

## Understanding Values & Priorities Phase 2 Community Hosted Conversation

Host : Thrive

April 4, 2011

Number of Participants : 39

### ***What city services are most important to you?***

#### **Corporate Services**

- Research and policy work - public consultation, trends, sustainable thinking
- Planning for sustainability - include social and environmental sustainability into all decisions
- Easier to find information on city website
- City website - valuable but needs improvement, link to community arts, recreation, and community based information
- City to be incubator for local business

#### **Parks and Recreation**

- Unique multi-use facilities example - Vecova
- Accessible green spaces
- Recreation/sporting activity (health promotion) - more needed (waiting lists), hard to register for working parents
- Markets
- Free recreation/leisure facilities
- Accessible recreation for all
- Affordable and accessible recreation for all example - swimming splash pass - open more times
- Plazas, gardens, etc. - public spaces - parks where people can congregate
- Pathway systems - hikes, walks, dog-runs, bike paths
- Public spaces - people friendly, safe, practical, livable
- Libraries, museums, recreation centers - public indoor spaces

#### **Planning, Environment and other**

- Planning community services for access, mixed services, community living, etc.
- Water - keep up the great work
- Stop spending money on pesticides

- Full recycling - composting
- Garbage cans and recycling facilities
- Encourage industrial waste - corporate penalties and incentives
- Waste management - more than blue box, multi-family buildings, penalties for big producers
- Recycling and composting
- Urban planning - take risks with new types of urban planning, community planning and not just land use planning
- Densification in the inner city

### Safety

- More street lights
- Crime prevention
- Better and cleaner parks
- Longer transit hours
- More citizen engagement in policing
- Better after school programs
- Safe housing and neighborhoods to live in
- Planning for sustainability
- More community policing throughout the city not just downtown core
- 911 calls - calls with domestic violence component, need high priority (training, resources)
- Need more preventive services addressing root causes of crime - (mental illness, drug addiction, community members knowing each other)
- Fire
- Police
- Accessibility of all services - physical - infrastructural investments, sidewalks/curbs, buildings (doors, washrooms, etc.) citizen friendly

### Social Services and Housing

- Affordable housing - eliminate the wait list on Calgary housing
- Funding of preventive social services and reactive services
- Relax proof of income for attaining low-income bus passes
- 2-1-1 social services
- Continue to support programs and services for children and youth (after school, recreation)
- Living in poverty - basic needs (food/shelter) for single parents, newcomers
- Access to health services to address addiction and mental health
- Affordable housing - densify at transit nodes
- Access to health care for people with disabilities
- Employment skills for under-employed
- Before and after school care

- Affordable housing
- More affordable and safe housing (secondary suites)
- Youth probation is working well
- Accessible, affordable activities and opportunities
- Cab industry that is more professional and better regulated to give driver dignity
- Developing diverse communities with different housing options - limit ghettoizing marginalized communities
- Effective community association - restructure current
- More service for people with disabilities including better public transportation
- Better use of programs in community association buildings - revenue generation

### Transportation

- Better accessible transportation - access Calgary
- Translation - range of diversity - supportive services
- Access for low income transit passes - low income recreation passes, low income arts and cultural passes
- Affordable transportation
- Accessible transportation
- Transportation - awareness of options and additional options
- Roads - transportation
- Transit - improve frequency of service to encourage use (shorter trip times)
- Public transit
- Public transit - non-motorized
- More transit police at LRT Stations
- Need to increase number of cycling routes/paths
- Clean, accessible, snow free roads
- Improve coverage of transit routes and coverage to support new - Calgarians engage in communities and services

### ***What do you really value about this service?***

#### Community Service and Protective Services

- Affordable housing discussion
- Subsidized housing disables people
- Secondary suites/market solutions enable both tenant/landlord to live in affordable housing

#### Parks and Recreation

- Public spaces are important for people to gather - large enough, diversity of uses, example - library can be centers for open space, programming variety balanced
- Provide sense of connectivity

- Places where people bump against each other
- Opportunities for community people to meet each other

### Social Service & Housing

- Community services are an infrastructure

***What improvements, enhancements or changes would you recommend for these city services?***

### Community Service and Protective Services

- Spend less, spend better, empower communities and hold them accountable

### Arts and Culture

- More opportunities for artists to grow their income without losing funding
- Support entrepreneurship
- Affordable spaces for artists to work, to live, to perform, to exhibit
- Spaces need to be community based
- Invest in capital for arts/culture
- City to work more cooperatively with FCC to use space - do by-laws/policies get in the way? What are the barriers? Spend money to eliminate
- Integrate planning for land use, arts and culture, parks and recreation
- Noise by-law seems to be discriminated against (artists/musicians)
- Greater support for public art - not just dollars. Attitude adjustment, public awareness/promotion, more partnering with schools as an example
- Programs for graffiti artists
- Calgary has no “underground” scene i.e. Europe
- Lots of arts events are inaccessible to youth/low income
- City could showcase things on their website - artists, multi-cultural items - balanced i.e. make global festivals as important as the stampede
- City spend less dollars on stampede and spread dollars around
- See projects through - engage community groups to get support and ownership
- More centers (like Mt. Pleasant - Wild Flower)
- Investing in arts will lead to revitalization. Artists draw business, including local business, cafe’s, etc. and add to sense of community
- Every community needs to have space for art
- Arts needs to be accessible to all
- City could run programs to add to collaboration - artists exist/work alone
- Calgary could learn from other cities to grow our arts and culture
- City needs to encourage more events like this (engage citizens) in events like this -
  - Calgary Arts Development Authority
  - Free arts programming
  - Studio space, living spaces for artists

- Support artists - bridge social entrepreneurship
- Create entrepreneurship opportunity for art and artists
- Access for all, not just high income earners
- Outdoor performance, heritage, public art
- Heritage recognition and celebration
- Maintaining city owned heritage buildings
- Encouraging retention of heritage buildings
- Swerve magazine - list stuff offered by city
- Library - community resource information exchange
- Libraries - support community demand (some over-used, some under-used)
- Update libraries with new emerging technology - connect to digital library at U of C and others (MRU, volunteer Calgary)
- Access to art for youth
- Youth culture/education/innovation/skill building/arts/culture
- Public gallery
- Library - connect to other libraries throughout the city
- Libraries are more than a place for books - it is a place for people. Information exchange, community resource centre, get art into libraries - programming for art

### Corporate Services

- Can you open a business in your home?
- City website - want one-stop shop
  - Value added
  - Want more answers
  - Applications
  - Events calendar
  - Pulling information from other websites (libraries, CADA, etc.)
  - Keep up-to-date
  - Links to community events - arts, what's happening in the community
  - Developing cultural competence (city employees and other) - do more, encourage, having sensitive approach, awareness and manage cultural diversity
  - Civic engagement
- Collecting voices of diverse groups
  - Put into research
  - Trend that needs to happen on all levels
  - Not top down - talk to all stakeholders
- Need for information sessions - for newcomers, orientation for starting new businesses
- City has capacity for research that few others do (this is valuable) - make research available to others, valuable to non-profits, business, other levels of government
- Continuing to have more opportunity for dialogue - can't be just city hall - needs to get out to the community

- All buildings retrofitted to be LEEDS certified and accessible (new and during renovations)
- Targeting purchasing from social enterprises
- Re-focus on corporate policies that are developed (enforce the implementation)
- Participatory budget process - community associations would be able to determine their share of the city budget
- Put energy back into community associations - inclusive bodies - all applications can be included
- Add to quality of life - environmental related
- Significant employer
- Set the tone for progressive employment standards at HR policies
- Corporate services provides infrastructure in order to allow other departments to do what they need to do
- Partner with community agencies/associations to share interpreters include disability-deaf /hard of hearing
- Changing demographic landscape (aware in HR of this) - newcomers and aboriginal community members (disabled)
- Support people who are marginalized from mainstream workforce
  - Training
  - Making constructive decisions about hiring those people
  - Attach to “labour market attachment”
  - Living wage

### Parks and Recreation

- Location of recreation facilities need to be better planned into low income areas
- Integrate recreation and community services
- Good example of space design is Garrison Woods, new Genesis Centre (Taradale/Saddle Ridge). Need more of these
- Pathways are necessary for people to explore
- Walkable communities - complete communities, get to know your neighbors
- Recreation centers - maintaining them is critical, adding more is important
- Outdoor pools - maintaining them
- Accessibility is important
- Recreation needs to be affordable - subsidized to some degree
- Stop using pesticides/herbicides - service no longer needed
- We need more than one warm water pool for physical disabled
- NE is lacking adequate facilities
- Flexible hours should be considered for recreation facilities
- Facilities - free use for non-profits

### Safety

- Women’s centre (cut police budget), less police - not more
- Better lighting, safer public housing and playgrounds

- Before/after school programs
- Preventative programs
- Better neighborhood design - access to transportation, parks, etc.
- 911 service - emergency calls need to be attended to in a better way (better training, etc. to ensure this)
- Improved understanding of the justice system especially for new Calgarians
- Events, programs, etc. should be more inclusive. The more we know each other, the less we hurt each other.
- Stronger neighborhoods should be built (neighborhood watch, “eyes on the streets”). Front porches, block parties, ‘good times’ to get neighbors talking to each other - this makes us feel safe
- Un-ban street hockey
- Ban front car garages
- Learn what has happened from other cities with safety issues benchmarking activities
- Buy a book by Jane Jacobs - city council, everyone
- Jane walks to learn about neighborhoods, accessibility, etc.
- Encourage these ‘Jane’ ideas in communities
- Make public events more appealing - more accessible, better publicity
- There should be cultural competency in those that are providing city services related to safety
- Fire - keep putting out fires
- Great response times
- Provide education about 911 and emergency response
- Funding for air ambulance services - the city should at least contribute to it
- Ambulance should be funded by provincial government
- Community policing - have citizens provide it on a voluntary basis - watch our for the neighborhood reduced crime
- Safety is connected to everything neighborhood services filter in. Keep youth busy after school
- Restorative justice - have youth contribute instead of just being punished
- Meaningful work for youth (i.e. bike repairing - so they can learn and exercise talent). Social experiences for at-risk youth
- Police in the streets instead of in cars
- Police work in transit system
- Undercover policing as part of the transit experience
- Snow removal is important for safety - the streets are icy which is dangerous
- Good solid police and fire that are there when we need them
- Fire department are great at educating the public. Proactive vs. reactive
- Safety of seniors living in independent living situations. Education about their needs now and in the future

## Social Service and Housing

- Affordable housing - city should open the market to allow for secondary suites
- Increase in subsidized housing
- Neighborhoods that house health related education and awareness - misinformation. This needs to be addressed - more education dollars
- More emphasis on before/after school care, education, developmental
- Access for kids to arts and recreation
- Building community capacity to engage in these discussions (dollars) (participatory discussions)
- Leaders in the city need to be listened to providing avenues for valuable improvement
- Accessibility to community services. Implementation needs to happen - discounts for low income, etc.
- Use technology and other avenues to make services more accessible. Make it easier for neighborhood services. Provide better customer service
- Technology to be used by organizations and service providers (2-1-1)
- Hire advocates
- Ensuring that organizations and staff are competent to deliver services (policies, training, integration)
- Increase volunteerism from different groups (retirees, youth, etc.) Make it appealing
- City financial office should put more effort into non-profits - resources for entrepreneurship and innovation
- Ease of information is getting better (3-1-1, website, etc.)
- Systems to welcome new immigrants and connect them to services

## Transportation

- Hard getting around
- More frequent bus service - shorter wait (safety)
- Better coverage between neighborhood with neighborhood
- Bike or trains/buses (more availability weekends)
- Transportation more than transit/buses (roads)
- Making roads more cycling-friendly - cycling routes
- Need to have sidewalks
- Reducing curb size (on main streets), widening sidewalks - creating boulevards
- Transit needs to maintain affordability to all - low income affordable pass, lots of red tape/bureaucracy to get these passes, includes immigrants in first year - can't prove income
- Coordinate street/path/sidewalk cleaning
- Dis-incentive to drive downtown - parking fees (higher)
- Less car dependency
- Less foot print
- Lower carbon-emissions
- Cheaper than building roads



- Provides opportunity to meet others
- Productivity suffering because of wait times in vehicles commuting
- Encourage teleworking (sustainability)
- Is transit valuable enough to fully subsidize or different process?
- “Betterness” of the system can increase “valueness” of system
- Enhance city desirability for tourism/living here
- Reduce road expansion/articulating buses
- Reduce parking fees in downtown (people don’t go there)
- Expand downtown free zone (train)
- Note tension between “getting out of cars” - urban design impacting transportation requirements

**Are there any City services that the City currently offers that you think should be eliminated?**

- Community and Neighbourhood services - should be turned over to communities with a standard set by city.

***What questions or comments do you have?***

- City to work more cooperatively with FCC to use space - do by-laws/policies get in the way? What are the barriers?
- Can you open a business in your home?

**Community Forum Evaluation**  
**Number of evaluations completed : 29**

**1. The information presented at the session was clear and easy to understand**

0	1	11	17	0
Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure

Please explain:

- Clear, straight-forward
- There was no explanation of the purpose of the budget kit
- Budget kit document is excellent. Break and sessions sometimes bit off topic

**2. The session today increased my understanding of the City of Calgary Budget Engagement Process and how to participate in it.**

0	5	14	10	0
Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure

Please explain:

- Concise, clear intro and willing to answer questions
- Already knew
- Process of engagement is clear

**3. I now have a better understanding of the complexity of issues, values and perspectives related to City programs and services.**

0	9	12	7	1
Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure

Please explain:

- Good to hear other thoughts and opinions. Good way to network and sense emerging priorities
- Some pre-reading about this would have been helpful. Still not entirely clear on the complexity of the true budgeting process
- Already knew
- Had good understanding previously
- The workbook does a good job delineating competing priorities
- Already did

**4. The session today provided good opportunities for dialogue and sharing of ideas.**

0	1	10	17	0
Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure

Please explain:

- I felt open to sharing ideas but not necessarily dialogue- this was ok due to time constraints
- Enjoyable and energizing
- Good to hear what community members had to say.

**5. The facilitators encouraged everyone to participate.**

0	0	8	20	0
Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure

Please explain

- Would have been better to have facilitators at each table (could have used CNS staff for this)

**6. Please tell us how you heard about the workshop? (Circle all that apply)**

3	15	2	3	1	8	3
Website	E-mail	Twitter	Facebook	Newsletter	Organization	Other

If you said Organization or Other, please specify:

- Organization
- City of Calgary - 4 responses
- Social Outlook Network – 4 responses
- Thrive email. Also saw signs for other sessions in my neighbourhood, received emails and had contact from City
- Email forwarded by someone who was emailed by Thrive
- Alberta Health Services
- Hull Child and Family Services
- Thrive network – 3 responses
- Client with an organization that provides service to those with disabilities – 2 responses
- Momentum

**7. Please provide any comments or suggestions you may have regarding the Calgary Budget Engagement Process.**

- This is an exciting process and I encourage more of this. For the future, continue to ensure marginalized communities are engaged.
- Thanks for helping to revolutionize the budget process through more proactive, inclusive citizen engagement, and sessions like today.
- It was amazing how much information was pulled out of us in such a short time. I'm very interested to see how it translates and where it goes from here.
- Great the city is doing this, please continue this in other areas.
- This session did not make good use of people's time
- Began 30 minutes later than advertised on the invitation and ended 15 minutes early, and that was after 10-15 minutes to discuss additional ground rules.
- It was difficult to move from station to station, especially after everyone had already commented. It would have been good to see earlier feedback. Some of the values were interesting; it is better to stay there but when we get specific, I begin to wonder if this is where we should be; is this actually something we should invest in. For example, I don't believe that safe communities require more policy. I believe there are other ways to achieve safe communities.
- I really like conversation model. Calgary Foundation hosts Vital Conversations using libraries - consider adding to the options
- Structure it somehow, to see how City can form partnerships and alliances with corporations and private sector e.g. use empty buildings to respond to housing space needs. Take holistic view and match needs, number of resources and money = result.
- Identify waste
- Excellent venue for participation
- Thanks for the opportunity
- Promote to citizens who are not part of the groups - community newsletters to start.
- Separating value and budget leads to increased expectations. We should have been considering cost and value.
- I'm not sure how many people from general public are aware of engagement process.
- My own contacts are not aware. How to get the information out further to public?
- Concerned re: balancing of this information with statistically valid surveys.
- Session was very noisy - difficult to hear comments.

**8. Please circle the age group that best describes you:**

0	0	0	4	3	8	7	1	1
<15 yrs	15 - 19 yrs	20 - 24 yrs	25 - 34 yrs	35 - 44 yrs	45 - 54 yrs	55 - 64 yrs	65 - 74 yrs	75+ yrs

**9. What is your gender? Male** 9 responses **Female** 19 response

**10. In what neighbourhood or community do you live?**

**11. What is your postal code?**

<b>Community</b>	<b>Number of participants</b>	<b>Postal Code</b>
	1	T2A - 3
	1	T3G - 6
Citadel	1	T3C
Coventry	1	T3K
Bankview	1	T2T
Connaught	1	T3H - 2
Rocky Ridge	1	T2S
Ranchlands	1	T2N
Patterson	1	T2E - 2
Cliff Bungalow-Mission	1	T2L
Sunnyside	1	T3E - 2
Pennbrooke Meadows	1	T2K - 2
Varsity	1	T2J
Bridgeland	1	
Inglewood	1	
Collingwood	1	
Lakeview	1	
Downtown	1	
Vista Heights	1	
Huntington Hills	1	
Magland Heights	1	
Rosemount	1	
Coach Hill	2	
Willow Park	1	