

# BLACK DIAMOND TURNER VALLEY TRANSIT STRATEGY

## December 2018 Stakeholder Workshop Results Summary Report

### 1.0 OVERVIEW

The purpose of this document is to provide a high-level summary of key themes and feedback heard from participants of the Stakeholder Workshop held December 11, 2018 in support of the **Black Diamond Turner Valley Transit Planning and Implementation Strategy** (Black Diamond Turner Valley Transit Strategy). These findings—and the detailed Workshop notes they derive from—will be used to help determine community transportation issues opportunities, as well as develop potential options for service as part of later project stages.

### 2.0 PROJECT & EVENT OVERVIEW

The Towns of Black Diamond and Turner Valley are undertaking the development of a Transit Planning and Implementation Strategy to explore opportunities to improve community mobility. In particular, the Strategy will focus on potential solutions to meet the transportation needs of people with limited options, including youth, seniors, people with disabilities, and people with lower income. The two communities are identifying the feasibility of providing enhanced transportation options within the Towns as well as to neighbouring communities.

A **Stakeholders Workshop** was held from **11:45 am to 2:00 pm on Tuesday, December 11, 2018** at the Sheep River Library in Turner Valley, AB. The workshop was intended to provide information to community leaders and key stakeholders about the Black Diamond and Turner Valley Transit Planning and Implementation Strategy project, and to gather information on resident travel patterns, transportation needs and potential community-based solutions/opportunities. Examples of the types of potential transportation solutions used in

#### Invited Organizations to Workshop

35 area community organizations were contacted and invited to the event. This list indicated the organizations that were invited to the workshop, those highlighted with an asterisk (\*) indicate participation to the event:

- Town of Black Diamond\*
- Town of Turner Valley\*
- Town of Okotoks\*
- Town of High River\*
- Municipal District of Foothills\*
- Black Diamond FCSS\*
- Turner Valley FCSS\*
- Eden Valley (Stoney-Nakoda First Nation)
- Foothills FCSS\*
- Okotoks Family Resource Centre\*
- Foothills Snaps (Special Needs Association for Parents and Siblings)\*
- Angel's Taxi
- Diamond Valley Taxi
- Valley Neighbours Club\*
- Griffith Centre
- Diamond Valley Chamber of Commerce
- Sheep River Library
- AHS – Oilfields General Hospital\*
- Calgary Rural Primary Care Network\*
- High Country Wellness Coalition\*
- Westwinds Communities
- Foothills School Division\*
- Boys and Girls Clubs of the Foothills\*
- Millarville Community Church\*
- Turner Valley Rate Payers Board\*
- Christ the Redeemer Catholic Schools
- Oilfields Sports Association
- High Country Minor Hockey
- Girl Guides
- Turner Valley Cub and Scouts
- St. George's Church
- Black Diamond Gospel Chapel
- Lewis Memorial United Church
- St. Michael's Church
- Church of Jesus Christ of Latter-Day Saints
- Turner Valley Oilfields Society
- Bow Valley College

communities of a similar size to address transportation needs in an effective and efficient way were provided. Attendees were also informed of the following:

- How the workshop results would be summarized and used to develop potential options for service.
- Opportunities for public comment on draft options expected to be held in spring 2019
- Other ways that citizens and community groups can provide feedback.

A total of 24 participants attended the event, with two staff from the Town of Black Diamond, two from the Town of Turner Valley and three from Watt Consulting Group (the project’s consultant team) also attending and facilitating the event. A number of those participants attending were also members of the project’s Steering Committee.

Over the course of the workshop, participants had the opportunity to circulate to four different small group discussion tables, each centred on a particular theme and set of questions. The next section provides a high-level summary of feedback, with photos from the day and participant feedback on the workshop shown below.



**Overall Workshop Evaluation Results: Responses From Participants to Survey After Workshop**

On a scale of 1 to 7, where 1 is "strongly disagree" and 7 is "strongly agree," how would you respond to the following:

Question	Average Score of All Responses (Out of 7)
Question 1: I felt like I had enough information to come prepared for the day	5.5
Question 2: The Overall food and facility met my needs well.	6.8
Question 3: I felt that conversation was open and that I had enough opportunity to share my thoughts/ask questions.	5.8
Question 4: I felt that my input was valued and heard	5.8
Question 5: Overall, I thought the workshop process and facilitation were effective.	6.2
Question 6: I felt the workshop was valuable.	6.5
Question 7: Similar Workshops should be held in the future	6.5

### 3.0 OVERVIEW OF WORKSHOP RESULTS

Prior to attending the workshop, participants were provided with preparatory questions they could use to gather their thoughts. These same questions formed the core of the discussions at the workshop tables. Participants had the opportunity to circulate to the topic tables in the order they chose and those attending from the same organization were encouraged to separate and mix with different tables so that each table could have a variety of perspectives.

The four table topic areas aimed to gather the information needed to assess the potential demand for improved mobility options, as well as to help facilitate the development of potential solutions in later phases of the project. The four topic areas covered were:

- **Community Opportunities and Big Ideas**, which focussed on capturing information on demographic, development and community changes that may occur over the next 5-20 years and how they might impact transportation needs and opportunities.
- **Serving Existing Resident Travel Patterns**, which sought to determine key destination locations, times and days of travel for each segment of the population (youth, seniors, people with a disability, families, adults, etc.)
- **Destinations and Opportunities for Service**, which plotted those destinations on maps and collected information about existing organizations in the area with transportation assets (vehicles, staff capacity, community organizing capacity) that could potentially be used to help meet transportation needs. This group also provided feedback on potential user fees for service (fares) and their sense of community priorities for providing service.
- **Promotion and Infrastructure**, which asked whether there were specific accessibility and infrastructure improvements that could be made in Black Diamond or Turner Valley to make it easier to get around by many different means of mobility (walking, cycling, car share, etc.). This table also explored how any improvements to mobility that may result from the Strategy could best be promoted to residents.

While the focus of questions was on the local Black Diamond and Turner Valley areas, regional participants and questions were also included since one objective of the Strategy is to also assess regional transportation need to and from neighbouring communities.

The following sections summarize the most common themes heard by topic area and question. This summary is intended to provide an overview of the day. The detailed workshop notes captured during the day are also being used by the project team.

## Opportunities and Big Ideas Topic Area

1. **How will Black Diamond and Turner Valley look and feel 20 years from now? What are the big changes ahead when it comes to the Towns and the people who live here?**
  - Population increase is expected for the Black Diamond / Turner Valley area.
  - Demographics for the area is expected to shift towards a younger population.
  - Infrastructure, services, and employment opportunities will need to grow to accommodate the expected larger population.
  
2. **Thinking of development and community changes over the next 5-10 years, what are the key things that might impact transportation needs and opportunities? How do we capture them?**
  - Aging population will require more service options.
  - Existing and new attractions will bring more tourists.
  - All day transportation options will be necessary, not just peak hours.
  
3. **What about changes in the neighbouring communities? How might that impact how residents connect?**
  - As other population centres increase in size Black Diamond / Turner Valley will become more attractive due to affordability and “small town feel”.
  - More inter-community transportation options will become viable and necessary.



### Serving Existing Resident Travel Patterns Topic Area

The following table listed the key destination locations and any related time/day information by potential passenger market:

Who	What	When	How
Younger Children	School, after school programs, sports, arts programs, weekend activities	School and after school (8:00AM – 3:00PM)	<ul style="list-style-type: none"> <li>• Parents drive</li> </ul>
Youth	School, after school programs, sports, arts programs, work, weekend activities	3:30PM – 5:00PM	<ul style="list-style-type: none"> <li>• Parents drive</li> <li>• Walk</li> </ul>
Seniors (activities, necessities)	Social gatherings, meetings	Daily, varying times and locations	<ul style="list-style-type: none"> <li>• Drive themselves</li> <li>• Friends / Buddy system</li> <li>• Community Access Program (taxi subsidy)</li> <li>• Some don't attend because they don't want to ask for a ride</li> <li>• Volunteer drivers</li> </ul>
	Leisure activities		
	Dinner / Later activities		
	Church		
Those with medical needs	Medical appointments	As needed	<ul style="list-style-type: none"> <li>• Family / Friends</li> <li>• Volunteers</li> <li>• Community Access Program (taxi subsidy)</li> </ul>
	Special events, social gatherings, entertainment, shopping	As needed	<ul style="list-style-type: none"> <li>• Drive</li> </ul>
Visitors / Tourists	Special events		<ul style="list-style-type: none"> <li>• Drive</li> </ul>

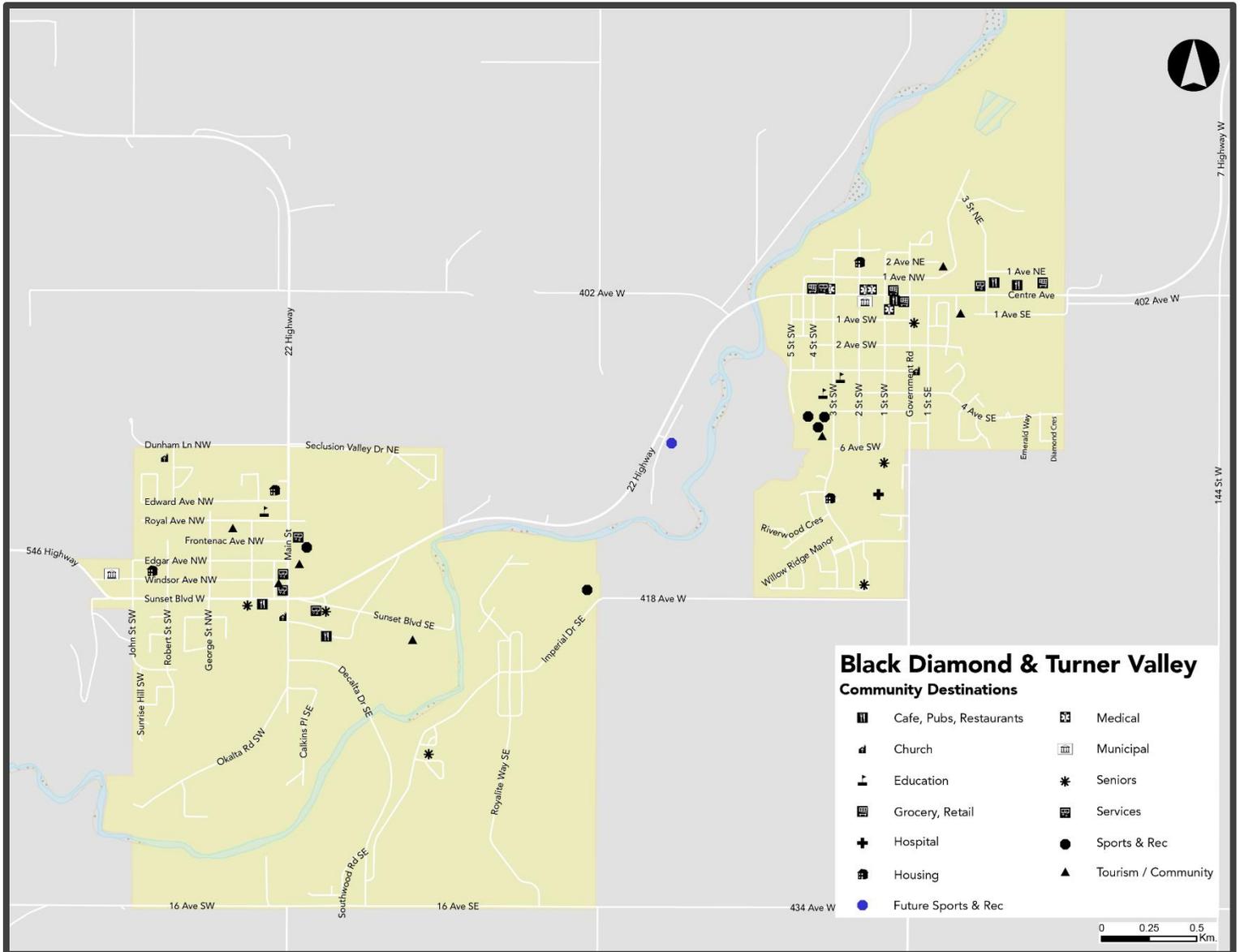
## Focus on Service Details

1. **Where are the key destinations and neighbourhoods to serve in Black Diamond and Turner Valley? What about destinations in neighbouring communities? How frequently do you think we need to serve them?**
  - Detailed information from this topic area was integrated into maps shown on the following pages.
  
2. **What are the organizations in the area that already have vehicles or potentially the staff or resources to be part of potential transportation solutions?**
  - *Potential vehicles and staff:* Foothills School Division, Rising Sun Long Term Care, Westwinds Care Centre, Boys & Girls Club, Longview Seniors bus (in development), area taxis, Uber, Okotoks volunteer driver program, High River HandiBus, private transports for hire. Okotoks is also in the process of considering improvements to its local transit offerings.
  - *Potential resources:* Community / recreational organizations (Boys and Girls Club, Lions Club, FCSS, Legion, Churches), school resources (Foothills School Division, Southland Transport), surrounding communities (informal coordination currently happening), subsidies & municipalities.
  - Note that since the Workshop, the project team has been conducting outreach interviews with most of the organizations listed above (and others that have arisen since then) to determine the exact nature of those resources and these details are being captured as part of the next step in the project.
  - There was also discussion at this table that many seniors in the area (particularly those who participate in the Valley Neighbours Club and Griffiths Centre) already coordinate travel between themselves. Therefore, one mobility solution that could be considered for the community might be building on these informal arrangements in a more coordinated way, such as tools that some communities use to coordinate volunteer-driven trips.
  
3. **Given that we might not be able to serve all transportation needs, how should we prioritize potential improvements? What do you think might be a reasonable cost for users?**
  - Priority to health care needs (aging population) and daily necessities (trips within community and to surrounding areas).
  - Support for local economic development (tourism, attractions).
  - Shared travel (students, other ride share).
  - *Most common user fees suggested by participants:*

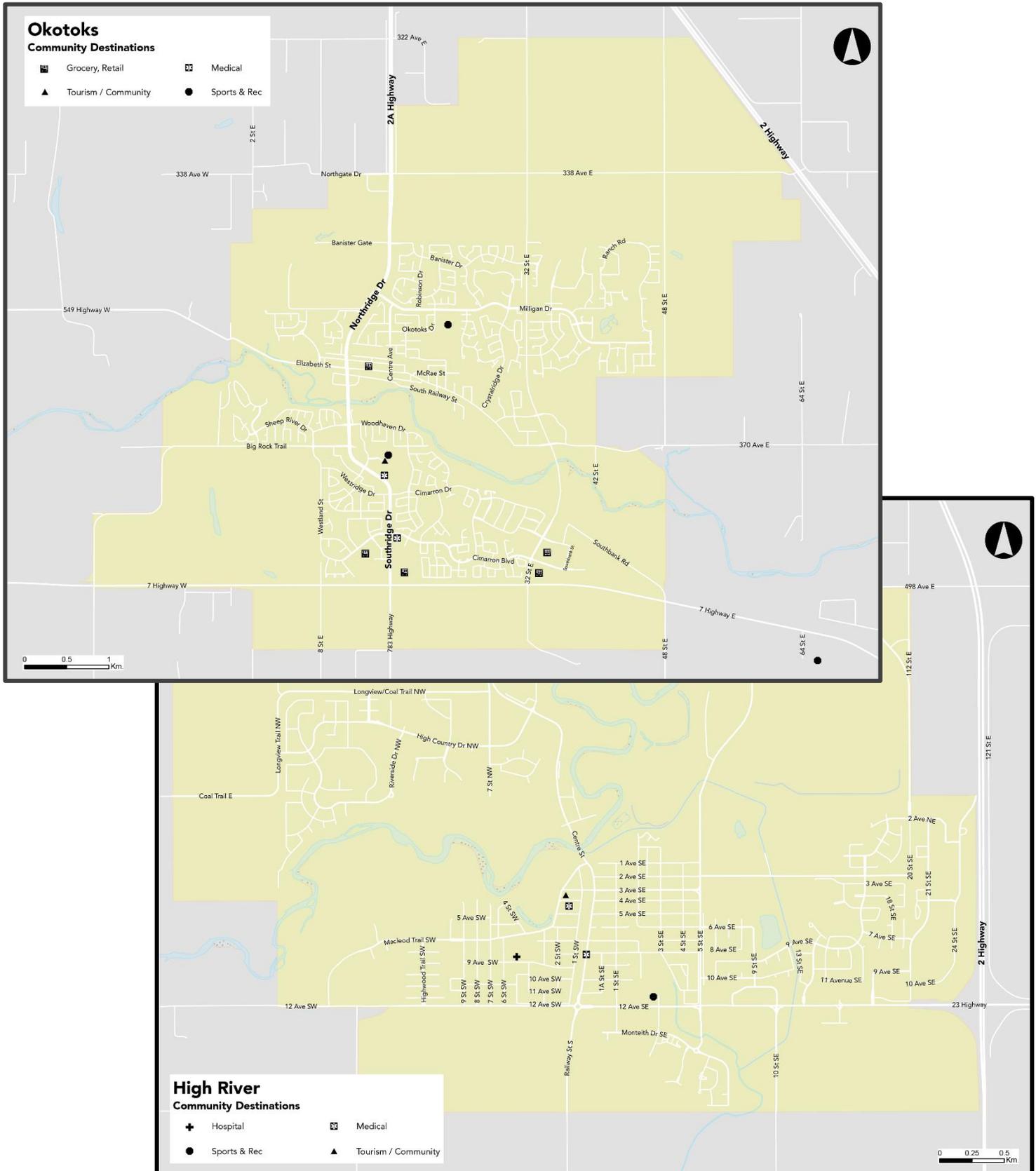
Location	Price (one way trip)*
Local (between Black Diamond and Turner Valley)	\$2 – \$5
Regional (surrounding towns)	~\$7.5

*\*The Calgary Regional Partnership “Sub-Regional Transit Feasibility Study” through the residents’ survey determined \$5 - \$10 for one way trips as reasonable.*

## Key Destinations Suggested by Participants – Black Diamond and Turner Valley



## Key Destinations Suggested by Participants – Okotoks and High River



## Promotion and Infrastructure

1. **If we improve transportation options in our communities, what are the best ways we could promote them and increase community awareness of them?**
  - Signage and advertising (benches / public areas, posters, brochures / takeaways).
  - Active public engagement, targeted groups and stakeholders.
  - Inter-municipality engagement.
  - Gathering centres (library, churches, community centres).
  - Radio, bulletins, social media.
  
2. **What are the other community programs or events where we might link or promote transportation options?**
  - School / after school events and activities.
  - Sporting events, competitions, and recreational facilities.
  - Festivals / public events (parade, Discovery Days, Light Up Black Diamond – Turner Valley, Millarville Market, volunteer appreciation, Teddy Bear picnic, town events).
  - Social gatherings (Legion dinner, movie nights, leisure activities).
  - Inter-community excursions.
  
3. **Are there specific improvements in our communities that you think should be prioritised to make it easier to get around? What about sidewalk or trail connections? Places where the addition of a bench might serve many different users?**
  - Complete pathway connections (sidewalks, crosswalks).
  - Seating and benches provided within reasonable walkability.
  - Accessibility (wheelchairs, strollers, limited mobility).
  - Safety (crossings, speed limits).
  - Improve overall walking environment and walkability (lighting, protection / shelter, water stations, public washrooms, garbage bins, dog waste stations).
  - Wayfinding (signage, highlight key attractions / destinations).
  - More inter-community transportation options will become viable and necessary.

### HIGH LEVEL TAKE-AWAYS

**1) A number of existing community transportation assets are already available.**

*»There may be opportunity to better organize / utilize these and also explore potential funding and cost-sharing opportunities.*

**2) Many area seniors who are established within the community have developed a grassroots transportation network.**

*»This may form part of the solution but is likely not yet serving the needs of seniors new to the community as well as youth, people with disabilities and lower income*

**3) Current transportation needs span both local and regional travel.**

*»Local travel demand includes programs held in both Towns, as well as services, healthcare and school in Black Diamond.*  
*»There appears to be far greater regional travel demand to Okotoks than High River.*