



# Service Plans & Budgets 2019-2022

Stakeholder Report Back: What we Heard

Phase 2

August 16, 2018

## Project overview

The services The City provides each day to citizens contribute towards the Council Priorities and the overall quality of life for Calgarians. The City of Calgary is currently working on the 2019-2022 Service Plans and Budgets. Calgarians, City Council and City staff are creating our future direction and finding the right balance between investing in quality public service and keeping tax rates affordable. We are working together to deliver on the services you value in your community. Service Plans and Budgets stem from Council Priorities which reflect over forty lines of service.

## Engagement background

From April 2-22 city administration did phase one of public engagement for the Service Plans & Budgets 2019-2022. Phase one of the engagement is being used by administration and Council to inform the decisions on the service plans and budgets. We asked Calgarians to rank value dimensions for public-facing services. This was based on what values within each line of service are most important to them. Engagement for this phase was city-wide and was publicly available online and through 3-1-1. The results of this engagement were shared with Council at the May Strategic Session and can also be found on the project website [www.calgary.ca/yourservices](http://www.calgary.ca/yourservices).

Phase two of engagement was targeted. It was done May 31, June 6, 18 & 21, and July 17. The aim was to understand what specific groups value about each of the lines of service and their personal experiences with these services. This report covers this engagement.

In alignment with City Council's [Engage Policy](#), all engagement efforts, including this project are defined as: *Purposeful dialogue between The City and citizens and stakeholders to gather meaningful information to influence decision making.*

As a result, all engagement follows the following principles:

- **Citizen-centric:** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens
- **Accountable:** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement
- **Inclusive:** making best efforts to reach, involve, and hear from those who are impacted directly or indirectly
- **Committed:** allocating sufficient time and resources for effective engagement of citizens and stakeholders
- **Responsive:** acknowledging citizen and stakeholder concerns



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- **Transparent:** providing clear and complete information around decision processes, procedures and constraints.

For more information about engagement at the City of Calgary, please visit: [engage.calgary.ca](http://engage.calgary.ca).

## Engagement overview

Phase two of engagement was targeted, and sought input from harder to reach populations. This was defined as people who are often identified as facing circumstances that make it more difficult for them to participate in public engagement or who represented harder to reach Calgarians. We used existing events and partnered with the Resilience Program at The City of Calgary, and the Ward 5 office for sessions.

This report reflects input received from five engagement sessions. These targeted groups are:

- City Hall School (students, grade 6) – May 31, 2018
- The Mayor's Environmental Expo (students, grades 4 to 6) – June 6, 2018
- Religious Leaders group – June 18, 2018
- Immigrant community group – June 21, 2018
- Ward 5 (invitation through Ward office) – July 17, 2018

## What we asked

To mirror the engagement in phase one, you were asked to report values for as many lines of service as you wanted. It was explained that engagement was not about prioritizing one line of service over another. We wanted to understand what is valuable to you about the lines of service you interact with and why. We want your help telling the 'value' story of these lines of service.

## What we heard

In reference to taxation, and about the project in general, the comment below summarizes the delicate balance of service plans and budgets.

*"I think it is bad/good because you lose money but helps make stuff in Calgary"*

~ Student, Mayor's Environmental Expo.

This section is divided in three parts.

1. Themes from phase two according to Council Priority
2. Themes from phase two according to targeted group (combined with #3)
3. Overarching themes from phase one (combined with #2)



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Themes from Phase Two according to Council Priority

This section reflects what you shared holds value for you in relation to the lines of service associated with each Council Priority. Additional information on these and supporting examples are included in the [Summary of Input](#).

Council Priority	Themes
A Prosperous City	<ul style="list-style-type: none"> <li>• Responsive to community needs</li> <li>• Improves access to information/resources</li> <li>• Contributes to Calgary's story/culture</li> <li>• Improves standard of living</li> <li>• Supports diversity</li> </ul>
A City of Safe and Inspiring Neighbourhoods	<ul style="list-style-type: none"> <li>• Creates a sense of security</li> <li>• Improves access to information/resources</li> <li>• Holds a standard for development</li> </ul>
A Healthy and Green City	<ul style="list-style-type: none"> <li>• Provides a safe and healthy resource</li> <li>• Provides an outlet and creates opportunity for experiences</li> <li>• Is accountable and responsible</li> </ul>
A Well-run City	<ul style="list-style-type: none"> <li>• Promotes the ability to participate and have a voice</li> <li>• Spends responsibly</li> <li>• Tracks information and assesses the need</li> </ul>
A City that Moves	<ul style="list-style-type: none"> <li>• Accessibility and ease of movement</li> <li>• Creates sense of security</li> </ul>



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## Overarching themes from phase one

- Efficient operations and processes to ensure getting the most value for tax dollars
- Safety for families, children and individuals was identified as important to ensuring inclusive, vibrant and strong communities for all Calgarians. Many participants were concerned about undesirable behaviour, such as loitering, drug use, criminal activities and lighting
- Focus on raising awareness and education and preventative programs and services
- Ensure that rules, processes and bylaws are applied in a consistent, fair and transparent way
- Focus on programs and services that are affordable, inclusive and accessible for all Calgarians
- Improve snow and ice control efficiency, responsiveness and funding to allow for accessible and safe roads, sidewalks and parking throughout the city
- Engage with and listen to Calgarians in a meaningful way on various projects, services and programs. Provide more information about the decision making process; share what feedback was heard and what feedback was used in the decision

## Themes from phase two according to targeted group

- We heard from students at City Hall School that communication, accessibility and meeting community needs are important.
- We heard from the religious leaders group and the immigrant community group that they add value to relationships with the community and consider opportunities to collaborate with The City as important.
- Recreation, art, housing, safety and lines of service that care for, and provide opportunity to enjoy nature are considered important to students who attended The Mayor's Environmental Expo.
- Most comments from those who attended the Ward 5 session primarily shared areas of concern and offered suggestions. Engagement asked what they valued about the lines of service that they interacted with. For those that shared what they valued, access to information, meets a community need, safety, and efficient process were identified.

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

## Next steps

Input will be included in the report provided to the project team in August 2018. Recommendations about the service plans and budgets have been submitted and will be previewed by Council and Calgarians September 4, 5, 6, 12 and 13, 2018 at the Standing Policy Committees. Council deliberations begin November 14 2018. The week of November 26 – 30 are public hearing dates where Council will make final budget decisions. All Calgarians are invited to attend and speak in September and November. This will be the next opportunity to provide input into Service Plans & Budgets 2019-2022.



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## Summary of Input

Themes from Phase two according to Council Priority

Your comments were reviewed to create themes. These themes are listed below and are grouped by Council Priority. Verbatim comments and which line of service they are specific to can be found in [Verbatim Responses](#).

Council Priority	Themes from Phase two	Explanations and Examples
A Prosperous City	<ul style="list-style-type: none"> <li>• Responsive to community needs</li> <li>• Improves access to information/resources</li> <li>• Contributes to Calgary's story/culture</li> <li>• Improves standard of living</li> <li>• Supports diversity</li> </ul>	<p>Many of you referenced your appreciation for services that meet a community need by providing a home to those who need one; ensuring access to information and resources; improving people's standard of living and supporting our city's diversity. You shared that you value things that contribute to our unique cultures and collective stories that make up Calgary's story.</p> <p><i>"It is important because we don't want to people to be homeless we all need homes to stay warm in."</i></p> <p><i>"We get to hear and get feedback for developmental purposes."</i></p> <p><i>"Adds culture and story to our community..."</i></p> <p><i>"It is important because we don't want to people to be homeless we all need homes to stay warm in."</i></p> <p><i>"For me it's important to have new opportunites for the different kinds of people, culture and arts. You make this community diversified."</i></p>
A City of Safe and Inspiring Neighbourhoods	<ul style="list-style-type: none"> <li>• Creates a sense of security</li> <li>• Improves access to information/resources</li> <li>• Holds a standard for development</li> </ul>	<p>We heard from you that you value the sense of security you get from lines of service at The City and the reassurance that you can rely on these when needed. You shared with us that you appreciate lines of service that improve your access to information and resources, and how these are increasingly valuable for people less likely to be connected to other networks.</p> <p><i>"Safety. Help when needed and always."</i></p> <p><i>"This is good because they have save lives. We all have family that we want to keep safe and they help us do that."</i></p> <p><i>"Unless people are not aware, they won't abide and understand the relevance"</i></p> <p><i>"Very valuable for single parents, people in transition &amp; newcomers to the neighbourhood access the city"</i></p>



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		<p><i>"I highly value the city efforts to grow in a smart and organized manner, and the planning perspective from the citizens standpoint and not solely from the developers' eyes."</i></p>
A Healthy and Green City	<ul style="list-style-type: none"> <li>• Provides a safe and healthy resource</li> <li>• Provides an outlet and creates opportunity for experiences</li> <li>• Is accountable and responsible</li> </ul>	<p>We heard from many of you that safe and healthy resources are important to you. Few of you relayed that this is a privilege that not everyone has and you appreciate The City's focus on this. You also shared that recreational outlets that allow you to spend time in nature, be active and learn new things are important to you. We also heard from you that you expect The City and Calgarians to be accountable to each other and the city in which we live.</p> <p><i>"Love Calgary's clean drinking water: many immigrants come from places that do not have this service"</i>  <i>"I like going to the park and playing their and open spaces because then I could breathe the fresh air."</i>  <i>"I think showing respect is good in Calgary because we want better people here"</i></p>
A Well-run City	<ul style="list-style-type: none"> <li>• Promotes the ability to participate and have a voice</li> <li>• Spends responsibly</li> <li>• Tracks information and assesses the need</li> </ul>	<p>You shared with us that you appreciate the opportunity to be involved, share your opinion and have your voice heard. You told us that you value responsible spending that balances taxation with the needs of Calgarians. We also heard from you that you appreciate using information to determine the needs of Calgarians so that collectively, we can make informed decisions.</p> <p><i>"Need to hear people's voices, very important"</i>  <i>"I think it is bad/good because you lose money but helps make stuff in Calgary"</i>  <i>"As population grows &amp; resources get stretched, so data can be very useful"</i></p>
A City that Moves	<ul style="list-style-type: none"> <li>• Accessibility and ease of movement</li> <li>• Creates sense of security</li> </ul>	<p>We heard from you that you rely on some lines of service to improve your access and reduce isolation. You shared with us that you value feeling safe as you move through the city and that you appreciate an environment that upholds your safety and that of others.</p> <p><i>"connections. Community life - we will be so isolated and stuck without them"</i>  <i>"It is important because if you bike on the street there is a higher chance of injuries"</i></p>



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## Verbatim Comments

To ensure we capture all responses accurately, verbatim comments have not been altered. Each of your comments have been listed here by line of service under the corresponding Council Priority. We have removed from which group the comment originated to respect individual privacy. Also, personally identifying information has been removed and replaced with [information removed]; otherwise, comments here are completely un-edited.

**What do you value about this line of service?** (Supporting questions included 'why is this line of service important to you? How do you intersect with this line of service and why is that important? Why does this line of service matter to you?')

### A Prosperous City

Line of Service	Verbatim Comment
Arts and Culture	Important (CALL, CSO, music, etc.)
Arts and Culture	Value art & culture in our city
Arts and Culture	Enhances our city life. Supports our diversity.
Arts and Culture	Makes a city great!
Community Strategies	Supports Healthy Cities
Social Programs	Address Community Needs
Social Programs	Meets needs
Social Programs	Value it
Social Programs	Values our human dignity & allows for inclusivity
Affordable Housing	Critical - Diverse communities - please for people to live
Affordable Housing	Value helping those needing help in low income
Affordable Housing	Builds positive/healthy communities
Affordable Housing	emphasis necessary
Affordable Housing	Affordable housing is extremely important in order to provide safe and secure livelihoods for lower income folks. It helps decrease the rate of homelessness.
Affordable Housing	Extremely important. Newcomers, seniors, low income
Affordable Housing	Having a roof on one's head is one if not probably one of the most important basic need for people to have. It means safety, comfort all the physical aspects attached to it. There is also the great emotional and psychological aspect of it that is so vital for everyone to feel good in the community. Affordable housing gives equal chance for every individual/family to have the minimum to have a good start in life.



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Affordable Housing	Very important
Affordable Housing	I worked with a non-profit organization; where I see the need of Affordable housing - I believe the city city need to fund more on this project.
Affordable Housing	
Affordable Housing	
Library Services	Equity of access
Library Services	Meeting Place
Library Services	I go to the library at least every week for books and info
Library Services	more libraires so there are more books for pepole to read
Library Services	[included drawing of a book with the title 'a seires of unfotunate events']
Library Services	I LOVE reading books and without the library, I can't read as much. [included drawing of a book with a heart in the centre]
Library Services	I like books and I think all people should have them
Library Services	I like books because you can learn things and you can read fun books
Library Services	More librarys so people can read :) [included drawing of a book]
Library Services	The world needs Books [included drawing of a book with the title 'The Earth'. The book was drawn inside a large heart]
Library Services	[included drawing of a 3 books]
Library Services	For me librarys are really important because you can learn new stuff from books.
Library Services	Library services are good so you can read [included drawing of a book]
Library Services	To have public library to read and use the computer
Library Services	The Library is important to me because I can help kids learn more about the world.
Library Services	Yes!! Ditto!!
Library Services	It is a great service [included drawing of a long-haired smiley face]
Library Services	big check mark. Expecting for the opening C. Library
Library Services	Great libraries throughout the Calgary area
Library Services	Everyone needs access to read or get a book
Land Development and Sales	Direct impact on cost of living and standard of living.
Social Programs	Support a diverse staff & services



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Social Programs	Social Programs - Essential to support immigrant families & youth as they settle. Need more programs to support international youth. There seems to be a stereotype that international families are wealthy but that is not the case. Schooling is so <u>expensive</u>
Social Programs	Spend more time on a communications strategy that shares info to diverse populations
Social Programs	For connecting citizens. Providing work/life balance opportunities
Community Strategies	Look for ways to connect local initiatives & work with city services
Community Strategies	We get to hear and get feedback for developmental purposes.
Economic Development and Tourism	This helps to analyse standard of living and infrastructural development which is indicated by number of visitors - Tourism
Economic Development and Tourism	Economic activity & multiplier effect it has
Arts and Culture	Adds culture and story to our community. Provides
Arts and Culture	Arts & culture are essential to Calgary's image & feel. Arts & culture create vibrancy and attraction that gives Calgary a distinct culture.
Affordable Housing	Need for more houses. Encourage more better processes
Affordable Housing	Will be needed for future growth of the city
Community Strategies	Create diversity. Inclusion. Communities when together
Community Strategies	v. important for building a vibrant community
Economic Development and Tourism	Startups. Entrepreneurship. Corporate relationship. Economy building
Affordable Housing	I think that when we build houses we have a place to live.
Arts and Culture	art and culture is important because if we don't have artists we won't have pictures and picture books.
Arts and Culture	I think it is important to conserve there culture
Arts and Culture	For me it's important to have new opportunites for the different kinds of people, culture and arts. You make this community diversed.
Arts and Culture	Art because it is your life the drowing [included drawing of grass, flowers and birds]
Arts and Culture	Craft's because you get to bild your imaginashon and have fun
Arts and Culture	I like arts and culture beacause I love to draw and I like to learn about culture in an art form.
Arts and Culture	Art and cultur is important because you can show your talent and coltur to other
Social Programs	More social programs for people to make new friends
Social Programs	Make a game that teaches scocial



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Community Strategies	I like helping the <u>community</u> .
Affordable Housing	The city pervids us a home [included drawing of a house]
Affordable Housing	People have a roof over their head.
Affordable Housing	So more people can have homes
Affordable Housing	having a house to play video games.
Affordable Housing	It is important because we don't want to people to be homeless we all need homes to stay warm in.
Economic Development and Tourism	Business attraction. Multinational promotions
Land Development and Sales	City doesn't need any more land infrastructure should stop with existing lands
Land Development and Sales	This is growth without growth we stop growing that can never happen!
Land Development and Sales	Builders should be properly screened before getting the lots. <u>Too</u> much shoddy construction - Inspection is <u>very poor</u>
Land Development and Sales	Industrial land development should be controlled
Social Programs	Amazing programs! Well needed Thanks. Keep them.
Social Programs	As many as possible
Social Programs	More programs needed
Arts and Culture	More music programs less blue rings
Arts and Culture	Art projects expenses should be controlled
Arts and Culture	Be used in productive works
Affordable Housing	A huge need! Please + projects on Att. Homes
Affordable Housing	Need more <u>not</u> in trashy areas
Affordable Housing	Build them to blend in to neighborhood
Affordable Housing	Always a huge need Motel conversion is great
Affordable Housing	Affordable housing for seniors!!
Affordable Housing	More money need for affordable housing
Affordable Housing	Be careful. Getting folks into condo now are in bad shape & condo fees are going up
Community Strategies	Big conversation ward 5 - lets have a meeting on this
	explanations about public art



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A City of Safe and Inspiring Neighbourhoods

Line of Service	Verbatim Comment
City Planning and Policy	Setting aside space for faith community (at least historically)
Development Approvals	Senior Housing
Police Services	Reporting Hate Crimes. Arranging Event security
Police Services	Connection to Diversity Unit
Neighbourhood Supports	I value the social workers in our city helping those who are struggling & living in the margins
Pet Ownership and Licensing	contributes to senior healthy living
Fire and Emergency Response	Keeps people alive
Fire and Emergency Response	I value someone who we can call re: emergency safety
Fire and Emergency Response	Unbelievably great people!
Calgary 9-1-1	Called after a parishner had a stroke
Calgary 9-1-1	<u>Essential</u>
Police Services	Police services are crucial to the overall city's safety & well being
Police Services	Police services important to maintain law and order
Police Services	Very important for peace and harmony
Neighbourhood Supports	Much needed for diverse, inclusive communitie. Cross cultural goal
Neighbourhood Supports	Neighbours are the most important parts of our lives. They are our life line if something happens. They are also the ones we share our joys and sorrows - should be the ones really. Having a supporting neighbourhood can make the difference between death or life in someone's or a family's life
Calgary 9-1-1	lifeline
Calgary 9-1-1	Critical! Knowing they are there makes me feel safe
Calgary 9-1-1	It's make me feel safe
Library Services	Adds to the quality of life. Hence Important.
Library Services	Library. It's a welcoming place, inclusive, that represent community values and allows empowerment for all individuals. Truly a place for everybody
Library Services	I feel supported when I go there; I could borrow books that I can't afford to buy
Fire Inspection and Enforcement	Fire enforcement is important as it can (and does) cause so much damage
Development Approvals	Development approvals. Without proper approval for development, city will not be properly planned city
City Planning and Policy	I highly value the city efforts to grow in a smart and organized manner, and the planning perspective from the citizens standpoint and not solely from the developers' eyes.



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City Planning and Policy	Very important for expansion and provisions in a way consistent for a great City.
Emergency Management and Business Continuity	It's an invisible service of huge importance, particularly in the new era of drastic change with climate events.
Pet Ownership and Licensing	Great. Pets are family
Fire Safety Education	Awareness & Education to avoid disasters
Bylaw Education and Compliance	Bylaw education and compliance are necessary so that Calgarians understand the layout of the city. It is important for new business owners, homeowners, condo-owners to understand their rights and obligations as Calgarian residents.
Bylaw Education and Compliance	By-law Education and Compliance. Citizens should know the by-laws in order maintain.
Bylaw Education and Compliance	Unless people are not aware, they won't abide and understand the relevance
Calgary 9-1-1	Not 911 but 311. Unresponsive. Took no action. Refused any communication beyond the contact.
Fire Safety Education	diverse culture education
Fire Safety Education	Frequent workshops in communities
Library Services	Great opportunity to access free resources (internet, books, ...). Great space to organize and host community meeting. Please keep well-funded
Library Services	Knowledge development (books, program, DVD's). Photocopy service \$5/month
City Planning and Policy	Is there a way to publicize these in plain language? Plainer
Bylaw Education and Compliance	Not consistent only takes one call for some issues but refused to deal with our other concern that have lots of support.
Neighbourhood Supports	Youth engagement centre for vulnerable youth
Police Services	Recruit more visible minorities. Engage associations more in outreach projects
Police Services	Safety. Help when needed and always.
Police Services	Cop's arest people who do things that are bad.
Police Services	My opinion is that cops help us for a reason that the world can be safe. [included drawing of a heart]
Police Services	Police sovises help us keep safe
Fire and Emergency Response	City's help us by if you house is on fire city help's you.
Fire and Emergency Response	fire men put out fire's to keep us safe and won't get hurt
Fire and Emergency Response	fire man put out fires out so we won't get hart
Police Services	Police keep us safe so we can be safe and will not get hurt



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Neighbourhood Supports	Encourage community gathering spaces (like "Park Central" in Central American countries) through community gardens/parks
Calgary 9-1-1	I think all is important because it makes us safe
Calgary 9-1-1	Clearly 9-1-1 is important because they help us.
Neighbourhood Supports	more urban garden. We could grow our own food.
Neighbourhood Supports	A HelpLine or go to support line for the those needing help and a hand up
Neighbourhood Supports	Neighbourhood support for the homeless
Fire Safety Education	Fire safety education because we need educating many of us to be have knowledge
Fire and Emergency Response	This is good because they save lives. We all have family that we want to keep safe and they help us do that.
City Planning and Policy	As Calgary becomes a big city, we must develop standards/policy on noise pollution. Like Vancouver.
City Cemeteries	City cemeteries help preserve the people we love who are no longer with us. They help keep their spirit alive.
Emergency Management and Business Continuity	Emergency Management is important to me because I know a lot of people that were affected by the 2013 flood
Calgary 9-1-1	Calgary 9-1-1 because they will help us with a lot of things
Calgary 9-1-1	Calgary 9-1-1 is good because they will protect us. [included drawing of yellow flames with 911 written in the centre]
Calgary 9-1-1	Calgary 9-1-1 because if we are ever hurt or in danger we have the city to help us
Development Approvals	To make sure it has a good purpose. [included drawing of a document with a marked check box]
Bylaw Education and Compliance	Not a lot of people know the city bylaws
Bylaw Education and Compliance	Everybody needs to be taught these bylaws
Pet Ownership and Licensing	They're nice. I like [information removed] coffee because it gives me ENERGY. & they always spell your name wrong :)
Police Services	Police Services is good and it makes us safe and Police Services is for everyone.
Police Services	This is important because police keep us safe.
Police Services	I like the Police Services so all can be safe [included drawing of handcuffs]
Police Services	My uncle is one [included drawing of handcuffs inside a blue heart]
Police Services	I like Police because they keep us safe and let us know if we're doing something wrong.



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Fire Safety Education	Consider partnerships with churches, mosques to safety education. Great job with schools
Fire Safety Education	Annual business inspections are not cost free are sometimes overkill especially if you have a good history. Required for lisencing
Fire Safety Education	There can never be enough fire safety education
Calgary 9-1-1	Great thanks
Emergency Management and Business Continuity	Great job! Member of 100 RC right?
Emergency Management and Business Continuity	Yes. How about we invite insurance companies to a meeting on this
Police Services	Back the blue
Police Services	Visible presence is great
Police Services	Keep same level of ss & programs & presence or patrolling during certain hrs night
Police Services	Incorrect signage around construction zones
Police Services	Truly essential service/visible presence a must
Police Services	Havent had to use police service. Side note: I often see police officers driving and not obeying the law.
Police Services	Increase patrols in <u>Skyview</u> due to the high rates of crime "The New Forest Lawn"
Fire Inspection and Enforcement	This is a necessity
Fire Inspection and Enforcement	Do it before the fire
Fire Inspection and Enforcement	Do it every 6 months
Fire Inspection and Enforcement	I pay for it at my business but I never get inspected
Neighbourhood Supports	Very valuable for single parents, people in transition & newcomers to the neighbourhood access the city
Neighbourhood Supports	Great progream. Need more N.E.
Neighbourhood Supports	Consider & engagement via stronger relationships with churches, mosques & dif. Religious. Schools as well
Neighbourhood Supports	Team work makes the dream work
Neighbourhood Supports	Big need for this in ward 5. yes!
City Planning and Policy	Lack of communication on city planning ie - closing 68th St NE
City Cemeteries	City cemeteries should not on personal level. It should be adjusted on City level. And should be Tax freed. Expenditure should be less.
Development Approvals	Development permits should be very strict as recent construction is very poor - Inspections inadequate
Development Approvals	Approve the permits for Save Ons on 128 Ave NE



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Development Approvals	Newly developed areas seem to be more congested, tighter set backs and streets
Fire and Emergency Response	One more big [insert checkmark] Thanks!
Fire and Emergency Response	Great job from my point of view
Bylaw Education and Compliance	<u>New</u> By-Law officers require <u>InDepth</u> Training!
Bylaw Education and Compliance	You need to enforce known offences and communicate the unknown - Warning for first offence
Pet Ownership and Licensing	adoptions are too expensive I phoned on a Sr dog 11yrs old 340.00 I am a Sr to expensive
Pet Ownership and Licensing	License rules should be applied tightly
Pet Ownership and Licensing	Too many stray cats in ward 5
Pet Ownership and Licensing	When dogs & cats are allwed to run around by owners & a peson phones in - there is so much detail needed that it's not worth the time to report it.
Pet Ownership and Licensing	Pets should be licenced and cleaned up after, by their owners.
Building Safety	Appreciate to process
Building Safety	Not clear. Depends on who you talk to. Need standardize
Building Safety	Building Approvals are important so you know if the building or house you are in is safe for you to be in.
Building Safety	People need to know how buildings are built [included drawing of tools]
Building Safety	Assistance for maintenance for elderly & disabled
Building Safety	1. Respect for private properties 2. detail record for garbage collection 3. Unnecessary wastage of owner's time
Building Safety	Bylaws need to be <u>re-visited</u>
Building Safety	Our building passed 3 yrs ago & falling down
Building Safety	It is a big problem to new home owner when Calgary home inspectors do not inspect home carefully and new home deliver with lots of problems. They have to inspect home perfectly. As talk with home constructor, Calgary home inspector put trust on contractor and they do not check home and clear new home construction. It is really very bad, as Calgary inspectors pass construction without looking in home. Hope home inspectors will do their job honestly in future.
Building Safety	Stop approving homes build by [information removed]
Building Safety	Need more efficitent department for now home problems.



# Service Plans & Budgets 2019-2022

Stakeholder Report Back: What we Heard

Phase 2

August 16, 2018

A Well-Run City

Line of Service	Verbatim Comment
Citizen Engagement & Insights	Letting us give input. I value it!
Citizen Information & Services	Important to assess programs & communicate needs
Citizen Information & Services	Data Analytics - very important e.g. for tracking street traffic congestion
Citizen Information & Services	As population grows & resources get stretched, so data can be very useful
Municipal Elections	Municipal elections are extremely important because they allow Calgarians to use their voices in order to determine the city's future
Municipal Elections	Municipal elections need a democratically elected council to govern
Taxation	Taxation - Important to budget and to keep spending limits
Citizen Engagement & Insights	Need to hear people's voices, very important
Citizen Engagement & Insights	Work with local groups to support info sharing (small or specific non profits)
Property Assessment	Assessment should be fair
Property Assessment	Assessments are mailed at timely & easy to understand
Property Assessment	Proper, fair & publically available formula for property assessment calculation
Property Assessment	Properties are always evaluated below market value. ?
Taxation	Rates keep going up but no accountability
Citizen Information & Services	research. Data helps improve future. Helps city think of tomorrow.
Taxation	I think it's bad because we lose money and it does noting
Taxation	I think it is bad/good because you lose money but helps make stuff in Calgary
Taxation	Why you need to loose money when you already pay bills
Municipal Elections	Municipal elections give everyone a voice in the City we live in.
Taxation	It's bad you lose money
Citizen Engagement & Insights	Corporate citizen engagement is about getting the citizens involved in making their community a safe, fun, welcoming space! - [personal information removed]
Citizen Engagement & Insights	It's great how many different programs go on to engage citizens and raise awareness!
Municipal Elections	Election expenses should be CAPPED
Municipal Elections	Corporate & union donations need to be banned
Municipal Elections	Candidates should be well spoken in ENGLISH and numbers should be limited



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Taxation	Taxes keep going up but services are reduced
Taxation	Detailed bills needed
Taxation	Calgary economy is negative. We need almost zero property tax for average people to thrive.
Taxation	Get back to <u>fair</u> subsidized taxes for low income seniors
Taxation	More detail on tax bill. What goes where
Taxation	Do not increase prop taxes. If you want to increase provide more services.
Taxation	Unfortunately taxation is a necessity
Records Management, Access and Privacy	More clear guidelines and rules
Appeals and Tribunals	Give further advanced notice of public being able to introduce input
Citizen Engagement & Insights	I like and support this service
Citizen Engagement & Insights	yes
Citizen Engagement & Insights	Engage! Good job
Citizen Engagement & Insights	Not everyone has email or computers TV/Radio/Newspaper
Citizen Information & Services	the city does a fine job
Citizen Information & Services	More phone lines & attendeds needed
Citizen Information & Services	Great job!
Citizen Information & Services	Need to advertise this constantly Too many people are not calling
	multi-lingual kiosks
	people who speak different languages as staff
	having signs in the languages that are the dominant language

## A Healthy and Green City

Line of Service	Verbatim Comment
Urban Forestry	keeps our neighbourhood green and healthy
Waste & Recycling	necessary!
Waste & Recycling	supporting our events
Waste & Recycling	Consistency & keeping things <u>clean</u> !
Waste & Recycling	Recycling: Should be more comprehensive to include Household items - like coffee pots, vacuums, etc.
Water Treatment & Supply	Wonderful - good water in Cgy.
Water Treatment & Supply	Prevents disease



# Service Plans & Budgets 2019-2022

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Water Treatment & Supply	Clean drinking water
Environmental Management	Need partnership to address climate change
Wastewater Collection and Treatment	Important in addressing climate change
Environmental Management	Critical not by a [illegible] - Address Climate Change
Parks and Open Spaces	allows us to gather as families/communities
Parks and Open Spaces	Makes the world/life better!
Parks and Open Spaces	Makes life better & socializing @ dog park
Parks and Open Spaces	We need green spaces
Parks and Open Spaces	Good!
Recreation Opportunities	Need this
Recreation Opportunities	Healthy living. Place for building community
Recreation Opportunities	Recreation is important to channalise youth energy
Parks and Open Spaces	Open places crate a hub & opprotunity for people to meet & connect. Dog parks are needed ehre it is not simply a close small fenced area but bigger populations.
Parks and Open Spaces	One of the best things about the city is the countless possibilities to experience outdoor activities in real, big parks as well as having a large presence of trees within city limits.
Urban Forestry	One of the best things about the city is the countless possibilities to experience outdoor activities in real, big parks as well as having a large presence of trees within city limits.
Parks and Open Spaces	The city needs more trees. The trees (that are planted) need to be <u>watered</u> .
Stormwater Management	This can help in conservation of fresh water - long term
Environmental Management	Clean air, water are human rights issue. Future generations need to build up rather than out & it will help save money on the city of Calgary
Water Treatment & Supply	water is the essential parts of life.
Water Treatment & Supply	water = life
Water Treatment & Supply	Citizen need clean water to be healthy
Waste & Recycling	Continue to efficiently use our resources
Waste & Recycling	As population & consumption grows, waste only will increase. Improper disposal could be harmful.
Waste & Recycling	Awareness = less waste. Great recycling program.
Urban Forestry	Partner with local agencies & non profits to support learning in different communities



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Parks and Open Spaces	Leisure space to 'hang out' with family, friends, visitors, fellow immigrants.
Water Treatment & Supply	Love Calgary's clean drinking water: many immigrants come from places that do not have this service
Water Treatment & Supply	Clean drinking water straight from tap
Recreation Opportunities	Recreation opportunities is v. important to keep youth engage
Waste & Recycling	Fantastic service that helps keep communities clean
Stormwater Management	Important and probably not widely known. Are there opportunities to learn about this service on sight?
Waste & Recycling	If the world is full of plastic and garbage the world will be a bad influence [included drawing of earth with fumes coming off of it]
Parks and Open Spaces	I like the parks because they are a place to play.
Parks and Open Spaces	The city gives us Parks and they will give us Parks for exercise [included drawing of a playground on a sunny day]
Urban Forestry	Calgary has forestry so kids can learn safety
Recreation Opportunities	more pool's. We have areas to relax and swim. [included drawing of girl swimming]
Waste & Recycling	I like recycling however, we have a large family and need our black bin weekly & green bin bi-weekly
Parks and Open Spaces	I love how there are lots of parks and open spaces so I can ride my bike [included drawing of their bike]
Parks and Open Spaces	More park paths and skate parks
Parks and Open Spaces	Open space is important to me cause you have more to do.
Parks and Open Spaces	I like going to the park and playing there and open spaces because then I could breathe the fresh air.
Water Treatment & Supply	I think water and supply because with water we get our water with supply we can use to do things we do EVERYDAY!
	I think showing respect is good in Calgary because we want better people here
	to be safe. It is if you have track [illegible]
	City is a [illegible] because they make things in the city
Water Treatment & Supply	clean water is important because we drink it [included drawing of person drinking water]
Recreation Opportunities	For me I love all the classes to learn things like art
Parks and Open Spaces	To play and have fun. Relax in nature



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Parks and Open Spaces	Protecting the wild life
Parks and Open Spaces	Park and open spaces for bikers, skater and more
Parks and Open Spaces	I like helping nature, plants and other living things.
Parks and Open Spaces	I think parks and open spaces are good because people love to have fun!
Parks and Open Spaces	[included drawing of themselves playing soccer in an outdoor field]
Parks and Open Spaces	More base ball diamond for ([illegible]) because summer time is for playing spot and I think making new base ball dunds will increase kids to play sports.
Parks and Open Spaces	With some areas we could have more soccer fields or baseball diamonds while some could do with less
Parks and Open Spaces	Parks and open spaces are important to me because I love to play on parks. And they are important because they let us play outside more often.
Parks and Open Spaces	I like parks it is good because you can go for a run or walk and can enjoy! :)
Parks and Open Spaces	I think if you build a parc or take down a parc and put up a new one, always ask for opinions from the community. [included drawing of a heart]
Parks and Open Spaces	I like playing soccer with my family because y get to exercise, and being with my family
Parks and Open Spaces	Skate parks, because a lot of skateboarders do trespass in private property. Property as ell vandalize
Environmental Management	Avoid taking too much recreational areas (parks) in order to build buildings and stores, since that can affect wildlife and vegetation.
Waste & Recycling	Takeing care of the world and helping others
Waste & Recycling	I like how the earth is changing for their polution including waste and recycling [included drawing of a garbage and recycling bin]
Waste & Recycling	get more compost bins around Calgary. We can put compost bins in the washrooms and compost paper towels to save the environment
Waste & Recycling	Compost the paper towels in the washrooms
Waste & Recycling	Compost [included a drawing of a compost bin]
Waste & Recycling	[included drawings of recycling, compost and garbage bins]
Waste & Recycling	Taking care of environment
Wastewater Collection and Treatment	Trying to keep canada clean and helthy [included drawing of water and green land]



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Recreation Opportunities	recreations are important because you can have a place to play and to reliaise your energy there.
Recreation Opportunities	I went to the zoo and saw the pandas. I learned there is somtning called Red Bamboo!
Recreation Opportunities	It help you stay more active. [included a drawing]
Recreation Opportunities	Getting to do active things like swimming so your body can get stronger. And so you can interact with people.
Water Treatment & Supply	It's important to have a water department so we can wash our hand's and brush our teeth.
Water Treatment & Supply	Clean water is very important and it is nice to be abel to drink out of a tap even though we have other tools to clean it wiith
Water Treatment & Supply	It's inportant to have water to brush your teethe
Stormwater Management	Picking up dog waste is good because it will get into the sewers that go into our rivers and lakes and will affect all wildlife. We should stop washing you cars on the street because it will get into the stormwater
Stormwater Management	To help save water and having a less chance of floods
Stormwater Management	To prevent overland flooding
Urban Forestry	Calgary has urban forests for children to get new learning expeiriences.
Parks and Open Spaces	More parking spaces reqd
Parks and Open Spaces	Love Prairie Winds! Love staff there
Parks and Open Spaces	Definetly we need more trees and green areas
Parks and Open Spaces	Increasing budget to Parks for community enhancement as current funding is way to low & HOAs unable to water & cut green spaces properly
Stormwater Management	Plan to fence water. Impossible out the front of my condo I have. If they designate some they will be responsible for any puddle of body of water
Stormwater Management	Pond in - Taravista!!! Very dirty, mosquito infested area definitely needs to be [illegible]. It is filthy and a health hazard!!!
Stormwater Management	There are areas in saddleridge where collect after a rainfall (usually ~10-15 mm within 24hrs). I may be due inadequate storm drain service or lack of maintenance (eg. Corner of 80 Ave and saddletown circle by shoppers Drug Mart)
Stormwater Management	Much improved with Access Calgary. Still some bugs in scheduling but they are definitely better. A GIANT STEP FORWARD



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Stormwater Management	Stormwater management is very important for residents in flooding zones
Urban Forestry	More trees needed
Urban Forestry	Yes!!
Urban Forestry	More trees the better. I see areas on my street (saddlebrook Dr.) where more trees could be planted. City owned trees grow very slow. Are they planted in ideal soil conditions?
Urban Forestry	Please + trees
Wastewater Collection and Treatment	The pond on Taracover Estate Drive is filthy and a health hazard
Wastewater Collection and Treatment	Could have less frequent recycling/compost service for lower fee. Level of service not needed.
Wastewater Collection and Treatment	One more check
Water Treatment & Supply	good job
Water Treatment & Supply	water/City services now close to 60% of utility bill. Much more than before for services I don't use.
Recreation Opportunities	no community centres in Cityscape, Skyview, Redstone & Cornerstone. Need them!! ASAP
Recreation Opportunities	Fees should be reduced
Recreation Opportunities	Lots of various programs at varying skill levels.
Recreation Opportunities	More affordable rec opportunities are needed. Not all families can afford a family pass even with the "financial aid" - IF you qualify
Recreation Opportunities	More pools needed
Recreation Opportunities	More ladies only pools (swim times for ladies)
Recreation Opportunities	Need more Area for Ice hockey
Recreation Opportunities	Pl. add family membership with affordable price. Right now only individual membership available at recreation centre.
Recreation Opportunities	More centres & less expensive centres in NE Calgary
Recreation Opportunities	One check mark
Recreation Opportunities	More pools
Waste & Recycling	Green bins should be every 2 weeks NOT THE BLACK!!!
Waste & Recycling	Enforcement on obvious non compliance (black bin) green bins too large - black bins still full most weeks



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Waste & Recycling	Blue & Green bins could be much smaller than black. Not sure how cost effective it will now to replace them though
Waste & Recycling	Great awareness to recycle & reduce landfill waste.
Waste & Recycling	Black cart size is not an issue putting out every 2 weeks is the issue
Waste & Recycling	Recycling affordable green bin great
Waste & Recycling	No change needed in bin sizes
Waste & Recycling	No need of blue bine for garbage now when green bine is there
Waste & Recycling	Green bins suck. Our alley stinks! Flies everywhere. Need more garbage pick up, especially in winter
Waste & Recycling	Smaller black bins bigger recycle & smaller green cart
Waste & Recycling	good job + innovation what about avoiding food waste composting?
Environmental Management	Get rid of styrofoam Ban It
	Who would clean up a dead squirrel?...the City
	bigger soccer nets
	approve the stadium
	playground & things kids & families need

## A City that Moves

Line of Service	Verbatim Comment
Public Transit	Getting to work/meeting
Public Transit	Meets a need
Public Transit	Transit access etc. Good service for seniors
Specialized Transit	Needs work! Handibus is not reliable
Streets	Cleaning streets in winter - good but seniors' building on <u>side</u> streets, should receive special consideration
Streets	Snowplow seen <u>once</u> on my street this winter - thanks!!
Streets	needed!
Streets	Getting to work
Specialized Transit	Handibus is critical so <u>all</u> people can get around. Avoids isolation
Parking	A place for getting lost - a parking lot or parkade could be if too big and not carefully designed :)
Public Transit	Public Transit - Efficient transit will benefit all



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Public Transit	I depend on public transport. I believe the city needs to invest more on transportation
Public Transit	Many benefits to general population & pollution
Public Transit	Great bus connections. Safe transit rides. Affordable according to income.
Sidewalks and Pathways	Understanding that immigrants do not 'report' or call 311 as much, work with agencies & community stakeholders to do local assessments and focus on lived use
Sidewalks and Pathways	Healthy lifestyle - connections - We have maybe lost our connectivity to nature and our community by underestimating how important they are to our overall wellbeing. They need to be friendly & accessible.
Streets	Need good streets for transportation and movement
Streets	connections. Community life - we will be so isolated and stuck without them
Streets	Not enough warning when there is construction. Would help with overall customer experience/less frustration
Streets	I like the wide street and how the city cleans it
Streets	Safe streets. Good surfaces. Traffic lights & signals. (less potholes :))
Sidewalks and Pathways	Needs improvement: some communities(i.e. Hidden Valley) do not connect will to neighbouring communities
Public Transit	Public transit is excellent
Public Transit	Major means of transportation for newcomers without a car - helps grow and maintain personal and professional relationships for immigrants
Public Transit	bus/c-train user
Public Transit	Seniors rate is getting out of hand!
Parking	Highest rate in Canada and for what?
Parking	Hospitals (paid). And paid parking
Streets	Walkable streets are important esp if we want to reduce cars on streets
Public Transit	the city makes your life easier like if you don't have a drive you just take a train
Sidewalks and Pathways	Sidewalks & Pathways. I think its good cause its safer and move easy



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Public Transit	We should use Transit to carpool to make no pollution. [included image of 'pollution' with an X through it with the heading 'no pollution']
Public Transit	Buse's are important because whithout them if you don't have a car you couldn't get their
Sidewalks and Pathways	you should ride our bikes on the sidewalk because it is safer.
Parking	I think that parking is important because if we didn't have anywere to park we would park on the streets! [included drawing of a parking lot]
Parking	parking
Sidewalks and Pathways	It is important because if you bike on the street there is a higher chance of injurys
Sidewalks and Pathways	[included drawing of herself crossing the street safely using the sidewalk]
Sidewalks and Pathways	Please increase the pathway system so that we are able to bike/walk from point A to point B
Sidewalks and Pathways	I like to bike and the city makes to bike on
Sidewalks and Pathways	Sidewalks for people who walk or bike and roads or streets so cars can easily pass for work or school
Sidewalks and Pathways	Bike paths make it easier for bikers to travel
Public Transit	More extensive city-wide train system - buses cover a huge portion of the city (which is great) but it can take up to 2.5 hrs to get somewhere! Trains would reduce CO2 emissions and increase efficiency
Public Transit	It's important because if we don't have public transit some people have to drive there cars. So more population. And some people don't have cars
Public Transit	Free school bus for the school children k-G12
Public Transit	I think public transit is very helpful to people who don't have cars or if you want to go somewehre that has no parking and is full.
Public Transit	I think public transit is good if people don't have a car
Taxi, Limousine and Vehicles-for-hire	Using less cars and more taxis help reduce CO2 in the air and atmosphere
Streets	Roads so we can travel love so we can love [included drawing of a road inside a heart]
Streets	We need roads because if not we would not be safe and we could hurt each other
Streets	I like strett's because now we can go places



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Streets	I bike to school and back every day
Streets	people can get to work, school etc quicker
Specialized Transit	I think they should put video games on the bus
Specialized Transit	I think they should put video games in a bus because people get bored on bus
Streets	Regulation & proper placement of construction signs. Signs should only be up when there is obstruction or danger or work being done
Streets	Enforcement during snowclearing
Streets	Repairs are generally OK. Snow clearance is a joke in northeast. Traffic lights are not synchronized to allow for efficient driving.
Streets	<u>Pot Holes</u>
Streets	Pedestrian Safety. Global package with each new school development plan at all levels - funded by Provincial Municipality and CBE
Streets	New neighbourhood streets are narrow
Streets	Put a 4-way stop on Skyview Ranch Rd & Skyview Ranch Street
Streets	Needed repairs
Streets	It's about time that Metis Trail is Twinning!!
Streets	More cleanliness required
Streets	Lots of pot holes on existing roads
Streets	Roads are in horrible shape. What happened to 68th st? Why destroy that before the Stoney Tr/96 Ave interchange is done. Very very poor planning & communication when permanent changes to infrastructure is done.
Streets	Reduce creating bottle-necks during road planning
Taxi, Limousine and Vehicles-for-hire	More frequent inspections by qualified mechanics
Taxi, Limousine and Vehicles-for-hire	Protect the taxi industry
Taxi, Limousine and Vehicles-for-hire	Uber and other transportation in cab industry must be banned
Taxi, Limousine and Vehicles-for-hire	Good [illegible] open to new providers
Taxi, Limousine and Vehicles-for-hire	Lots of options at decent price & accessible
Parking	Even though you don't own the parking control in front of house it gives an opportunity for others to abuse
Parking	Lots of call re-misuse of handicap parking - nothing done



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Parking	allow angle parking in culd-sac's
Parking	Please & education around parking on residential areas nobody owns the street on front of their houses
Parking	Residential rules are not clearly understood. Rules are unfairly enforced without warning
Parking	Too expensive
Specialized Transit	Very important as city grows and residents grow old with it!! Ditto!
Specialized Transit	Very important. My husband is visually impaired - Access has been a godsend!
Specialized Transit	Kid friend access transit Daughter 8 Amazing
Specialized Transit	Seniors matter!! Provide more & better services.
Specialized Transit	It is a great help. Keep up the good work
Public Transit	build the LRT into Redstone
Public Transit	<u>Too many restrictions</u> to qualify for fair entry
Public Transit	Winter transit very important
Public Transit	LRT frequency is very good
Public Transit	Start caring for kids!! Provide bus service to schools that are disrupted. North east kids matter!!
Public Transit	Safer bustops very important with the amount of traffic & speeding taking place?
Public Transit	Only because the city has grown too big Transit & LRT must improve
Public Transit	Please keep that level of ss. + frequency on winter for buses
Public Transit	More bus service for school kids
Sidewalks and Pathways	Lots of various pathways & maintained well.
Sidewalks and Pathways	Sufficient bike paths. Would be good to see more trees and nature in saddleridge
Sidewalks and Pathways	Sidewalks should be cleaned by city
Sidewalks and Pathways	Greenway is great!
Sidewalks and Pathways	Public education about bike walking path rules ex. "walking riding on the right" "no ear buds"
Sidewalks and Pathways	Our sidewalks are a <u>mess - safety issues</u>



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Phase 2

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Sidewalks and Pathways	Still poor accessibility for disabled - no curbs - no shovelling Broken walks
Sidewalks and Pathways	Great job! Please + enforcement on p. owners
Sidewalks and Pathways	Pathways walking or biking could still improve
	bumps/ramps on the sidewalk for those who need it