

What We Heard Report – Eau Claire Plaza



Eau Claire Plaza

Stakeholder Report Back: What we Heard
May 15, 2019

Project overview

The scope for this project is to redevelop the Eau Claire Plaza as a community amenity and regional destination in the heart of the city. This plaza redevelopment project builds on the extensive site investigation, public engagement process, and preliminary conceptual designs that have already been completed.

While the redevelopment of the plaza has been a topic of discussion and engagement for several years, there are significant changes within the vicinity that have prompted the present need to redevelop this public space. These include: Bow River flood mitigation measures that include a floodwall and associated riverwalk, along with raising the plaza elevation, redevelopment plans for the Eau Claire Market and adjacent properties, realignment of Riverfront Avenue SW, and the redevelopment of the pedestrian bridges connecting the plaza with Prince's Island.

Engagement overview

The Open House held on April 13th was the first public engagement initiative of this phase of the project and was held in conjunction with an online Engage portal. An in-situ kiosk was also installed to provide project information and direct people to the Engage portal.

Building on the work completed prior to the commencement of this project, including what The City heard through an extensive public and stakeholder engagement process that began in 2006, a new schematic design was developed in collaboration with The City team, along with a programming strategy for activating the site in all seasons.

Prior to further design development, the intent for this engagement was to bring the public up to speed on the project status, what is being proposed for the redevelopment, and to encourage everyone to offer commentary regarding what participants like and don't like about the proposal – the design and the programming concept - and to assess whether the proposed design satisfied the vision and goals for this space. This feedback will assist the Design Team in further design development.

This report summarizes what we heard at this Open House event and online Engage portal.

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What we asked

In addition to presenting the proposed plaza design concept and associated programming strategies for the public realm, we asked several questions to solicit feedback on how well the proposed design reflected and addressed the design strategies and project goals that were developed through prior engagement (as described in the Eau Claire Public Realm Plan).

For each of the following questions, we asked participants to indicate "yes" | "somewhat" | "no".

Does the plaza design...

- Have a strong connection to the Bow River + Prince's Island?
- Have a strong connection to the downtown core?
- Provide space for a variety of activities and events?
- Support events and activities that would encourage me to visit?
- Encourage walking and cycling to and from the surrounding community?
- Offer opportunities for all ages and abilities?
- Celebrate the natural and cultural history of the area?
- Have an iconic "postcard shot"?

Would you want to visit Eau Claire Plaza? Why or why not?

- As a resident
- As a local worker
- As a Calgarian
- As a visitor

And, of course, **additional comments** were welcomed!

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What we heard: Summary

The team was thrilled with the open house turnout and had some wonderful conversations with people from all over the city, including several market tenants and local residents. Overall, participants were really interested in the plaza redevelopment and overwhelmingly supportive of what is being proposed.

At-A-Glance Summary

The following is a summary how well participants felt the proposed design addressed and responded to the design strategies outlined in the Eau Claire Public Realm Plan and the project goals.

● Yes ● Somewhat ● No

Question Set #1

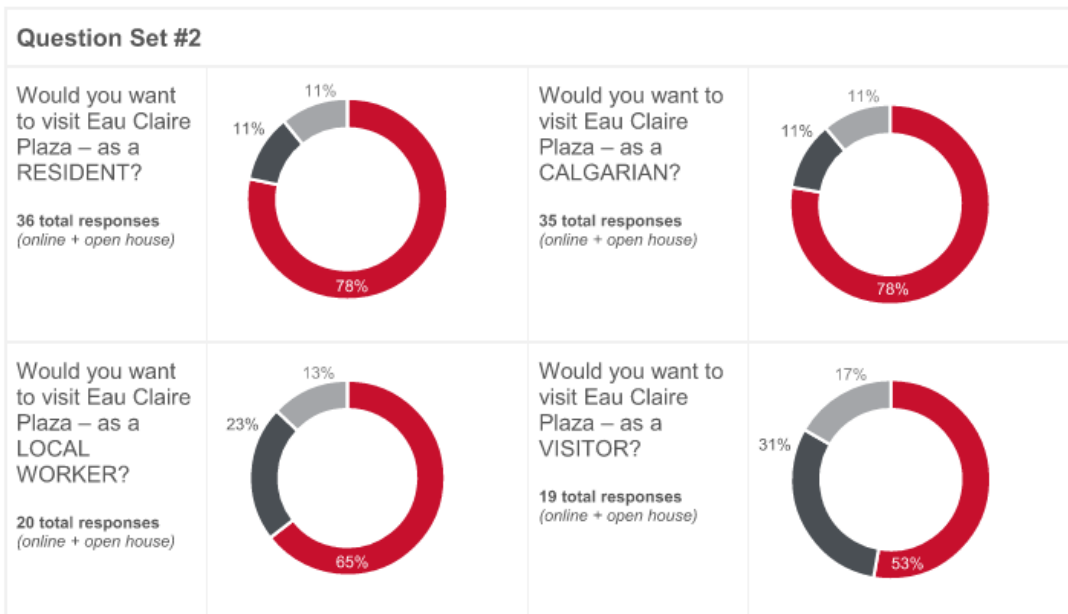
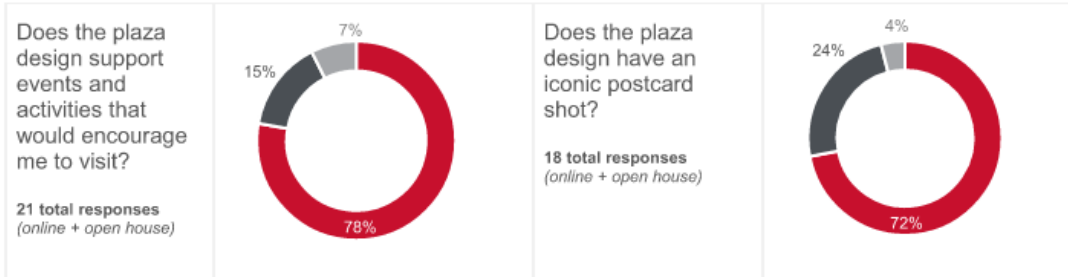


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What we heard: Key themes

The following is a summary of the key themes of what we heard from participants through the online Engage portal and Open House event:

Take-Aways for Design Development

The design concept that was presented represents the beginning of this project's design process. Participants identified a number of important insights that will help the design team develop and refine the design. When considering how well the new proposed design satisfies the design strategies and project goals that were developed through the previous Eau Claire public realm planning and design process, participants provided feedback in support of the plaza design, provided insight into elements that needed closer consideration, and highlighted certain components that needed additional clarification. The top themes have been captured below and are supported by participant comments.

The top 3 themes that we heard in support of the plaza design:

Participant Verbatim Comments

The plaza design is pedestrian friendly.	<ul style="list-style-type: none"> • So many places to walk safe • Easiest mode of transportation is walking in this area
The plaza design brings 'green' into the city.	<ul style="list-style-type: none"> • As long as there will be lots of trees. • I like extending, or bringing the green in towards the downtown. Allows for better awareness and connection to the river. • Make it as green as possible!
Variety of spaces for different activities.	<ul style="list-style-type: none"> • Quiet and social spaces • Want to see more patio space along market, including public spaces (not just restaurant) seating opportunity throughout.

The top 3 themes that we heard need further clarification:

Participant Verbatim Comments

Why is there (still) a big empty space? (the podium)	<ul style="list-style-type: none"> • I like extending, or bringing the green in towards the downtown. Allows for better awareness and connection to the river. • Looks boring – more of the same vast empty space that exists. • You will notice slab of cement as you go from downtown to island... why you would stop there, except in special event circumstances, is beyond me... again, except for events, no one stops on the current slab of cement. • Who would want to stop on a slab of cement cut off from everything around it... need cafes, shops where adults can spend time while kids play soccer or events happen.
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<p>A water play area is important! (existing splash pad wading pond will be gone)</p>	<ul style="list-style-type: none"> • Kid playgrounds and splash parks are important for my kid and family. • The major reason we go to the plaza now is for the wading pool/splash park. With this gone there is no reason to venture downtown with my kids. • Unfortunate seeing splash park gone. Heavily used in summer and brings good vibrancy to area with kids and families.
<p>The landform isolates the plaza from the river and pathway.</p>	<ul style="list-style-type: none"> • With the bump between the slab of cement and the island, you can't even see it (the river)... there is no connection. • This is a space cutoff from most everything... trees on two sides and a hill on the north... not well integrated.
<p>The top 3 themes that we heard the plaza design still needs: Participant Verbatim Comments</p>	
<p>Clear, safe circulation for cyclists and pedestrians. (<i>sharing the mixed-use pathway</i>)</p>	<ul style="list-style-type: none"> • It's unclear how cyclists move east-west across the mixed use pathway: the bike path on the west side veers slightly south for no clear reason. Distinguish a bicycle path to reduce conflict with pedestrians. • ... some concern about desire lines for cyclists going west to east - hard zig zags and close proximity to relocated café will cause conflict with "wander" tourists and weekend users.
<p>A unique feature element to create an 'iconic postcard shot'.</p>	<ul style="list-style-type: none"> • There does not seem to be anything overly unique about this area compared to other parks. • Seems like a place you would miss. • There's no icon for people to pose with and there is no frame. • Maybe, the hill and water terraces may create a postcard shot. But there doesn't appear to be an architectural or art intervention that is noteworthy.
<p>To express the cultural history of the site.</p>	<ul style="list-style-type: none"> • What even is natural and historical here? Moving an old building (that already exists) to a new spot doesn't celebrate that. • The nod to the lumber industry is interesting, and keeping 1886 plus the Olympic monument is good. Beyond that not sure if this design pushes the boundary for Calgary's public space, or the field of landscape/urban design. • The design doesn't appear to refer to anything apart from modernism. Consider taking cues from the logging history for design elements.

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What we heard: Design elements and features that participants loved

- Indoor/outdoor market connection; ability to offer market programming on the street and in the plaza
- Ability to host different kinds of events, and to complement Prince's Island as a venue
- Maintaining/restoring the historical 1886 café, and its location at the intersection of the Promenade and the Plaza
- Patio spaces
- Festive lighting
- Balance of paving and greenspace
- Access to the water – the river (lagoon) and the 'playable' water feature
- A space for families – amenities and programming

What we heard: Issues of importance for consideration in design development

- Acoustic mitigation – direction of sound equipment, generators, timing of events, etc.
- Accessibility considerations – including grading/paving, seating options, washroom access, general consideration of being inclusive to people of all ages and abilities visiting the plaza together.
- Careful buffering of residential areas is essential
- Mitigate washrooms as an attractant for social disorder, particularly in proximity to residences
- Lighting improvements and ongoing maintenance of site lighting
- Maintain clear sightlines
- Provide transit access
- Incorporate green technologies : water filtration, solar lighting
- Street performers love using the plaza! Different types of performers have different needs – engage these individuals/groups for specific requirements
- Maintain ability for informal programming and freedom to experiment
- Consider how events and programming could continue throughout construction
- Desire for picnic tables and flexible furnishings

What we heard: Related questions and concerns

Given the prominent location of the Eau Claire Plaza, and its close relationship with adjacent land uses, number of questions | concerns | comments emerged that are important to participants and are broader issues for the Eau Claire community. While they are important considerations and ambitions, there are limits to addressing these concerns within the scope of the plaza redevelopment project.

Retail is essential for activating the plaza and creating a desirable destination (*restaurants, shops, cafes*)

- ... you need to have cafes and bars along the way with terraces...
- ... need cafes, shops where adults can spend time while kids play soccer or events happen
- ... make it a destination, like some cafes/bars that operate year-round

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What is the plan for a new Eau Claire Market building?

- Concerns included the height of the building, issues with shading, potential for losing the movie theatre, noise, lack of communication regarding redevelopment plans with current tenants
- Mixed comments included the building uses – some were concerned with the emphasis on office-space, which doesn't contribute to a 24 hour / year-round vibrancy, but others were supportive because it is a "quieter" use during the evenings and weekends
- Some great stories/memories about the market in the "early days" – a great place for families, with lots of programming, diversity of retail, local retail, options for food and dining.

For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

Next steps

- **April 2019** – Public engagement for this design phases (schematic/concept design) has been completed. The What We Heard Report will be available on The City of Calgary's engagement website.
- **May to September 2019** – The consultant team, with The City's Urban Strategy team and internal stakeholders, will work on developing the plaza design.
- **Fall 2019** – A Public Open House will be held to present the revised design, complimented with an online engagement portal. A What We Heard Report will be prepared and shared with the public, available on The City of Calgary's engagement website.

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Verbatim Comments

All of the comments below are verbatim as received. The comments are unedited and are presented and organized based on the questions asked.

	DOES THE PLAZA...															
	have a strong connection to the Bow River - Prince's Island?				have a strong connection to the downtown core?				provide space for a variety of activities and events?				support events - activities that would encourage me to visit?			
	Yes	Somewhat	No	total	Yes	Somewhat	No	total	Yes	Somewhat	No	total	Yes	Somewhat	No	total
online	9	4	1	14	8	3	0	11	8	3	1	12	5	4	2	11
open house	21	0	0	21	14	5	0	19	14	3	0	17	16	0	0	16
total	30	4	1	35	22	8	0	30	22	6	1	29	21	4	2	27
percentage	86%	11%	3%	100%	73%	27%	0%	100%	76%	23%	3%	100%	78%	15%	7%	100%

	DOES THE PLAZA...															
	encourage walking and cycling to + from the surrounding community?				offer opportunities for all ages + abilities?				celebrate the natural + cultural history of the area?				have an iconic "postcard shot"?			
	Yes	Somewhat	No	total	Yes	Somewhat	No	total	Yes	Somewhat	No	total	Yes	Somewhat	No	total
online	9	1	0	10	7	3	1	11	6	3	2	11	5	4	1	10
open house	24	0	0	24	14	0	0	14	12	8	0	20	13	2	0	15
total	33	1	0	34	21	3	1	25	18	11	2	31	18	6	1	25
percentage	97%	3%	0%	100%	84%	12%	4%	100%	58%	35%	6%	100%	72%	24%	4%	100%

Written comments follow.

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DOES THE PLAZA...			
have a strong connection to the Bow River + Prince's Island?	have a strong connection to the downtown core?	provide space for a variety of activities and events?	support events + activities that would encourage me to visit?
Promenade and market street lead directly to the river and the park. Visible and attractive signage will help connect the two spaces as well.	The core is not pedestrian friendly so the new design wouldn't make any difference or significance in connecting it with Eau Claire. Unless the promenade and market street continue through downtown.	Unfortunate seeing splash park gone. Heavily used in summer and brings good vibrancy to area with kids and families.	see previous
I don't see the point of demolishing Barley Mill. Why? Keep it! #TeamHeritage	Live in Sunnyside and work downtown	To see diverse people and things	I am curious to see how the Market Street is envisioned. I would like to see it as street flea/farmers market that would turn into winterfest during winter (mulled wine, hot dogs, crafts...).
Live in Sunnyside and work downtown	I like extending, or bringing the green in towards the downtown. Allows for better awareness and connection to the river. It will only be a strong connection if the building interfaces are active.	again, this is a space cutoff from most everything... trees on two sides and a hill on the north... for an event that doesn't want to interact with the rest of the area, good space... but not well integrated	Art and music festivals and outings are fantastic
with the bump between the slab of cement and the island, you can't even see it... there is no connection	so many place to walk safe	why will the wading pools be eliminated?	a slab of cement does not a destination make... you need to have cafes and bars along the way with terraces... children can play ball on the slab while we have a coffee... think europe
The overall planning gestures and desire lines towards the river seem successful, but there doesn't appear to be a unique relationship close to the Bow/riverbank.		Provide places to lean, rather than to sit.	The passive park activities would be nice to visit, but if there is good diverse and active restaurant/retail that will encourage me to visit.
It's unclear how cyclists move east-west across the mixed use pathway: the bike path on the west side veers slightly south for no clear reason. Distinguish a bicycle path to reduce conflict with pedestrians.		show our culture, create social activity, give new blood in downtown...and dev of economy	The area will support events and activities. I likely will not visit though just because of the redesign
quiet and social place			creation of job, thing to do in downtown

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DOES THE PLAZA...			
encourage walking and cycling to + from the surrounding community?	offer opportunities for all ages + abilities?	celebrate the natural + cultural history of the area?	have an iconic "postcard shot"?
Good to see a mpitheater gone, much better flow through that area - some concern about desire lines for cyclists going west to east (hard zig zags and close proximity to relocated cafe will cause conflict with "wandering" tourists & weekend users	who would want to stop on a slab of cement cut off from e everything around it... need cafes, shops where adults can spend time while kids play soccer or events happen	What even is natural and historical here? Moving an old building (that already exists) to a new spot doesn't celebrate that	I would have to see it to answer this one.
Walking yes, biking not so much as it is shared pathway.	to have fun it's not only matter for young people	As long as there will be lots of trees.	shot of an empty slab of cement is not pic-worthy
easiest mode of transportation is walking in this area for me		slab of cement does not celebrate nature	Maybe, the hill and water terraces may create a postcard shot. But there doesn't appear to be an architectural or art intervention that is noteworthy.
You will notice the slab of cement as you go from downtown to island... why you would stop there, except in special event circumstances, is beyond me... again, except for events, no one stops on the current slab of cement		The nod to the lumber industry is interesting, and keeping 1886 plus the Olympic monument is good. Beyond that not sure if this design pushes the boundary for Calgary's public space, or the field of landscape/urban design.	There's no icon for people to pose with and there is no frame.
Assuming the pathways are shared between walking and cycling. It's unclear, but Barclay parade should remain open vehicles as well to support all modes and support future businesses.		The design doesn't appear to refer to anything apart from modernism. Consider taking cues from the logging history for design elements.	show at my family in Quebec Calgary is more then oil
be in connection between nature and downtown life		keep our roots and share our past for the futur	

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WOULD YOU WANT TO VISIT EAU CLAIRE PLAZA? WHY or WHY NOT?			
As a resident	As a local worker	As a Calgarian	As a visitor
The major reason we go to the plaza now is for the wading pool/splash park. With this gone there is no reason to venture downtown with my kids	Used to walk around the area during lunch hours. Never before or after work.	Why would I? I live two blocks from Fish Creek park. If I want to walk, I can go there.	There does not seem to be anything overly unique about this area compared to other parks
Why would I? In the seven years since I retired, I have been to Prince's Island once. Eau Claire never.	Nothing attractive - would rather go to east village	Need bigger/better playground and splash park.	Lack of parking. LRT access from only one line, maybe.
Kid playgrounds and splash parks are important for my kid and family.	stop spending money on this and get some security at the Westbrook LRT station	but likely travel through from simmonds coffee shop to bridgeland shops and or to prince's island to sit in the grass... no real reason to stop here	Nothing really dramatic/interesting is going on there. The city/province for one thing needs to relax liquor laws in parks to allow people to have drinks. As well, make it a destination, like some cafes/bars that operate all year-round.
looks boring - more of the same vast empty space that exists now		No "wow" factor could be the dated graphic techniques - don't do the ideas any justice - seems rushed for such an important project - certainly not world class	seems like a place you would miss - does not have the design elegance of the adjacent completed project near peace bridge
stop spending money on this and get some security at the Westbrook LRT station		stop spending money on this and get some security at the Westbrook LRT station	stop spending money on this and get some security at the Westbrook LRT station
with the green line...nice spot between home and jog		Please consider a quality water park, ice rink, and water/beach access. A fishing stand.	For residents and visitors alike, there should be a water park, much above the quality of the one there now. It isn't in line with what other communities have. Water access at St. Patrick's Island could easily be created at Eau Claire to provide a beach.
		I love my city	

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GENERAL COMMENTS	
Online - General	
Separation of the plaza and pathway is good to see. Separation of users is good, just worry about conflict of east / west bikers with north / south users and interaction with the relocated cafe.	need shops and cafes and terraces - destination marketing concepts...
Do not lose the wading pool/splash park. It is a major asset to the area for families!!!	Should have proper professional illustrations to show the project - these drawings are not worthy of such an important project - disappointing communication when compared to the illustrations of the other Eau Claire projects which clearly depict the character of the proposed design.
Don't waste the money. You're doing this for the well-heeled residents who live or will live in the area. Cost of housing in the area is not conducive to housing young families. No schools. You are building play areas for what children? Those areas will be perpetually under utilized.	stop spending money on this and get some security at the Westbrook LRT station
I trust you guys. West Eau Claire and the whole riverwalk is spectacular. Key here, though, will be the execution of the private spaces and the streetscape of connecting downtown roads	Keep the design and amenities as simple as possible so that the project is affordable and actually gets built!
Tear down the eau claire building. Have an area that has live music weekly. There is a company called Timbre in Asia that uses spaces like Eau Claire to showcase local artists. They have food vendors, a main stage and they play live music every evening. Eau Claire would be the perfect spot for that.	Would like to see similar to Granville Market.
Please consider kid friendly areas eg fun and big playground and splash park. Many playgrounds are not being used because they are either a) not built appropriately for kids (not fun) b) in inappropriate locations or c) not safe (eg gravel or pavement instead of foam floor)	I'm an Eau Claire resident. The overall plan is wonderful, however you're intentionally placing the parts that are less desirable, the washrooms, in front of the West side of the River Run condos. We all know the state of the current washrooms and who visits them. "Trees" aren't going to hide them.
Make it as green as possible :)	This area is a place to meet and frolic. It seems like the playground has been squiggled away to one side. Wading pools are gone. Hopefully Au Claire redevelopment will include a number of niches shops and food stores to attract people. Climbing walls, interactive structures to engage the publ
Brings a a beautiful and fresh scene to Calgary and to the much needed eau claire scenery	

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GENERAL COMMENTS			
Open House - Comments welcome!			
Remember the smokestack.	Lighting : improve lighting throughout the pathway. West end to Eau Claire to China Town + [East Village is good] and consistent look of lamps and ambience throughout.	Is there an indigenous story / aspect too?	Like the simplicity of sightlines and grid!
Need to plain language these boards.	Lamps : solar lamps and consistent throughout the area from Eau Claire and China Town.	Programs for kids	Build a river surfing wave.
Want more festive lighting (on trees/bridge/windmill) to create welcoming atmosphere.	Clean line of sight - landscaping design to maintain greenery but eliminate hidden areas (discourage nuisance)	Soccer vr and a bungee jumping vr	How are you going to manage all the goose poop?
Would like plaza space to be made of material that allows water infiltration please!	Flood plan - what is the plan to avoid seepage?	*Need More* - bike/pedestrian, signage, etiquette, education	What kind of materials will be used? I.e. Water filtration.
Happy you're not using a vast concrete space.	Think about night time?! Cool lighting?	Is there a possibility to consider a year-round farmer's market?	Need/Want movie theatre, grocery store or year-round farm mart, fast food area
Coffee kiosk - would be nice to have on the pathway.	Food! Events, groceries, eating/dining	More picnic tables for seating	Find that buskers (playing music with loudspeaker) negate the positives of the plan. Loud, discordant and disturb.
Bus services are too long - pickup/drop-off	More twinkie lights	Concerns regarding noise from events	Will circus style street theatre have freedom to experiment with busk stops?
My name is Tom. The Bow is one of the most beautiful and clean waters in N. America. I would love to see it opened for more	Surfwave!!	Soccer nets, basketball nets, skate park	Want to see more patio space along market, including public spaces (not just restaurant) seating opportunity throughout.
Access required for residences.	Don't wait! Do it now!	Public toilets - there are not enough accessible public toilets except for East Village (3) and underneath River Cafe (which not many ppl know of) - better toilets and accessible and lighted.	Poor decision to move the smoke stack.
Concerned about noise with overnight camping (central green)	Keep buildings LOW RISE - we need sunshine!	We need more and diverse food options - grocery store, farmers markets (outdoor)	Not safer for pedestrians / cyclists.
Lighting and maintenance for safety	Recognize there is a lot of construction, need to minimize disruptions and do work faster, once started.	Farmers' markets	Good idea to keep the water feature. Brings families to the area.

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Appendix A : Online Engage Portal Comments

Attached are is the raw data from The City of Calgary's online engagement portal.

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Eau Claire Public Realm Projects

Title/Question:
Tool Type:
Form
Activity ID:
Report Date Range:
Date Exported:
Exported By:

1145
12 Apr 2019 - 27 Apr 2019
29 Apr 2019 01:54 pm
Dewberry

Contribution ID	Username	Email	As a resident		Why...	As a local worker		Why...	As a Calgarian		Why...	As a visitor		Why...	Do you have any additional comments on the Plaza?	Submitted Date	IP Address
			Yes	Somewhat		Yes	Somewhat		Yes	Somewhat		Yes	Somewhat				
139464			1			1			1			1			Separation of the plaza and pathway is good to see. Separation of users is good. Just worry about conflict of foot users and interaction with the relocated cafe.	2019-04-12 11:38:32	206.47.24.18
139474			1			1			1			1				2019-04-12 14:18:30	198.160.191.7
139497			1		The major reason we go to the plaza now is for the wedding pool/gishish park. With this gone there is no reason to venture downtown with my kids.	1			1			1			Don't lose the wedding pool/gishish park. It is a major asset to the area for families!!!	2019-04-12 20:36:36	75.156.142.81
139535			1			1			1			1				2019-04-13 14:20:52	70.77.44.62
139552			1			1			1			1				2019-04-13 21:36:34	96.51.230.112
139555			1			1			1			1				2019-04-13 22:07:31	104.205.104.223
139564			1			1			1			1				2019-04-14 06:34:05	198.84.15.151
139565			1		Why would I? In the seven years since I retired, I have been to Eau Claire many times. Eau Claire never.	1			1			1			Don't waste the money. You're doing this for the well-served area. Cost of housing in the area is not conducive to housing young families. No schools. You are building play areas for what children? Those areas will be perpetually underutilized.	2019-04-14 06:45:15	75.159.30.156
139571			1			1		Used to walk around the area during lunch before or after work.	1			1				2019-04-14 07:01:43	50.66.169.134
139572			1			1		Why would I? I live two blocks from Fish Creek and I don't want to walk. I can go there.	1			1				2019-04-14 07:26:11	104.205.179.49
139575			1			1			1			1			I love you guys. What Eau Claire and the whole network is spectacular. Key here, though, will be the execution of the private spaces and the streetscape of connecting downtown roads	2019-04-14 08:30:48	75.159.24.222
139576			1			1			1			1			Tear down the eau claire building. Have an area that has live music weekly. There is a company called Timber in Asa that has live music. They have showcased local artists. They have food vendors, a main stage and they play live music every evening. Eau Claire would be the perfect spot for this.	2019-04-14 09:43:15	75.159.152.107

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Item ID	Comments	Date	Value
139577	Kid playgrounds and splash parks are important for my kid and family.	2019-04-14 09:47:56	172,103,179.14
139585		2019-04-14 10:03:56	70,73,121.16
139643		2019-04-15 20:41:40	70,71,188.212
139669	Need bigger/better playground and splash park.	2019-04-15 09:00:18	188,160,191.10
139678	but likely travel through from simmonds coffee shop to prince's island to sit in the grass... no real reason to stop here	2019-04-15 11:30:15	209,91,92.194
139685	Nothing really dramatic/interesting is going on there. The city/province for one thing needs to relax their stance to allow people to have drinks. As well, make it a destination, like some cafes/bars that operate all year-round.	2019-04-15 11:38:40	70,77,48.72
139720	No "wow" factor could be the dated graphic techniques - don't do the ideas any justice - seems dated for such an iconic piece	2019-04-15 20:56:39	104,157,38.81
139728	stop spending money on this and get some security at the Westbrook LRT station	2019-04-15 21:25:19	68,146,349.162
139734	stop spending money on this and get some security at the Westbrook LRT station	2019-04-15 22:29:50	104,205,176.11
139789	Would like to see similar to Granville Market.	2019-04-17 06:42:57	138,20,184.11
139800		2019-04-17 11:26:05	184,70,103.250
139813		2019-04-17 12:43:14	206,47,24.18

What We Heard Report – Eau Claire Plaza



Eau Claire Plaza

Stakeholder Report Back: What we Heard
October 5, 2019

Project overview

The scope for this project is to redevelop the Eau Claire Plaza as a community amenity and regional destination in the heart of the city. This plaza redevelopment project builds on the extensive site investigation, public engagement process, and preliminary conceptual designs that have already been completed.

While the redevelopment of the plaza has been a topic of discussion and engagement for several years, there are significant changes within the vicinity that have prompted the present need to redevelop this public space. These include: Bow River flood mitigation measures that include a floodwall and associated riverwalk, along with raising the plaza elevation, redevelopment plans for the Eau Claire Market and adjacent properties, realignment of Riverfront Avenue SW, and the redevelopment of the pedestrian bridges connecting the plaza with Prince's Island.

Engagement overview

The Open House held on October 5th was the second public engagement initiative of this phase of the project and was held in conjunction with an online Engage portal.

Building on the work completed for the Open House in April 2019, a refined design concept was developed in collaboration with The City team, subconsultants, and internal stakeholders.

The intent for this engagement was to report back to the public, summarizing what we heard in the previous Open House and illustrating what we did in response. In addition, we asked the public if the changes/refinements to the design supported the vision and goals for this project.

This report summarizes what we heard at this Open House event and the online Engage portal.

What we asked

In addition to presenting the revised plaza design concept which highlighted the changes since the first Open House, we illustrated how the design achieves the accessibility ambitions for the site. We also showcased the range of programming that the plaza is intended to support and facilitate – events, day-to-day, in all seasons. Finally, **we asked the public if the design changes support the vision and goals for the Eau Claire Plaza Public Realm Redevelopment project: strongly agree | somewhat agree | disagree.**

As always, **additional comments** were welcomed!

What We Heard Report – Eau Claire Plaza



Eau Claire Plaza

Stakeholder Report Back: What we Heard
October 5, 2019

What we heard: Summary

The Eau Claire Projects team was pleased with the Open House turnout and had engaging conversations with people from all over the city, many of whom attended the first Open House. Participants were consistently interested and supportive of the proposed design and of the evolution since April 2019.

At-A-Glance Summary

The following is a summary of how well participants felt the proposed **design changes** supported the vision and objectives of the Eau Claire Plaza Public Realm Redevelopment project:

● Yes ● Somewhat ● No



What we heard:

Participants were, again, overwhelmingly supportive of the proposed design concept – Eau Claire Plaza is an important public gathering space for the City and participants are excited for its transformation into a “cool + beautiful gathering place!”

Suggestions for consideration include:

- enough bike parking
- take advantage of Eau Claire lumber mill history

Next steps

- **End of 2019** – A Design Development package will be submitted to The City’s Urban Strategy team and internal stakeholders for review. This package will be finalized in early 2020.

What We Heard Report – Eau Claire Plaza



Eau Claire Plaza

Stakeholder Report Back: What we Heard
October 5, 2019

Verbatim Comments

All the comments below are verbatim as received. The comments are unedited and are presented and organized based on the questions asked.

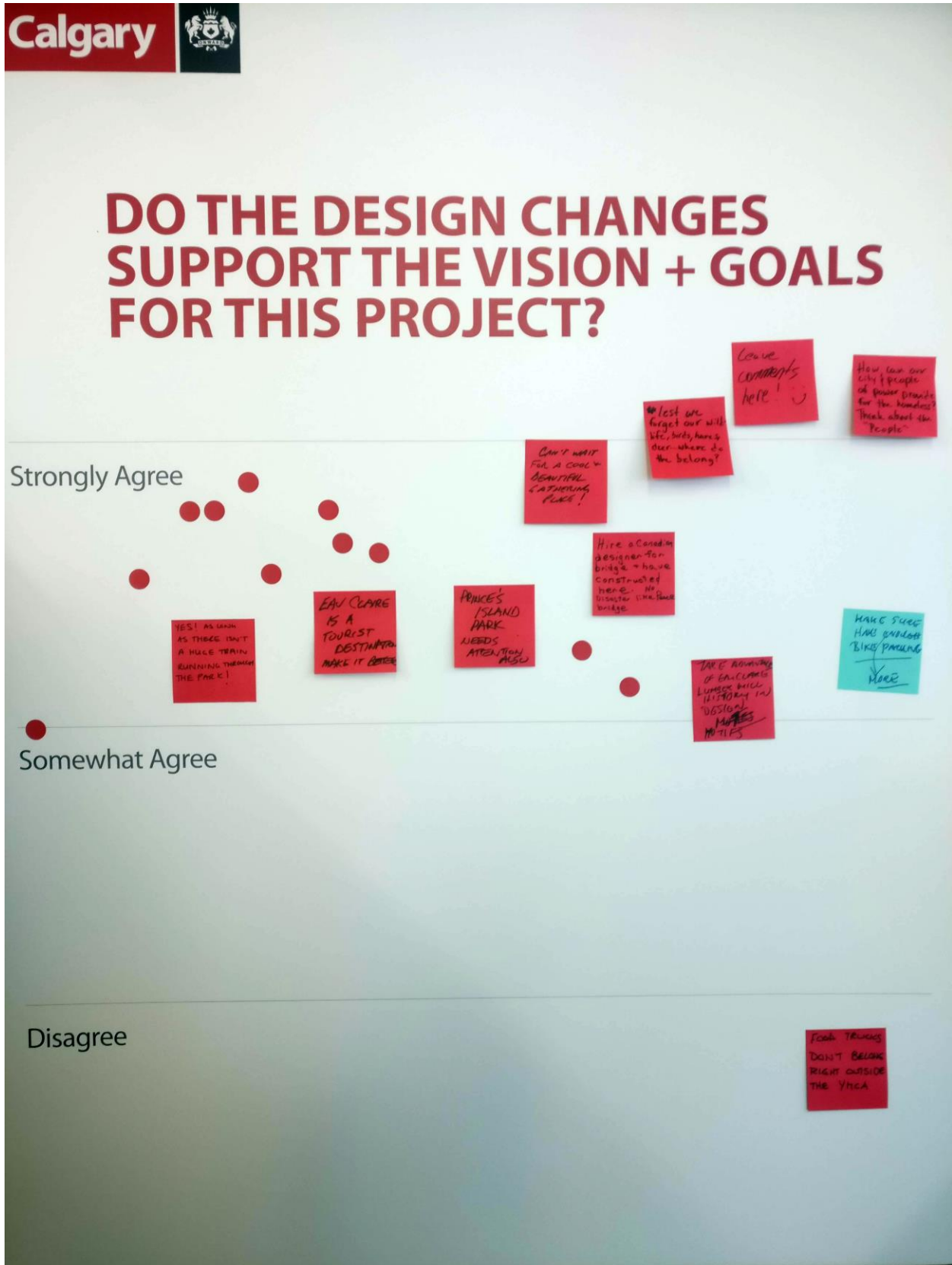
	DO THE DESIGN CHANGES SUPPORT THE VISION + GOALS FOR THIS PROJECT?					
	STRONGLY AGREE		SOMEWHAT AGREE		DISAGREE	
	Online	Open House	Online	Open House	Online	Open House
count	4	21	1	0	0	1
total online/open house	25		1		1	
total responses	27					
percentage	92.6%		3.7%		3.7%	

GENERAL COMMENTS	
Online	Open House
	As long as there isn't a huge train running through the park
	Eau Claire is a tourist destination. Make it better.
	Prince's Island Park needs attention also.
	Can't wait for a cool + beautiful gathering place!
	Hire a Canadian designer for bridge and have constructed here. No disaster like Peace bridge.
	Let's we forget our wild life, birds, hare + deer... where do they belong?
	Take advantage of Eau Claire lumber mill history in design motifs.
	How can our city + people of power provide for the homeless? Think about the "people".
	Make sure have enough (more) bike parking.
	Food trucks don't belong right outside the YMCA

Appendix A : Online Engage Portal Comments

Attached are is the raw data from The City of Calgary's online engagement portal.

What We Heard Report – Eau Claire Plaza



What We Heard Report – Eau Claire Plaza

Eau Claire Public Realm Projects

Title/Question: Form
 Tool Type: 1228
 Activity ID: 23-Oct-2019 - 23-Oct-2019
 Reported By: 23-Oct-2019 12:15 pm
 Date Exported: Shephard_Lake
 Exported By:

Contribution ID	Date Submitted	Do the design changes support the vision and goals for this project?	Disagree	Strongly agree	Somewhat agree	IP Address	Member Status	Member ID	Member Username	Member Email	Member Postcode	Member Gender	Member Age Group
159483	Oct 07, 2019, 01:47 PM	1				1660953776621							
159484	Oct 09, 2019, 10:30 AM	1		1		0620204690928							
159485	Oct 10, 2019, 11:47 AM	1				0620204690928							
159487	Oct 11, 2019, 12:32 AM	1				062309953388074							
159487	Oct 11, 2019, 11:41 AM	1				110383241752264							