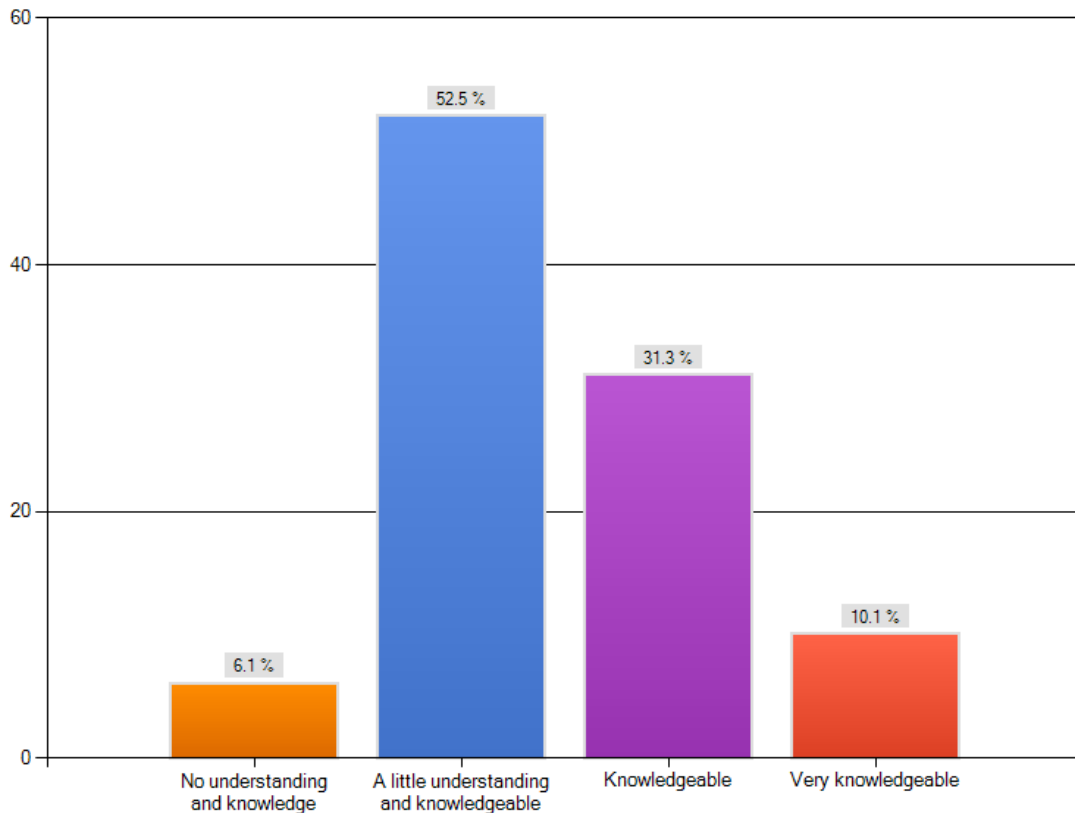


Understanding Values & Priorities Phase 2 Community Discussion Guide Transcription of written workbooks submitted March 15th – April 14th, 2011

Part: 1 of 2.
Responses to Questions 1 thru 8.

1. Before you answer the questions and review the booklet, please tell us how you rate your understanding and knowledge of services provided by the City.



2. Before you answer the questions and review the booklet, think about what you know and value about City services right now. What City Services are most important to you? Your Top Three

<p>FIRST PRIORITY</p> <ul style="list-style-type: none"> Access Calgary Access to information about services and products Affordable transportation Affordable transportation (bus and C train service) annual painting of road markings Basic services - Water, Sewers, etc Blue bin recycling Busses 2 Calgary Police Calgary Police Services Calgary Transit City Parks and Recreation City Roads City Safety Cleanliness (maintenance) Community and Neighbourhood Services Community Services 2 Community Services and Protection Services Electricity Enabling business units to provide service access to data, security, support Fire Fire & Police Firefighters Garbage removal Garbage removal Police services Green spaces Health and Active Life 2 Health Care Health services Honesty 2 Infrastructure Infrastructure and Utilities Investment in quality of life Keeping city clean Keeping the city clean - domestic garbage pick up, parks and streets Libraries Office of Land Servicing - Homelessness and Subsidized Housing 2 Parks and recreation Pathways and Parks 	<ul style="list-style-type: none"> Pathways and Parks 2 Planning 12 Police Police - Safety Police and Fire Police Service/Fire Police Services 2 Policing 2 Public transit 2 Recreation Recreation Recreation Facilities Recycling Roads Roads and streets 2 Security Seniors Health Care Subsidized housing - not apartments The operating grant from city to Calgary Arts development that funds a portion of Calgary's best non-profit art organizations The operating grants dispensed by CADA 5 Transit Transit (low income bus pass, security, accessibility) Transit across town 2 Transit services 3 Transportation Transportation -roads, transit have made significant advances - funding must be ongoing Transportation (city transit, LRT access, airport access, better bus system) Transportation and Roads Water Water and Sewer Water and sewer and garbage services, delivered efficiently and effectively Youth programs Youth programs, recreation & arts program, DARKS
<p>SECOND PRIORITY</p> <ul style="list-style-type: none"> Affordable housing Better roads before more housing close in 2 Busses Career Development City administration City Parks 2 Community & protective services 	<ul style="list-style-type: none"> More facilities indoor to keep citizens active Parks and green space must be retained and sustained Parks and public green spaces 5 Police Police and Fire Police, fire and emergency services 2 Policing

2. Before you answer the questions and review the booklet, think about what you know and value about City services right now. What City Services are most important to you? Your Top Three

<p>Cost of and efficiency of snow removal Crime and Police Culture Education Emergency and Protective Services Emergency Services (Fire department, 911, EMS) EMS and ambulance, fire, police services, delivered efficiently and effectively 7 Fire Garbage and Recycling Garbage Pickup Heat, stoves Investment in Calgary arts development Investment the city makes to parks, festivals, etc IT infrastructure Keeping the city moving - roads and transit Keeping utility prices down Land Use and Planning Law enforcement Leisure Centre Less wait time for operations Libraries Library Make more effort regarding parking fees</p>	<p>Public Safety 3 Public Transit 2 Public Transportation Public, sports, arts, facility and spaces 3 Recreation Recycling and Garbage Pickup Road maintenance 3 Roads Seniors services 5 Snow removal Snow removal on side walks Social Services Stop bragging about no downtown crime, we've got it now The investment of dollars, subsidy of services and other support that the city shows for our non-profit festivals and events 4 Transit Transit construction to all parts of the city Transparency 8 Transportation Transportation - Roads Utilities Utilities - water resources Utilities and environmental protection Walkable neighbourhoods Youth services (youth homelessness, keeping kids in school)</p>
<p>THIRD PRIORITY Access/availability for customers Accountability Affordable seniors housing 2 Arts and Culture Attempt to keep utility costs down Better availability of graffiti removal Blue-bin Recycling Program Building roads Business development Busses Calgary Police Service City Development City infrastructure - Roads City's leadership - creating affordable arts space Clean Water Clean water and filtration system Community and Neighbourhood Services Community Services and protective services Crime (youth justice, gang crime, drugs) Department Development Education Educational Programs Emergency Services Financial Support</p>	<p>Low income housing Lower (or subsidize) central downtown parking LRT More affordable rents for low income people 2 Parks Parks & Rec Parks & Rec - libraries, museums & art Police Police Services Public Transit Public Transit/Parking Recreation Recreation - particularly pools Recreation - pools, fields, libraries, parks Recreation centres Recreation services for all Calgarians (they need to be accessible to single mothers, all low income Calgarians) Reduce bureaucratic delays Road construction Road maintenance Road system, maintenance, cleared, improved efficiently and effectively Road widening and repairs before bike lanes 2 Roads Roads and infrastructure, water, electricity etc.</p>

2. Before you answer the questions and review the booklet, think about what you know and value about City services right now. What City Services are most important to you? Your Top Three

<p>Fix the poor utility lines Garbage disposal Health and Welfare Health Care Heritage buildings Housing 2 Housing (Affordable) How can I get from point A to point B when it's by car Investing capital dollars in the creation of cultural spaces and the development of cultural facilities that build the city's artistic impact Investment in the arts sector Keeping the city affordable Land use Libraries Libraries and sports facilities need to be maintained and increased if possible 2 Library</p>	<p>2 Roads and Transit Roads/transportation Scholarships offered by the city Seniors Affordable Housing Social Services Transit Transit - buses 5 Transportation 2 Transportation and planning Utilities Utilities and Environment Protection 2 Water Water related services Water Service Water system Water, sewer, electricity and gas Youth Employment Centre</p>
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3. Before you answer the questions and review the booklet. Please tell us what about your hopes and expectations for the conversation on city services and budget. What do you hope it will achieve?

Ease up on parking. Don't be so greedy. Allow us some free parking space.

Maintain and improve health service, seniors services and transit.

Police service needs all support is can get. The new \$15.00 fee needs to be abolished. Fire dept also great. Bus services are okay but usually requires waiting on both ends. Where will parking be in West LRT and bus service to and from areas? Housing - slow down on new housing and develop more reasonable type housing.

Services.

Keep our municipal taxes down. Try to listen to our concerns.

Hope taxes are not too high. Life not made too difficult for seniors - health, transportation and safety are concerns. Safety on Ctrain downtown at night. Recycling in townhouses, apartments etc. Enjoyment of parks, theatres, museums and swimming pools.

Hopefully better transportation in the southwest when the Ctrain is complete.

Recycling - all those apartments with seniors with no cars - how can they recycle? Appalling that Calgary was the second to last city in Canada to enforce recycling. It's nice to beautify the city but millions spent on bridges is ridiculous. Bus transportation can be improved. I hope more attention is given to building roads.

An understanding of the costs of the above services and why we pay taxes.

Citizens will have a better understanding of what the city has to do. That the council will take notice of what people's priorities are. That they will make an effort to provide services more effectively and therefore cheaply. Make the money work to the best advantage not just to provide more jobs.

More help for seniors living in their own home - help for those who need it inside the home and outside of the home with yard maintenance (lawn and snow shoveling). More help with property improvement (physical and financial).

3. Before you answer the questions and review the booklet. Please tell us what about your hopes and expectations for the conversation on city services and budget. What do you hope it will achieve?

More financial assistance for seniors clubs. Snow removal and fixing potholes. Should remove snow piled up around a parked car so people can get out. Too much gravel and stones on the roads which causes too many costly windshield replacements.

I hope that the decision makers will use the conversation to make decisions good for citizens, not necessarily 'politically correct.' I also hope that whoever takes budget decisions will have the guts to admit to mistakes if they happen.

I hope that Council and the Mayor will be better able to balance their priorities and save tax dollars from being taken from Calgarians for useless projects such as the "Peace Bridge". I hope there won't be a large brain drain from City Hall as a result of on-going threats of staff lay-offs. I hope through this process City of Calgary employees will not be just as de-valued and that a good representative sample of citizens responds to this budget review process.

I hope it will achieve a greater awareness of diverse needs in our city and the barriers that block full participation in the wider Calgary community.

What can the city do to inform youth so that they become informed citizens later in life and so they can understand what issues will be pertinent later in life? What is available to them now? How to become informed what services are available later in life (stages).

Focus on the issues that the people consider most important. I hope there is going to be an increased emphasis on improving the public transportation system. Introduce recycling, composting and other environment related programs. Compared to other large cities such as Toronto and Montreal, Calgary does not have an effective recycling program.

Increase the budget for more road construction, improve the public transit system (more C train stations), improve the recreational facilities, increase/improve the city's maintenance/cleanliness.

Better roads, a more efficient transit system. Roads - in terms of traffic control and quality of roads. Bus numbers can be confusing, ex. Dalhousie Station: 43W, 43E, 37E, 37W, not friendly for new customers

University aid, health care, park beautification, environment.

There should be a lot of services for youth and seniors, but the budget should be minimized as much as possible. There should be a lot of volunteer experiences/work.

To better improve the city services so that they benefit the youth better. Improve Calgary Transit. Improve snow removal

None (I don't understand the concept honestly).

I hope that it will open my eyes to the different services the city has to offer. I want to discuss where more money should be put towards city services, because I feel that there is not enough money being contributed to youth programs and public transit.

I would like to gain a better understanding of City services, how they are delivered, what value the city places on individual opinion and where my values and priorities fit with others in Calgary.

We hope that the priorities of Calgarians are actually reflected in the next budget. We see over 160 each day who are living in poverty and struggling with poverty-related issues. Because of low wages and lack of affordable housing most of these women are not able to fully participate in their communities.

A green Calgary. A city that becomes a model for energy-efficiency and transportation. A city that values the legitimacy and value of all its inhabitants even those who are less able or poor rather than just the wealthy/influential.

Know others opinions. Have time to 'brainstorm'. Put my ideas forward.

The hope is that citizens become aware that costs of services and goods delivered by the city are reviewed continually to get best value for the standards that they anticipate. Everyone has special interest and needs, but the job of

3. Before you answer the questions and review the booklet. Please tell us what about your hopes and expectations for the conversation on city services and budget. What do you hope it will achieve?

balancing for all different types of needs and interest is not so easy to attain.

I would like to see communication and discussion in the various departments in order that planning for services and construction would be aware of what each one is doing. This would help to plan and prepare for projects before they begin and prevent having to "fix up" problems later.

I hope that investment in quality of life, specifically arts and culture, emerges as an important catalyst as Calgary evolves into tomorrow's city.

I hope this conversation highlights the importance of the city's investment in arts and culture.

That the city will be fair and inclusive in dealing with the budget and the people of this city.

I don't believe it is what we do but how we do it. The three values about are what can legitimize the political process and lead people to believe in our leaders again. How can we implement these values into our civic system? Perhaps we can inspire provincial and federal governments to make similar groundbreaking change.

I hope my comments will be taken seriously and that my comments may provide some positive insight into city business.

Hopefully a broader understanding of City services for everyone, but more promotion and education needs to be done for citizens. I hope it will give an opportunity (even if not everyone takes it) for people to be more involved and less apathetic.

City improvements regarding safety, transportation, health, education, and cleanliness.

My hope for this survey is that the city will look beyond those costs and expenses which are impressive, image-driven and big-business oriented and instead emphasize more broad-spectrum value (with more emphasis on homelessness and those people who are more marginal). The true greatness of a city is in its treatment of those who are least fortunate of its citizens. A note: The current plan for affordable housing is shockingly inadequate for a city of approximately one million people. We should be ashamed to spend a great deal of money on impressive or surface decor when so many people suffer from poor housing or homelessness. There are too many people who have difficulty paying rent and eating decent food.

Learn what citizens value most. Plan for the future. Budget for the future. Better communication from all city departments regarding what's really happening. More intimate involvement of citizens - civic government is the government closest to all citizens.

Our voices heard!

City improvement; law enforcement, transportation, and reduction on spending.

I would like to see communication and discussion in the various departments in order that planning for services and construction would be aware of what each one is doing. This would help to plan and prepare for projects before they begin and prevent having to "fix up" problems later.

I hope Council will focus on creating density and vitality within the inner city rather than continuing to build out and pander to the greenfield development.

Financial support for BRZs. Snow Removal. Policing. Graffiti Removal

Take care of roads. More attention to home invasions. More care of people with disabilities (physical). Health care for everyone. Less money spent on LRT. Need more hospitals. More doctors required.

Since I haven't been as fortunate as you people are, I haven't been as well educated and have to depend on you to run our city. I can only wish you would all (I'm sure some do) take your jobs as seriously as I did my job - raising my family.

More open communication between citizens of Calgary and the city leaders.

3. Before you answer the questions and review the booklet. Please tell us what about your hopes and expectations for the conversation on city services and budget. What do you hope it will achieve?

Hope = focus on core service, dramatic reduction in taxes. Expectation = Nenshi and his fellow travellers will use (=abuse) the inputs to justify ever higher taxes, driving Calgarians into poverty. $10-4 = 4.5$ is the level of math knowledge of a Ph. D. Economist?

As part of the process I would like to become more educated about the city's operations and the budget. I hope the conversation helps inform city council and administration about the views of Calgarians, and also informs Calgarians about what they can do as citizens to ensure our city's financial sustainability.

Hope lives eternal that the city will actually listen to what we say. Departments and aldermen aren't now - look at the Brentwood mess.

That you stop daydreaming with silly plans for the rich people and help out people like us who keep this town operating.

That you will stop wasting money on projects like this. How much has it cut and how many responses? Maybe 5000 of the over 1 million as it's been kept under someone's hat. Thank goodness we have some seniors who are making people aware.

I hope to better understand how the city determines funding, what the departments are and how they are organized, and how we (the citizens) might be able to impact decisions/faster positive changes where needed.

Greater alignment with my values.

We want to see a bicycle commuter system that exceeds any previous precedent in regards to efficiency and excellence.

Accountability. Match expenses against revenue.

Truthfully, I don't have any hopes or expectations that this conversation will lead to anything - I expect this survey to be an exercise in futility. Aside from that I would like a shift from a focus on transportation to improving city life through an extended library & an increase in parks, art, and recreation services. Also I would like our essential & emergency service be exempted from budget cuts or shortfalls. These services should not use up their time worrying about cuts annually - in fact I prefer a continual improvement of these services.

I hope you can save money and change priorities.

I hope that when everything is compiled the city alderman & women and mayor will truthfully take into consideration all that is said. There are a few aldermen that I don't trust to do so. I hope that the city will become more in touch with things that are important to all age groups and I hope council will use better planning. I hope to be proud of Calgary and for it to be renowned for its vibrancy and inclusiveness with a stellar public transit system.

The gallery hopes that this conversation highlights the value and potential growth of Calgary's arts and cultural organizations. We hope that by acknowledging the importance of the city's arts and culture will ensure the development of a well managed, financially robust and sustainable arts and cultural sector. A sector that provides affordable work and living spaces for our artists, in addition to numerous exhibition and presentation opportunities.

A more efficient city, a more vibrant cultural city. A city with less obstacles to development (business and BRZs) and more diverse concentrated downtown or city core.

I hope it improves people's awareness of city services.

I hope it will help the city planners understand what the concerns of the Kensington business community are.

Generating innovative solutions and bringing up unexpected/hidden needs and concerns.

More money allocated towards the arts and theatre/city festivals. Un-privatize parking downtown. Regular citizens to have a better knowledge about where their tax money goes to. Better organized transit system that reaches all

3. Before you answer the questions and review the booklet. Please tell us what about your hopes and expectations for the conversation on city services and budget. What do you hope it will achieve?

quadrants.

I hope to learn more myself about the city services and provide feedback to support decisions which I agree with.

We hope you are going to listen to seniors who have been going through this merry go round for years and it's cost us because of stupid decisions. Listen to your elders.

That you stop trying to snow us. Nothing works properly, especially in winter. Why did you cut the budget this year and then it's going to triple next year. Do one thing at a time. 1. Proper roads. 2. Better transit 3. Utilities 4. Low income housing 5. More policing to older suburbs where crime has increased and so on.

Easier to get to SAIT and school.

I hope I'm not wasting my time. As you can see I have bad arthritis so I hope you take to heart what I have to say.

Get a better understanding of how the budget works and have my input taken into consideration.

I am really here to gain perspective on how budgets are decided. I'd like to become more involved/have a voice on the discussion as it relates to sport and other priorities - arts, libraries etc. I hope it builds consequences on where Calgary's budget priorities are.

Opportunity to hear residents' ideas, thoughts and recommendations. Sound planning decisions will ensue to carry our city forward in the future and continue to make it a highly desirable city to live in without overtaxing the citizens.

Transparency of funding, effective and efficient use of funds, greater understanding of municipal tax dollars and how they are spent, consistent long term planning, transparency from all departments & services on how their budgets are decided & allocated, effective & efficient use of funds in each department, greater understanding of how our tax dollars are distributed eg. school dept is provincial not municipal, consistent long term planning, move from being reactive to progressive.

A voice for the importance of recreation and sport to receive adequate funding. Awareness of the benefits of recreation and sport re: health and education and delinquency. Need for increased facility development towards sport development. Focus on healthy active lifestyles.

Effective and most efficient way to allocate city revenues.

Awareness of public expectation. Education of public and city administration and aldermen on general priorities of Calgarians. Differentiate between needs and wants.

I hope that the city will give better support to small businesses, Business Revitalization Zones to help them beautify and support a successful Calgary experience for citizens and tourists.

I hope that enough other participants will join me in the above topics, that our wish/hope will be heard by Council and will act to keep these funded.

A clearer vision of City priorities. Improving citizens' knowledge of City services and budget process.

Fund more athletic activities for all ages. Stop using community services as an indirect tax source. Let citizens know exactly what each service costs compared to income.

Make our streets safe for everyone - everywhere - by stopping the revolving door for criminals in and out of jail; longer and harsher penalties.

Will it even be used? Is it just another whitewash and waste of money and time? Budget means need not want. Parks, bike paths, etc are way down the line. Look at the waste of money on the 14 Street path - hardly anyone uses it.

I hope that for once you will use what we say. I've been to some sessions and I have grave concerns about the 'honesty' of the project. Leaders try to push us and deliberately leave out important words, thus changing the meaning.

3. Before you answer the questions and review the booklet. Please tell us what about your hopes and expectations for the conversation on city services and budget. What do you hope it will achieve?

I also hope that council will stop being 'bribed' by developers. Look at the tragedies in Ward 7. You clean up the inner city and push the problems to the inner suburbs.

I can only hope wise decisions will guide our council members. While asking for input can provide some notion of where people place their vales, it is important to understand that a City of this size provides a great many services that knit the fabric wherein a society can flourish - these are often related to programs in arts and culture - areas that the vast majority will ignore as a priority because they take them for granted.

I hope it will make me and others more aware of actual facts and figures and the implications of one decision and/or comment on another. i.e. a better knowledge base. I hope it will make each of us aware that the needs/wishes of one person are not the same as another. Can we learn to be more respectful and aware of those people other than ourselves?

A better understanding of all aspects of City of Calgary services.

Identify city services and expenses that are not required or could be cut back.

Annual painting of road markings.

Public services should be kept at the levels they are, that our city council will listen to our needs, they advocate to provincial government for funding needed, citizens and council would look long-term in planning.

4. Are you completing this discussion guide as an individual or a group?

5. If with a group, how many participants and what organization does your group represent?

Individual 52

Group 48

A group of friends, one of whom works for the City
BRZ
Calgary Business Revitalization Zones
Calgary Downtown Association
Corporate marketing & communications
Corporate Services IT

CSC 311 BAs
CSC/Citizen services
Good Companions
Good Companions
Good Companions 50+
Good Companions Seniors Club
Good Companions Seniors Club
Good Companions Seniors Club
Good Companions Seniors Club
Good Companions Seniors Club
Homeowners who pay a lot of taxes

Seniors
Seniors
Seniors
Seniors
Seniors organization
The New Gallery
The Women's Center
Varsity community association
Vibrant Communities Calgary and Momentum and represents the views of Calgarians living on low-income and people living and experiencing poverty every day

Whitehorn community association
Youth Employment Centre
Youth Employment Centre
Youth Employment Centre
Youth Employment Centre

4. Are you completing this discussion guide as an individual or a group?

5. If with a group, how many participants and what organization does your group represent?

Kensington BRZ	Youth Employment Centre
Kensington BRZ	Youth Employment Centre
Kensington BRZ	Youth Employment Centre
Kensington BRZ	Youth Employment Centre - Youth Advisory Committee
Kensington Business Association (BRZ)	Youth Employment Centre - Youth Advisory Committee
Kensington Business Revitalization Zone	None
Kensington Business Revitalization Zone	None
None	
None	
Senior's Club	

6. What services provided by The City are most important to you? Think about the services you value and that make up the City you envision. Please identify them and explain why they are important to you. Please remember to review the Budget Kit Booklet before you answer these questions. ([link](#))

911

Water and Sewer, Calgary Police Service and Fire Department, Parks and Recreation, Planning, Development and Land Use, Transportation and Transit, Waste Management, City Management (Council, Administration, City Clerks, financial, etc).

Transit, Policing, 311

IT Infrastructure - systems must be running, email - important scheduling/communication tool, access to data and analytical tools - you need to see data to make decisions, application development and support - enables business units to do exactly what they need to do, keep systems running.

Calgary Arts Development ongoing. Investments and evolving partnerships with economic development, tourism and city parks, art and culture.

Transportation is most important right now because it is how I get to work and enables me to have a job in the first place.

Police services - with such a large population, policing is very important for protection against crime, educating the public, ensuring traffic laws are obeyed and working with other agencies. Planning and development seems to be lacking in many areas and money is being wasted in these areas. Transportation - not everyone is able to use busses or LRT so this is an area where coordinated efforts are needed before new areas are built. Utilities - the recycling program is very useful but rates have certainly increased.

Transit - needs to let us get from one point to another directly, not taking 2 hours by having to go downtown first. Roads - not wide enough, potholes, traffic lights not smooth flowing. Garbage pick up. ALL buildings.

All the basic services before parks etc.

Refer to page 1, it's all there.

Calgary Transit, Police Services, Parks and Recreation – not considered as important after reading budget document; maybe more emphasis on fire department or roads & transport. Would have thought police and fire were the same; surprised at the number of departments. Want Calgary to be safe, convenient with lots of recreation options...and well managed. Roads and Transportation. Road construction, maintenance and transit. Transit is really important

particularly to the younger generation. Redevelopment zones; community and business development (revitalization of communities that have gone downhill); Business Revitalization Zones are good (East Village is doing really well...east of the drop-in center especially). Parks and outdoor spaces; arts and culture (only place that it exists in this document is under recreation). Fire services (13%); police (22.6% of budget) – why are they so different? Both are really important. Bike paths are important (outdoor spaces). Parks, pathways, green spaces (recreation creates quality of life and contribute to health and activity). Transportation (incl. roads, snow removal noticeable improvement from last year, Calgary Transit – if you're only going to put a bus on once per hour, don't bother spending the money...prices keep going up but service doesn't increase). Safety (incl. many services...why aren't these services all in the same bucket; eg. EMS, fire, police). Community and Protective Services include both Fire and Zoo and Library...why aren't police and fire in the same department? Handibus comes when you need it (when booked); is it better to have big city buses and whole routes for a few people if you could do something else that meets that need? We realize that there are administration costs that need to happen but we wouldn't put them at the top of the list; a part of this is critical. Infrastructure and Information Services (GIS) could make a big difference if they're funded properly and integrated more into the daily work. I wonder about the efficiency of this organization...massive Communications team. Given the size of our City (14,000 employees), the HR budget is 2%.

City Police - beat cops, Fire, Recreation, Snow Removal, Graffiti removal – enforcement, Financial Support for BRZs, Road closures for BRZs, Free transportation, Development permits.

Community and neighborhood services; because democracy starts with participatory decision-making where one lives. Parks: healthy people and places to recreate, healthy people are happy and productive and they put less of a strain on our health-care system. The pathway system is especially valuable. Recreation: for the same reasons as the parks. Transportation- cycling paths, LRT, mass transit are all ways to reduce CO2 emissions. Environmental protection; recycling is a good first step, but more needs to be done.

Community services.

Police, Utilities - clean water, Transit, Parks.

Financial support for community events and reasonable permit costs for appropriate events. Snow removal, enforcement, and removal of graffiti. Free transit zones. Beat cops. Free parking.

Water Services - critical service. Police Services - my Calgary is a safe city due to the work of these people, NOT by accident. Public Safety Communications - I thought this was part of policing services, integral to emergency response. Fire Department - essential services. Roads - frequently used by me (car, biking, walking and transit). Community and Neighbourhood Services - I can't think of a time that I have used these services but I want them there for those that need them; youth, family and senior support is critical for the health of the community. Public Transit - use it frequently. Recreation - use the local pool frequently. Parks - walk in them regularly to refresh my soul. Waste and Recycling - love the move to blue carts and beyond.

The Police Service provides me with protection from criminals, but as I have a disability I sometimes receive less than courteous and reasonable service. Parks provide me with places to take my dog off leash and provide programs to embrace my enjoyment of the natural environment. Recreation provides me with programs to enhance my personal growth enjoyably.

Power, Water, Sewer, Parks and recreation.

Police – safety, Community services, Emergency services.

It's not reflected below, but human resources is one area I should have discussed more, as the quality of leadership and staff will be key to our city's future, which is often a challenge in government and with so many collective agreements.

Police, Transit, Utilities, Snow clearing, Roads, Keeping city clean, Direct services to citizens, Road repairs, Fire service.

The useful helps for poors are as followings: a) income support, b) education funding and student loan, c) social housing, d) medical bill support, e) public transit discount, f) food bank.

Police - safety and crime prevention. Fire - obvious why they are important. Community and Neighbourhood Services - it is important that we plan for and look after those in need in our City. I really appreciate the social outlook document that is produced each year because it helps me to decide when my donations etc. should go. It also gives me a good

perspective of all the social economic conditions in our city. Planning - land use planning is important for achieving our city. Transit, Roads, Snow removal, 311.

Calgary Police, Graffiti Removal, Street Infrastructure, Financial Support for Business Revitalization Zones, Snow Removal, Recreational Services/Subsidy, 311 Services.

Police service - safety/festival support. Snow removal in shopping districts. Beautification - financial support. Graffiti removal/enforcement. Transportation - more efficient, free fare to Kensington. Road Closures. Planning & Development.

Busses getting to school.

Community Services and Protection Services - to me this is a most important service as a whole. The services provided are what make communities viable, vibrant, and safe. It serves all who live in the community. Transportation Services - most important as it impacts people and the environment at so many levels: more people would use public transit if routes met the needs; reduces individual car use; improves parking problems. Utilities and Environment Protection - we need to become a 'greener' city - needs a larger budget.

Police, Fire, EMS, Transit, Animal and Bylaw - support for BRZs which provide vitality through events and festivals and keep streets clean, free of graffiti, safe and attractive. Roads - more buses, more trains, signage to show when trains and buses are coming (schedule).

Inclusivity – unseen diversity. Make sure that everyone is represented. Example ParkPlus if you don't speak English, it's difficult to use. It's also hard if you're not from the city. Sustainability – the City should be a leader in this and I'd be willing to pay more in my property taxes to see the City have greener buildings. Imagine Calgary Plan – decisions we make now need to consider the next generations. Public transit - keep it affordable. As we expand, keep it affordable for those we really need it. Police / Safety – we have fewer police per capita than other Canadian cities (though a higher per officer cost than most jurisdictions). With increased presence means less crime. Should be looking at white collar crime as well. We like the 311 line. Green spaces - keep it great! Upkeep is important. Road and transportation – transit needs to be accessible and convenient. Utilities – sewage, electricity, water, etc. People moving to our outskirts to keep cheaper utilities; adding infrastructure to the right communities? Fairly? Environmental issues – recycling. Condos don't get to do it, no fair! Composting, community gardens would be great! Our City's image: Arts & Culture (Recreation) – we have a redneck / Oil& Gas image which isn't true. We ARE artistic, but would like that the grow, show some personality. Waste management – we are terribly wasteful. Our citizens aren't Reusing, Reducing, Recycling. Could we weigh the garbage and charge people for garbage pickup by weight? This would provide a consequence for being so wasteful.

Calgary transit system: buses and C-trains. I would like to feel safe on Calgary transit at night.

Transportation/Transit, 311, Parks, Sound Planning and Policy Decisions.

Community and Protective Services, including Animal and By-Law, Fire Department, Parks, Recreation. Transportation. Police. Planning and Development and Assessment Services. NB - I can't find libraries, is it because they are a partner?

Heat, light, electricity. Police, Fire protection.

Specifically associated with Tennis Facilities: there is a resurgence in tennis throughout the world; as a recreation game it is usable for all ages. It keeps people fit and reduces the problem and cost due to obesity. The city has numerous tennis courts but a deficiency in indoor facilities; there is a need in all zones. The cost of use must be considered - Mt. Pleasant Tennis Club has been in operation as a not for profit organization since 1935 and is the cheapest club in Calgary and welcomes all comers. Our fees have remained fixed for the past five years. We are the only tennis club with a Heartstart Defibrillator that is available to the public.

Calgary Police services - vital in keeping my family safe - a peace of mind knowing the CPS is out there ensuring my safety. This goes the same for community service & protective services (primarily fire department). Parks - places for my family to enjoy & it adds to our quality of life. Transportation (Calgary transit) like a lot of people I enjoy public transit, it gives me time to read & reflect without paying attention to traffic, importantly it is more cost effective than using my own vehicle especially for a family on a tight budget. Recreation - my family often use these facilities - like parks, it adds to our quality of life.

Calgary transit (transportation), crime prevention.

Handibus/Access Calgary, Transit, Library, Water, Sanitation, Recycling and Power, 311 Info Line, Roads, Air Quality, Parks and Recreation, Social Services, Police and Fire.

Low income housing, Transit.

A thriving and successful arts scene positively impacts the economy and raises the overall quality of life for it's citizens. Though there has been significant growth in the sector (over 40 new organizations in four years) Calgary's investment in the arts sector remains significantly lower than our peers. Calgary needs to grow this funding commitment in order to build upon our arts sector. As is true for many other industries, the successful production of cultural products depends on the availability of adequate resources. The Calgary art sector is faced with unprecedented challenges in the areas of paid staff turnover, declining volunteer hours, increased demand for services, escalating operational costs, and anticipated lower private and public funding. More public funding dollars, especially to smaller organizations, would help strengthen our current organizations enabling them to leverage funding with private dollars to meet their current and future needs.

Water, Sewers, Transportation, Policing, Fire Department, Garbage and Recycling, Recreation.

Corporate administration, Community services and protective services, Customer service and communication, Transportation.

Keeping taxes down. Supplying affordable transportation. Hopefully the Mayor and City Council listen to our concerns. Good police service (cutting their services is not to my liking).

Soccer fields and tennis courts - I play. Police and fire – emergencies. Parks – beauty. Commercial areas with locally owned shops - attractive shopping, outside malls. Transit – essential. Recycling - a value of mine. Water - necessity

Help for people living on their own - seniors, handicapped. Green space maintenance and parks and infrastructure. Roads and sidewalk maintenance. Emergency Services. Public Transit - bus, Access, Handi-bus, Taxis. Recycling and garbage removal. School bus service. Seniors' Clubs. Community Centers.

Transportation/Calgary Transit Services - If we had more organized transit services, we could rely on public transit more instead of driving. Community Services and Protective Services, Animal & Bylaw Services, Parks, Recreation - as a big city with a variety of interests we need to have a variety of community enjoyment. Utilities and Environmental Protection, including Environmental & Safety Management, Waste and Recycling Services, and Water Resources/Water Services - with such a big city we need to maintain our pollution and waste. Water is an essential source that our city needs to consume wisely.

Calgary Police Services, Transportation, Planning and Development and Assessment, Community Services, Corporate Services.

Transit (more trains), Policing, Fire Department, Emergency Response, Road Repair, Snow Removal, Cultural Events (festivals, etc), Cultural Buildings. For building development - social services, parking in inner core, free parking downtown, free fare zones.

Annual painting of road markings.

Recreation facilities, Police, Fire, Water services, Animal services, Parks, Land use and planning.

Water Services, Recreation - including Calgary Public Library, Fee Assistance for Recreation and Festivals, City Parks, Public Safety Communications (911), Police, Fire Department.

I am committed to the development of Calgary's arts sector. Anything that enhances our quality of life through cultural expression (Calgary Stampede, Calgary Roughnecks, High Performance Rodeo, Festival of the Arts) matters most to me.

Community and neighbourhood services because sooner or later we all need help. This is the department with heart, character. Parks b/c I use them almost daily. Health. Recreation b/c I use facilities twice weekly. Health.

Police b/c without them my neighbourhood will go back to being crack central, like it was a few years back. Safety. Fire department. Safety. Public Safety communications (911). Waste and Recycling. Hope. Environmental and Safety Management. Hope. Transportation. Planning because I want more and better bike lanes. Transit - hope/necessity.

Roads - necessity

Police services, violent crime prevention team, beat police/bike police, administration, staff, grants, CLO and CBO, CPTED, stats, operations, community and protective services, emergency services, graffiti removal and bylaw enforcement, recreation, parks, transportation, transit, road maintenance, pedestrian and cycling access, planning, development and assessment, continued improvement of city, long term planning, appropriate development, 311, affordable housing, heritage building preservation.

Policing in suburbs doubled. Busses more frequent and better join ups between all quadrants. Roads are terrible, not wide enough to add bike lanes without having bus lanes. If something isn't good enough for one area it isn't good enough for any - secondary suites & high rises being built in some communities, not others is a 'no-no'. The poor lose out everywhere; they don't have cars and they can't get anywhere.

Community and Neighbourhood - supporting low income/vulnerable people, especially youth is critical (recreation opportunities for these youth is also important) . Public Safety - we should provide more training and supervision to 911 dispatchers to avoid the problems we have seen this past year. CSC - 311 provides important information to lower income people. Office of Land/Housing - Calgary housing fills a crucial gap for the affordable housing market. Calgary Transit - environmentally and economically it makes sense to expand transit to create clean, affordable ways for more Calgarians to travel. The above can be summarized as emphasizing my view that we should provide support to vulnerable people so they won't fall into crime, unemployment, homelessness, etc. and thus cost the city more (policing, bylaw, etc).

Calgary Transit, Community & Neighbourhood Services - Parks and Recreation, Waste and Recycling Services.

Roads, improved traffic flow, transportation. Infrastructure and utilities. Reduced city bureaucracy. Faster permit approvals, fewer trivial rules. Improved efficiency in all city departments. Better transportation planning. Build things to last, don't spend money to change things that were only built a couple of years ago!

Calgary Police and Fire, Snow removal in a timely fashion, Transit services - free fare, Road closure for festivals, Corporate services, Street-scape and enforcement.

Bus and LRT - I don't drive. Less rent for seniors on a limited income. Faster time for health operations. Less money spent on LRT. Need more teachers. Do not close some schools.

Housing - decent and affordable. Safety, including bike safety on roads. Greater access to facilities which support culture and artistic application. In your budget kit you mention the partnership the city has with its Civic Partners. If our tax dollars are providing even partial funding for the Calgary Zoo, Heritage Park and the Epcor Centre, why are these cultural venues so prohibitively expensive for many Calgarians? Also, there should be an inquiry into the Zoo due to all the animal deaths due to apparent neglect or mishandling. I appreciate the city's actions regarding construction safety codes. It is not enough for this city to be beautiful and impressive if too many of its citizens are without housing and other benefits. There are other cities in Canada and Europe which seem to deal much more effectively with these challenges. You could get more input from the people who will use the housing and move people together so that they don't become isolated in the new housing.

The choices are selected with this in mind: " These are services that I use regularly, if not daily", information and IT services, transportation: to get to work, home, around Calgary; water services: access to safe portable water and sewage facilities. Safety services-knowing that they are available fire,police, CEMA.

Each city service should work together and individually on how to keep its members, employees and citizens honest. It's workings, of all kinds, should be transparent. And mistakes as well as accomplishments should be admitted to and made responsible for.

Health services - increasing population. Transit services for seniors. Effective snow management.

Infrastructure and Utilities, Roads - help the city function. Calgary Police Service - needed for safety and security.

Calgary Transit, Waste and Recycling Services, Finance and Supply, Recreation.

Infrastructure: meaning roads, utilities, and transit in good shape before anything else. Our roads fall to pieces very year in the same places because of shoddy work, accidents happen in the same places all the time because of poor design,

especially in the South on Deerfoot. Policing: public safety is getting worse in the suburbs because crime is being pushed out of downtown. We need better policing. Community Services: associations don't work in most areas, as they're only there for sports. We should have community centers for ages 1 - 100.

Transportation - keep snow out of bus stop and shelters. This can be hazardous while getting on and off especially for seniors and the handicapped. Police protection and crime prevention must not be reduced. Communication - as a senior without a computer I feel more could be done to inform seniors.

Transportation (bus), recycling at appartments & condos, drivable roads (back alleys especially), police, fire dept, parks and recreation, animal services.

Transportation - transportation system for this city needs to be furthered in order for Calgary to be seen as a major destination. Community Services and Protective Services - recreation is a major importance, especially with the increasing obesity rates.

Transit – arthritis. Traffic Lights - some don't give time to cross. Bus Lanes - I hate it when we get caught behind one.

Recreation for youth - prevents crime and helps with the obesity rate and health. Recreation. Transportation. Utilities and Environment Protection. Community and Neighborhood Services - offers youth programs/keeps them off the streets, offers good programs for all citizens (youth, families, seniors). Parks. Environment and Safety Management. Calgary Police Service. Planning and Development.

Community Services and Protective Services - love those parks, Fire department is great, 911 is important and running well, Social services are necessary. Transportation - spend more on mass transit. Be more prudent about expanding roads. Utilities and Environmental Protection - waste pick-up is changing with recycling initiatives - public needs more feedback. Water wastage through leaking city old pipes is a problem (I'm guessing). Police - don't overdo this apartment - too many cops are as bad as too few.

1. Police Service - decreasing their numbers is not acceptable. 2. Fire department is one of the top priorities. 3. Knowing the city council is listening to our concerns (accountability).

Transportation including: LRT, bus, roads, bike paths & routes.

Street lighting should be improved. Present lighting is dangerous to pedestrians. The City needs to be more diligent cleaning pathways (seniors need to walk). Fire, police and social services.

1. Transportation - Calgary Transit. I am a senior and while I appreciate the low cost of the pass, it could be increased to say \$100 per year. I am opposed to the \$35/month that has been proposed. Whatever is decided, it should be yearly. The frequency of bus service should be looked at. Smaller buses during non-peak hours should be more frequent; 30 minutes is too much. 2. Calgary Police Service - good to see increased presence in the downtown core. Always are pleasant to deal with. 3. Utilities and Environment - very happy with recycling, still waiting for a Black Box. 4. Corporate Services - 311 - excellent - if this department does the web page they should be embarrassed. Web site needs to be made more user friendly. Recreation - good job, user pay is a good thing.

Parks & protected areas - I use parks & trails for cycling and I believe it's responsible to properly maintain ecological areas, especially preserved & constructed wetlands. Roads - I drive. Transit - I would take transit if it was cheaper and more convenient. Planning - affordable/vibrant urban intensification programs should be a priority. Utilities - water & sewer are essential services.

Calgary Police, Beat Cops, Graffiti Policing, Successful arrest. Snow removal in shopping areas. Financial support for street-scape in Business Revitalization Zones. Free fare zone to Kensington and Stampede. Free fees for street closures in Business Revitalization Zone events.

My children are involved in sports and there needs to be more funding allocated to recreational activities for Calgary residents. There should be greater cooperation with the CBE as they have under-utilized facilities that are unavailable because of their own limitations.

Fire, police, water - need clean and safe water, parks - I enjoy a walk in the park, roads - I hate pot holes, transit - I don't care to pay for parking.

Police, Transportation - free fare zone to Calgary, Snow removal – roads, Graffiti removal , Culture, Street Closure for

festivals, Permit Development.

My pre-survey answer is still valid but after reading the booklet I have a better idea of the organizational structure involved. To me an excellent Police/Fire Service are a given necessity as is clean water. I also strongly believe in services that provide pro-active service that provide various interventions in people's lives that prevent or, at least, dissipate problems. And I also strongly believe that intangibles such as understanding and respect for each other, caring, sharing, harmony, etc. are actually the foundation of our City and a great deal of these qualities/characteristics/beliefs are fostered through the Arts/Culture.

Police services - safety is paramount. Community and protective services - emergency services, graffiti removal & bylaw, recreation, parks. Transportation - transit, road maintenance, pedestrian and cycling access. Planning, development, and assessment - continued improvement in center city, long term planning, appropriate development. Corporate services - 311, affordable housing, heritage building preservation.

EMS/ABS: police, free, 911, 311, water, waste, parks, recreation, transit, roads, DBA, CNS, corporate props. 311, IT, transport, web services, information services. See Clark's page.

Community, neighborhood services (FCSS), Corporate services (affordable housing), transportation (low income bus pass)= lower rate, base on current income, eligibility based on income across the board, increase eligibility and services for the access. Parks, recreational services; implement fair Calgary policy and maker services more accessible.

Police services - protection against criminals. Community Services.

Transportation, Snow Removal, Seniors Affordable housing, Police, Fire.

Water, sewer, garbage, EMS (ambulance, fire, police), roads.

7. From your list above, please rank the top five City services in order of priority (1 being most important)

FIRST PRIORITY

- | | |
|---|--|
| <ul style="list-style-type: none"> 911 Services Affordable housing All of equal importance Annual painting of road markings Better road lanes Busses Calgary Arts Development Calgary Economic Development - Creative Industries 2 Calgary Police 3 Calgary Police Service Communication Communication input and output (insight from citizens) Community & Neighbourhood Services Community and Neighbourhood Community Services 2 Community Services and Protection Services 2 Corporate Administration Corporate Services (I recognize that none of what I previously listed can exist without this) Electricity, heat 2 Environmental protection Faster time for health operations Fire | <ul style="list-style-type: none"> Land use Planning and Policy Low income housing Parks - good areas for my dog parks & protected areas Parks and recreation 12 Police Police - I like to feel safe when I go out & in my home Police - safety and security - and fire services 3 Police Safety Police Service - safety 4 Police Services Police Services/Beat Cops Policing Policing (safety) Public safety 2 Recreation 2 Roads Roads and Planning Service fees Services by the non-profit arts organizations supported by the City through Calgary Arts Development's granting program Street lighting 2 Transit 9 Transportation Utilities and Environmental Protection - Water |
|---|--|

<p>Health - social services. Health services - including ambulance Help for people living on their own Homelessness, decent housing and standard of living for all Calgarians Improved commercial areas, planning Information Services; access to I.T, information, communications Infrastructure IT Infrastructure</p>	<p>Resources Utilities and Roads Water 3 Water and Sewer Water Services Water, Power (Utilities) and Sanitation (Garbage Pick-up and Recycling)</p>
<p>SECOND PRIORITY</p> <p>Application development and support Busses By-law services - community and protective Calgary Police Service Calgary transit system CNS 3 Community & protective services Community and Protective Services - Fire Department, Recreation and Community/Neighbourhood Services 3 Community services & protective services Corporate Services Cultural Tourism, Tourism Calgary Customer Service and Communication Cutting, or keeping taxes down 2 EMS 3 Environmental Protection EPCOR Centre for the Arts 3 Fire Fire Department Firemen Free fare zone Graffiti Control and Removal Information repository Infrastructure - roads, maintenance Less rent for seniors on a limited income Library Living Wage More bus services Office of Land/Housing Parks & Rec - I enjoy walking and nature. Planning Planning and execution 2 Police Police and Crime fighting</p>	<p>Police and Fire Police, fire department 2 Policing Power Protective Services Public Safety (911) Public safety related services. Recreation - enhance personal growth enjoyment Recreation facility development Repair and widen roadways, higher traffic lights Road and sidewalk maintenance and infrastructure Road repairs, snow removal, street cleaning Roads Roads (maintenance and snow removal) Roads can not just add bike lanes Safe water Seniors affordable housing Sewer Sidewalk cleaning Soccer fields The City's investment in the growth and vitality of the arts through support of the Calgary Arts Department 4 Transit Transit all over the city and often 11 Transportation Transportation - C-Train/Bus Transportation - City Transit Transportation - Roads Transportation (new and more roads and bridges - ban the personal automobile) Transportation infrastructure Transportation planning 2 Utilities Waste and Recycling Services Water</p>
<p>THIRD PRIORITY</p> <p>311 A commitment to community and cultural infrastructure through CRIIP and Calgary Arts Departments art spaces and CSIP process through</p>	<p>Planning and Development Police 2 Police and Fire Police department</p>

<p>MSI and other sources Access to data and analytical tools Animal services - I don't like being bothered by strange dogs. Busses Bylaw services, Community protection Calgary Police Calgary police services 2 Calgary Transit City administration - cost effective City of Calgary Arts and Culture Dept 3 CNS Community - protective services 4 Community and Neighbourhood Services Community Services 2 Community Service and Protective services Community Services and Protective Services - Community Neighbourhood Services 2 Corporate Services Council strategic initiative fund Culture and Arts 2 Fire Fire Department Garbage Garbage and Recycle Good police service Improved traffic flow Infrastructure and information services Law and police enforcement Low-income buss pass Need more teachers 2 Parks Parks and pathways Planning - no high rises in older communities</p>	<p>Police Service Police Service - provides protection from crime Police Services Policing 2 Recreation Recreation & parks 2 Recycling Roads - snow removal Seniors Clubs Sewer Snow clearing 2 Snow removal Social services Tools available for work (computer and phone) 2 Transit Transit and parking Transit services Transit/Access Calgary/Handibus 5 Transportation Transportation and Transit Transportation infrastructure Transportation services: maintain safe network 4 Utilities Utilities and Environment 2 Utilities and Environmental Protection Utility upgrades Waste and Recycling Water Water services</p>
<p>FOURTH PRIORITY Access Calgary Bus and LRT Busses Bylaw Service 3 Calgary Transit Civic Art Collection CNS Community and neighborhood services Community centres Community Services and Protective Services - Recreation Development and Building Approvals - inspection of my work Email EMS (ambulance, fire, police) 3 Fire</p>	<p>Planning Planning and development Planning and Development Permit improvements (process) 3 Planning, Development and Assessment 2 Police Police Service Public Library Public Safety Communication 6 Recreation 2 Recycling Recycling and garbage removal 3 Roads Social services Special cultural events - festivals, support Special events</p>

<p>Fire Department Free Road Closure for Festivals/Community Event Support Housing Housing and Building roads Improved city efficiency Infrastructure Library - though not part of this survey, I see this as vital Monitoring police to their city employers</p> <p>3 Parks 4 Parks and recreation Parks and recreation services 3 PDA</p>	<p>Strategic planning Support for the revitalization of neighborhoods to include art facilities and artists living and work spaces</p> <p>4 Transit Transit and Transportation (roads) Transit, buses, CTrain</p> <p>5 Transportation Transportation Transportation - busses to where I want to go Utilities Utilities and Environmental Protection Waste Management Water services</p>
<p>FIFTH PRIORITY</p> <p>Affordable Family Housing not high rise tenements Ambulance Animal and Bylaw Services Arts and culture Arts and Entertainment Better planning, less waste due to bad planning Busses Calgary Housing</p> <p>2 Calgary Police Calgary Public Library CNS Community and Neighbourhood Services Community Service Community Services - bylaw, special services Community Services and Protective Services - Fire Department Corporate Administration</p> <p>2 Corporate services Customer Service and Communications Education - all areas primary, secondary and post secondary</p> <p>2 Emergency Services Environment (Air Quality/Reduce Impact and Carbon Footprint) Environmental and safety management Faster Approval/Streamlining for Development Permits Festival Support Fire dept - keep us safe from fires. Health services Keep schools open</p>	<p>Keeping parking fees controlled Land use and planning</p> <p>4 Parks Parks and Recreation PDA Planning</p> <p>2 Planning and development 2 Planning, Development and Assessment 2 Police Public Art Programs Public Safety Communications</p> <p>5 Recreation 3 Roads Roads- maintaining my transportation routes Running systems Safety net Snow removal</p> <p>2 Social Services Spending of money for unnecessary things like bridges, street lights Support Systems for the above The provision of City services at no cost to support non-profit festivals and events through the City's festivals & events program Transit Free-Fare zone in Kensington, connecting downtown to Kensington</p> <p>4 Transportation 2 Utilities Utilities & environmental protection Waste and Recycling Waste water services/waste and recycling</p>

8. Which City services do you think are working well? Why do you think they are working well?

Police - they seem to be at a lot of places and do seem to keep us safe. Fire Dept - fires are readily contained and put out.

All of them. We Calgarians are real whiners! If the snow isn't cleared - it's terrible "where is the city?" - as if ploughs can be everywhere or we ought to have a plough to each block. Potholes are everywhere and big - as if this were the first time we'd seen them. They come with spring every year - again crews can't be everywhere!

Recreation program - lots of accessible programs. Police Services - reduced crime.

Libraries (although some are not as good as others), curbside recycling, pathway systems are great, and clean water.

From my perspective (personal use) most work well.

This year's snow removal and communication about it (snow plow website). Police presence in the neighborhood (downtown core); walking/biking presence makes me feel more comfortable. Farmer's markets & flea markets. Trash removal pickup being timely. Council is willing to listen to us and seem to genuinely care; lots of communication. 911 response = awesome. Park maintenance. Encouraged by beginning of recycling services at the residential level. Sustainability work at the city. Services from police & fire. Communication from the Mayor/City Service. Protective services. Parks. The roads we use are pretty good, however, I make concessions in my lifestyle to avoid roads that I know will be bad, which is an inconvenience and I would be more upset if I couldn't choose to go elsewhere.

Police - even with limited staff and resources I feel the police are doing their best in solving crimes and keeping the city as safe as is possible. It must be very discouraging to them after using all their efforts in arresting law breakers only to see them back on the streets. Their community education should prove to be helpful when they go to the schools to inform young people about the importance of making good choices. The recycling bins have been very useful to prevent over loading land fills.

Most all of them because I SO take them for granted and forget them.

Water and sewer, Garbage and recycling, CPS and Fire Department, 311 System - they all have good management, funding and leadership.

BRZ Grants, Graffiti removal – free.

None. Only for the rich.

Parks - excellent, lots of off leash areas, routes. Recreation - very good, many programs available for adults.

All of them.

Maintenance, infrastructure, email. Access to data, application development and support.

Utilities and Environmental Protection - Water Resources/Water Services. Community Services and Protective Services - Calgary Fire Department and Parks. Utilities and Environmental Protection - Waste and Recycling Services - I am pleased that each home has access to this service. The next step should be implementing this in condos.

Community Services and Protective Services. We have clean, safe parks. Every part of this service is doing its part to keep running smoothly.

They all work well.

Utilities & environmental protection - a set schedule that is follow through thus dependable especially waste & recycling services. The water is good as far as I know the best in comparison to other water resources from other cities I lived in the past.

None - Parks don't count.

Systemically: all work well to achieve a high standard, in some cases the service or product is a leading standard.

There is a good balance of these three considerations: 1) essential services and goods- sustainment of life and order. 2) Merit goods and services-quality of life. 3) Public goods and services- benefit larger segment of citizenry.

Calgary arts development; committed and knowledgeable and is having an undeniable impact.

None. Transit does not get you to where you want to (which is NOT downtown) in quick time. Look at the messy back lanes for garbage, and the extra fuel costs because they can't pick up from both sides. On and off ramps, too many out of sync lights.

I believe there is room for improvement in all services.

I think all city services are working as well as can be expected, considering budget constraints. I wholeheartedly endorse this "Our City, Our Budget, Our Future" process which allows citizens to provide input/feedback.

Police - they have increased presence in neighbourhoods which wasn't there ~10 years ago. They have excellent leadership. Fire - response times are slowly improving. Roads - the snow removal has been good this year on main roads only. Community and Neighbourhood Services - they have good fund-raising abilities which have helped many NGOs serve those in need in the city. Recreation programs are excellent.

Water & sewer facilities are excellent. Reliable electricity. Low or none in regards to power outages.

Water Services, Policing.

Parks seem well maintained.

311.

911 - keeping knowledgeable people on staff and people who are competent and dedicated to their job.

None - money is spread too thin and you don't listen to the people's ideas or problems.

Wow man. I don't know cause busses don't work.

They're all working well, but being emphasized as much as I would like to see.

C-train transportation with the amount of trains and the short time between trains. 311 - does well with connecting the city to services.

Clark- used the group stuff you created.

Roads, emergency services.

The lower cost for seniors bus passes and handi-busses, but I understand from others in this building there should be more handi-busses. According to them, they have to wait so long sometimes for a handi-bus pick up.

Free graffiti removal is great, but needs to work quicker.

Can't think of any.

Policing isn't very good. Blakiston Drive still has fancy cars, black guys on cell phones but we don't see the police and what about policing the LRT. You should see the down and outs every morning and evening. Transit isn't much use to us as we can't get to the NE, NW or SE to visit.

Blue Bin Recycling as well as Garbage Bag Disposal - it's great and thank you; it is efficient and easy. Water - we turn on the tap and there it is - safe, clean, available - Canadians/Calgarians are so lucky. Snow removal is getting better.

Doing a great job with development of roads.

Garbage, recycling. Utilities, water and sewer. Fire department, CPS, good community policing stations. 311 system.

The community consultation process around the 2012-14 budget is a good step forward. For The New Gallery, the services that are working are the ones that contain policies and remove barriers to create expression and help improve the sector.

None working well. Only people who can pay for treatment in states on a foreign country.

Don't know.

Parks are well maintained and clean. Our water services give us some of the best water in Canada.

City police - good management. City council - good personnel.

Planning, emergency measures. Police. Adequate resources.

Community services and protective services - over the years I have been very impressed with EMS personnel (during crisis responses). They were (or appeared) well-trained, caring, and effective. The fire services in general also seem extremely effective. Any dealing I have had with the police service (with one exception) has been very impressive. We are fortunate.

None,

Police and Fire Department, Recreation, 911.

I feel transportation in the city is doing well... now without a car I feel public transit works quite well. Schedules are provided for all bus routes and I appreciate the seniors pass.

Police & fire work well.

Graffiti removal - could be faster.

Police and Fire - decent response times, fires are quickly tended to. Utilities - doing a good job to responding to emergency and we have good quality of water and water treatment systems.

Calgary police services - reduction in crime rate. Community and bylaw services - adequately resourced. Land planning - center city implementation team.

Most city services work tolerably well.

Graffiti removal service. Beat cops/bicycle police.

Free graffiti removal grants.

Waste and recycling, water and sewers – knowledgeable. Police and Fire Departments - good funding and leadership. 311 Services. Transportation - C Train.

Calgary Police Service - downtown core, targeted approach, funding and leadership. Fire Department. Customer Service - communication, 311. Transit – Train.

The fire department is working well. The libraries are working well. Low-Income Bus Pas. 211 and 311 are working well. I am not at the position to answer this question because I have just been in Canada for 1 year, and if some services are not useful, I do not approach these services, so I have no idea about some useless services for poor.

Calgary Police Service - active in the community, visible, always see them downtown, feel safe, don't hear about as much crime as in other cities. Utilities and Environment Protection - lots of recycling bins around the city/in C-Train stations. Transportation - LRT is expanding, airport tunnel. Community and Neighborhood Services - Youth Employment Centre, youth probation services, prevention is important/working well. Parks - lots of parks and open/green spaces around the city; well taken care of, not much garbage.

Calgary Arts Development is doing a fantastic job.

Free removal grants, BRZ more money on winter removal. Bike patrol police.

Water - we have high quality water. Fire/Police - emergencies are responded to well. Cut licensing - seems to reduce stray cuts in a humane way.

Policing is working well. Budgets are met, police services are seen. Security is felt in the city.

Calgary Recreation is well organized, the Parks are well maintained, the EMS response times are excellent, and that waste services is efficient.

Recycling - excellent but we need the black boxes. Calgary Police Service - excellent customer service, good police

presence in downtown core. 311 - excellent service.

Basic services: fire, water, pathways plowed, assessments & appeal system. 311 works well; either got where we wanted or knew where to go for information. Parks. Roads are working well but could be improved; see movement in the right direction. Police department (significant increase in police officers patrolling high crime areas both in the day and at night). Fire department. Parks & recreation; park spaces are well maintained. Roads and transport aren't terrible therefore they're good. C-train expansion plans are positive and good that the city is keeping up with infrastructure demands. Recycling program for single unit dwellings. Website is done really well; lots of information and easy to access. Easy to book golf and register for classes online. 311 staff are doing a great job. Snow removal good this year. Bike paths are good. Don't want the result that what we say is working well won't get increased funding; these items need to be kept current and can always be improved.

Police services- proven reduction in downtown crime rate, visibility of officers, leadership through community liaison officer. Planning, development, and assessment - center city implementation team. Community and protective services - bylaw enforcement and graffiti removal.

Police and fire department.

Most essential services are working pretty well except there is way too much digging up of roads (same ones repeatedly). Construction on 16th Ave NW has been on-going on the same stretch for 3 years now.

Police Services - communication, education, downtown. Transportation - C Train expansion. Library - reasonable, accessible. 311 – useful.

I think that the protective services are working well. I don't see much crime in my area, the police were very helpful to me after a car accident and Rick Hansen seems like a very trustworthy guy.

Utilities. Fire and police.

Police - make the most of the personnel they have, organize their priorities well, have their priorities worked out. Fire services.

Don't know.

Water, Power and Sanitation (Including Recycling program) - reliable, reasonable rates, emphasis on recycling. Library - very efficient service, easy online access, good selection of various products/services.

Can't think of anything. A lot of improvement is needed.

Snow removal.

City transit coping with larger city size and population.

Calgary Police Services seems to be working well. Perhaps it does because the media is so involved in reporting what's happening in Calgary with regard to crime and public safety. Each time the police service drags its heels or misses the mark, all Calgarians hear about it. As well, Transportation is working as well as it can, given that Calgary is a city designed for vehicular traffic, and Calgarians prefer to drive a car rather than taking transit. However, City Planning in conjunction with Calgary Transit has been working collaboratively to inform Calgarians about the need to do long range planning and the costliness of sustainable transportation if we continue to build a spreading city. Calgarians have had the opportunity to provide input to future planning. The plan has begun to be implemented, so people are seeing some results to their involvement. As long as City Council decisions continue to support the plan and remain true to the vision, we will gradually develop a more efficient and sustainable transit system.

Police, Firemen, Transportation.

Garbage Pick up, Water, Sewer - scheduling, reliability. Calgary Police Services. Corporate Services – 311. Library Services.

Understanding Values & Priorities Phase 2 Community Discussion Guide Transcription of written workbooks submitted March 15th – April 14th, 2011

Part: 2 of 2. Responses to Questions 9 thru 23.

Note: Not all respondents answered ALL of the questions.

9. Which City services do you think could be improved?

The salt is erasing the paint on the roads and they need to be re-painted annually.

Transportation (safety at platforms, more services to out-lying areas, longer weekend hours). City planning (urban sprawl). More affordable housing. Increase prevention and support in the police services (instead of ticketing smokers).

Busses, Busses, Busses, cross town. School isn't downtown.

The drug problem (crack, etc) needs more programs like the special court for non-violent drug offenders who are sentenced to a rehab program instead of jail.

Calgary transit. External LRT to Airport and mount royal college. Improve passenger traffic from NE to S. LRT need interlocking platform.

Snow removal needs to be improved. More trucks in communities and non-major road ways.

Transportation planning. Excessive parking fees.

Transit coordination and culture of taking transit.

Process and project management - too much red tape, meetings, documentation that nobody reads. Specialized groups should have more staff rather than more staff learning different skills that they never, or hardly, use.

Police could be more involved in the transit system (growth in city has seen more crime in transit areas). Need program for recycling electronics/audio equipment (can take computers and TVs but not other amplifier/speaker parts, those were charged for at Alberta Recycling. Currie Barracks recycling station may do this, need better communication around this). Don't care for the unsightly weeds that will get worse if we don't do anything (not good for tourists). Used to be able to watch city council meetings on Shaw; can't do this anymore...this showed transparency and we'd like to see it back). Should ask: what do we spend too much on? Recycling for apartments/multi-unit dwellings!!! Not enough taxis (is licensing the issue?). Question efficiency of city departments and duplicity in roles (bureaucracy). Calgary Transit – managing expectations – better services or explain why it can't be

better (eg. your train will be coming in x minutes...or will be delayed because x); transit announcements are terrible and inaccurate. On demand communications. Train to the airport is critical! Important for convenience, image. Zoning – particularly rules that would allow more high density such as secondary suites (why not??). Roads can always use improvement (movement in the right direction). Question 2b – Why did we spend money on this? – we went off track and people wanted to talk about how they felt money had been wasted by the city so we spent 5 minutes making this list. Meridian on Charleswood Drive. Peace Bridge. Park downtown that was a square of grass and “renovated” with concrete...less useful now. LRT parking fee system – why change it twice in three years. So many departments. Purple lights on 16th Avenue North. Questionable beautification projects. Fluoridation stoppage. More +15’s. Why are some companies (eg. Epcor Centre/Heritage Park) funded by the City and not others (eg. Glenbow).

Bylaw Services and the Police need more training to deal with individuals with addictions, mental health issues, etc. Ticketing and arresting people for small violations and forcing them to serve jail time or pay fines they can't afford when they are struggling with addictions or homelessness is unfair and ultimately more costly to our municipal and provincial economy.

Graffiti removal should be year-round. Would like to see the police more often on foot/bike in Kensington.

See above. Spend money on them not parks for the dope addicts and peddlers.

All five in #1,2. Focus on core services. Get rid of all the puffery. Reduce city office staff by 10% each year for 7 years. Reduce money spent on consultants by 20% each year for 7 years.

Calgary is the lowest in arts funding per capita (\$5.45) in order to improve our artistic and cultural impact Calgary should be funded at the same level as our peers. Specific areas where improvements can be made are: designated zoning for cultural use including artist live/work zoning, provision of arts incubation space including studio space and growth of the City's investment in Calgary Arts Development and Calgary's arts sector. Additionally, anything that makes Calgary a more affordable and walk-able place to live is good for the arts such as secondary suites, better accessibility and reliability of transit downtown, cycling infrastructure, etc.

All. Do things one at a time even if that takes 20 years. Forget Plan It and Image, they're a bunch of _____!

PDA. Consistent answers when calling about permits. Educating employees about PDA.

Beat cops year-round, not only in the summer. Snow removal increased and more frequent. Simpler event application process. Simpler permit application process (development). BRZs should be circulated.

Taxi services more affordable for seniors. The Access Service of Calgary should be more acceptable for seniors and affordable.

Transportation - bus service not efficient or effective. After school care extended. Herbicide use - don't use it - killing pets, see what it is doing to children.

All of them. Cater to the lower incomes, especially tax wise.

Police - more tolerance and understanding for people with mental disabilities. Building Approvals - closer inspection and enforcement of standard. Roads - replace sidewalks, potholes, etc once rather than multiple times.

Transit - cross town so we can get to all places. Housing - new housing, secondary suites in older areas, if you want towers put them in the newer areas. Policing needs to be obvious in the middle of suburbs. They are becoming dangerous.

311 - still not consistent and organized. City of Calgary Website - Search Engine. Land Development - less urban sprawl, more high rise and affordable housing. Public Transit - services on time, reaching all quadrants.

Transportation - Roads, potholes.

Planning is lacking in many areas. Permission for development is sometimes granted without proper research and contact with residents in areas involved. A recent example is the installation of a third set traffic lights with a half kilometer section of road (40th Ave. NW). Departments must share information so that proper and beneficial decisions are made.

I think this may come under the planning department but that silly bridge certainly didn't improve anything and look what it cost the taxpayers. How could the majority at city hall vote for this.

Recycling (for apartments/condos); sustainability programs; composting (Medicine Hat has it and we don't). Public Transit (infrastructure – on cold days the trains fail). Administrative improvements (land sales in Kensington area); news stories I've heard say that the City hasn't got value for money in land sales. Composting & recycling, especially in multi-unit dwellings and office buildings! If we could consider longer training programs around root causes, we may not have to spend as much on the symptoms (exists but want more money). Stick it to the developers' lobby and ask those who want to develop on the edge of the city to pay for the cost of it. Partnerships between City, entrepreneurs, communities, developers. Find synergies and leverage what's there already. Grey assets that we maintain but don't use, eg. School Board – maximize use of space in schools and other assets. Communications to the public – if you want more people to get involved, make sure they know about it. No use having a 100-year plan if they don't know about it. You need to hit a person with a message up to 7 times before it sinks in and it needs to be appealing; not sure that Calgarians will be responsive to City messages. Question 2b – What City services could be improved and how? Pay City staff a living wage so that people who work for them don't have to use their services (eg. Parks workers who make minimum wage). A lot of overhead in City's corporate structure (eg. knowledge workers, project management, etc.); unions suck and are inefficient and ineffective for making decisions and getting things done. Recycling and compost (people who make a decision to live in a condo to decrease their footprint aren't able to recycle out of their homes). More affordable housing (subsidized housing); part of the 10-year plan to end homelessness (housing maintained by Calgary housing company; main goal is for families). Communication about great services like carpool lanes and bike lanes (and would like to have more of them!). Bike paths that are better marked (when you're biking and you don't know the route, you don't know where they are – safety issue). Speed limits for bike lanes (appropriately defined for use). Improving our image (continue to support the arts).

Assistance to obtain financial approvals for new tennis facilities.

Snow clearing - some better this year but bus shelters and stops have been hazardous for people, especially seniors. Surely this can be improved.

Calgary Housing: shorten the Calgary Housing waiting list, make more Calgary Housing Units. There needs to be more money for upkeep for Calgary housing. There needs to be more co-op housing. There should be a rent-to-own housing program for people living in poverty. Calgary Housing should offer people more choice of location. Calgary housing should not be so expensive. There should be a graduated housing system in place. Calgary housing needs to listen more to people. People need a flexible payment plan for rent in Calgary housing. Calgary Housing needs to enforce the rules more (no smoking!). More explanation/notice is needed when people are evicted from Calgary Housing. Calgary Transit. Restructure Calgary transit using NY or Vancouver. There should be a better ticket system in place. Employees of Calgary transit should pay as well. Better bus maintenance. No alcohol on busses. No drunk bus drivers. Use people to check on people using transit. The student pass should last all year. The student pass should be lowered. Wait time for transit is too long during the winter. Please keep the low-income bus pass. More connect/better scheduling between transit and transit drivers. Customer service at access Calgary needs to be improved (timing and helpfulness). 1. Calgary Housing a great service but it does not always work for people-example given was a single mom who is going to University and placed in housing where there are limited transit options and is very far from the University. 2. Low Income buss pass needs to be on a sliding scale and easier to access-too much bureaucracy. 3. Enmax and Direct Energy admin fees are too high. 4. Single bus tickets should be available at discount for low-income people. 5. Don't use the blue bin but I have to pay for it. 6. More foresight and less afterthought in planning service fees. 7. Salary cap and raise the minimum. 8. Overflow of garbage – not collecting garbage sometimes. 9. Advertise both 211 and 311 more. 10. Services are there but they don't reach people (advertise in free newspapers and cultural papers). 11. Be more customer centered – include customers in planning. 12. Have French newspapers at the library. 13. Recycling for condos and apartments. 14. Utilities are far too high. 15. Better screening of workers who work with women. 16. Some services, such as Canadian Employment Skill Program, are very useful for new immigrants to obtain local working experience, so it is a good idea to enhance and enlarge its services.

a) Before merit goods and services are introduced- evaluate how balance would be impacted by essential and public good and services. b) Before advance on new innovation or technologies as services evaluate costs benefits (TBL).

Transit buses - more frequent and across city. Smaller ones will do from 10 AM to 4 PM.

Beat cops in Kensington. Better street removal for shopping (walking areas). Simple development permits. BRZ given permission to make comments.

Improved process for development permits and planning. Parks – weeding. Maintenance of parks.

Street lighting - presently inadequate. Brighten lights. I wish the medians could be intermittently with fluorescent paint.

Land use policy and planning - more community gardens and urban gardening initiatives. Police - smaller beats for police in the core and near the core (less area covered = more visibility = more availability = safer city). Recycling - inform the public its successes, in numbers and percentages. How much of it is actually recycled? Libraries - our central library is embarrassing; we should make the new central library a priority. It should be in the revitalized east of the core.

Transit - increased frequency, safety, keep fares low for seniors (yearly pass); use smaller buses at non-peak times. Improve the website so it is more user friendly. Corporate - website needs to be redone. It is easier to Google a service than find it navigating the site.

Planning Department - room for improvement; inconsistent application of policies, poor coordination (CPAG). Parks and Recreation Department - needs improvement, poor leadership, needs more funding. Transit - needs improvement.

Tourism Calgary does not appear to have confidence in Calgary initiated cultural imagination.

Transportation - clean ice from shelters, bus schedules need to be adhered to. More lighting and police presence at LRT stations. Animal services - greater fines for dogs at large or defecation. Maybe get some irresponsible owners on cleanup duty.

Clark- used the group stuff you created.

I'm quite well satisfied with present services.

Compost organic waste. By-law - I have called by-law many times and find their responses not helpful.

Communication - put everything online, no mail outs. HR - seems that they don't really need to be doing so much in the way of promoting career planning and supporting professional division since the city is facing such a deficit and employees are facing layoffs. Their budget is way too large compared to what is being allocated to departments such as Community and Neighbourhood Services. IT - should use outside consultants to save on benefits costs. Contract out-care of Heritage sites, buildings. Allow more folks to work from home. I don't think folks who are in need should be allowed to have pets (no free spay/neutering service).

Support for cultural events (festivals, etc), more aggressive support and partnership with those trying to make this a more culturally vital city. More snow removal. Easier development permit process. Better parking and city transit

City Planning and Development - encouraged by Plan II, however discouraged by the way Calgary has grown : poor coordination and development centered. Snow Removal. Transit – buses.

Planning and Land use policy. Freeze CPS funding CPAC. Improved snow removed. Transportation should be one system - trains and system when icy take articulated buses off road.

Transportation - I suspect this department is working at its peak. Compare to other similar cities I lived in, it is very good, the LRT is expanding which is good. Perhaps more express buses & snow tires for buses during the winter months.

Of course - I believe affordable, safe housing for everyone (I am deeply ashamed of our beautiful city for not finding a solution to this services problem).

There needs to be more "policing" of city parks - there are too many dogs running free in on-leash areas. (Bowness, Baker parks). Water - we need to get rid of fluoridation.

Waste pickup - has gone from one to two pick ups a week for the same amount of waste. Recyclables could be collected every other week. Two large waste bins are a nuisance to store on most properties- don't even consider

three or you will see a backlash on compliance. We need more feedback on what happens to all the recycled material. Is there a market for it and is it making any money or costing us money?

The City website and 311 - better search engine and more consistency with the responses. The urban sprawl with development - transit and building out instead of up.

For BRZs who organize free events, the Festival Application Process is torturous! Simplify information collected and for multi-year events, only changes need to be submitted not a whole new application. Removing snow banks from city owned sidewalk edges in BRZs.

Police - better judge decisions - stronger and more severe penalties. Transportation - better communications.

Cops extended past summer months - graffiti stings, patrol. Simplified permit process. BRZs should be circulated for VP in area.

Utilities and Environmental Protection: In my neighbourhood, the garbage collectors drive through and collect garbage on 2 days: Tuesday afternoon starting about 1 pm, and Wednesday morning starting about 7 am. When I asked the fellow picking up the garbage why he was doing this two days in a row, he said "We're trying to get ahead on tomorrow's collection". I know this answer sounds good unless you give it more thought. Every week, for the past 5 or 6 years, maybe more, the same gas guzzling garbage truck with two paid employees drives exactly the same route taking a similar amount of time, and less than 24 hours after the previous collection. I'm unsure how common this practice is, however it is an inefficient use of taxpayer dollars. I can understand it happening once or twice before supervisors noticed it and deal with it. However, it appears that either the assigned routes are too short or the employees are faster at picking up garbage than their supervisors believe they are. Though this is more of a city policy issue rather than a service delivery issue, I'm concerned about the amount of garbage that flies around and lands in back alleys, city streets, and parks. Sadly, some Calgarians have little respect for the environment and put their garbage out for collection too far in advance (the crows and magpies tear apart the bags before they are collected), put their garbage in inferior quality bags which fall apart before collection (Safeway and Superstore plastic bags), put their garbage in containers without lids (Calgary is a windy city and the winds pick it up and blow it everywhere), or don't bother (or half bother) to separate their recyclables from the main trash thus filling up the landfills more quickly. Some people place inappropriate items in the back alley (old mattresses, TVs, computers, boxes of toys, dilapidated vehicles, and coffee tables). Perhaps some gentle bylaws could nudge people toward better practices—for example requiring all garbage containers to have proper fitting lids, including those use by commercial agencies and the municipality; fines for garbage that is strewn across the back alley; and a limit on the base number of garbage bags/bins that can be collected per household each week with an option to purchase more bags/bins if the household needs more (I consciously recycle absolutely everything than can be recycled. I put out 1 bag of non-recyclables about once a month. I don't see why I should pay the same garbage collection fee as someone who refuses to recycle and puts out 3 or more bags of main garbage a month). Last issue is again a policy issue. Though I genuinely appreciate the off-leash areas and use them extensively, I'm distressed by the number of people who don't clean up after their dogs. The city has just developed (or redesigned) a beautiful dog play area and off-leash park on the Bow River near Nose Hill Drive. One can hardly walk in the dog play area because there is so much dog litter there. Perhaps providing poop bags, bigger signs advising people to clean up, and random monitoring of the park (by paid city employees or volunteers/friends of the park) might induce people to treat the area with more respect.

Calgary Police Service - more police, the budget is really high, money could be better used in environment protection, snow removal, transportation. Transportation - is improving, but unreliable - a shortage of buses, buses don't go everywhere. Cleaner buses/trains. Could be more efficient/more often - takes too long to get across the city. Roads - need to maintain them better (high usage). Recreation - need to expand, services are too busy, promote programs as more youth friendly. Utilities/Environmental Protection - city should encourage people to recycle/protect the environment with more recycling bins around downtown not just at train stations. Snow Removal - more into the communities.

More police presence in shopping/pedestrian areas. Quicker development process.

Beat cops - police presence. Snow removal that affects parking and pedestrians.

Traffic lights - get rid of about 1/3 of them. Busses - smaller ones in off peak hours. Use roads like John Laurie for

limited stops. Repave many roads. Northland Dr. potholes where work was done last year; cut back trees to see signs or move signs so that they can be seen.

Tourism Calgary appears to require direction in the areas of effective partnering, cultural product development and belief in/confidence in homegrown artistic and cultural expression (excluding the Stampede and Heritage Park).

Safety on the C-train stations downtown at night. Is there anyone watching the cameras?

Transportation.

Planning - land use improve communications. Parks and Recreation - need funding. Transit - integrate train/bus. Rehabilitate existing parks.

Less LRT: fares less. Less time waiting for operations: more specialists. Less rent: specifically for people on a limited income: landlord with empathy.

Animal and Bylaw Services - I think that the cat licensing program costs more to administer than it is worth, but it may be viable.

The city would be improved by scrapping the tunnel project, which uselessly throws money towards helping a substantially small numbers of businesses. Street cleaning can be vastly improved.

Parks and Recreation - plant more trees in the city. Environment - improve our air quality, reduce greenhouse gas emissions, continue to increase density of housing and planning. Transit - decrease crowding.

Transit - all parts of city, frequent. Low income housing. NOT the high rises they lead to crime and look ugly among 2-4 story.

I think transportation in particular the cost of bus and C-train passes could be improved. It is much more expensive for me to take the bus or train to work than it is to pay for gas to drive (about double the cost). Also, I work with special needs children who use the handi-bus, and I really think these drivers need to be listened to in their concerns. They have a lot they have to deal with on some days.

Planning, development and assessment could be immensely improved as they are currently dysfunctional. It appears to take four times as long to get a DP in Calgary than any other city in Western Canada (inefficient).

Money for infrastructure.

Taxi service for seniors. The present service of Access Calgary is not working well at present. Provide a Taxi for each senior at an affordable cost.

I know I am speaking "in general" but as I read through the other booklet I kept thinking, "Can some aspects of some services be co-ordinated/connected/overlapped" so, for example, financial experts can be consolidated for managing/auditing finances or Community and Neighbourhood Services work more closely with Recreation, etc. I do not know enough to suggest how this might work but I am presenting the "idea" as a starting point for some possible new thinking and organizing.

Garbage and recycling at multiplexes. More busses running more often - not LRT.

Planning department – improved. Parks and recreation - look after dying facilities. Freeze CPS budget. Calgary transit.

Bylaws should be enforced if they are laws. Sidewalk in front was repaired because we asked but didn't do neighbours cracks that continued from ours!

All onsite/offsite infrastructure & services required in new subdivisions should be 100% developer funded. Pathways could be extended within existing areas and have better signage. Transit should be cheaper & more convenient.

More buses/LRT routes and more frequent service, especially to outlying communities. More services for seniors 55+, including better funding of programs/services senior centers provide.

Roads - everything takes so long, roads need to be much better organized and coordinated. Transit - bus service is inadequate and seems to be designed to discourage people - service is always being out. Road planning - Calgary must be the traffic light capital of the world. Who do you have planning the roads? They must not drive. Why not

ask a city that does it right.

Transportation - more reliable bus access. Bus access with a period card that goes for 30 days (rather than monthly), pay by SMS. Discount card for people if they fill it with 30 dollars or more, discount for youth 25 or younger.

EMS as well. Some social services. We could use some direct results from medical people as well as police.

Planning - fewer big box stores in inner city (shoppers') less retail level medical and finance, public art and interest points are generally dull.

Not enough quality Calgary Housing. Overcrowded buses at certain times. Services which use UCO to determine access to fee reductions should realize that UCO levels are not high enough - what happens to the person just over the line- can't there be a graduated scale? (perspective as a member of Women Together Ending Poverty).

Transportation: use more highways, no more billions for crescent; wear vs. from the private one-passenger automobile.

Parks: join the parks together with foot/cycling pathways so all our greens spaces are connected. Find a way to cover/protect pathways in winter so we can cycle all year round.

Transportation - roads need work, 24H transit. Land planning - simplify development approval process. Community and protective services - recreation/arts & culture - need less paperwork for events over 500 people, quicker turnaround.

Transportation/roads - increase frequency of public transit and offer 24 hours, less red tape for road closures and getting stuff done that we manage. Sidewalk and street repair - long term plan. Arts & culture/recreation - lack adequate resources, event applications for over 500 people or alcohol require too much paperwork, shouldn't take all year. Road closures should not have to go through arts & culture. Land planning - the development process needs to be simplified.

City bus stops in winter - snow & ice should be cleaned properly. Proper cleaning of streets - snow moved into center of street then packed up.

Better infrastructure for alternative transportation, eg. pedestrian and cycle commuting. Better access to recreational facilities.

Grants for graffiti removal need to be extended. Beat cops in the summer time - more often would be good to cut down on crime.

10. Are there any services that the City doesn't currently offer that you think they should? What are they and why do you think they should be added?

It seems like the city has most services covered.

More direct services to citizens in need, e.g. transport - access is too complicated. More services and less complicated red tape. The old special needs taxi service was cheap - small staff no elaborate systems. How many other services have been made more and more complicated with more and more staff, staff to services ratio has deteriorated to favour staff.

Clark- used the group stuff you created.

Many of the services I thought were city are civic partners - as long as they are maintained there then the city has enough to do.

Currently there isn't a strong arts education within the public system, no granting support for individual artists, no major contemporary art gallery. There should be support for programs that link the arts into the public education system. Though the Calgary Arts Development grants should be provided to individual artists and creative producers to create, develop and produce artwork. Calgary needs a major contemporary art gallery.

Composting, 24 hour transit, and make it more accessible for people with disabilities. Pay all city employees a living wage and encourage other employees to pay living wage.

Busses Busses Busses, crosstown.

Feeding the poorest of us and helping them shed addictions - stopping them from feeding themselves.

Subsidized childcare, health and wellness.

Nothing, you are doing a rather herculean job.

Computers in city libraries are being used as TVs. Convert 1/3 of them to research and reference use only. Recycling for apartments.

Make C-train stations more secure - add more security or more call boxes for help.

Composting pick up.

a) Before merit goods and services are introduced- evaluate how balance would be impacted by essential and public good and services. b) Before advance on new innovation or technologies as services evaluate costs benefits (TBL).

Get what you have working first - maybe 20 years down the road you can think about adding if you haven't already destroyed what we've got now.

Forensic auditing with authority to compel all Calgary elected officials and city employees to testify under oath in public. Forensic audits and possibly criminal investigations of land and zoning deals (e.g. Eau Claire, Ant Hill, Crescent Heights, Brentwood...). And city projects (Peace Bridge, West LRT, Airport Tunnel...).

More help for people with health or physical problems: people to help deal with chores; so they can stay in their homes instead of a nursing home.

Make what you have work well and keep the costs efficient.

Affordable seniors housing. Affordable housing.

I believe recreation should offer unlimited passes to those on very low incomes - a progressive usage fee system based on voluntary disclosure of income.

It is very surprising to me that, as a senior living in a townhouse condo, I must take all my recycling to a centre. It is especially difficult during cold and snowy conditions. Our neighbours who live in single detached homes are (just recently) able to use the blue bin system (which I consider very long in coming to our prosperous city). Blue bins should be extended to condo communities.

No

Youth homeless centre (they shouldn't be with adults at the DI). Internet awareness for everyone. Library services, make it more exciting.

Free/low cost mediation for disputes between neighbours over alleged bylaw violations.

Current service is adequate for me.

No - we have enough government.

1) Ways and process to assist all residents to live "green" more energy efficient. 2) There must be some way to feed and house poor and homeless- that are families with children who have to use shelters in churches is shameful.

Fenced off leash dog parks. Affordable seniors housing. High quality secondary housing. Implementing 10 year plan for facility enhancement.

Organics recycling (compost) pick up (or drop off). Organics are a large portion of landfill waste and very easy to turn into a useable product.

Please, there should be harsh penalties and reclamation policies against delinquent developers who leave pits in neighbourhoods for too long (like mine, in Mission on 4th Street SW, for a decade). Please.

Protective policing of public transit.

Community shuttles for seniors. When Ring Road is done, make it available for LRT.

I can't think of any.

1. A Living Wage bylaw. 2. Recourse for defaults on child support payments-make people who default on child support payments work for a housing agency, where they can live and work, and their salary goes to the family. 3. Services for single mothers. 4. People need financial help with household maintenance and repair. 5. People that are not working should be given housing for free. 6. There should be a scattered use housing model. 7. There should be safe and legal secondary suites in all areas. 8. We need a competence and social responsibility rating system (matrix). 9. There should be free photo ID (especially for new immigrants, as soon as you arrive you should be given one free). 10. Extended fee assistance program for facilities (eg. Calgary tower, science center, etc.) as they do with zoo passes. 11. Photo ID based on Income. 12. Reduced rate for program costs if you volunteer. 13. More advertising that programs exist and how to access them. 14. More low cost programs that are of interest to teenagers in a variety of communities. (cooking) through city of Calgary community and neighborhood services. 15. Neighbor link expansion (trade of goods with transportation for large/heavy items). 16. More community resource centers. 17. There should be about twice as many busses. 18. Free transit for all. 19. Automatic pass for low-income people that report their income. 20. Shuttle service for people that live in communities. 21. Inform people of City services in more ways than just online – not everyone has computer skills. 22. New Central Library. 23. Create a Standing Committee on Poverty, comprised of 60% of people living on low-income (and pay them) and 40% people who are from non-profit sector and research. 24. Organization of bottle-pickers, see Montreal. 25. Personality screening, not just a police check. 26. Crime prevention plan instead of crime clean up. 27. Make things cheaper during hard times. 28. Teach kids anger/emotion management to prevent bullying.

Wireless network - would help citizens to get information where ever they are. Real time information about transit - where busses are, how long will it take before the bus arrives (not according to schedule but real time). Electronic transit tickets.

Perhaps they should have one department called Policy and Planning so that all the planners who create forecasts and data to support City departments work together in a policy and planning Unity/Division (social planners, economic planners, environmental planners, and land use planners could work together to create policy). Assessment - could contract this function out to save on benefits.

CADA should be provided financial resources to invest in festivals that are ready to step up onto an international stage, i.e. high performance rodeo, Calgary's international festival of the arts.

Saturday free parking. Parking revenue sharing. Merchant parking in residential areas.

Residential and building compost. Shoveling service for the elderly (more than volunteer); and for those who need it (disabled). Charging a 97 year old woman \$200 for the city to shovel her walk because she can't do it doesn't make sense. Community gardens – would like to see these. Carpool lanes – more and better marked. Community economic development initiatives. Bixi (bike sharing around the city); same with car-sharing. Child care (subsidized with user fees).

Parking management strategy - revenue sharing with the BRZs. Involvement in policy parking price setting.

Land set aside for a community garden - this would be a user fee service for those who are interested, I think this would be beneficial in terms of quality of life, adding a more community feel as people work together to maintain the garden.

I believe you should fix the city's internal inefficiencies before adding any further services.

Annual painting of road markings.

Parking Management - better revenue sharing between the city and BRZs - better lines of communication.

Subsidize childcare for working parents. Health and Wellness subsidies. Massage therapy and physical therapy be a regulated health service.

Parking management for inner city. More revenue sharing for BRZ.

Fenced, secure dog parks. Affordable seniors housing. More recreation facilities and parks. More bike lanes.

Social services - too many homeless, too frequent inspections of rental limits. Environment: try & elimination pollution from downtown.

Learn to use what you have.

Add a composting (Green Bin) system. Implement 10 year strategic plan for facility development and enhancement. Affordable, high quality mixed use housing. Adding carpool lanes.

Recycling (black and blue boxes) services for Condominiums and apartment buildings.

Parking management strategies. Revenue sharing.

Recycling - in condo, town houses and apartments.

Licensing and taxing of bicycles to support traffic enforcement and directly support infrastructure built for bicycles.

No.

Better low income housing.

Bike lanes. More sidewalks. Get people out of their cars.

More protection at LRT stations and on trains.

Affordable senior housing. High quality secondary housing. More bike lanes.

Don't add anything - housing entertainment locations etc. UNTIL you have cleaned up the mess you already have.

More secondary suites options. Subsidized childcare services. More education on city services (i.e. community associations, etc) in the actual education system.

Strategic support for individual artists and creative producers.

Recycling service for apartments.

Revenue sharing from parking fees in shopping districts.

Health Services. More after school programs for junior high kids.

Pretty extensive already.

Need funds for additional courts (indoor) at Mt. Pleasant Tennis Club.

Young man get what's there working first.

Inner city parking cost control management. Revenue sharing from parking authority back to local BRZ's.

Need a parking management process with revenue sharing with Business Revitalization Zones.

?

Work on the existing services.

Put lights in trees in BRZs to reduce crime and graffiti. Make it easier to organize free events like street festivals. Return 30% of parking revenue generated by BRZs to BRZs to help finance repairs to public realm.

More recycling (multi-unit dwelling). Composting. Child care (some form of subsidized pre/post-school childcare for everyone). Broader communication of services such as childcare (before/after school care if this is provided). 24 hour C-train service (or public transit). Train to airport. LRT to Mt Royal University. More multi-use buildings downtown (eg. stores on the main floor of an office building). More funding for the Arts and Culture; make arts & culture accessible to everyone (affordable), greater surcharge on developers or new developments (eg. 1% or 2%) that goes directly to arts & culture. More bike lanes, specifically in the downtown core. Better City support for community outdoor events (eg. festivals, block parties. "first Thursdays" are still running. Globalfest is good. They should have to manage on their own...city should not be supporting these financially.

11. What services do you think are necessary for the future and long-term success of our great city?

Supporting infrastructure. Access to data and good tools that enable businesses to use their data themselves. More self-serve options through the web. Electronic passes/tickets. Build IT expertise within the city, contractors come and go.

What the City is doing is necessary in terms of basic services: Parks, Planning, Arts, Entertainment, and Culture all deserve attention for the future but you should fix what is not working now, namely Planning and Development. Eliminate the Silos within the City.

Better transit signage in real time. More support for Business Revitalization Zones to assist the city in becoming more successful, beautiful.

Some communication about advances in city and regional transportation networks, some discussion and discussions about revenue sources from non-residents of Calgary.

Excellent leadership, excellent planning, transportation, parks and recreation.

Education to younger generations of city services and the importance of community development to have community members caring for one another and support this sense of belonging.

First of all it's not a great city. It's for the oil rich not the people who farmed, built roads and other infrastructure. Probably in 20 years you'll be begging the poor to come back and work in the stores etc.

Transit, commercial control, recycling, density.

Planning and Development.

Planning and improvements of housing that would ensure that low-income families, students, seniors, and people who have suffered the 'boom-and-bust' phenomenon are protected during all of these shifting economic turns.

Urban Planning. Sustainable community-focused community development. Water/Sewer "utilities". Crisis/Emergency Communications. Parks. Something 'big' to bring the city together (ie. the '88 Olympics). No more NIMBY. Traffic flow/infrastructure well planned for the future & beyond. Community services. More ESL classes (or better awareness of those existing). Emergency/safety services. Facilitated work/life balance (not having people flee downtown every night). Continuing safety in Calgary. Public transit – especially to the airport. Arts & Culture. Communication re: Children's Hospital & other care facilities. Increased support for the arts (eg. like London and New York have). Communication/promotion for universities/schools/technical schools to bring people here. More c-train and other faster transit. Police. "Green" stuff (eg. water management). More zoning for secondary suites. Transportation. Environmental policy/stewardship. More high density housing.

Better transit. Real time train signage. Signage for bus stops. Better way signage. More support for BRZs.

Infrastructure - integrated plan for roads, transit. High quality development, appropriate high density. Toll roads. More user pay systems.

As long as you keep messing up established communities and wasting money on bridges and high wages you will never have a great or happy city.

Busses Busses Busses then it might be great.

Land use planning. Transportation. Long term funding is required.

Focus on inner city densification to utilize services we already have. Stop building out and increasing city footprint. Fund public realm/infrastructure at 50/50 in BRZs instead of current 25 city/75 businesses.

More reasonable rent for people who can not work. More teachers. Don't close schools.

Better transit - more often (i.e. 10 min 5-7), transit info more accessible. More financial support for community BRZs.

So how do we define a great city - if it's one that's inclusive of all its citizens we need to think more about economic accessibility and how certain services, especially transit, need to be expanded.

Maintenance of infrastructure. Efficient transportation. Smart diversification of entire city. More co-generation plants (Enmax).

Better transit and control (better signage). More support of business revitalization.

Nothing 'great' about the city, with it's poor roads, rotten transit, everything for the rich and nothing for the poor even if they do pay taxes.

Parks, recreation, housing for the poor, environmental improvements, mass transit, planning (steps to be approved!).

Co-ordinating investment in our arts community will have a major and permanent impact on the development of our city.

An integrated approach to transportation and development planning.

Mayors youth council. More attention to SF & NF.

People stuff!

Police and Fire, Parks, Water, Recreation – Libraries, 911.

Spending more of the budget on bicycle commuting throughout the city, through the creation of more paths, and the maintenance of both current & future projects.

Better planning - our urban sprawling is a problem. Also more parks as more people live in condos and apartments. Our current parks are well used and getting crowded. With transportation costs rising more people travel less and use local parks. Better communication - this survey was not well advertised (not in the Herald, on the radio, etc).

See #4.

Better transportation services and safer bus & LRT stops. More lighting, too. More police and firemen.

Youth programs now save in the long run. Developers, land owners, and builders are not contributing near enough to the communities and people they profit from. For example, new communities without sidewalks where needed

Police Services.

Parkland, pedestrian-friendly areas, environment (especially clean air and water and living space). More trees and urban forest.

Likely all of the services we currently have are necessary for a healthy community - it is a matter of choosing where the emphasis goes. I do not think we can do well with any of them missing. 1) Infrastructure to run the city. 2) Core services must be maintained (including water, waste, emergency services, etc). 3) Expansion of Public Transit, Social Services (community and neighbourhood) and Parks/Recreation.

Planning Development is crucial. We can't have a city that stretches over a huge area and expect people to get around. I think we should take a lesson from European cities and even ones like Toronto. We don't need huge houses and back yards. Having smaller living areas and larger public sharing spaces will help with the crazy sprawl.

Keeping seniors healthy - there are going to be a lot of them in the future.

Transportation planning. Roads that are capable of carrying the load to service the citizens of the city.

I think we have an awesome bike path system. I love them. I do wish we could make more bike lanes on roads and in the core, especially. There aren't enough. I'm happy about the LRT extensions and improvements, and Nenshi's actions improving transport to and from the airport. I hope we can try to control Calgary's ridiculous sprawl. Build up, not out.

Waste (smell) management. Waste services/composting/recycling. Utilities – maintain & service. Good leadership. Protective services. Transportation planning. Community and neighborhood services. Communications. Land use planning. Public engagement & communication. Parks. Waste management. Long-term plan. Sustainability/Green (TBL). Community (parks, recreation, etc.). Implementation of TOD/redensification (not everywhere!). Calgary

Transit. Transit. Safe affordable housing.

Water works.

1. Low-income bus pass. 2. Supports for single mothers. 3. Public services that do not have fees. 4. More police accountability. 5. There should be a standing committee on poverty issues that is made of 60% people living in poverty and 40% social scientists. 6. Opening libraries on Sunday with normal hours all year round. 7. Low income transit pass. 8. Training/education for employers who have employees where English is not their first language. Currently, some employers take advantage of ESL employees. 9. Wouldn't mind paying school fees if schools also fed children. 10. More investment in kids. 11. The City should engage in fundraising. 12. Low-income bus pass. 13. Supports for single mothers. 14. Public services that do not have fees.

Increased social services. Safety and security. Better road planning - seems to be none now.

Will never be great if you don't learn from mistakes.

Enhanced transit services to reduce road congestion due to private vehicles. Recreation programs and facilities accessible to all. Development plans that are followed so they plan for the long run.

Cut back trees to see signs. Widen roads for bus lanes. Garbage pick up everywhere.

Continued citizen's input.

My tendency as a citizen is to lean towards the services that I can 'see' or that directly impact me. I think many people will feel it is better/easier to cut back on support services, i.e. corporate services and corporate administration, yet I know everything is intricately linked and to pull back on one service will impact another. I don't know enough to know the details of this domino effect but, in your general information sharing, be sure to underline the importance of support (administration, etc) and how that positively and/or negatively affects delivery of the "observable" services.

Transportation - more buses, more tracks, more convenience in terms of buses running every 10-15 minutes. A steady increase in terms of manpower & technology for the Calgary police, fire, and other essential services. Some how exempting these services from budget shortfalls.

Planning for recreation areas so that young people and parents or singles will not need to travel long distances and having centres that provide activities (besides hockey, soccer) that are provided in that community.

Police Services, Parks and Recreation, Water and Waste Management, educate the youth in school about city services and what is going on in their communities, encouraging the public to not be apathetic towards city issues.

Improved train service, i.e. arrival signage way-finding. Permanent infrastructure maintenance in shopping districts.

Police services, Community and protective services, Transportation, Planning, development, and assessment, Corporate services.

Maintain present services.

Planning ahead.

See #5.

Transportation - city is sprawling/growing and transportation needs to as well, extend transfer times from 90 minutes to 180 minutes, invest in better technology (pay cards, refillable cards, etc). Calgary Police. Environmental Protection. Land Use, Planning and Policy - maintain a good image for Calgary. Renewable Energy Sources.

Better community groups. Most community associations seem to be for the rich with kids. We can't afford that.

Transit coverage and ease of use.

Police, Fire, Community and Neighbourhood Services. Waste and Recycling, Planning. Transit, Roads, By-law, Disaster Preparedness. Assessment, Land Use Policy and Planning. Transportation Planning. Water Resources. Development and Building approvals - revenue generating.

Transit, roads, hospitality.

Clark- used the group stuff you created.

Maintain and expand water and sewer, roads, transit, parks, recreation facilities, fire, and police. Integrated approach. High quality development.

A. Lower taxes and fees and dividends. If working people cannot afford to live here because of city "taxes", if seniors are reduced to eating dog food, then "great" city isn't great. B. Water, sewer, garbage, EMS (ambulance, fire, police), roads. C. Powerful, independent auditor.

Calgary Transit.

Any services that should be removed? Golf courses.

Transit - real time transit signage. Way finding. Beautification in BRZs. Support for BRZs. Future road development - no patching; fixing.

Accessible and affordable housing, better urban planning (to lessen urban sprawl), green space, environmentally responsible development, living wages and all city services accessible to everyone.

Better transit - better connections, signage. More health care. School funding.

Maintenance of transportation services. More co-gen plants around Calgary. New recreation facilities. Consider demographics.

All those that are currently in existence. The city has responded well to community need.

Facility development aligned with non-profits.

Real time train/bus times - far more frequent service. I want to support Calgary Transit - need more and more often. More support for BRZs - more infrastructure will lead to beautification.

Have Enmax develop more cogeneration plants that offer a minimum 65% fuel use efficiency. Plants in Calgary (not outside) reduce the city's access fee from 11% to 5% and cut power costs to attract more corporations to Calgary.

To plan to build more nursing homes and seniors lodges, as the waiting list seems so long for some and with the influx of seniors expected in the future it could run into real chaos. And to build or provide more places for the less fortunate people that they can afford. Not so many high rises only rich people can afford.

Transit, pathway, parks & protected areas, proper planning.

Transit, Recreation Centres.

Services must be more flexible and accommodate changes in demographics and the times. Too bureaucratic.

Keep parking fees down. Make public transit more available to SE.

All area transit (busses). Utility overhaul, better road construction, low income housing, NOT high rises which lead to crime.

12. In what community / neighbourhood do you live in?

Acadia
2 Arbour Lake
Asper Hill
Bayview
Beltline
(Connaught)
5 Bowness
7 Brentwood

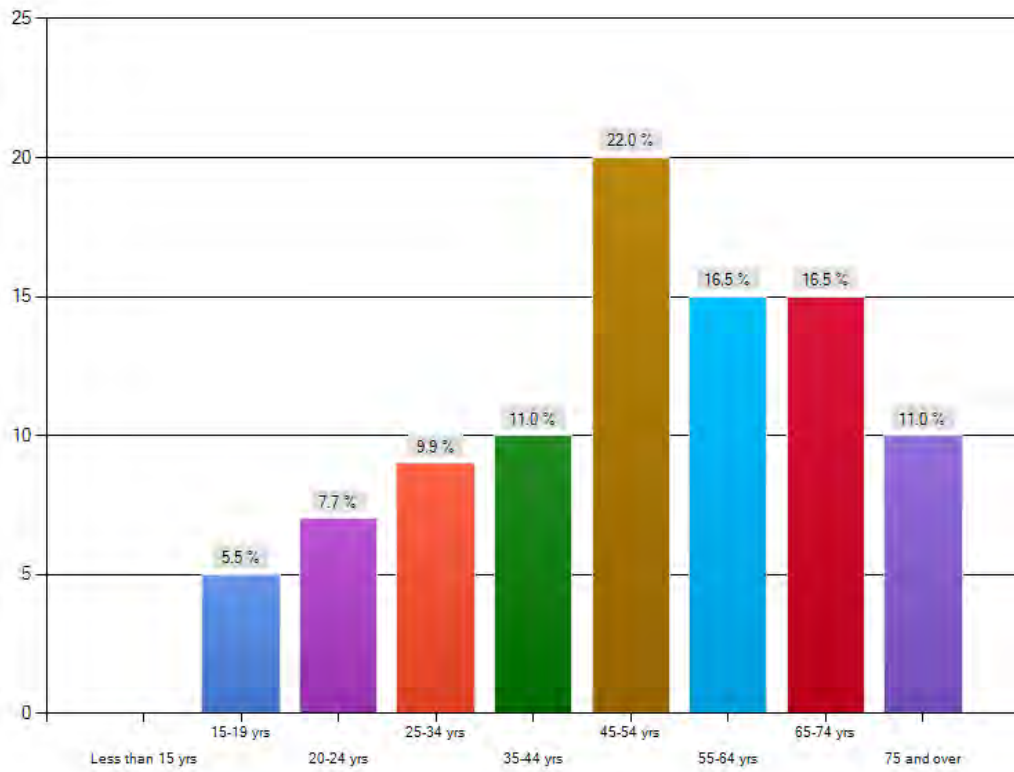
Marda Loop
Mission
Mount Pleasant
North Glenmore
2 NW
Out of Calgary
Panorama
Riverbend

Briar Hill Bridgeland Castleridge (NE) 7 Charleswood Citadel Connaught (Beltline) Cougar Ridge 4 Coventry Crescent Heights Dover 3 Edgemont 2 Evergreen Garrison Woods 2 Glamorgan Glenbrook Hamptons Inglewood Kelarny 2 Kelvin Grove Kensington Killarney MacEwen Glen	Rosemont Royal Oak Rutland Park Sandstone Shawnessy 2 Silver Springs Springbank Hill 2 Sunalta Temple Tuscany 2 Tuxedo 4 Varsity Victoria Park We represent Calgary downtown association West Hillhurst Westhills 2 Whitehorn Wildwood Winston Heights Woodbine
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13. What is your Postal Code?

T0C 3 T1Y T2B T2C 3 T2E T2G T2H	15 T2L 3 T2M 2 T2N 2 T2R T2S 2 T2T	2 T2V T2W 2 T2Y 7 T3A 10 T3B 4 T3C	8 T3E 4 T3G 4 T3H T3J 7 T3K T3L
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14. Which age group best describes you?



15. What is your gender?

Female 55

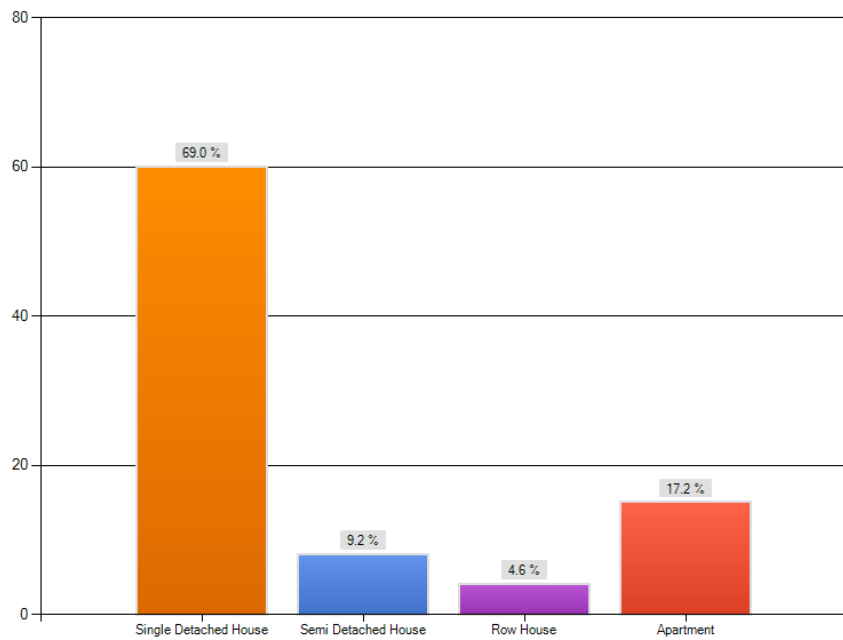
Male 30

16. Do you own the home in which you currently live?

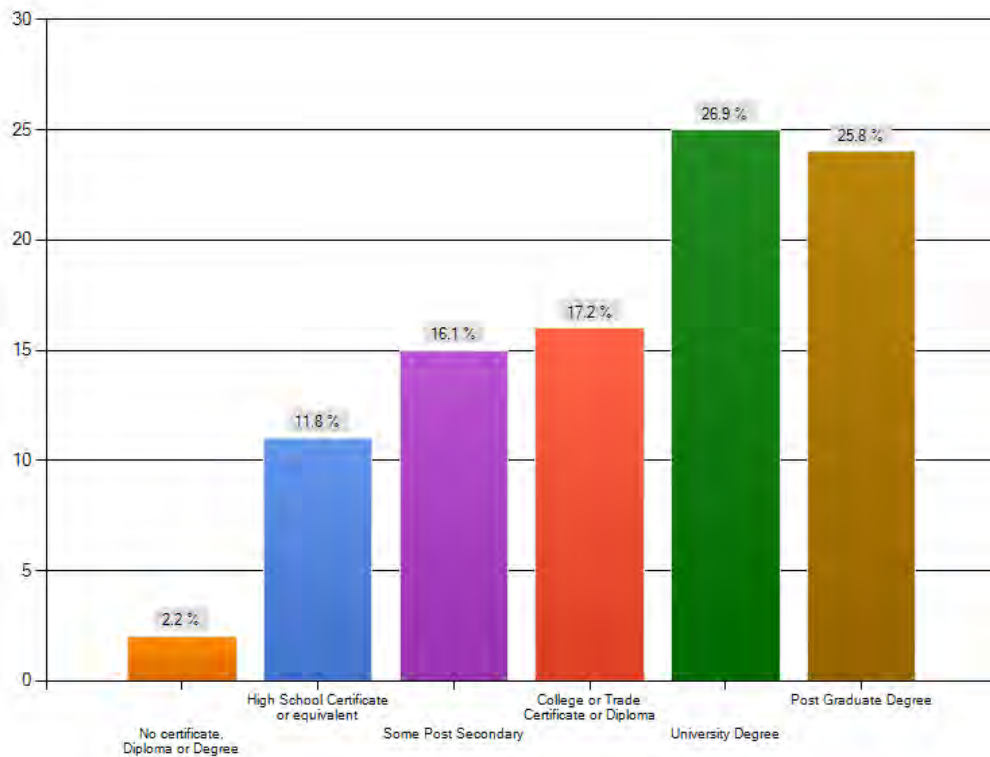
Yes 58

No 33

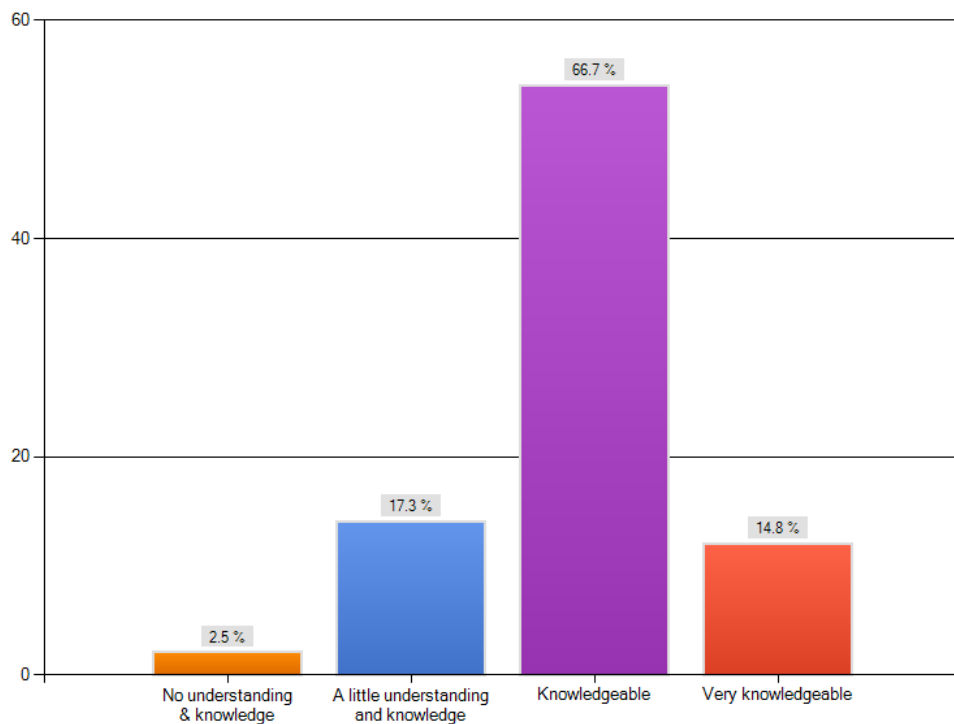
17. Which of the following best describes your current place of residence?



18. What is the highest level of education that you have achieved?



19. Having reviewed the booklet and answered the questions, how would you now rate your understanding of City services?



20. Did the budget kit booklet and the review process for the survey help you to get a better understanding of the range and variety of City services provided by the City? Please specify

Yes the reading was very informative and enlightening.

Not so much the knowledge but the opportunity to discuss.

No, I think I knew most of the services already.

Yes. I liked all the details for each of the services. There were lots of items I had not thought about plus it was interesting to see which department is responsible in some cases.

Yes, I learned services offered by the city that I didn't know before, such as the PDA and the CNS.

No.

Yes.

Yes, very much so. I will keep the booklet for future reference. I wish there was a website that laid it out better.

Yes! The budget kit and discussion at "Good Companions 50-Plus Club" was very informative.

I had not considered corporate admin and services even though Calgary Housing is part of corporate services.

Yes it certainly did improve my understanding of the services provided by the city - better understanding of various

departments/components of some city services (i.e. parks and recreation).

Yes this did. I learned a lot about services that I did not know before.

Yes, knowledge of services.

I actually knew about most of them, but I was astonished at the large amounts of money that they cost.

Yes - it is laid out and organized in a very clear manner. It combined facts and emotion (i.e. anecdotal stories). Both are important in decision-making.

There is a need and we need support from city.

Good outline of how much is given to each department - perhaps a good exercise for the city to maybe look more closely at the Corporation to make internal efficiencies and by doing so reduce the number of staff members. After the obvious elimination of silos is achieved by utilizing technology to share data, information, you may consider creating the combination of Roads, EnMax, Water and Sewer in order to close roads once to place all needed services in at one time instead of what seems to be three times.

Yes, I didn't realize the number of developments and their responsibilities.

Not particularly.

The discussion helped provide context to city services and where they fit.

Yes. I learnt about what services we have and about the budgets.

Yes, there were definitions and budgets for each service that we would not normally see.

Somewhat.

No - only proves how many problems there are and how they increase because you don't fix the major ones first, just build expensive bridges and bike paths that get little use.

Yes, it did clarify the process and different services, plus the budgets they have to work with.

Yes - it helps to understand the diverse services looked after by the city.

Only those you want us to know about. You need older and wiser heads guiding the young bloods.

I knew very little about Corporate Admin, Corporate Services and PDA.

Yes. It provided a quick overview of major services offered by each department, highlighted some of their successes, and indicated annual cost.

Yes, the booklet was very informative.

Yes - where do we make note of services to be reduced?

Yes - I knew most of it in general but I became aware of some specific details.

I came to this discussion with a pre-considered motive.

Didn't realize there were cost recovery departments like development/budget approvals. The city provides very comprehensive list of services.

Yes, I have a better understanding of the structure and scope of services.

Yes.

Yes - the various services under each department were clarified. Budget for various services.

No. A better lay out would have been essential services together - easier to compare. Then the what we want vs. what we need so that we get a better idea of where money goes.

Range doesn't matter - quality does. Don't minimize what's in place by putting in more stores and houses in older parts.

Not really, I already knew about the range of services.

Yes. The booklet helped to explain what's out there.

Definitely - acknowledge a lot of services provided by the City of Calgary, such as corporate services, environmental protection.

No except to see that the rich get what they want like recreation facilities and bike paths.

Yes - provided more depth on what is happening within the city.

Somewhat - most services listed I was aware of.

Yes, indication of required facilities.

Yes.

No.

Yes.

Yes, in terms how the money is being used by the different departments & what those services offer.

Yes, however many services pertain to City of Calgary employees only.

I believe I have a better understanding of city services. Many services that I don't think about because they relate to me indirectly.

Nothing I didn't know already.

Yes – clarification.

Yes- good breakdown of absolute costs with brief description of the services at a high level. If there was a categorization system that indicated how the services is provincially or municipally legislated or both.

No lots of useless spending on useless things. Work on busses.

Yes.

Somewhat.

Yes - put the information all in one place.

The money isn't spent fairly.

Would have been helpful to understand how many employees worked in each service area. I think it would have been more helpful to have each detailed budgets of each department printed out and enclosed as part of this document. I did not feel this document truly captured what each department did (too generalized).

No.

Definitely. A thorough outline and overview of the city's departments and services was provided. Also, thinking about which priorities to assign makes things sink in more.

Yes, I became aware of the many services provided.

Yes. Some services I had just taken for granted and forgot about (ex. water, waste removal) and some services I had assumed were city but aren't really (Public Library).

Yes, I did not realize how money cuts services seesawed to be in my understanding bureaucratic (planning, development, assessments; corporate services; corporate administration). I'm not real fond of funding a bloated police department either.

Yes.

No.

Yes - I didn't realize how many different things the city had to do.

Yes. I never knew what the city had to deal with and what they provide. I am still confused on what is provincial and what is municipal.

Yes.

Yes.

Yes but even though there are many good services particularly for seniors I am concerned about the way the money is spent on unnecessary bridges and increasing wages of those on Council when they are already some of the highest in Canada.

Yes.

Yes and their budgets.

Yes - I know how many services the city provides.

The complexity of your job.

Yes.

Yes.

Yes, especially budgets for different services, ex. police services, information technology.

Wasn't sure which department did what, now I know.

Yes! It clarified for me how our tax dollars are actually divided and used.

21. Will this new knowledge about City services influence your opinion or use of City services in the future? If so, how?

Probably not. I do use bus sometimes and enjoy parks and walking. Really do not appreciate loose or aggressive acting dogs - I have been bitten.

Yes. I rearranged my priorities and realized the city has to do lots more than things than those I need.

Already using the services as needed.

Have better understanding of some of the departments; good generalized overview. I think that there is a lot of wastage in some departments just based on dollar values (budgets) of each department. Perhaps the way this survey was designed it could easily bias someone toward Police and Fire and transit and away from programs (such as HR and IT) which have large budgets.

Definitely! I am now even better informed.

No.

Definitely - when discussing the recreation of the city I will think about it.

Yes, I think the city can assign a smaller budget for police services and increase for environmental protection, etc.

No.

Not really. I need to actually use the services to gain a true understanding of city services.

No.

Yes, I believe there needs to be more exposure of current programs available.

Yes, I will appreciate the services.

Yes, I will definitely use the services such as transportation.

No, because most services available to my age group I am already aware of.

No, not really.

N.A

Probably not- I already use transit, parks, recreational centers etc. and I'm not ready to change.

More appreciation and thoughts towards. Cross business unit information and holistic philosophies of fellow staff.

If I was just a citizen perhaps. Sometimes the average citizen just indicates their top of mind or perhaps their special interest concern.

Perhaps.

I enjoy being better informed about Calgary's plans for the future.

No.

It's better to know what services the city provides vs. the province and country. Yes - I am more aware of what the city issues are.

Not really.

No.

It will allow me to have a valued and informed opinion as it relates to future involvement/voting, etc.

No.

Yes I have a new appreciation for how much there is to do to create a great city!

Yes. Let more people have work so they can buy a home of their own: instead of paying others.

I didn't realize all of the costs involved with the different services. This makes me glad I am not planning the budgets.

It confirmed that the city of Calgary has a bloated Bureaucracy and unresponsive leadership, spending our money on a thousand things we don't want.

It will influence my opinion and inform my decision-making and feedback.

Yes, you are in over your heads. Aldermen should have to take a test BEFORE being allowed to run for office.

Not if you don't use it but it will influence how I vote in the next election.

Yes. I appreciate the community services so much more now that I know how underfunded they are. What a great job they do with what they have.

No.

This depends. I have a better understanding of city services & where I can go if I have certain inquiries.

Yes, just the fact we have the opportunity to fill this out gives me a more positive outlook.

It will change my opinion if services are improved.

No, I will still participate/utilize the city services to the same degree.

No.

No, already knew.

No but I'm still glad to have more awareness of how my tax dollars are spent.

Yes. I will appreciate all the services provided, I will want to continue to have my say on where my tax paying dollars are allocated.

My opinion of city services is high already, this has merely reminded me of how much more is unvalued.

What new knowledge? If you don't fix roads, utilities and transit you've got nothing.

As it's very low it can only go up if you smarten up.

I don't think so.

How can it without busses.

If they're not better I can't use them. I'm a prisoner in my own area.

It makes you realize that, although we believe the services we deem important should receive more funding, for that to happen we need to make cuts elsewhere.

Most likely. I'm more informed on what needs to be done and what is out there.

Unknown.

Already engaged with city services.

We already work closely with city services and will continue to in the future.

Yes - not so judgmental - perhaps more knowledgeable suggestions.

Yes, know more about where our tax revenues go and how they are allocated.

No.

Yes.

No.

No.

Pay more attention to city spending.

Not just sets my opinion of how stupid the young people working at City Hall are.

Only if you improve infrastructure first so that the city works.

No, I realize that water, power, Police Service, fire and other services meet my needs and that of every community.

No.

I think I am already more aware of what our city does for us and more respectful of the fact that all these services are made up of people trying to do their best.

It will affect how I see budgeting.

Yes.

No.

There are things the city does that one can take advantage of, we did not realize the capacity of city services.

No. I think I already had an idea about what services the city provided and know there is a significant cost to providing these services.

22. What information do you need in order to prepare for the next phase of the conversation, which focuses on allocating budget dollars and resources?

A reason why these people are not able to act more responsibly with our money. Case in point - the hideous so called peace bridge that they have trouble putting together.

There is a lack of communication for myself and seniors without computers.

We will need an update on the increases the departments are getting and their total budget so we can decide what we

would like them to spend it on.

Open, honest statements who and why decides one way or another. And willingness of the people to be able to admit mistakes.

I would need the 2010-11 actual budget breakdown by department to understand for example why HR and IT have such big budgets and to understand why law gets 10 million (how many lawyers is this divided by?). You need the detailed information to make informed decisions otherwise the common man is just going to value the obvious departments i.e. Police, Fire, Transit.

The booklet of the city budget and future budget.

Breakdown of current budget allocation.

Transportation, Parks and Community and Recreation, physical tour of certain departments to gain better understanding of the services which they provide.

Need to look at past budget and spending and evaluate the effectiveness and outcomes of this spending.

What is most important to the youth.

How much money is required for what effect? i.e what amount of money buys what number of buses?

Specific budgeting.

Need to look at the budget plan for the services.

Need statistics on how many people use each service.

The budget kit gives a good background to how dollars are currently being spent. Perhaps a template on how to organize a budget would be useful. An online budget tool would also be useful that could keep track of total dollars and subtract them as allocated.

N.A

How much- both in real tax dollars and percent- each area and its sub-divisions receive of the city budget.

Not sure- certainly some of the budget.

Review of phase 2 input.

Council is elected to deal with money - I think taxes are fair and services are great.

I now know what each department does, but have no idea if they are respectively efficient with their resources - including the administrative, development, transit and information development aspects of their involvement in the workings.

What will never be on the table and why.

Statistics, numbers, and access to information.

I would like to know how there can be more collaboration and cooperation among the different services.

Clearer directions to find info on the internet. The website is very poor. Tried to fill it out online - (info@dialoguepartners.ca) and it was useless. I hope you're not paying them too much. I also called Dialogue Partners and left a message for help in the morning but received no reply all day. Better advertising to the public about the information and survey process. A side note - what is the status of the new park along the Bow River from West Calgary approximately to Cochrane?

Past budgets, what is realistic to expect, feasibility, what is negotiable.

Will attend April community forums and rest of process.

What can the city do for us and when.

More training and more financial help to get trained in a certain field. Also some people can get financial help from government assistance because they have anxiety attacks. While some people have health problems and can't work.

I wouldn't be interested in this kind of conversation.

1. Full detailed budget info for the last 3 years. 2. Reconciliation in detail, of the budgets with as spent. 3. Full detail of all revenue sources for the last 3 years, including property taxes, licenses, fees, dividends, fines etc. 4. In detail listing of all contingency (=slush) funds with money held in each for the last 3 years. 5. In detail listing of all liabilities of the city and city entities (e.g. Enmax) including debt, pensions, health care.

Access to comprehensive financial information.

For more than you are prepared to give. Look at all the hidden problems that come to light every time you do something e.g. double time on recyclable routes - double cost. Talk to your workers without them being afraid of job loss.

This is impossible as we don't have the expertise to know how much things cost.

I like this initiative. What is next? Will it be at my library again?

Budget planning.

I do not know at this time. However, I do like this attempt to engage the public despite my cynicism.

Perhaps some graphs showing the budgets of each department overtime and the projected budget in the future. You should superimpose the cost of living and increase in population. I would expect that the cost of infrastructure maintenance will become an issue. The city limits can't keep growing.

Actual amount currently given, salaries, tax info (revenues etc.), want to know costs of new development and for them to be charged accordingly.

Just updates on the current proposals.

Statistics about how it is being spent - visual aids.

Graphs of the current and proposed budgets would help.

Graphs, more visual aids, more public advertising, knowledge of what is in danger of being cut.

I'll read the budget kit some more, I'll check in online.

How should we know until you say what your opinion is?

That the budget people get an education.

None.

How much will you spend on busses busses busses. Excuse the writing I don't often have to do it.

Too late for that.

Use the information given to educate myself further.

Allocation tool - phase 3.

Allocation tool, which is in phase 3.

Capital cost.

What are the departments spending now? What will never have funding and why?

A specific breakdown of the various budgets presented to Council, i.e. 'Where does this million or that million go?'

Breakdown of how money is spent (pie charts?). How does the budget compare to other cities? How does our infrastructure compare with other cities (for example, roads, arenas, pools, parks, etc).

Unsure of question.

None. Spend only on road, transit, and police improvement. Stop wasting money on recycling have someone put all bins on one side of road and put them back after emptying. Expensive drivers, cheap and labour and save on fuel with only one pass.

A clearer understanding of the total City income and the sources of this income. I would also benefit from knowing if any costs/expenses are not reflected in the booklet provided.

Possibly more on how some services impact on others. I.e. Why X is cut, what it will affect, and how it will affect Y and Z; more on the domino affect.

Don't know.

How much money is there and where does it come from? It would be helpful to have a graph showing the dollars used and the number of employees in that department.

I'm sure you're planning this, but there needs to be an overview and an enrichment of relevant information related to the topic being discussed at the forum.

23. Do you want to be added to the contact list?

26 participants provided their email address