



What We Heard Stadium LRT Station Redevelopment

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Edmonton

The City of Edmonton is redeveloping Stadium LRT Station, a well-used transportation hub that serves everyday transit users, as well as transit users attending major sporting and entertainment events at Commonwealth Stadium.

Redevelopment of the station will address current issues with safety, barrier-free access, comfort and convenience, and maintenance and operational efficiencies. The project will also improve connections from the station to neighbouring communities, Commonwealth Stadium, and other modes of transportation (walk, bike, bus and drive).

PUBLIC FEEDBACK WAS GATHERED IN TWO PHASES.

PHASE 1

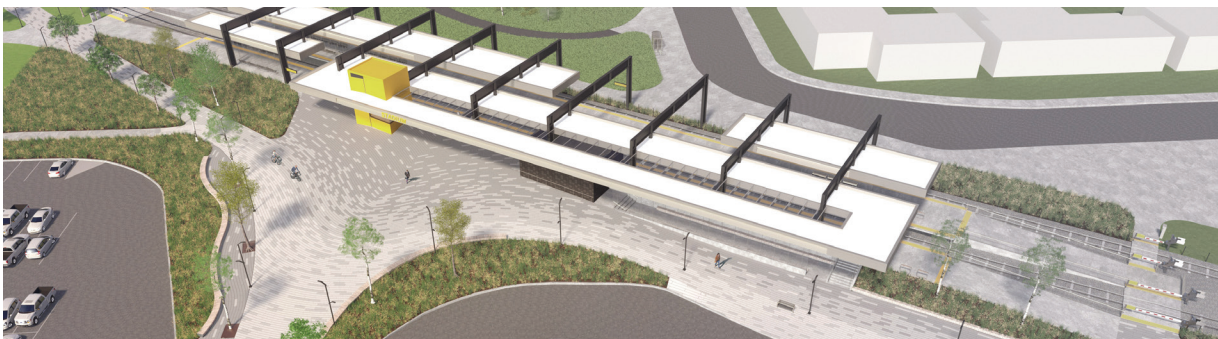
In Fall of 2017, public feedback was gathered to inform preliminary design of the LRT station and transit centre. Input helped the City project team prioritize amenities for consideration in this project. An intercept survey identified several key themes the public felt and said were important.

KEY THEMES

- +** Safety and Security
 - +** At night, in the underground concourse, and on the platform
- +** Barrier-free Accessibility
 - +** Barrier-free accessibility to and from both station entrances
 - +** Reliability of elevator and escalators, and a lot of stairs
- +** Comfort and Convenience
 - +** Heated shelters, transit information, public washrooms, benches, coffee shop, kiosk, vending machines

PHASE 2

In Fall of 2018, public feedback was gathered to check if the preliminary design was improving on the three themes identified above. Your input helped the City project team confirm that the design is on the right track (pun intended), and noted some areas of focus as the project moves into future stages of design.



PUBLIC ENGAGEMENT – Phase 1

INTERCEPT SURVEY

FALL 2017

The Edmonton Transit Survey Team collected responses from 648 people providing input on their experience at Stadium LRT Station. This feedback was gathered to better understand user experiences and help prioritize design improvements.

WHAT WAS SAID

When we went out to meet with Stadium LRT Station users and asked for their experiences at the station, we found most people were pleased to learn about this project and expressed interest and excitement for improvements.

The survey questioned users regarding their modes of transportation to and from the station, where they usually wait for the LRT or bus, importance of building amenities, areas where safety might be a concern, and challenges with accessibility in or around the station.

WHAT WE HEARD

- + Safety and Security
 - + Safety concerns at night
 - + Safety concerns in the underground concourse and on the platform
 - + Safety concerns in the Park and Ride Lot and the transit centre/bus stops
 - + Request for more video cameras / security
 - + Comments about "troublemakers"
- + Barrier-free Accessibility
 - + Issues with stairs, escalators and/or elevators
 - + Comments on the location and design of road crossings
 - + Comments on the slopes and changes in grade of sidewalks
- + Comfort and Convenience
 - + Need for adequate heating and shelters
 - + Need more better transit information
 - + More seating
 - + Need for public washrooms
 - + Request for digital wall clock
 - + Request for coffee shop and vending machines

WHAT WE DID

We gathered all the feedback from users and developed a design that addresses these public concerns. Transit user ideas and input directly influenced removal of the underground concourse, addition of another platform, and development of at-grade platform access at the end of each platform.

We heard some great ideas like including a drinking fountain and phone chargers, but are unable to include these at this time due to health and safety guidelines and vandalism issues. A coffee shop was considered, but is not feasible due to low financial viability.

PUBLIC ENGAGEMENT – Phase 2

ONLINE AND INSIGHT COMMUNITY SURVEY

FALL 2018

During Edmonton's Grey Cup celebrations, an online survey was used to check if the preliminary design was meeting the expectations of Edmontonians in general, and transit users specifically.

WHAT WAS SAID

752 survey respondents reviewed images and text describing the proposed changes to the station. The survey questions were focused on the above mentioned themes of Safety and Security, Barrier-free Accessibility, Comfort and Convenience. Most people indicated support for the proposed changes to the design of the station.

WHAT WE HEARD

- + Safety and Security
 - + 82% of respondents agreed that the new design will make them feel safer using the station
- + Barrier-free Accessibility
 - + 83% of respondents agreed that the new design will improve the accessibility at Stadium LRT Station
- + Comfort and Convenience
 - + 85% of respondents agreed that the new design will improve the comfort and convenience of Stadium LRT Station

Several respondents noted specific or detailed concerns regarding the design, such as locations of fare machines, the "paid fare zone", access to washrooms, and how the design would respond to the crowds we expect from events at Commonwealth Stadium.

WHAT WE DID


The Phase 2 feedback generally confirmed that the design is on the right track. Specific concerns about the design will be addressed during the next stage of design. For example, we will determine the “paid fare zone” and proper placement of fare payment machines. Along with the appropriate City of Edmonton staff and subject matter experts, we will plan specific measures to ensure the safety and smooth pedestrian flow before and after major events at Commonwealth Stadium.

WHAT'S NEXT

The next step in the Stadium LRT Station Redevelopment is the Design Development phase. We will start to work on refining the design, incorporating the public feedback we gathered in 2018, and begin planning the construction sequencing. Then, once Council provides their approval, detailed design will be completed and construction can begin.

Thank you for your input that has shaped the future of Stadium LRT Station. We're excited to see how your ideas will make this station redevelopment project a success and keep you getting to where you're going!





Learn more by going to:
edmonton.ca/StadiumStationRedevelopment
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