Calgary

Council Policy

Policy Title:	**Neighbourhood Streets Policy**
Policy Number:	**CP2022-03**
Report Number:	**IP2022-0546**
Adopted by/Date:	**Council / 2022 July 5**
Effective Date:	**2022 July 5**
Last Amended:	**N/A**
Policy Owner:	**City Planning**

1. POLICY STATEMENT

1.1   The City of Calgary is committed to liveable Neighbourhood Streets to support people where they live, meet, and play. A liveable street is a street that is safe, welcoming and accessible, offers comfortable travel choices, supports great destinations, is healthy, and fun.

1.2   The City of Calgary commits that when the City and its partners engage, plan, design, pilot, experiment, iterate, activate, retrofit, build, operate, maintain, and evaluate our Neighbourhood Streets, our decisions will maintain and, wherever feasible, enhance the livability of these streets, particularly in locations where screening data or the reported experiences of residents indicate that these outcomes are not being met.

1.2   The City will apply engineering design to solve measured and perceived safety concerns, like vehicle speeding, and will develop resident-accessible programs to change the experience and culture on their street.

1.3   The City will seek opportunities to support and empower resident-led activities including community art and events on public assets to strengthen community ties, community capacity, feelings of belonging, and to increase the feelings of safety associated with all modes of travel.

1.4   The City will work to understand the diverse needs of all Calgarians when developing design guides and documents; drafting regulations; engaging; piloting and iterating; and making decisions on the funding, operations, and design of Neighbourhood Streets. The City will:
(a) Supplement traffic calming and other technical guides with an evolving understanding of children's mobility needs including aligning with Active and Safe Routes to School resources;
(b) Supplement technical guides through research and pilot projects to best benefit from the rapidly changing domain of micromobility;
(c) Host inclusive engagement opportunities to better understand the different ways communities thrive; including leading and supporting pilots and activations; and to lend to better dialogue and cultivate empathy among neighbours, City staff and members of Council;
(d) Apply Gender Based Analysis Plus (GBA+) models while serving residents, developing toolkits, prioritizing requests and assigning budget, to overcome bias;

(e) Apply a Duty of Care approach to serving travel, seeking the spirit of the law to favour best design options;
(f) Influence the development of progressive and evidence-based design guidance through participation on local, national, and international technical organizations;
(g) Recognize the various ways communities come together, be that geographically through community associations and other community organizations, or by shared interests such as sporting, cultural or religious associations.

2. PURPOSE

2.1 The purpose of the policy is to ensure that Calgary's Neighbourhood Streets are liveable, contribute to community capacity, and offer safe and inclusive travel choices. The policy will be met when partners strive towards these values:

(a) Safe streets are where measured and perceived safety concerns are both valid though differently addressed; where the risk of tripping and slipping is low; where the design of the street encourages safe and appropriate travel behaviour from all users; and, where the design discourages crime and social isolation.
(b) Accessible and welcoming streets are streets that serve people of all ages and abilities, all the time. These streets are barrier-free for users of all modes, maintained throughout the year, and serve residents and visitors with varied physical, cognitive and neuro-diverse needs.
(c) Streets with comfortable travel choices are streets where slow speeds are predominant and / or different modes are physically separated, in keeping with 5A Network Principles.
(d) Streets that support great destinations connect people of all ages and abilities with neighbourhood and community activity centres, and parks and open space.
(e) Healthy streets encourage individuals to live actively, neighbours to connect, and trees and natural infrastructure thrive.
(f) Fun streets are where the design (including art, green infrastructure, and architecture) encourages play, and where citizens are empowered to enjoy and repurpose streets for special events of local or cultural significance.

3. DEFINITIONS

3.1 In this Council policy:
(a) **5A Network Principles** define the characteristics that lead to walking and wheeling infrastructure that is Always Available for All Ages and Abilities and includes: separating people by their speed, improving visibility, making it reliable, being accessible for everyone, and making it easy to use.
(b) **Community capacity** is the ability for community members to come together to take collective action and generate solutions to common

problems. It is not a measure of the financial capacity of a community or its members.

(c) **Equitable** means that conditions are adjusted to meet people's diverse needs, strengths, and social realities. It requires recognition that different barriers (often systemic) exist for diverse individuals or groups. The result of equity is all people have the opportunity to benefit equally from City services.

(d) **Evaluation** represents the overall approach of the policy and is critical to pass along learnings, to prioritize efforts and understand the conditions under which Neighbourhood Streets do and do not thrive. Efforts to enhance Neighbourhood Streets will be measured against outcomes and shown through:

    1. Qualitative and quantitative evidence that vulnerable users are better off
    2. Big data like trends and small data such as personal experiences inform design standards and map the progress of policy implementation, and give insight into user groups' needs
    3. Key performance indicators should align with the values of the policy. Leading indicators that speak to safety and other outcomes are preferred.

(e) **Gender Based Analysis Plus (GBA+)** refers to an analytical tool that is used to assess the impact of one's work on diverse groups of people. The "plus" in GBA+ indicates that gender is only a starting point to think about the multiple identity factors, like race, ethnicity, religion, age, and mental or physical disability, that intersect to make us who we are and how policies, programs and services can be experienced differently based on those factors

(f) **Inclusive engagement** means finding ways to hear all voices, finding the right solutions by learning through experiments, and finding ways to share decision making in the pursuit of streets that are safe and support community resiliency.

(g) **Micromobility** is low-speed individual or shared-use fleets of small, fully or partially human-powered vehicles like skateboards, bikes, e-bikes and e-scooters. These light-weight vehicles are often rented through a mobile app or kiosk, are picked up and dropped off in the public right-of-way.

(h) **Neighbourhood Streets** are those that give high priority to pedestrians. In the City's transportation hierarchy, they can be a variety of classifications including Residential Street, Collector, Activity Centre Street, and Neighbourhood Boulevard.

(i) **Placemaking** means collaborating to transform public spaces to be welcoming, inclusive and to reflect the local community.

(j) **Play streets** involves transforming streets permanently or temporarily in recognition that children and adults need safe and nearby outdoor play spaces.

(k) **Street labs** are the application of temporary materials to give participants a tactile representation of street retrofit options.

(l) **Traffic Calming** is changing the physical design of streets to reduce vehicle travel speeds and shortcutting.

4. APPLICABILITY

4.1 This Council policy applies to all those who are involved in the visioning, design, piloting and iterating, building, maintenance, and evaluation of Neighbourhood Streets including members of City Council, Administration, consultants, community leaders, and members of the public.

5. LEGISLATIVE AUTHORITY

5.1 Pursuant to s 3 of the Municipal Government Act (Alberta) "the purposes of a municipality are (a) to provide good government, (a.1) to foster the well-being of the environment (b) to provide services, facilities or other things that, in the opinion of Council, are necessary or desirable for all or a part of the municipality, (c) to develop and maintain safe and viable communities and (d) to work collaboratively with neighbouring municipalities to plan, deliver, and fund intermunicipal services".

6. PROCEDURE

6.1 Policy implementation will be monitored by Public Space and Mobility Policy and stewarded by the Streets, and Sidewalks and Pathways Lines of Service.
6.2 This policy is supported by:
   (a) Ways such as intake forms, data collection, and community programs whereby residents and community groups can share concerns and access services to enhance their Neighbourhood Streets.
   (b) Prioritization: enhancing Neighbourhood Streets with improved infrastructure should be according to need and be equitable.
   (c) Design options: applying proven solutions and testing new ideas from other cities and design manuals will reveal the approaches that are most cost effective for different community types.
   (d) A culture of experimentation: Calgary communities were built in different ways and at different times. Collaborating to solve measured and perceived resident problems will mean applying some existing solutions and some that will be new. Testing, iterating, and evaluating will help enhance active travel choices and the safety of all users.
   (e) Funding: meeting the vision of this policy will require funding to meet community demand and to address safety concerns like vehicle speeding and infrastructure deficiencies like building missing sidewalks.
   (f) Evaluation: best practices are evolving quickly in North America and evaluation in new interventions will help answer which design decisions work best and belong in Calgary communities. Specifications and design practices will be updated as practices are shown to be effective.
   (g) Education: education helps build community capacity, individuals to try new trips and modes, and for all to learn about new design solutions.

7. AMENDMENT(S)

Date of Council Decision	Report/By-Law	Description

9.   REVIEWS(S)

Date of Policy Owner's Review	Description

Calgary

NEIGHBOURHOOD STREETS GUIDE

Date | June 2022

Contents

About the Neighbourhood Streets Policy

What is the purpose of the Neighbourhood Streets Policy?

The Neighbourhood Streets Policy describes the many ways The City of Calgary, residents and partners are contributing to the safety, inclusivity, and vibrancy of Calgary's community streets.

What is a Neighbourhood Street?

Technically speaking, a Neighbourhood Street is a Residential Street, a neighbourhood boulevard, Activity Centre Street or a Collector. More practically, a Neighbourhood Street is the street you might live on. Or the one near you with local shops and your closest bus stop. There is a lot of activity that belongs on your and others' Neighbourhood Streets. Some of this activity is very functional, but much of what is taking place forms the foundation of strong neighbourhoods. When people can move, take care of, and spend time on Neighbourhood Streets, they work well. See in figure 1.

Move

Care

Time

Move on Neighbourhood Streets

Walk, bike, wheel, drive, park, take transit, dog walk, commute and exercise.

Take care of Neighbourhood Streets

Garden, mow, shovel, pave, redesign, light, manage stormwater, shade and sun.

Spend time on Neighbourhood Streets

Play, meet neighbours, sell lemonade, host block parties, daydream, listen for birds, enjoy the shade of trees, spot animals and linger.

Figure 1: Activity on Calgary's Neighbourhood Streets

What do Calgarians wish for Neighbourhood Streets?

We asked Calgarians and key stakeholders what matters when it comes to Neighbourhood Streets in different ways. Here is some of what they shared with us:

+ When asked what they wish for, Calgarians said they wished to see trees and feel safe

+ When planning street improvements, most Calgarians said to prioritize communities that lack sidewalk connections or streets that may be out of alignment with current standards

+ When considering who to design for, Calgarians said for people walking and wheeling

+ When asked about the kinds of elements that belong on streets, Calgarians agreed there are many elements from infrastructure to events like block parties

+ While not all Calgarians value slowing traffic, there is general agreement that a policy for Neighbourhood Streets should be all-encompassing

Figure 2: What key stakeholders love about their favourite Neighbourhood Street

Why do we need this policy and guide?

This policy describes the roles, programs and physical elements that contribute to Calgary's Neighbourhood Streets. When this policy is achieved, neighbourhoods are more resilient, and residents have the opportunities that come with access to safe travel choices and feelings of belonging.

This policy guide is intended to describe how the policy can be implemented and the kinds of outcomes residents and decision makers can expect to see. With over 12,000 kilometres of Neighbourhood Street, finding ways to partner and pilot will help Calgary realize best design practices and activation that truly connects neighours and is a key principle of this policy.

Who will benefit?

This policy will help benefit residents in different ways and benefit the environment. Figure 2 explains some of the benefits that street users experience. Achieving these benefits for these users and others is the goal of this policy.
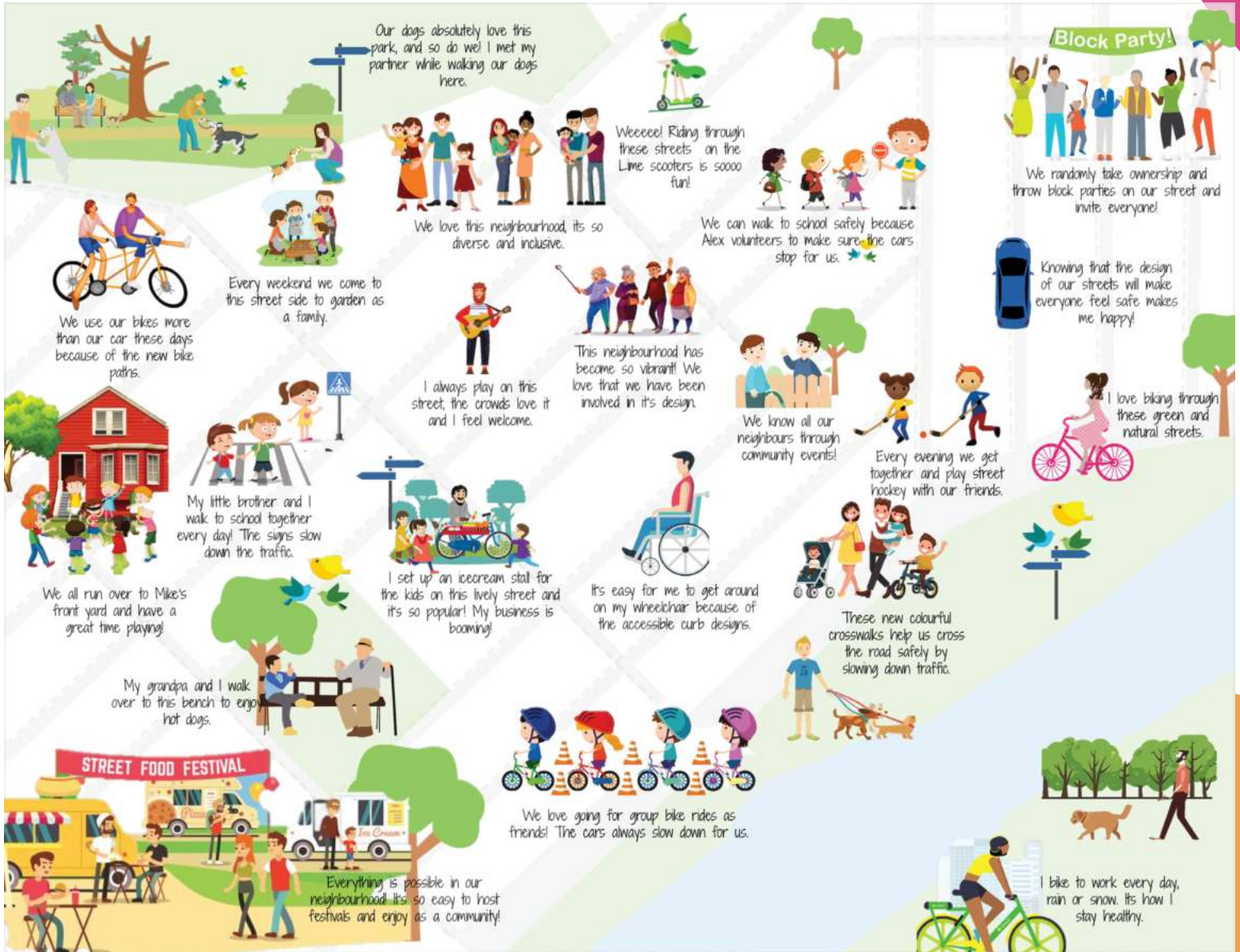

Figure 3: Who will benefit from great Neighbourhood Streets

Policy development

The Neighbourhood Streets Policy was developed by Administration in a new and innovative way and involved:

+ Evaluating the 2003 Traffic Calming Policy for its strengths and shortcomings such as findings of inequity of application and outcomes throughout Calgary

+ Measuring internal alignment for a new kind of policy that described a much broader set of tools to enhance Calgary's Neighbourhood Streets

+ Using co-design workshops to develop a draft of pilot version of the policy

+ Applying the pilot policy to projects in eight diverse communities to build a library of outcomes or solutions that were needed by these communities

+ Engaging with stakeholders and Calgarians on the outcomes of the pilot projects to see what was still missing from the policy

+ Finalizing the Neighbourhood Streets Policy using feedback from stakeholders and the public including strengthening mention of certain priorities like accessibility, trees and nature, maintenance and the public realm, and enforcement and the law

Previous policy

This policy replaces C2003-01 Traffic Calming Policy, a policy which focused on curbing inappropriate vehicle behaviour including high speeds and problem shortcutting in communities. The Neighbourhood Streets Policy goes beyond eliminating unsafe behaviours to also include the infrastructure and partner interventions that promote barrier-free travel choices, inclusion, and community resilience.

Implementing the Neighbourhood Streets Policy

Implementing the Neighbourhood Streets policy will require:

+ Intake process: hearing from Calgarians is critical to learn about problem locations and supplement data-based ways of learning where street enhancements are most needed. Intake options will exist through 311, engagement on future projects, and other options are being reviewed. Engagement and the approach are described in Attachment 4.

+ Prioritization: enhancing Neighbourhood Streets with improved infrastructure should be according to need and be equitable.

+ Design options: applying proven solutions and testing new ideas from other cities and design manuals will reveal the approaches that are most cost effective for different community types.

+ A culture of experimentation: Calgary communities were built in different ways and at different times. Collaborating to solve measured and perceived resident problems will mean applying some existing solutions and some that will be new. Testing, iterating, and evaluating will help enhance active travel choices and the safety of all users.

+ Funding: meeting the vision of this policy will required funding to meet community demand and to address safety concerns like vehicle speeding and infrastructure deficiencies like building missing sidewalks.

+ Evaluation: best practices are evolving quickly in North America and evaluation in new interventions will help answer which design decisions work best and belong in Calgary communities. Specifications and design practices will be updated as practices are shown to be effective.

+ Education: education helps build community capacity, individuals to try new trips and modes, and for all to learn about new design solutions.

The Neighbourhood Streets Policy

Policy organization

The Neighbourhood Streets Policy is organized into three sections: vision, responsibilities, and application and evaluation. Together, these three sections contribute to the outcomes that Calgarians described through engagement on what matters for their or someone else's Neighbourhood Street.

Vision & Mission

How the goals of the policy will be met and how streets will contribute to strong communities. It includes a vision statement, values, and definitions.

Responsibilities

How Council, Administration and community members can work together to enhance streets in ways that serve people of all ages and abilities all of the time. It includes roles and intake attributes for learning about potential problems.

Implementation & Evaluation

The kinds of work and elements that contribute to safe and inclusive Neighbourhood Streets. It includes action areas and street elements that Calgarians wish for their streets.

Vision and Mission

Vision

To provide all Calgarians and visitors the chance to participate fully in their communities and city through safe and inclusive Neighbourhood Streets.

Mission

Empower Administration, communities, and Council to partner with and engage in activities that improve real and perceived safety on Calgary's Neighbourhood Streets. Meeting the vision and mission of the Neighbourhood Streets Policy requires approaching all opportunities with these values, and guiding principles:

Image from Dover

Safe

By safe we mean streets where both real and perceived safety concerns are valid, though addressed differently; where the risk of tripping and slipping is low; where the design of the street encourages safe and appropriate travel behaviour from all users; and, where the design discourages crime and social isolation.

Image from Panorama Hills

Welcoming & accessible for all ages & abilities

By accesssible and welcoming of all ages and abilities, all the time we mean streets that are barrier-free for users of all modes, maintained throughout the year, and for residents and visitors with varied physical, cognitive and neuro-diverse needs.

Image from Silver Springs

Comfortable

By offering comfortable travel choices we mean streets where slow speeds are predominant and / or different modes are physically separated.

Image from Panorama Hills

Great Destinations

By supporting great destinations we mean streets that connect with neighbourhood and community activity centres, and parks and open space.

Image from Silver Springs

Healthy

By healthy we mean streets that encourage individuals to live actively, neighbours to connect, and where trees and natural infrastructure thrive.

Image from Rosemont

Fun

By fun we mean streets where the design (including art, green infrastructure and architecture) encourages play, and where citizens are empowered to enjoy and repurpose streets for special events of local or cultural significance.

Guiding Principles

These guiding principles help describe how the policy vision for safe and inclusive Neighbourhood Streets can be achieved.

Neighbourhood Streets

Neighbourhood Streets are those that give high priority to pedestrians. Generally, Neighbourhood Streets are streets which directly serve residential development and those that support local amenities and businesses inside residential areas. In The City's transportation hierarchy they can be a variety of classifications including Residential Street, Collector, Activity Centre Street, and Neighbourhood Boulevard. Arterial and Skeletal Roads, which pass between communities and have other priorities, are not subject to this policy.

Inclusive Engagement

Inclusive engagement means finding ways to hear all voices and accommodate diverse needs and backgrounds. It supports finding the right solutions for safe and inclusive streets through pilot projects, pop ups, and other ways to learn how communities thrive.

Community Capacity

Community capacity is the ability for community members to come together to take collective action and generate solutions to common problems. It is not a measure of the financial capacity of a community or its members.

Guiding Principles

Equity

Equity means conditions are adjusted to meet people's diverse needs, strengths and social realities. It requires recognition that different barriers (often systemic) exist for diverse individuals or groups. The result of Equity is all people have the opportunity to benefit equally from City Services.

Traffic Calming

Traffic Calming is changing the physical design of streets to reduce vehicle travel speeds and shortcutting.

Street Labs

Street labs involve applying temporary materials to give participants a tactile representation of street retrofit options and to test whether a street can be more accessible for all.

Play Streets

Play streets involves transforming streets permanently or temporarily in recognition that not all adults and children have safe access to nearby outdoor play spaces in parks and open spaces.

Policy Responsibilities

Policy Owners

Caring for Neighbourhood Streets is a responsibility shared by many. Implementing the structures and tools that take care of Neighbourhood Streets is also shared by many. When the policy owners play these roles, neighbourhoods are stronger.

Council

+ Champions the vision for Neighbourhood Streets
+ Understands decision tradeoffs
+ Decides on appropriate funding
+ Supports a spirit of experimentation, risk, iteration and failing forward
+ Voices the needs of their ward while applying a city-wide lens

Administration

+ Enforces safe and inclusive behaviour through design, maintenance and enforcement
+ Makes and resources permission space for communities
+ Strives towards a culture of how (instead of yes and no)
+ Pilots new approaches and designs
+ Empowers partners and colleagues

Calgarians

+ Engage neighbours and City staff, listen to understand
+ Voice and be part of trying solutions
+ Expect more from your Neighbourhood Streets
+ Be biased in favour of solutions that increase safety, especially for vulnerable user groups

Community Requests and Intake

This policy will be supported through internal collaboration and intake opportunities for residents to share ideas and issues with Administration. While community needs vary, and communications tools can be refined over time, design principles have been identified through researching internal and citizen needs to guide future collaboration. The principles state that when collaborating on Neighbourhood Streets, processes will:

1. Prioritize safety as a main, but not only consideration
2. Integrate cross-corporate needs from the system
3. Foster clear, responsive communication internally and externally
4. Highlight the outcomes and the why of a project
5. Use focused transparency to foster trust
6. Respect both internal expertise and the lived experience of Calgarians
7. Are efficient, cost effective, and human
8. Link to the data
9. Educate and demystify
10. Manage expectations
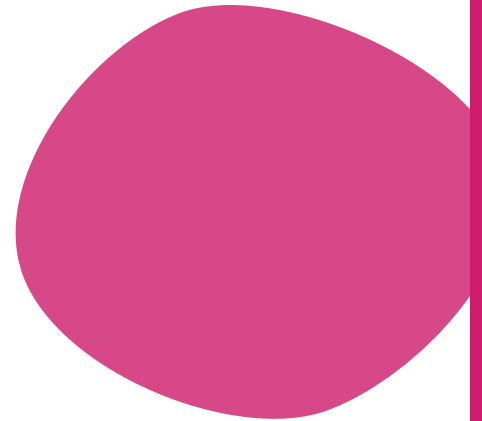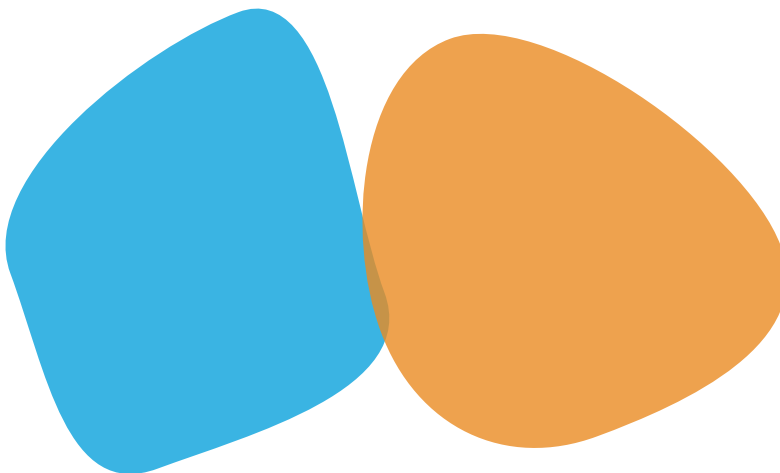
Implementation

There are a lot of ways Neighbourhood Streets can be made safer and more inclusive. This section of the policy describes the elements, action areas and evaluation that contribute to enhanced experiences for users of all ages and abilities, all the time. More specifically the policy is applied through:

+ Street elements that are changes to streets through infrastructure or activity

+ Action areas that are programs and streams of work that support new street elements

+ Evaluation to confirm where are when street elements can have the greatest influence on safe and inclusive Neighbourhood Streets

It should also be noted, that while this section focuses on applying the policy. These tools may also be appropriate on other classifications of roadways. This policy is designed to connect community activities and engineering to slow people driving while cultivating strong communities and the freedom of travel choices through comfort, real and perceived safety.

It's important to remember also that the context and stories of streets change over time. Many industrial streets, such as those near Blue Line LRT stations are now becoming increasingly needed by pedestrian traffic. This policy may also apply in these cases.

Elements of Great Neighbourhood Streets

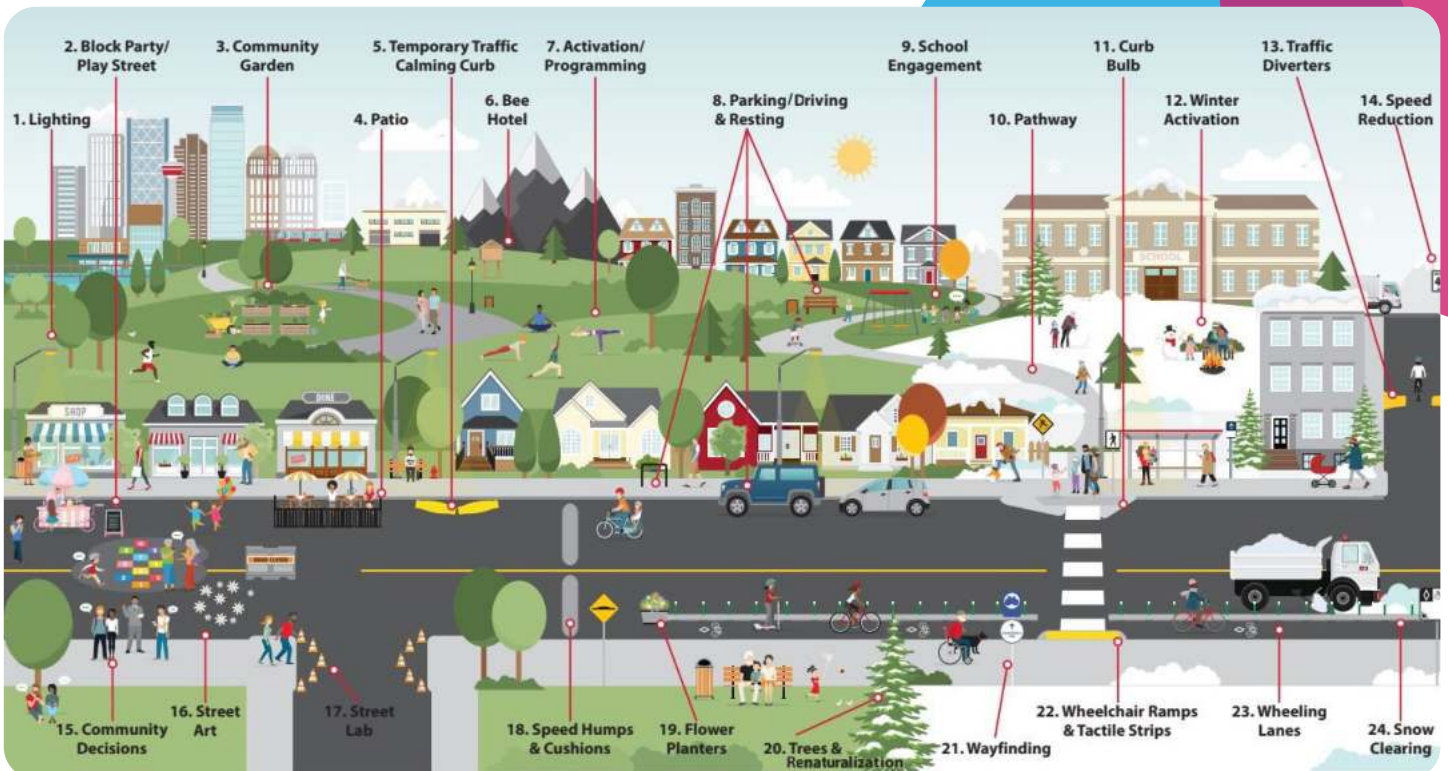There are many elements that contribute to safe and inclusive Neighbourhood Streets.

Figure 4: Elements of Great Neighbourhood Streets. Descriptions, objectives and policy alignment of each element can be found in Appendix 1

Making It Happen: Action Areas

Changes to streets to add or adjust elements are planned, designed, and executed through many action areas. Traffic calming (i.e. managing speed and shortcutting) will remain an important solution to enhance Neighbourhood Streets, however today we acknowledge there are 12 action areas to enhance street liveability. This section describes the kinds of tasks and work under each action area including how community can be involved and the ways The City increase equity of access and outcomes.

Enabling streets that connect neighbours (pg. 15-20)

+ Education and encouragement
+ Art and activation
+ Maintenance and the public realm
+ Laws and enforcement
+ Data and information
+ Trees, green space and nature

Supporting travel choice with the right infrastructure (pg. 21-26)

+ Climate and green infrastructure
+ Removing barriers
+ Slow and safe
+ Neighbourhood greenways and traffic diversion
+ Complete streets and 5A
+ Pilots and street labs

Theme	Enabling streets that connect neighbours
Action Areas	**Education and encouragement**
Why?	Education and encouragement help Calgarians move safely and sustainably. This program also helps drive innovation by connecting staff and communities with emerging ideas.
When?	Best applied to explain new designs, policies or strategies, and whenever there is a behaviour gap affecting safety and community well-being. Encouragement can help people try new modes where there is interest.
Where to look for more guidance	+ Calgary Transportation Plan + Cycling Strategy + Mobility Education Framework + Pedestrian Strategy + Safer Mobility Plan + Stormwater Strategy and Low Impact Development (LID) Modules
How we're making access equitable	Focusing on youth through schools as well as safety topics helps keep Calgary's vulnerable population both safe and able to choose healthy and affordable travel options. Providing translated materials for ethnocultural and community associations to distribute in communities where we know that there are significant percentages of homes which speak another language most often at home.
How Communities can Help / Engage	The City can help by making resources available, by hosting specific campaigns, and by supporting partner organizations on events.
What Communities can expect from The City	The City will partner and lead education and encouragement including hosting campaigns and by providing information and materials.
Example programs	+ Active and Safe Routes to School

Theme	Enabling streets that connect neighbours
Action Areas	**Art and activation**
Why?	Calgarians shared how much they enjoy having somewhere or something to walk to and youth especially asked for more opportunity to design and add art in their neighbourhood.
When?	Art and activation is something community partners can apply to streets to promote community. It can also be included in larger projects by The City.
Where to look for more guidance	+ Active Aging + Civic Arts Policy + Play Charter + Public Art Policy and Special Events + Sport for Life Policy
How we're making access equitable	Microgrants, including those that are administered through the Federation of Calgary Communities, helps increase promotion and reduce barriers for participation. Partnering with Community Social Work program can help engage marginalized residents in community building activities.
How Communities can Help / Engage	Art and activation is best when it reflects community character. Communities should play a strong or leading role in this program.
What Communities can expect from The City	The City will enable by offering clear guidance on what is permitted and how to apply.
Example programs	+ ActivateYYC + Arts and culture microgrants + Block parties + Paint the Pavement

Theme	Enabling streets that connect neighbours
Action Areas	**Maintenance and the public realm**
Why?	Street maintenance including snow and ice removal is what makes our streets available at all times of year and into the future. Investing in the public realm, like benches, transit shelters and Park Plus terminals both makes trips comfortable and manages Calgary's infrastructure for use by everyone.
When?	Calgary has an annual maintenance program that extends into the public realm including things like streets lights, tree planting and bike racks.
Where to look for more guidance	+ Bicycle Parking Handbook + Complete Streets Policy + Parks Lighting Plan + Pedestrian Strategy + Snow and Ice Control (SNIC) Policy + Stormwater Strategy and Low Impact Development (LID) Modules
How we're making access equitable	Increasing snow and ice removal funding for people walking, wheeling and choosing transit in recognition that those travel choices may be more impacted than people driving. Retaining funding from advertising on benches, shelters and other street furniture reduces the tax burden and allows The City to keep streets clean and free of graffiti.
How Communities can Help / Engage	Calgarians help inform the policies that shape maintenance practices and use 311 to communicate issues. Calgarians aren't typically involved in day-to-day decisions.
What Communities can expect from The City	The City, through its maintenance program, will keep residents safe and moving.
Example programs	+ Bike Rack Program + Signage including wayfinding + Snow and Ice Control + Community Cleanup

Theme	Enabling streets that connect neighbours
Action Areas	**Laws and enforcement**
Why?	Local and Provincial laws and bylaws are the rules that describe what is allowed on our streets. Over time certain changes like new travel modes like escooters and design options trigger the need to re-write or adapt our laws.
When?	Calgary Police Service and Calgary Bylaw (enforces municipal bylaws) respond to unlawful behaviours every day. Laws and bylaws are adjusted infrequently, typically small changes may be made every few years. The City of Calgary may not re-write Provincial law but will consult on changes.
Where to look for more guidance	+ Alberta Traffic Safety Act + Street Bylaw + The Calgary Parking Bylaw + The Calgary Traffic Bylaw + Tree Protection Bylaw + Use of Highways and Rules of the Road Regulation
How we're making access equitable	Laws and bylaws are intended to keep everyone safe. As safe street design practices evolve, laws and bylaws should be amended. Also, enforcing bylaws for all travel modes, like when residents fail to clear their sidewalks means vulnerable users are also served.
How Communities can Help / Engage	Communities can help identify infractions and problem locations to The City through 311 or Calgary Police Services through the online traffic service request. Communities can get involved in consultation for certain bylaw changes, like responsible pet ownership. Residents and businesses have an important role to play in identifying what is and isn't working.
What Communities can expect from The City	The City and Calgary Police Services will be responsive in reviewing and actioning bylaw or speeding concerns. Over time, street design will encourage safe travel behaviour and the need for enforcement will diminish.
Example programs	+ Bylaw investigation + Snow Angel program + Speed enforcement by Calgary Police Service

Theme	Enabling streets that connect neighbours
Action Areas	**Data and information**
Why?	Collecting data and examining trends helps make informed decisions. Open data can help communities be part of the conversation, which can help converge on solutions faster.
When?	The City has permanent counters and programs as well as mobile technology to gather information on speed, volume, travel time, comfort, collisions, and requests from residents. This data helps evaluate projects and the entire network.
Where to look for more guidance	+ City plans and strategies give direction on goals and targets that should be met including Calgary Transportation Plan and the Pedestrian Strategy. + Open Data Standard and Strategy
How we're making access equitable	Open data puts information in the hands of everyone giving insights into mobility trends in Calgary. Also, by focusing on injury data instead of collisions involving property damage, vulnerable users' safety will take priority.
How Communities can Help / Engage	Calgarians, through engagement, can share their values and concerns which in turn will influence the kinds of data that will be collected. Citizen data using walk audit metrics and other tools has also valuable on projects like Creating Coventry.
What Communities can expect from The City	The City will use and share data to make decisions that align with policies and using solutions that are proven to work.
Example programs	+ Travel and activity surveys + Permanent counter stations + Rate my Walk Survey

Theme	Enabling streets that connect neighbours
Action Areas	**Trees, green space and nature**
Why?	Calgarians top wish for Neighbourhood Streets is trees and having great public spaces to walk to.
When?	Street trees are identified in all Neighbourhood Street types in Calgary's complete streets policy and guidelines.
Where to look for more guidance	+ Calgary Food Action Plan + Open Space Plan + Stormwater Strategy and Low Impact Development (LID) Modules + Urban Forestry Strategy
How we're making access equitable	Communities in Calgary are all planned to include 10 % open space, giving everyone the opportunity to enjoy outdoor spaces that meet community needs. Investing in active modes infrastructure helps everyone like youth and the elderly access local amenities like parks and open space.
How Communities can Help / Engage	Calgarians are engaged in forming policy and to give feedback on projects. Calgarians can also be in touch with issues and help by requesting and watering boulevard trees.
What Communities can expect from The City	The City carries out seasonal maintenance in green spaces and cares for trees throughout the year including planting, watering (till established), assessing, pruning, and removing.
Example programs	+ Boulevard gardens + Branching Out Program + Native wildflower planting guide + Public tree planting program

Theme	Supporting travel choice with the right infrastructure
Action Areas	**Climate and green infrastructure**
Why?	Calgarians and stakeholders see the need to build new and adapt targeted existing street infrastructure to be more climate resilient. Climate resilience measures can be integrated into all aspects of community and street design to ensure more Neighbourhood Streets can better withstand the impacts of climate change and provide a safe and enjoyable experience for street users.
When?	New pilot projects and programs provide opportunities to inform how our street infrastructure can be adapted to both withstand and protect street users from the changing climate.
Where to look for more guidance	+ Calgary Transportation Plan + Complete Streets Policy + Climate Change Program + Drought Management Strategy + Environment Strategy + Flood Resilience Plan + Green Streets Guidance + Low Impact Development (LID) Modules: Bioretention and Soil cell + Stormwater Management Strategy + Water Efficiency Plan
How we're making access equitable	Evidence-based decisions that prioritize vulnerable communities from climate impacts helps promote equitable investment. Investing in Calgary's boulevards represents 1,000 hectares of land, key sites around the city can be renaturalized to help meet the goal of naturalizing 20 % of all open space. These actions will help foster climate resiliency.
How Communities can Help / Engage	Calgarians are engaged in forming policy and to give feedback on projects. Calgarians can proactively take steps like clearing catchbasins, adopting rain barrels, and design gardens with rain gardens and drought resilient plants.
What Communities can expect from The City	The City is committed to adhering to applicable environmental regulations set by all levels of government to protect our environment and infrastructure. The City will be opportunistic and apply a range of solutions to various retrofit projects to embed climate resiliency more often. Education and pilots will also empower and support Calgarians to do their part to protect the environment.
Example programs	+ Bioretention projects, e.g. Currie Barracks, Bowness Road, and Lincoln Park + Renaturalization e.g. along 16 Avenue NE + Soil cell projects, e.g. 61 Ave SE, 2 Avenue NW in Kensington, and Thompson Park + Yard Smart

Theme	Supporting travel choice with the right infrastructure
Action Areas	**Removing barriers**
Why?	Today, barrier-free paths of travel is the expectation for all visitors and residents in Calgary, no matter their age, ability, or how and when they choose to travel. There is still work needed to bring many streets to today's standards, and a careful balance must be achieved to ensure that a solution to one aspect of the mobility network does not create new problems in other aspects of the mobility network.
When?	Best applied to resolve deficiencies including building missing sidewalks and pathway segments, and connections to transit. Work is also needed to remove physical barriers to establish a clear and continuous path of travel for people walking and wheeling.
Where to look for more guidance	+ Access Design Standards + Canadian National Institute for the Blind (CNIB) Clearing our Path + Transit Friendly Design Guide
How we're making access equitable	The City participates on Calgary's Access Design Committee and Advisory Committee on Accessibility to continue to bring new considerations into practice. An access review email account allows individuals to submit projects for comments. (accessreview@ calgary.ca)
How Communities can Help / Engage	With over 12,000 kilometres of Neighbourhood Streets, built over 100 years, residents can help identify barriers needing to be addressed. Calgary's Access Design Committee and Advisory Committee on Accessibility also plays an important role giving advice on the spectrum of design needs thinking about physical, cognitive, and neuro diverse (sensory, emotional, visual) needs.
What Communities can expect from The City	The City is committed to designing clear paths of travel for all ages and abilities, which includes maintaining updated design guidelines. The City will also scan for best practices and host coversations on designs that will help Calgary be in the forefront of accessible and inclusive design.
Example programs	+ Adding wheelchair ramps, tactile strips and audible pedestrian warning at traffic signals + Building missing sidewalks and pathways + Removing maze gates and other obstacles

Theme	Supporting travel choice with the right infrastructure
Action Areas	## Slow and safe
Why?	Street changes are needed when a significant number of drivers are travelling at speeds that are risky for the context, or are uncomfortable for vulnerable road users given the level of protection offered by the road design. Slowing vehicles is the most effective way to improve the comfort and safety of a street, especially for vulnerable users.
When?	There are many indicators that street retrofits may be needed to lower driving speeds. Some of these include people travelling above the limit, history of collisions, wide lanes and intersections, low yielding for pedestrians or evidence of near misses.
Where to look for more guidance	+ Design Guidelines for Subdivision Servicing + National Association of City Transportation Officials (NACTO) + Residential Parking Program + Safer Mobility Plan + Stormwater Strategy and Low Impact Development (LID) Modules + Transportation Association of Canada (TAC) - Canadian Guide to Traffic Calming (Second Edition)
How we're making access equitable	By using data, communities with speeding and collision patterns should expect to see solutions sooner. Also, having a bias to action helps protect vulnerable users.
How Communities can Help / Engage	Calgarians have a role in helping The City evaluate locations of concern by sharing them through 311 or other engagement opportunities. If there are several solutions to a problem, Calgarians may be involved in selecting the right tool to slow traffic. Communities and individuals can also educate and commit to safe travel.
What Communities can expect from The City	The City will narrow streets that experience speeding through a variety of tools like curb bulbs, median treatments, or bike lanes. Other solutions may include vertical changes like speed humps and cushions. Tree-lined streets are also shown to reduce vehicle speeds.
Example programs	+ Active and Safe Routes to School + Active signage- Speed Limit Observation and Warning System (SLOWS) + Safer Collector Program (in development) + Speed enforcement by Calgary Police Services

Theme	Supporting travel choice with the right infrastructure
Action Areas	**Neighbourhood greenways and traffic diversion**
Why?	Street changes may be needed to manage the number of private vehicles on streets. All streets play a role within communities, and occasionally shortcutting may mean the street is not achieving that role. Additionally, some streets have a high priority for active modes and vehicles should be diverted to promote feelings of safety.
When?	While diverting traffic should be used selectively including avoiding transit routes, signs it may be appropriate are: • Marked bike routes, key routes in Local Area Plans, and other 5A routes that are important connections for active modes users • Roadway volumes are exceeding guidance in Calgary's Complete Streets Policy • Uneven balance by direction in terms of vehicle volumes (such as more than 2/3 in one direction)
Where to look for more guidance	+ Calgary Transportation Plan + Calgary's 5A Network + Complete Streets Policy + Design Guidelines for Subdivision Servicing + Local Area Plans + National Association of City Transportation Officials (NACTO) + Stormwater Strategy and Low Impact Development (LID) Modules + Transportation Association of Canada (TAC) - Canadian Guide to Traffic Calming (Second Edition)
How we're making access equitable	Using data and policy to guide decisions will help achieve equity outcomes by making active travel more comfortable in key areas. Redevelopment is also an opportunity to reinforce the roles of Neighbourhood Streets through retrofitting geometry and access.
How Communities can Help / Engage	Communities can help identify concerns and can participate in engagement to balance vehicle access with community comfort and active travel priority.
What Communities can expect from The City	The City is accountable to policy, safety mandates, which in some instances may mean vehicular access is restricted. The City will also review the cause of shortcutting and nearby operation on higher class roadways.
Example programs	+ Calgary's 5A Network + Active and Safe Routes to School + Optimization projects

Theme	Supporting travel choice with the right infrastructure
Action Areas	**Complete streets and 5A**
Why?	Many streets in Calgary have deficiencies when measured against current standards. Repairing streets at the corridor level to support their intended function within the mobility network, including narrowing lanes, adding sidewalks, transit priority and / or bike facilities, help achieve mobility goals and support local business.
When?	Streets may be triggered for retrofit in a number of ways: lifecycle maintenance, redevelopment, and other measures like safety performance or the presence of deficiencies.
Where to look for more guidance	+ Calgary's 5A Network + Complete Streets Policy + Design Guidelines for Subdivision Servicing + National Association of City Transportation Officials (NACTO) + Residential Parking Program + Stormwater Strategy and Low Impact Development (LID) Modules
How we're making access equitable	A new 5A prioritization tool to select projects considers four main criteria, one of which is equity.
How Communities can Help / Engage	These projects are significant and will involve extensive engagement to understand community needs, priorities, and to consult on different options. Engagement is also intended to understand the needs of everyone and to influence designs that meet all users.
What Communities can expect from The City	Residents should expect that The City will follow policy, best design practices (including sustainable tree planting practices) and will design for all modes.
Example programs	+ Active and Safe Routes to School (expanded) + Community Mobility Improvements + Safe Collector Program (in development)

Theme	Supporting travel choice with the right infrastructure
Action Areas	**Pilots and street labs**
Why?	New ideas can be sourced locally or be inspired from other cities. These may prove to be safer, more efficient or more comfortable. Experimenting through pilots and street labs gives the opportunity for a 'try before you buy' approach. Careful before and after data can help answer whether new ideas belong.
When?	• Community ethusiasm and leadership help contribute to the success of pilots and street labs. This is because pilots and street labs can be complex and work best when there are many people with different perspectives working in alignment.
Where to look for more guidance	+ National Association of City Transportation Officials (NACTO) + Tactical Urbanist's Guide + Stormwater Strategy and Low Impact Development (LID) Modules
How we're making access equitable	Microgrants and other programs help build capacity in communities to partner or take on mobility improvement projects.
How Communities can Help / Engage	Communities can be a leader of their character, needs, and can share ideas they might like to try on a Neighbourhood Street.
What Communities can expect from The City	Residents should expect that The City has capacity for several pilots and street labs each year, and that any ideas must respect current laws.
Example programs	

Evaluation

Evaluation represents the overall approach of the policy and is critical to pass along learnings, to prioritize efforts and understand the conditions under which Neighbourhood Streets do and do not thrive. Efforts to enhance Neighbourhood Streets will be measured against outcomes and shown through:

+ Qualitative and quantitative evidence that vulnerable users are better off

+ Big data like trends and small data such as personal experiences inform design standards, map the progress of meeting the policy, and give insight into user groups' needs

+ Key performance indicators should align with the values of the policy. Leading indicators that speak to safety and other outcomes are preferred

When Council, Administration, and the public work together and support the policy values, positive outcomes for neighbourhoods will be achieved. Key performance indicators can both evaluate projects and direct the work. Examples of leading indicators according to each of the policy values are:

Image from Panorama Hills

Image from Dover

Image from Silver Springs

Welcoming & accessible for all ages & abilities

+ Barrier-free path of travel is maintained (including sidewalks that are 1.5m or wider)

+ Proportion of the active modes networks that are snow-cleared within 24 hours

Safe

+ Vehicle speeds are reduced and yielding compliance is improved

+ Pedestrian crossing distance is shortened

Comfortable

+ People traveling are separated by speed

+ Alignment with Crime Prevention Through Environmental Design Principles

Image from Silver Springs

Image from Panorama Hills

Image from Rosemont

Healthy

+ # street trees per km of road increases

+ Parks and community destinations are supported with sidewalks

Fun

+ Grants and / or permits for activation or community art

+ City-initiated community art

Great Destinations

+ Street lighting and space for public realm elements

+ Education to support the introduction of new infrastructure
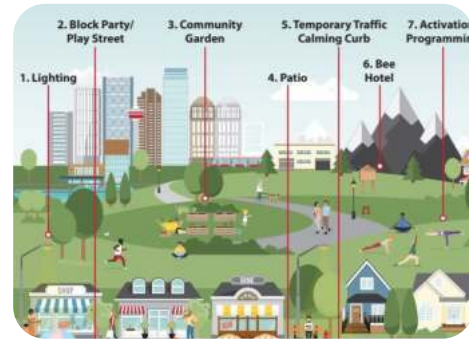
+ Increased tree canopy to reduce urban heat

APPENDIX 1
Elements of Great Neighbourhood Streets

An element of the policy's application.
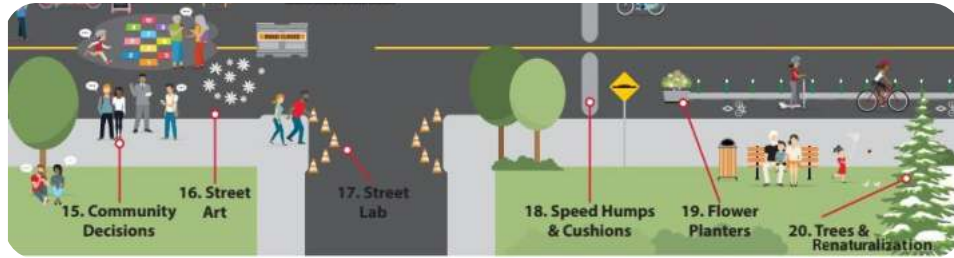
Elements of Great Neighbourhood Streets

In the following pages descriptions, objectives and policy alignment of each element are outlined.

#	Element	Description	Objective	Policy Alignment
1	Lighting	Adequate source of lighting to encourage safe, secure and welcoming streets.	Street lighting improves safety by allowing pedestrians, cyclists and motorists to see each other.	Corporate Accessibility Policy Dark sky principles and Crime Prevention through Environmental Design Principles
2	Block Party / Play Street	Part of a street is closed to provide a local space for kids to play.	Finding nearby gathering places can help correct the decline in youth activity level.	YYC Plays Strategy
3	Community Garden	Collaborating with the community to grow flowers, herbs, and vegetables.	Enhance the health and well-being of neighbourhoods and communities	Social Wellbeing Policy
4	Patio	Patios help facilitate outdoor dining and gathering.	Outdoor patios support business and add to the vibrancy of Calgary communities.	
5	Temporary Traffic Calming Curb	These are large, yellow concrete slabs that are placed on the road to provide temporary traffic calming.	These improve safety by narrowing the street. For drivers, this encourages travel at lower speeds, which reduces the number and severity of collisions. The curbs also reduce pedestrian crossing distance and provide a protected, visible space to wait before crossing.	Complete Streets Policy
6	Bee Hotel	A nest or house that acts as a resting place for pollinator bees. One way to better integrate wildlife in our city.	These increase biodiversity and environmental resiliency, and better integrate wildlife in our city.	BiodiverCity
7	Activation / Programming	Hosting or enabling community partners to host events connects neighbours and slows vehicles.	Connecting neighbours helps build more resilient communities where residents look out for one another.	Social Wellbeing Policy

#	Element	Description	Objective	Policy Alignment
8	Parking/Driving & Resting	Parking lets people spend time at a place, and driving allows people to get there.	Benches, bike racks and street parking and designated scooter stalls are all facilities that contribute to letting people gather.	Calgary Parking Policies
9	School Engagement	Engaging with nearby schools to understand the youth perspective including asking students to evaluate their street.	Asking students to evaluate a street helps their voices be heard and gives project teams important feedback on what is working and what could be improved upon.	Social Wellbeing Policy
10	Pathway	Adding a pathway segment to complete a connection where there is a missing link or gap in the travel network.	Building network gaps helps to remove barriers to active travel as realistic options for more Calgarians.	5A Network
11	Curb Bulb	An intersection improvement that widens the sidewalk or curb out into the lane and reduces the street width.	These improve safety by narrowing the street.	Complete Streets Policy
12	Winter Activation	Finding ways for Calgarians to connect year-round.	To promote ways for Calgarians to connect, be active, and enjoy public spaces.	Winter City Calgary
13	Traffic Diverters	A restriction to manage vehicle volumes along a neighbourhood connection while maintaining access to destinations.	Temporary and permanent diverters can help manage vehicle volumes and encourage walking and wheeling on Neighbourhood Streets.	5A Network
14	Speed Reduction	Speed limits have been lowered on residential and Collector streets	Slower travel contributes to safer, and more comfortable trips, especially vulnerable users.	Complete Streets Policy

#	Element	Description	Objective	Policy Alignment
15	Community Decisions	Sharing decisions with communities and gathering feedback.	Community members have a good sense of their character and the locations that feel unsafe and why. Finding opportunities to engage can help correct the locations that matter most.	Social Wellbeing Policy
16	Street Art	Working with the community and schools to create artwork on streets and other public spaces.	Murals help residents celebrate and learn about change in their community.	Public art program
17	Street Lab	An experiment using temporary materials to see if a street can be better designed for more users.	In this case, the street was narrowed to make it more comfortable for pathway users to cross the street.	5A Network
18	Speed Humps & Cushions	A road hump typically placed over the entire width of a road. These are wider and have a more gradual slope than a speed bump. Speed cushions accommodate buses and fire trucks.	Used to slow people driving in order to improve safety at a problem location.	Complete Streets Policy
19	Flower Planters	Flower planters can be added along streets and wheeling lanes.	Improve the look of streets by adding colour and landscaping.	
20	Trees & Renaturalization	Trees and other native species are introduced to a landscape to improve the natural environment.	Provide tree canopy in streets for cooling effects, shade, stormwater management, safety, biodiversity, traffic calming and more. Improving the natural environment by transforming spaces into a landscape more indicative of the naturally occurring landscape of the region.	Urban Forestry Strategic Plan Municpal Development Plan Complete Streets Policy

#	Element	Description	Objective	Policy Alignment
21	Wayfinding	Signs to show loops or destinations in a community.	While most streets have road signs, pathways typically do not, though users still benefit from destination information.	Corporate Accessibility Policy
22	Wheelchair Ramps & Tactile Strips	Wheelchair ramps are transitions between the street and curb. Tactile strips are textured mats that assist pedestrians who are visually impaired detect an intersection.	The installation of new wheelchair ramps helps make Calgary an accessible city.	Corporate Accessibility Policy
23	Wheeling Lanes	A lane for those to wheel that is separated from other modes of traffic.	Protected wheeling lanes narrow the street and make crossings easier for pedestrians. Providing separate facilities for those who wheel, walk, or drive and makes sharing the road safer and more predictable experience for everyone.	5A Network
24	Snow Clearing	The City follows a seven-day snow plan for clearing public spaces. Pathways and wheeling lanes are considered Priority 1 and 2 routes, which means snow is cleared within 24-48 after snowfall.	Snow clearing enables safe travel for everyone.	Seven-Day Snow Plan

THE INNOVATION LAB

The Innovation Lab helps The City of Calgary transform their programs, processes and people with Design Thinking for effective service delivery and to build a resilient city together.

We are a public-sector lab embedded in and run by The City of Calgary to bring best practices in innovation to internal City business units.

The Innovation Lab concentrates work in three strategic areas

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Find the right path forward and design actionable solutions.

The Innovation Lab leads project teams through complex challenges by using innovation tools and methodologies, design research and data synthesis.

Professional learning

Expand your toolkit with new ways of approaching your challenges.

The Innovation Lab leads professional learning opportunities to strengthen skills in collaboration, design and innovation.

Innovation network

Connect with people across The City to break down barriers.

The Innovation Lab accelerates innovation at The City by designing opportunities to connect staff, projects and citizen groups.

For more information, connect with us!
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