



Palliser Sanitary Lift Station

Stakeholder Report Back: What We Heard

September 2021

Project Overview

The existing Palliser sanitary lift station, located at the entrance to South Glenmore Park (9035-24th St. SW.), was built in 1968 and requires significant infrastructure upgrades to extend its lifecycle and ensure long lasting, efficient service. While construction is not anticipated until Summer/Fall of 2022, we want to let the community know about this upcoming work, as well as to provide an opportunity for you to help influence the design of the building's exterior.

As part of this work, a secondary building is required. Items such as safety requirements and building codes (and best practices among them) have significantly changed since 1968, resulting in the increased space requirements.

Calgary's wastewater system is a gravity fed system – that means that sanitary flows are mostly driven by gravity to get wastewater to our treatment facilities. A sanitary lift station is essentially a pump that moves sanitary wastewater towards The City's wastewater treatment facilities when gravity is not an option due to the elevation of an area.

Engagement Overview

Given physical distancing considerations due to COVID-19, all engagement in this project was completed online. This included an online format to collect feedback from the public as well as to give an opportunity for them to ask questions of the project team.

From August 26–September 15, 2021, The City of Calgary hosted an online survey on its engagement portal at engage.calgary.ca. That input being used to help inform the design plan for the Palliser sanitary lift station.

This report includes a high-level summary from the online feedback.



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What We Asked

Engagement sought public input through questions structured around the lift station's overall aesthetic design. Illustrations were also provided to give additional context for participants when submitting their input.

What do you like about design option 1?

What would you to see improved about design option 1?

What do you like about design option 2?

What would you to see improved about design option 2?

Do you have any other comments regarding this project?

What We Heard

Targeted questions were asked in line with the two design options that the project team had provided. The top themes that emerged when discussing the design options for the lift station are listed below.

When discussing the options that were presented, participants did not indicate a clear preference between the two. Overall, they felt that both had merits and drawbacks; however, Design Option 2 had more positive and enthusiastic comments submitted and respondents who preferred this option suggested that it would add value to the area. Participants also expressed concerns regarding the materials being considered in both design options indicating a preference for durable, cost effective materials.

Themes

What do you like about design option 1?

Themes identified:

- Simpler design
 - Most respondents felt that this design would not stand out or draw attention to the facility.
- Shadow motif
 - Many respondents liked the use of a shadow motif to add interest although there were suggestions that it could be either 'more tree like' or perhaps a mountain motif to reflect the view.
- More cost-effective
 - A few respondents suggested that this option appears to be more cost effective.

What would you to see improved about design option 1?

Themes identified:



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- Too plain
 - Some respondents suggested that this design was too plain and did not enhance the area.
- Needs more colour
 - Some respondents suggested that more color and/or art would enhance this option
- Solar
 - Many respondents were in favor of the use of solar panels
- Safety and maintenance
 - Some respondents had concerns regarding safety, and made suggestions to address these concerns, such as adding additional lighting, and removing ground level windows.
- Fencing
 - A few respondents commented on the chain-link fencing that surround the adjacent utility property. This fence is owned by the utility and does not fall within the scope of this project.

What do you like about design option 2?

Themes Identified:

- Design
 - Most respondents found design option 2 more visually interesting and inspiring.
- Pergola
 - Respondents were divided on the pergola, some found that it added visual appeal, while other did not.
- Solar
 - Many respondents were in favor of the use of solar panels
- Shadow motif from Design option 1
 - A few respondents suggested that including a shadow motif (as shown in design option 1) would enhance this design. It was suggested to either make the motif more 'tree like' or consider a mountain motif instead.

What would you to see improved about design option 2?

Themes identified:

- No changes
 - Many respondents indicated that they were please with this design as is.
- Simplify features
 - Some respondents suggested the pergola could be simplified or removed. Other respondents liked how it tied the building together, suggesting that additional solar down lighting on the pergola would enhance the design.
- Materials / Colors
 - A few respondents preferred the materials and colours highlighted in design option 1, while many others liked the use of contrasting materials highlighted in this design option.



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- Fencing
 - A few respondents commented on the chain-link fencing that surround the adjacent utility property. This fence is owned by the utility and does not fall within the scope of this project.

Additional Comments

Do you have any other comments regarding this project?

- The additional comments generally reflected the themes identified in the two design option questions. Most respondents were appreciative of the opportunity to express their opinions whereas a few felt there was no need. All comments are listed in the Verbatim section.

Next steps

In addition to this What We Heard Report, local businesses and residents will receive an update/notice as we get closer to construction dates.

Verbatim Comments

All comments below are as received. The comments are divided into questions asked. They are unedited, including spelling, grammar, use of contractions, etc. The only exception is where there is profanity or personally identifying information, this is indicated in brackets [removed].

What do you like about design option 1?
• I like the wood slats... nice and simple.
• More simple than #2. Dont need to spend more money for no reason.
• I live across the street from it, the design looks fine
• Looks simple and possibly the lesser expensive option, does not need to be anything else.
• Wood panel design and architecture
• Simple design - blends with natural surroundings
• The style and design
• I like the simple modern look.
• Solar panels
• The simplicity
• The wood look and the cleanliness of it
• Modern wood exterior
• I like the look and the fact that has solar panels on the top
• It looks good and seems to fit the natural look of the area.
• More traditional style building and architecture. Nice to have an external motif
• Wood windowd
• Solar & backlit windows
• Better than what's there now
• The way the light moves across the buildings colour



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<ul style="list-style-type: none">I like the natural materials.
<ul style="list-style-type: none">Panels and clean lines
<ul style="list-style-type: none">I like the wood look. Looks modern and updated.
<ul style="list-style-type: none">It's simple and matches the local area.
<ul style="list-style-type: none">The use of wood, and solar panels.
<ul style="list-style-type: none">Aesthetically pleasing, melts into the scenery around it.
<ul style="list-style-type: none">Neither. Whatever is done keep it simple!
<ul style="list-style-type: none">Nothing
<ul style="list-style-type: none">Modern but not over the top. Very nice.
<ul style="list-style-type: none">The shadow patterns, the solar panels, the wave.
<ul style="list-style-type: none">The use of wood and flowing design. But I don't care that it looks a bit utilitarian.
<ul style="list-style-type: none">Cleaner. Appropriate amount of contemporary design.
<ul style="list-style-type: none">Simple
<ul style="list-style-type: none">the shadows that are ever changing, the buildings are unassuming while still being a very thoughtful design
<ul style="list-style-type: none">Simplicity and finishing materials
<ul style="list-style-type: none">Overall size/ shape of buildings, solar panels
<ul style="list-style-type: none">Natural feel, won't stand out
<ul style="list-style-type: none">I like the look of the two buildings. I think it will be a great addition to the entrance of the park. Good colour scheme. Very earth bound colours too.
<ul style="list-style-type: none">Appreciate the idea of it blending in with the surroundings however it misses the mark
<ul style="list-style-type: none">Fits with the scenery
<ul style="list-style-type: none">Simple, clean, uncluttered design. Also artistic with the flowing designs.
<ul style="list-style-type: none">Design as sleek clean lines; looks neat and tidy; appreciate the intent to align artistically with local landscape features; simple design will lessen the distraction to drivers on adjacent roadways.
<ul style="list-style-type: none">The simple, naturalistic look.
<ul style="list-style-type: none">Nice and simple
<ul style="list-style-type: none">Looks modern compared to current building
<ul style="list-style-type: none">The natural facade
<ul style="list-style-type: none">Just too ordinary.
<ul style="list-style-type: none">Simple, reminiscent of designs from 70's in the park
<ul style="list-style-type: none">Like the solar panels on the roof.
<ul style="list-style-type: none">Solar panels, natural wood, simple design.
What would you like to see improved about design option 1?
<ul style="list-style-type: none">Something a bit more modern, it looks a bit Ho hum.
<ul style="list-style-type: none">Nothing
<ul style="list-style-type: none">Dont like barb wire and fence. Solar panels are not cost effective.
<ul style="list-style-type: none">No function to the public, just a giant building
<ul style="list-style-type: none">Looks good
<ul style="list-style-type: none">More colour
<ul style="list-style-type: none">The use of black to contrast the large amount of brown stain. Refer to the existing building reference photo.
<ul style="list-style-type: none">Nothing



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• Remove the ground floor Windows
• Nothing, it's beautiful. Bring it to Palliser!
• Change the mural from flowing water to a mountain profile to match the background.
• Is it possible to put them farther back from the road?
• Colour or mural/art added
• It's too plain
• I'd like to see something less blocky, less obviously utilitarian. Something that will gladden the eye as well as perform an essential function..
• Wood- harder to maintain in our weather.do not like the fence - wonder if flat seems busy (wood) the focus should blend in the park
• I would love to see colourful artwork on it, and perhaps a unique and eye catching appearance that helps serve as an entrance to the park.
• Artwork is always a great option to add to those large, blank walls.
• Keep it simple.
• Look too industrial
• A bit more character
• The doors could be nicer features.
• Its prominent location should dictate that it is more interesting. While I understand the design concept as detailed, I think it will stand out in contrast to its surroundings.
• Remove "shadow" design.
• Seems a little boxy
• integrate lighting into the plan, and include a design feature to bringing the two buildings together as one
• Landscaping
• It looks a bit too much like a plain old shack; a little added visual appeal to break up the wood exterior would be a good touch.
• A lighter colour roof, maybe.
• Exterior materials and overall aesthetic
• Get rid of [removed]
• Perhaps consider using green chain link fence to soften the view
• Nothing
• Looks like a shed
• More woodsy and less industrial
• May I recommend stonework to the exterior to make this building pop. I have always said if you want to hide something make it stand out. Thanks! I don't like option 2 either!!
• This is far too modern looking with the angular shapes and slanted roof.
• Is chain link the only fencing option? Let's do something better.
What do you like about design option 2?
• I love it. Modern & nice looking. Option 1 just looked like 2 sheds, this one looks way better.
• I live across the street from it, the design looks fine, both options are acceptable
• Theres not much to like. Its just a pump station that now stick out like a sore thumb.
• I like the contrasting colours for the two buildings.
• This one looks awesome, I love the structure and the branch like addition



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<ul style="list-style-type: none"> • I like the horizontal and vertical panelling
<ul style="list-style-type: none"> • I like that it glows and has lights at night!
<ul style="list-style-type: none"> • The pergola and the decorative lines on the outside of the building are much more pleasing to look at than option one
<ul style="list-style-type: none"> • Modern architecture is nice and adds character.
<ul style="list-style-type: none"> • Varied finishes
<ul style="list-style-type: none"> • YES!
<ul style="list-style-type: none"> • More modern, airy looking
<ul style="list-style-type: none"> • Solar, criss cross pattern on building and overhang
<ul style="list-style-type: none"> • It's unique
<ul style="list-style-type: none"> • I absolutely love this design! The shape that the over hang creates and the different colours of the siding gives it a modern feel
<ul style="list-style-type: none"> • Flocks of birds will love to roost on the useless pergola and defecate everywhere
<ul style="list-style-type: none"> • I like the 3D effect of the "branches" and hte natural materials.
<ul style="list-style-type: none"> • Prefer 1 vs 2
<ul style="list-style-type: none"> • Visually interesting!
<ul style="list-style-type: none"> • M9dern
<ul style="list-style-type: none"> • Like the different colors on the buildings, gives some contrast. I also like the canopies.
<ul style="list-style-type: none"> • The wood siding
<ul style="list-style-type: none"> • The "tree branches" that connect the two buildings.
<ul style="list-style-type: none"> • I like the grey colour.
<ul style="list-style-type: none"> • The gray finish
<ul style="list-style-type: none"> • The style, colours, details
<ul style="list-style-type: none"> • I find this exercise superfluous. It's a sewer lift station. Very low public impact IMO.
<ul style="list-style-type: none"> • Modern looking. Interesting.
<ul style="list-style-type: none"> • The vertical solar lights, the night glow feature, the solar panels.
<ul style="list-style-type: none"> • I prefer option two. I like the addition of elements that create shadow.
<ul style="list-style-type: none"> • The multiple colours of the buildings. The use of additional elements to pull the buildings together. I like the use of solar panels (I don't remember seeing that on the other design). The contemporary angles are appealing. I think it would fit better
<ul style="list-style-type: none"> • Use of gray color.
<ul style="list-style-type: none"> • So much nicer than design option 1. Aesthetically pleasing.
<ul style="list-style-type: none"> • Looks sleeker. Visually appealing with the "branches", silver cladding, white lines, and micro rib panels. Also like the glow it'll have at night.
<ul style="list-style-type: none"> • I like the idea about the design but not how it is executed.
<ul style="list-style-type: none"> • Picture 10/12. If the building was interesting that that you'd have a winner.
<ul style="list-style-type: none"> • the "tree branch" feature that melds the two separate buildings into one entity
<ul style="list-style-type: none"> • More visually appealing than Design 1. The added branch-like feature and variety in terms of the exterior finishes are great
<ul style="list-style-type: none"> • Wood material, panelling detail
<ul style="list-style-type: none"> • No. Sorry. Don't like this one. Too modern and sticks out way too much.
<ul style="list-style-type: none"> • Working with the geometric shapes and making it a feature instead of trying to hide it
<ul style="list-style-type: none"> • visually interesting;; attractive sleek buildings



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<ul style="list-style-type: none"> • Nothing
<ul style="list-style-type: none"> • The lights bring life to a dull building
<ul style="list-style-type: none"> • I like the the use of solar panels.
<ul style="list-style-type: none"> • I like the mix in tones between the two buildings.
<p>What would you like to see improved about design option 2?</p>
<ul style="list-style-type: none"> • Nothing. I love it
<ul style="list-style-type: none"> • Nothing
<ul style="list-style-type: none"> • Get rid of all the zig zag expensive design from a wanna be architect and save \$.
<ul style="list-style-type: none"> • Remove the branch like design.
<ul style="list-style-type: none"> • This one is great
<ul style="list-style-type: none"> • I would get rid of the tree branches
<ul style="list-style-type: none"> • It would be nicer if it had materials from option 1.
<ul style="list-style-type: none"> • Is it possible to add solar powered LED lighting underneath the lines of the pergola?
<ul style="list-style-type: none"> • Change the grey building color to a brown
<ul style="list-style-type: none"> • No
<ul style="list-style-type: none"> • Flowers and shrubs (deer proof of course. HA!)
<ul style="list-style-type: none"> • More trees, shrubs
<ul style="list-style-type: none"> • Still needs colour or art/mural. Two different coloured buildings looks incongruent
<ul style="list-style-type: none"> • I like it better than option 1
<ul style="list-style-type: none"> • Nothing. I love it
<ul style="list-style-type: none"> • Get rid of the pergola
<ul style="list-style-type: none"> • This design is so chunky and despite the attempt at design-iness seem a bit brutalist to me. I'd like something that was more "welcoming," as this facility is right at the entrance to the park. Tough to make sewage inviting but still
<ul style="list-style-type: none"> • Too busy - the extension and lines drawing attention to mechanical building makes sense if it was a building people used and interacted with - no to fence again
<ul style="list-style-type: none"> • More colour, or art on the side of the building. Trees, animals etc. So many people will see this daily. Help make this a grand entrance to the park
<ul style="list-style-type: none"> • It's great
<ul style="list-style-type: none"> • Canopies less angular.
<ul style="list-style-type: none"> • The zig zag trellises
<ul style="list-style-type: none"> • the added vertical lines on the side of the building could be more tree like.
<ul style="list-style-type: none"> • I don't get the white lines - they look like something from the 70s. Aren't we trying to modernize the building?
<ul style="list-style-type: none"> • Make it out of A metal or a better finish so it ages better.
<ul style="list-style-type: none"> • Nothing
<ul style="list-style-type: none"> • Nothing!
<ul style="list-style-type: none"> • Nothing. I think it's good.
<ul style="list-style-type: none"> • Don't really get the white lines? Also, the canopy is neat but could it attract vandalism?
<ul style="list-style-type: none"> • not much. Additional integration of landscaping but it is an attractive option as is and will work with the natural trees and foliage that I assume is staying except as absolutely necessary to remove for construction.
<ul style="list-style-type: none"> • This design is too contemporary for the surrounding area. Simplify the design.



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<ul style="list-style-type: none"> • All the elements that represent trees etc don't seem to blend with the building itself.
<ul style="list-style-type: none"> • The cross angle decoration won't age well and the overhang is not all that functional
<ul style="list-style-type: none"> • More nature-inspired design features, build off the branch-like feature, it really plays off of the natural surroundings. I like the driftwood-type style
<ul style="list-style-type: none"> • Don't like the diagonal lines or the overhand that looks like a branch.
<ul style="list-style-type: none"> • Less loud, modern art work and additions to the building.
<ul style="list-style-type: none"> • Not a lot, overall a great design
<ul style="list-style-type: none"> • removing the elevated adjoining pieces would lessen the distraction for drivers on adjacent roads; suggest considering green chain link to soften the viewscape
<ul style="list-style-type: none"> • Overhang looks awkward, awful and out of place.
<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> • This is far too modern for the area with the slanted roof and the angled trim.
<ul style="list-style-type: none"> • Don't love the branches. Can we do fencing other than chain link and barbed wire. Overkill and unaesthetic.
<p>Do you have any other comments regarding this project?</p>
<ul style="list-style-type: none"> • How about none of the above. Quit wasting taxpayer money!
<ul style="list-style-type: none"> • How about engaging and listening to the public on important stuff and not a pump station.
<ul style="list-style-type: none"> • I think it's a good idea and will be a nice upgrade.
<ul style="list-style-type: none"> • I live in the area and am frequently around the park. Thank you for letting us voice our opinions.
<ul style="list-style-type: none"> • It is nice to add the architectural detail so it's not just a pair of grey boxes. Consider also matching the style of the enmax building at the end of 90th
<ul style="list-style-type: none"> • Glad to hear things are being upgraded
<ul style="list-style-type: none"> • Will be so nice!
<ul style="list-style-type: none"> • How about a gable metal roof and some block trim like sandstone trim in combo with neutral siding.
<ul style="list-style-type: none"> • Maybe some signage to call out/welcome visitors to the park or identify this station by name
<ul style="list-style-type: none"> • Awesome design. I love the sculptural branch elements and the solar panels.
<ul style="list-style-type: none"> • Wonder if could be more clean flat clean lines as the space or recycled materials - I'm also in favour of it being similar to Emma's building on the west side - not sure rationale of making it so elaborate Like solar panels
<ul style="list-style-type: none"> • I would love to see more colour and art incorporated. Overall, beautiful concept buildings.
<ul style="list-style-type: none"> • Keep it the way it is, improve the parts of the structure in need of repair. Make repairs to last 100 years.
<ul style="list-style-type: none"> • I like the solar panels on the roofs.
<ul style="list-style-type: none"> • Thanks for reaching out to the community! :)
<ul style="list-style-type: none"> • Preserve the more natural feel of South Glenmore park please!
<ul style="list-style-type: none"> • Live in Bayview so this is a building we are very familiar with and walk or drive by weekly.
<ul style="list-style-type: none"> • I like option 1, but using the grey paint colour from option 2 and adding some artwork.
<ul style="list-style-type: none"> • Whatever option it is, choose a better finish so it looks good after 20 years
<ul style="list-style-type: none"> • I find this exercise rather pointless. It is getting ridiculous about the City's "public consultation". It's more like an exercise to justify decisions already made. Where will it end? Very low public impact. Spend time on more important matters please.
<ul style="list-style-type: none"> • None



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<ul style="list-style-type: none"> • Maybe the designers should spend some time in the neighborhood.
<ul style="list-style-type: none"> • No.
<ul style="list-style-type: none"> • Thanks for letting us have an opinion. It is a beautiful park and this utility infrastructure can create an appealing entrance if it is modern while also integrating with the existing landscaping.
<ul style="list-style-type: none"> • Please consider using a less contemporary design, as this area has retained its 60's to 80's aesthetic.
<ul style="list-style-type: none"> • Curious about cost and how residents will be impacted via their taxes. Having said that, very open to investing in my community.
<ul style="list-style-type: none"> • I think you might be missing a chance to make this an educational installation. While a rebuild, it doesn't engage the public, doesn't teach them about civic engineering or how our water supply systems work. Think of the field trips to this for kids.
<ul style="list-style-type: none"> • I back onto this station, and see it most days. I'm pleased with the thought that was put into both designs. I would be happy with either option. If the shadows of Opt 1 could be blended with the branches of Opt 2 ... it would be perfect!
<ul style="list-style-type: none"> • More than anything , I would like to see the Construction Not disrupt the walking in the park as well as the flow of traffic, please. Dealing with the Co-op [removed] is enough for the neighbourhood in my opinion! I also take the Bus, so no disruption too.
<ul style="list-style-type: none"> • Urge designers to lean priority toward traffic safety (i.e. keep design simple and sleek) on elevations facing the adjacent roadways and use the elevations facing the reservoir for any significant art installations. Thanks for opportunity to contribute!
<ul style="list-style-type: none"> • Add some trees or landscaping
<ul style="list-style-type: none"> • This is very little difference between these two designs. Why has this not been modeled after the water station at the NE corner of palliser dive and 24th street one block south of this. Does it not make sense for the 2 buildings to be of similar design?!
<ul style="list-style-type: none"> • Can signage be incorporated into the buildings 'south glenmore park'

Question and Answer

Question	Answer
<p>What is the cost attached to this project (including maintenance)?</p> <p>What is the buildings expected lifespan?</p>	<p>Thank you for the question! Completing this refurbishment will enable the lift station to continue to provide sanitary service for a further 25-30 years. Generally speaking, lift stations and associated infrastructure require both small-scale maintenance and larger-scale refurbishments over time. It is estimated, that as a result of this refurbishment, operating/maintenance costs will be relatively low for the short term, perhaps around \$10 000 annually. Notably, operating and maintenance costs will vary lift station to lift station depending on age and size of the infrastructure; work being planned for this station refurbishment is expected to reduce maintenance labour hours and will not result in increased manpower requirements. As a government entity, The City must adhere to guidelines grounded in public procurement law. Since the project is currently in the planning stages and will be going to market (tender process) soon we are unable to speak to the cost and</p>



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	<p>details of the procurement. To learn more about how The City procures products and services, you can click here.</p>
<p>I think the architectural sketches look fine. My main concern involves the existing fencing around the property. It really has to be fixed up.</p>	<p>Thank you for your comment. While the fence is out of scope for this project, we have forwarded your comments on to the appropriate area. You may also contact 311 to share your concerns regarding fence maintenance, including any additional details. Thank you again for your feedback.</p>
<p>When the public engagement happens, can it be close to the areas affected?!</p> <p>I am concerned about opinions being heard.</p>	<p>Thank you for your interest. Currently, City of Calgary is currently not prioritizing in person engagements due to Covid-19 concerns. Feedback for this project is being channeled through this webpage (https://engage.calgary.ca/PalliserLift). Please feel free to share the link with your friends and neighbours!.</p>
<p>Why is the design of this lift station not similar to the one at the corner of Palliser Dr. and 24 Sumter, which is one block south?! the building at the corner of Palliser dr. and 24th st was just redone over the past year with a new roof, etc. Why can't this building be redone in a similar style? If it can't, why was that building not redone in the modern style?</p>	<p>Thanks for your question. The upgrades to the pump station at the corner of Palliser Drive and 24 Street were primarily mechanical and were completed without the need to expand the building footprint or change the exterior. The Palliser Lift Station requires significant infrastructure upgrades to bring it up to current operational and safety standards. The increased space needed for these upgrades requires us to expand the size of the existing building and add a secondary structure. This provides an opportunity to update the design of the facility. The design options provided are intended to reflect the lift station's location in a natural park which differs from the station at Palliser Drive and 24 Street which is integrated into a more residential area.</p>