

What We Heard Report: Valley Line West LRT Accelerated Roadwork 2025

A summary of feedback received from residents, commuters, businesses and community groups during the 2025 accelerated roadwork program, and how that feedback can be used to inform future planning.

Public Feedback Summary
City of Edmonton
April 2026

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Edmonton

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Project Overview

The Valley Line West is the second stage of Edmonton's Valley Line LRT, an urban-style light rail transit line that will connect communities across the city. The 14-kilometre Valley Line West extension will run from downtown Edmonton to Lewis Farms in west Edmonton, featuring 14 street-level stops and two elevated stations at West Edmonton Mall and Misericordia Hospital. Marigold Infrastructure Partners (MIP) began construction of the Valley Line West in 2021. Once complete, the full 27-kilometre Valley Line will connect riders between Mill Woods in southeast Edmonton and Lewis Farms in the west. For more information on the project, visit Edmonton.ca/ValleyLine

In February 2025, City Council's Urban Planning Committee supported **the implementation of an accelerated roadwork plan** of roadway construction at key Valley Line West locations by permitting MIP to fully or partially close these locations to vehicle traffic. The objective was to complete the roadwork at key intersections and along the 104 Avenue corridor within one construction season, reducing prolonged traffic impacts and getting the roadways into their final permanent traffic configuration sooner. The chart below outlines the accelerated timelines compared to the standard timelines in the Project Agreement.

ACCELERATED vs. PROJECT AGREEMENT

INTERSECTION/CORRIDOR	ACCELERATED	PROJECT AGREEMENT
Stony Plain Road at 124 Street	6-8 weeks	48 weeks (over 2 years)
Stony Plain Road at 156 Street	10-12 weeks	36 weeks
87 Ave at Meadowlark Road	8-10 weeks	24 weeks
Stony Plain Road at 142 Street	7-9 weeks	24 weeks
95 Ave at 156 Street	7-9 weeks	36 weeks
Stony Plain Road at 149 Street	7-9 weeks	24 weeks
104 Ave (106-121 Street); single lane EB/WB	28-36 weeks	52 weeks (over 2 years)

This report summarizes what we heard from the community during and after the 2025 accelerated roadwork program and outlines how that feedback is shaping planning and communications for future construction seasons.

How We Gathered Feedback

Public feedback was gathered to understand how the accelerated roadwork program impacted residents, commuters, businesses and community groups, and to identify opportunities to improve planning, coordination and communications.

The City collected this feedback through existing processes during the planning, construction and reopening phases, reflecting both immediate construction impacts and longer-term perceptions once work was completed.

Feedback was collected through multiple channels, including:

- Public inquiries submitted to the LRT Projects Information Centre (LRTprojects@edmonton.ca or phone 780-496-4874)
- Direct business outreach and meetings with interested parties
- Community League presentations and meetings
- The City of Edmonton Insight Community Survey (November 12–19, 2025)
- In-person at public events hosted by others

Communication occurred across all phases of construction and reopening, allowing feedback to inform both real-time responses and longer-term planning.



Who We Heard From

Feedback on the 2025 accelerated roadwork program reflects input from a broad and diverse cross-section of Edmontonians impacted by construction along the Valley Line West corridor.

In total, the City received input from thousands of Edmontonians, including residents, commuters, businesses and community groups, through both quantitative and qualitative feedback methods.

Audience breakdown:

Survey Respondents

- 3,481 Edmontonians responded to the City of Edmonton Insight Community Survey related to the accelerated roadwork program (November 12–19, 2025).

Businesses and Interested Parties

- 81 businesses and institutional parties were invited to participate in pre-construction sessions.
- 42 in-person business outreach sessions were held throughout the accelerated roadwork program period.

Community Leagues

- 12 Community League presentations were delivered to 10 Community Leagues along and near the alignment.

Public Inquiries and Public Events

- 101 construction-related inquiries specific to the accelerated roadwork program were received between February and December 2025 through the City's LRT Projects Information Centre.
- Over 150 interactions at community events during the accelerated roadwork program, including MacEwan University's New Student Orientation, the MacEwan/NorQuest Downtown Campus Block Party, the O-day'min Park opening events and the Stony Plain Road BIA summer movie night.






What We Heard


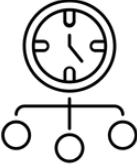

Throughout the 2025 accelerated roadwork program, the City received feedback from residents, commuters, businesses and community groups. While many who provided feedback recognized the long-term benefits of completing work within a shorter timeframe, the accelerated approach

resulted in significant short-term impacts during active construction.

Feedback was consistent across inquiries, outreach sessions and meetings, allowing the City to identify clear, recurring themes related to traffic, safety, access and communications.

Key Feedback Themes

<p>Traffic Congestion and Detours</p> 	<p>Increased travel times, congestion on arterial roads and spillover traffic into nearby neighbourhoods. Many noted detour information was unclear or missing, particularly in early stages, making route planning difficult.</p>
<p>Shortcutting Through Neighbourhoods</p> 	<p>Residents raised concerns about shortcutting and speeding through residential streets, especially near schools and pedestrian crossings.</p>
<p>Business Access & Economic Impacts</p> 	<p>Businesses reported reduced foot traffic, customer confusion about access and operational challenges during closures. Some noted construction vehicles occupying customer parking and reported declines in sales during peak construction periods.</p>

<p>Signage, Wayfinding and Clarity of Temporary vs. Permanent Changes</p> 	<p>Feedback called for clearer, more consistent signage and better distinction between temporary and permanent traffic changes. Delayed updates to digital navigation tools (outside City control) also contributed to confusion and congestion. Requests were made to change temporary signage and barriers to support pedestrian and cyclist wayfinding.</p>
<p>Timing, Sequencing and Coordination with Other City Projects</p> 	<p>Residents and businesses raised concerns about the timing, sequencing and coordination of construction activities, particularly where multiple projects overlapped in the same area. While many understood the rationale for accelerated schedules, they emphasized the importance of clear phasing, minimizing concurrent disruptions and better alignment with other City projects to reduce compounded impacts.</p>
<p>Balanced Perspectives</p> 	<p>The City received comments noting improvements once areas reopened. Several acknowledged that completing work in one season reduced overall disruption compared to multi-year construction.</p>



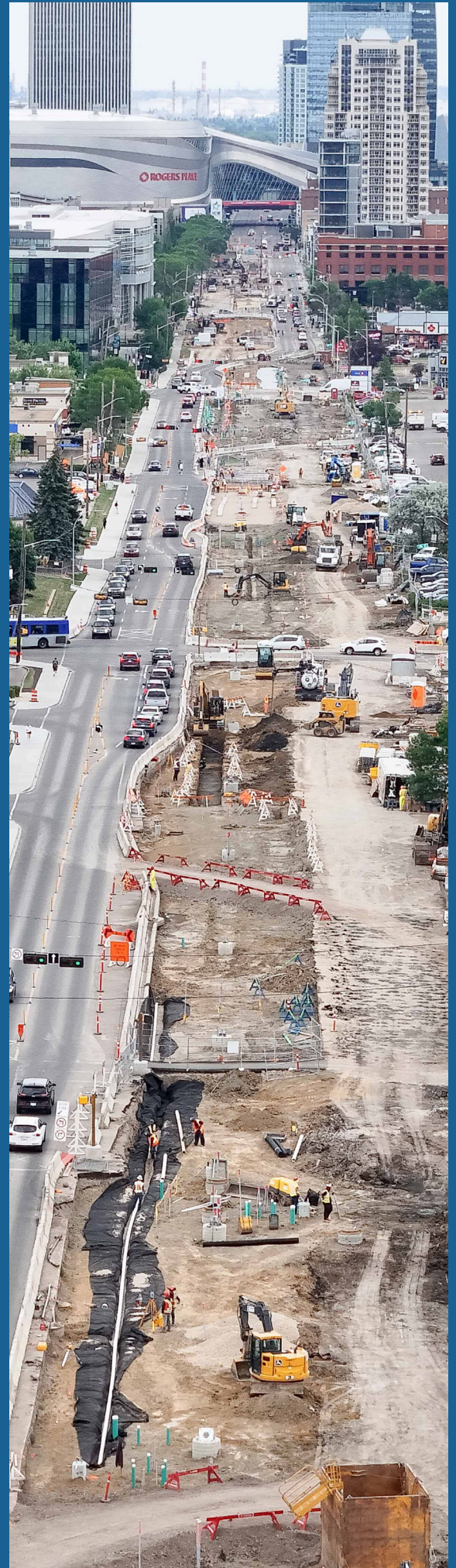
What This Means

Feedback consistently referenced concerns related to traffic congestion, neighbourhood shortcutting and business access during peak construction periods. Residents and commuters described increased travel times on arterial roads, spillover traffic into residential areas and confusion navigating detours, particularly in the early stages of changed traffic patterns.

Edmontonians also emphasized the importance of clear and timely communications, particularly around detours and the distinction between temporary and permanent traffic changes. In areas where multiple City projects overlapped, coordination and sequencing were repeatedly identified as key factors influencing the perception of impact.

While much of the feedback highlighted challenges experienced during construction, citizens also provided practical suggestions and, in some cases, noted improved perceptions once work was completed and roads reopened.

This feedback is directly informing refinements to construction planning, traffic mitigation and communications approaches for the ongoing construction of the Valley Line West LRT project.



What We Did In Response to Feedback

In response to feedback received during construction, the City:

- Worked with MIP to adjust signage, barriers and site access when issues were identified
- Responded to inquiries in real time and used feedback to guide coordination decisions
- Deployed speed trailers at three locations to support safer driver behaviour
- Reached out to online mapping services, including Waze, and flagged updates for Google Maps users to improve detour accuracy
- Increased communications through ongoing business outreach sessions; project website updates; media interviews; City, project and community newsletters; and social media

In response to inquiries about visibility, the City worked with MIP to address concerns by installing temporary convex mirrors, including this one at 134 Street and Stony Plain Road.



A speed trailer was deployed at three locations to encourage safer driving behaviour in areas affected by construction. This unit was placed on westbound 102 Avenue between 150 Street and 151 Street.



Business wayfinding signage was installed to help customers and visitors access businesses during construction closures. This sign is located on the northwest corner of 103 Avenue and 108 Street.



What We Asked – City Insight Survey

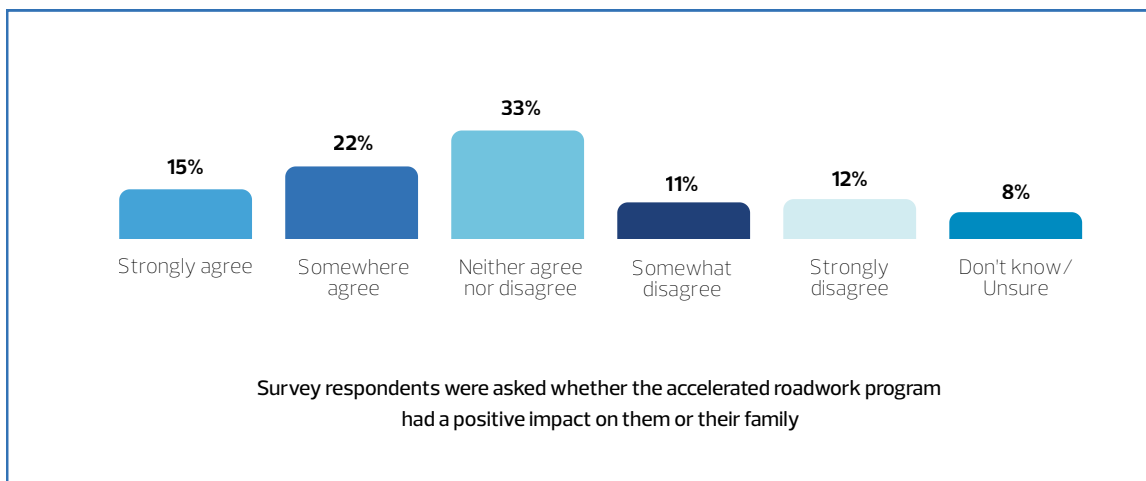
Toward the end of the accelerated roadwork program, the City Insight Survey was used to gather feedback on the program. The survey ran from November 12–19 and was distributed to Valley Line West newsletter subscribers, as well as those already subscribed to the City Insight Survey mailing list. A total of 3,481 respondents provided feedback related to the accelerated roadwork program.

- 82% prefer shorter, more intensive construction impacts compared to longer duration work with fewer restrictions for road users
- 49% recalled hearing about the accelerated roadwork program
- When asked about personal impact:
 - 30% reported a positive experience
 - 20% reported a negative experience
 - The remainder reported neutral or uncertain impacts

Respondents also self-identified if they live, work or use the road network adjacent to the Valley Line West LRT alignment. These respondents specifically noted the following feedback about the accelerated roadwork program.

- 83% prefer shorter, more intensive construction impacts compared to longer duration work with fewer restrictions for road users
- 56% recalled hearing about the accelerated roadwork program
- When asked about personal impact:
 - 37% reported a positive experience
 - 23% reported a negative experience
 - The remainder reported neutral or uncertain impacts

These results indicate both city-wide and localized support for completing work faster, paired with a clear need for improved awareness and communication.



Accountability, Transparency, and Lessons Learned

Community feedback reinforced that accelerated construction is more likely to be understood, and in many cases accepted, when the rationale, trade-offs and expected impacts are explained clearly and early. While the 2025 accelerated roadwork program created significant short-term disruption, the majority of those who provided feedback indicated a preference for concentrated construction within a single season rather than extended impacts spread over multiple years.

Across feedback channels, residents, commuters, businesses and community groups consistently emphasized the need for earlier notice and clearer information, particularly around detours and access. Citizens noted that limited or late detour mapping made it difficult to plan trips, maintain customer access and set realistic expectations about delays. There was also a strong call for clearer communication about what was temporary versus permanent, and how long specific impacts were expected to last.

Feedback also highlighted the importance of realistic messaging about construction impacts. Citizens expressed frustration when expectations around travel times, access or reopening dates did not align with on-the-ground experience. Clearer framing of likelier delays, congestion and neighbourhood impacts, paired with transparent explanations of why decisions were made, were seen as essential to maintaining trust.

Another recurring theme was the need for stronger coordination across City projects.

Overlapping construction between City projects leading to compounding impacts was frequently cited, particularly from businesses and residents already experiencing detours and reduced access. Citizens stressed that coordinated messaging, sequencing and shared detour planning across projects would help reduce confusion and perceived disruption.

Finally, feedback showed the value of targeted outreach during periods of peak impact. Businesses and neighbourhoods experiencing full or partial intersection closures expressed appreciation for direct communication and mitigation efforts, such as access signage and on-site adjustments, but noted that earlier and more tailored outreach would have improved preparedness and reduced uncertainty.



What Happens Next

Community feedback from the 2025 accelerated roadwork program will directly inform planning and communications for future construction seasons in Edmonton.

The City will also apply this feedback to strengthen its communications approach for upcoming work. Adequate notice timelines, clearer rationale for construction decisions and more proactive updates when timelines shift will be prioritized to help set realistic expectations and support public understanding.

Continued coordination with other City projects will remain a key focus, with efforts to better align sequencing and messaging where multiple construction activities overlap. This coordinated approach is intended to reduce cumulative impacts and improve the overall construction experience for affected communities and commuters.

An aerial, isometric-style illustration of a city street scene. A blue and white tram is moving along a dedicated track in the center of the street. Several cars are visible on the adjacent roads. Pedestrians are walking on the sidewalks, and a person is pushing a stroller. There are trees and modern buildings in the background. The entire scene is overlaid with a semi-transparent blue filter.

FOR MORE INFORMATION

lrprojects@edmonton.ca

Please visit Edmonton.ca/ValleyLineWest