvements and vision for renewal through QR codes leading to an online question and answer form.

253 touch-points



### Intercept walks

- + Two intercept walks took place on September 19 and October 6, 2022 around the parks and high traffic areas in Glenwood (163 Street West). Project Team members were set up at key locations and approached community members with questions about opportunities to improve the experience of walking, rolling, biking, driving and using parks and City-owned open spaces in the neighbourhood.

72 community conversations



### Parent and student voices

- + Parents and students from Alex Janvier School were invited to provide their input at the Alex Janvier Parent Teacher night on November 3, 2022. The Parent Teacher night was an opportunity to inform parents and students on the Neighbourhood and Alley Renewal project and collect information on the student and parent experience walking, rolling, biking and driving in Glenwood (163 Street West).

34 student and parent conversations



### **Benevolence Care Home pop-up**

- + The Project Team met with residents, staff and caretakers at Benevolence Care Home on November 14, 2022. The pop-up was an opportunity to share information and gather feedback through in-person conversations. Printed surveys were also provided to gather written feedback.

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## **10 care home conversations**



### **Stakeholder conversations**

- + The Project Team shared information and gathered feedback from stakeholders including Glenwood Community League, Stony Plain Road Business Improvement Area (BIA), Edmonton Catholic School Board and the Edmonton Police in the area.
- + The Glenwood Neighbourhood and Alley Renewal (163 Street West) team participated in an 'Information Fair' hosted by the Stony Plain Road BIA. The 'Information Fair' was an opportunity to share information with business owners and representatives and gather input on the opportunities for the commercial areas in Glenwood (163 Street West).

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## **12+ conversations**



### **How we communicated**

- + 2,873 postcards and door hangers were delivered to all addresses in Glenwood (163 Street West)
- + 53 road signs with self-guided tour information and QR codes were placed at 53 locations in Glenwood (163 Street West)
- + 384 visits to the project webpage
- + 50 letters were distributed to registered property owners in Glenwood (163 Street West)
- + Emails and social media posts were shared by the City of Edmonton to promote the online survey and intercept walks

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**2,976+ outreach materials**  
**More than 300 comments received**

# What we heard

The following sections include a summary of what we heard at community pop-up events, intercept walks, stakeholder conversations and through the online survey. The summary has been developed to reflect the relevancy, frequency and diversity of the responses we received based on the questions that were asked to residents.

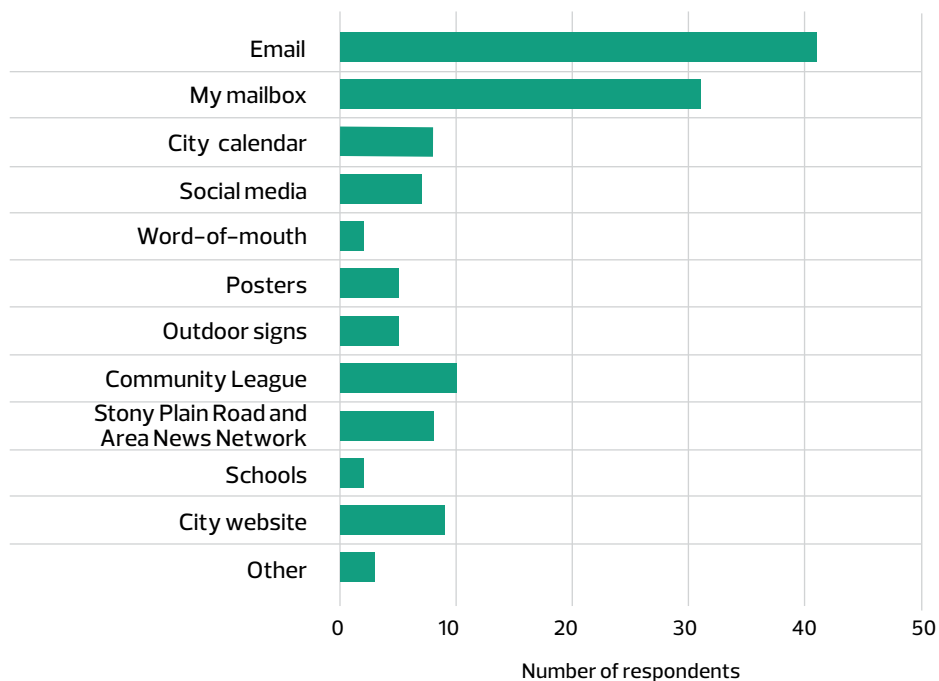
## Starting the Conversation

Ideas and insights were collected from participants to help us understand who lives in the neighbourhood and how best to engage with them. Here is what we heard from engagement participants:

### Key insights

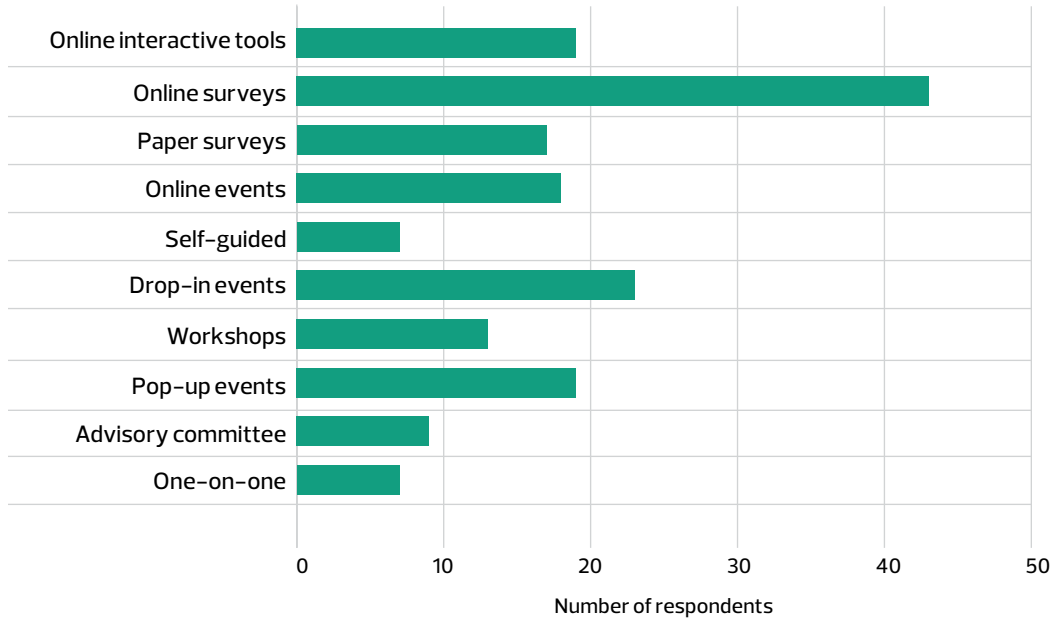
- + Community members in Glenwood (163 Street West) value hearing updates and receiving communications directly from the City of Edmonton
- + Clear and regular communications about project timeline and progress are important for the Glenwood (163 Street West) community
- + Community members may be seeking information about previous neighbourhood repairs and issues related to side streets, sidewalks and back alleys, during engagement

## How do you prefer to learn about events and activities happening in Glenwood (163 Street West)?

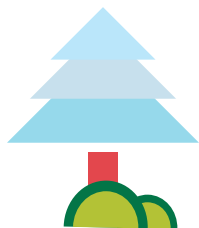
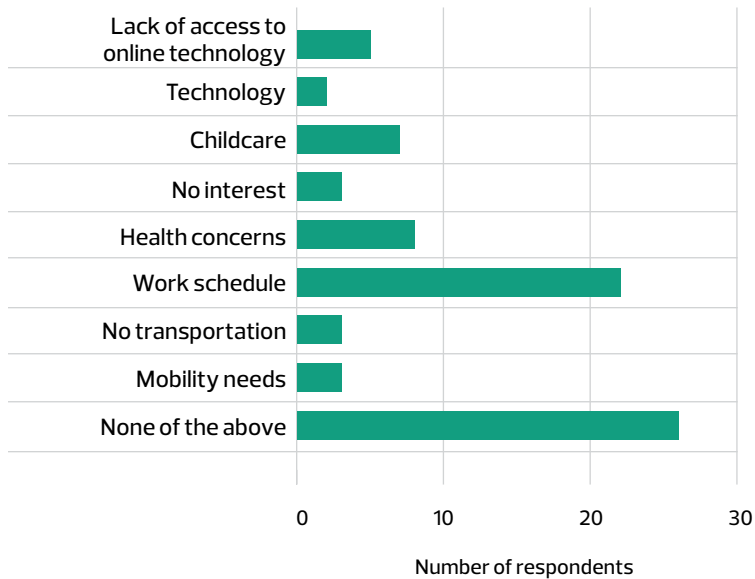




## How do you prefer to participate in public engagement activities? Which are of most interest to you?



## Is there anything that would prevent you from participating in engagement activities?



# Building a Project Vision Together

During the **Building a Project Vision Together** stage, ideas and insights were collected from participants to help understand how people experience the neighbourhood today and what can be improved or added to create a neighbourhood for the future.

A **Vision** is a short description that sets the direction for the community's future liveability.

**Guiding Principles** are ideas which inform how the vision is applied to the neighbourhood design.

Here is what we heard from engagement participants:

**Thinking about Glenwood (163 Street West), what are three things that attracted you to live/work/play in the area? Top answers included the following themes:**

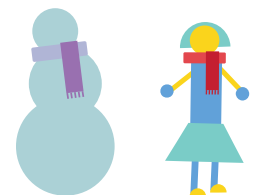
- + Convenient access to amenities, recreation facilities, and shopping, as well as easy access for driving, transit, and commuting
- + Quiet, peaceful and mature neighbourhood
- + Access to schools
- + Access to green space and greenery
- + Affordable housing in the area


**How would you describe Glenwood (163 Street West)? (Choose up to three). In order of most chosen, to least, responses were:**

- + Family-friendly
- + People of all ages live here
- + Lots of parks and trees
- + People with diverse backgrounds, languages and cultures live here
- + Clean
- + Good neighbourhood for people to walk in
- + Feeling safe in the neighbourhood
- + Friendly and welcoming
- + We look out for each other
- + Good neighbourhood for people who use walkers, wheelchairs or strollers

**Thinking about the features of Glenwood (163 Street West), what do you like BEST about your neighbourhood? (Choose up to three). In order of most chosen, to least, responses were:**

- + It is easy to get to or from other neighbourhoods and nearby businesses
- + It is easy to get around and through the neighbourhood
- + Trees and shrubs
- + Parks – playgrounds, sports fields, picnic tables
- + Good sidewalk connections, it is safe for people who walk or roll, good crosswalks
- + Good access to transit
- + Vehicles drive safely in our neighbourhood
- + Good biking connections, feels safe for people biking





**What are three challenges you face living, working and playing in and around Glenwood (163 Street West)? Top answers included the following themes:**

- + Concerns with public/personal safety (including crime and interactions with the homeless population)
- + Concerns with roads, alley, and sidewalks surface condition, being cracked and uneven
- + Concerns with parking, as well as traffic
- + Concerns with pedestrian safety (inc. school drop off/pick up, wheelchair accessibility)
- + Lack of transit options
- + Desire for increased maintenance for ice, snow and plants
- + Lack of bike accessibility
- + Lack of street lighting

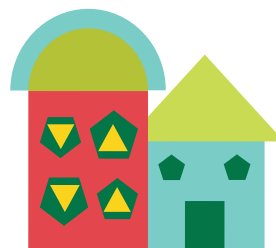
**Thinking about the future of Glenwood (163 Street West), what are three things you would like to see changed or improved? Think about any upgrades that will help make it better to live, work and play in the community for the next 30 to 50 years. Top answers included the following themes:**

- + Increase pedestrian accessibility (crosswalks, smooth sidewalks, wider sidewalks)
- + Improve roads and alleys to be smooth and remove potholes
- + Increase green space, such as planting more trees and improve park cleanliness
- + Improve other maintenance initiatives and programs like sewer lines, garbage cans, greenery and snow and ice
- + Improve biking accessibility
- + Increase transit options
- + Improve public safety (e.g., with police and bylaw patrols)
- + Add more street lights

**Thinking about Glenwood (163 Street West), what would you like to see in the FUTURE? (Choose up to three). In order of most chosen, to least, responses were:**

- + Improve roads, alleys and sidewalks
- + Enhance feeling of safety in the neighbourhood
- + Improve sidewalk connections to and from other neighbourhoods and nearby businesses
- + Add more trees and shrubs
- + Improve traffic safety
- + Increase benches and gathering spaces
- + Improve the ease of which residents can move around and through the neighbourhood when walking, rolling, biking and driving
- + Improve lighting in the neighborhood
- + Create better connections to and through park(s)
- + Consider how to increase access to the neighbourhood by car, transit or bike
- + Improve school drop off zones
- + Improve neighbourhood commercial areas

The Project Team will use this input to **CREATE** a proposed Vision and Guiding Principles for the Glenwood (163 Street West) Neighbourhood and Alley Renewal. This will be shared with the community to gather feedback at the next engagement stage.



# Exploring Opportunities

The following section includes a summary of what we heard throughout all of the engagement opportunities during the **Exploring Opportunities** stage of the project. Residents shared ideas and thoughts on various issues and opportunities which could be considered for Neighbourhood and Alley Renewal.

The following key themes were identified by residents and stakeholders under the following four categories:

## Driving, Biking, Walking, and Parks and Open Spaces

### Driving

- + Road and alley improvements would support safer movement for people driving vehicles
- + Additional lighting would be helpful to support visibility for people who drive
- + Participants noted speeding and short cutting in Glenwood as a safety concern
- + On-street flooding or water pooling during rain events was noted as hazardous
- + Residents and visitors suggested additional parking for vehicles

### Biking

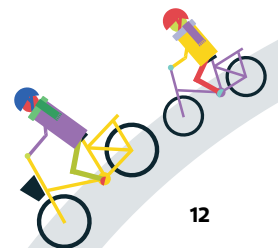
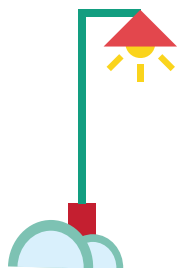
- + Some participants requested better connections and designated networks for people who bike
- + Some residents and stakeholders expressed that no additional infrastructure is needed for people who bike
- + Residents and visitors suggested additional secure lock up stations for bikes


### Walking

- + Missing, cracked and narrow sidewalks identified as a safety concern
- + Participants identified there are crosswalks missing where they like to walk or need to cross
- + Some participants suggested improving accessibility by leveling the walking surfaces available and fixing overly steep curb ramps at crossings and corners
- + People experience a lack of places to sit and rest when walking
- + Some participants expressed safety concerns with sidewalks and pathway flooding during rain events

### Parks and open spaces

- + Some people who walk suggested additional lighting, seating opportunities, waste receptacles and places to gather and connect with neighbours in open spaces
- + Some participants shared concerns about illicit activities and encampments in and around Glenwood





Residents also shared ideas and thoughts on specific locations in Glenwood (163 Street West). The following ideas and suggestions were brought forward:

### Jack Horan Park and Dry Pond

- + Update and increase lighting in the park
- + Increase green space and naturalization
- + Increase Edmonton Police Service presence / neighbourhood patrols to address encampments
- + Add more places for gathering and sitting (picnic tables, gazebo, benches, playground)
- + Add fencing around the park
- + Concern with accessibility of park for people of all ages and abilities
- + Improve maintenance of park (garbage, ice)
- + Popular winter destination for sledding

### Glenwood Park

- + Add crosswalk and curb ramps (or raise crossing) to the park
- + Suggestion to add rubber ramp into playground so it's more accessible
- + Improve sidewalk conditions
- + Add more places for gathering and sitting (picnic tables, benches, playground)
- + Consider adding a community garden
- + Improve maintenance of park (ice clearance)
- + Add place to lock bikes, and add benches, more garbage cans, and recycling containers
- + Concern with splinters from the wooden playground structure



### School Areas – St. Thomas More Junior High School & Alex Janvier School

- + Create wider sidewalks and shared pathways
- + Improve road conditions on 96 Avenue between 165 Street and 167 Street
- + Develop shared pathway through the field so kids can avoid 165 Street
- + Add pedestrian crossing light at intersection of 96 Avenue and 165 Street
- + Add midblock crossing at 96 Avenue (ideally extension of path that connects to school on North side)
- + Ensure crossings have paint markings on road
- + Denote bus area more clearly along St. Thomas More school (paint, curb indent/extension, no parking signs)
- + Desire for a better drop off area, especially for St. Thomas More Junior High School as kids have lots of bags due to Hockey Academy
- + Increase bike path connections and safety in the neighbourhood, especially around school areas, park and community league
- + Concerns with traffic congestion at 95 Avenue

### Community Pathway Behind Edmonton Police Station

- + Widen path, make it a shared pathway
- + Improve lighting





## 167 Street

- + Connect west side of the sidewalk on 167 Street (between 100 Avenue and Stony Plain Road)
- + Improve intersection at 95 Avenue and 167 Street to enhance pedestrian safety and account for service road entry
- + Traffic and congestion onto 95 Avenue during school drop-off and pick-up
- + Address safety and pedestrian concerns at 167 Street and 100 Avenue
- + Improve street conditions
- + Consider traffic flow improvements to 167 Street and 98A Avenue as a major access point for Seniors Community

## Westgate Commercial Area at 163 Street and 95 Avenue

- + Increase and enhance green space and trees
- + Remove service road and widen sidewalks

## 165 Street

- + Add more crosswalks for students
- + Add a bike route for kids and families biking to school
- + Include raised crossings to reduce car speeds and safer crossing in the winter

## Senior/Assisted Living Housing Area

- + Raise crossings to improve pedestrian safety and user friendliness for people who use wheelchairs and walkers
- + Add more trees and greenery
- + Improve curbs around community for seniors with walkers



## 170 Street

- + Add a bike route
- + Improve fence opening to improve access to businesses
- + Improve connection to business area west of 170 Street
- + Add a walkway on 170 Street from 95 Avenue to 100 Avenue
- + Improve pedestrian safety crossing on 170 Street

## Stony Plain Road/100 Avenue Commercial Area

- + Repair potholes and address litter in the alleyways
- + Add more greenery
- + Add signage to prevent people from driving the wrong way on 100 Avenue
- + Add shared path on 100 Avenue to extend past 163 Avenue
- + Improve safe crossing experience along 100 Avenue





# Next Steps

Thank you to all who shared their input during the **Starting the Conversation**, and **Building a Project Vision Together** and **Exploring Opportunities** stages of engagement.

In spring 2023, the public will be invited to the **Exploring Options and Tradeoffs** stage of engagement for Glenwood (163 Street West) Neighbourhood and Alley Renewal. The Project Team will return to the community to confirm the Vision and Guiding Principles. During this stage we will invite you to provide feedback on the design options and to share insights to help refine the options.

Information will also be provided about **Cost-sharing Opportunities** for decorative street lights and sidewalk reconstruction through the Local Improvement process.

For more information regarding the Glenwood (163 Street West) Neighbourhood and Alley Renewal, upcoming public engagement activities and to subscribe for project updates, please visit [edmonton.ca/BuildingGlenwoodWest](https://edmonton.ca/BuildingGlenwoodWest).

## Working together to make the most out of your neighbourhood.

This is your city and your neighbourhood. We want to understand how you experience your neighbourhood and ask for your input on what we might do to make it better. We will engage and work with you on the renewal of roads, sidewalks, street lights and park spaces. We will also promote other community opportunities to enhance how people live and interact in your neighbourhood. We commit to being open and transparent about how your input is used. Let's make the most out of your neighbourhood.



[edmonton.ca/BuildingGlenwoodWest](https://edmonton.ca/BuildingGlenwoodWest)

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