

## Understanding Values & Priorities Phase 2 Community Forum April 5, 2011

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

#### By-law

- By-laws
- Animal services
- Noise attention
- Sound barriers

#### Community Services

- Libraries
- Libraries
- Affordable services
- Programs for people in need
- Community programs (before and after school care)
- Look after homeless better especially better services for single parent low income
- Planning for the future of Calgary (socially, environmentally, economically)
- Library
- Proper funding to the different organizations - community services
- Libraries

#### Corporate Services and City Planning

- 3-1-1
- (Social, Environment) Policy development and implementation
- Mixed neighborhoods
- Good long term planning

#### Recreation and Parks

- Live/work/play neighborhoods
- Off-leash parks
- Green space, parks, trees
- Ravines

- Community gardens
- Gathering places i.e. community gardens
- Accessible recreation (parks, gyms, pools)

### Safety

- Fire
- Police
- Public safety (Police, Fire, EMS)
- Safety

### Transportation

- Integration of transit and services
- Transportation
- Transit
- Access roads/transport
- Transit
- Pot hole repair
- LRT stop station heaters
- Snow removal
- Walking, cycling paths
- LRT
- Pathways/cycling routes
- Effective transportation
- Bus only
- Bike only
- Car pool lanes
- Reverse lanes
- Transit
- Utilities
- Improvements to Glenmore Trail
- Roads
- Roads
- Snow Removal

### Waste and Recycling

- Water/Sewers
- Blue Box
- Water
- Recycling
- Why do we have weekly recycling collection?
- Landscaping
- Green spaces

- Lane-ways/Meridians
- Homeless employment

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

**By-laws**

- Animal services work great. Drive-home services save them from housing them overnight. Efficient for both sides. We are not running around looking for our dogs
- I have not used many of these services
- Neighborhood services - I am a mom - we did not need before/after school care. The city should not be funding this. If you have kids, you are making a commitment to raise them
- There are too many by-laws, e.g. spitting on the sidewalk is a by-law, but no one does anything about it
- By-laws give police a reason to stop you and bug you about other things
- Gives police a tool to address citizens directly
- Certain by-laws that are not enforced should not exist
- Parking enforcement - zero tolerance for people parking on streets
- By-law enforcement could not have allowed illegal suites to exist
- City should provide additional parking
- Each unit should be designated a certain amount of spaces
- Building permits should not be approved without parking spots
- People should have parking options (building underground). Logical for apartments, not residential. Exceptions for churches, etc.
- There is a flaw in how you allow people to park
- If you cannot afford a pet, do not buy one. The city should not pay for spaying, neutering, blood work and dental work for pets. Absolutely not!
- We have citizens, generations that cannot afford all this work. The city should not cover this either, but it should hypothetically come before pets
- Many by-laws are too straight
- Picking up after your dog - it is important, but they have never enforced. What is the point? No one knows what all the by-laws are. Educate people. Some by-laws (noise from events should not be weighted so heavily)
- Let us have a 'get out in your neighborhood and clean it up'. Use volunteerism. Why not
- Make people clean up themselves too
- Communities could arrange activities to encourage the proactive citizen
- People ignore speed signs - no enforcement in smaller neighborhoods. Red light enforcement. No way of identifying them
- Bikes should have licenses of some kind in order to enforce by-laws

**Community Services**

- Services need to be affordable for low income families and accessible in their community

- Mary Dover House is an excellent program for providing life skills and support.
- The amount of dollars the city puts into FCSS pays huge dividends - great services provided
- On-going evaluation of social services is commendable
- How do we make it less painful for people in distress to come forward and get support?
  - better public education
  - educate children
  - resiliency programs
- How do we stop the cycle of what other cultures see as normal or ok when they come to this country?
- Our library system is very good, community programming is convenient and free (fantastic)
- Downtown library needs to be built - should be a community gathering place
- Meeting space for rent
- Mixed use building/apartments/shops/gym
- What about East Village location
- Library downtown is number 1 priority
- Housing for the homeless
- Affordable housing for low income families

### Corporate Services and City Planning

- Would like our city to be planned in a way that is financially and environmentally sustainable, cost of a new neighborhood is recoverable
- Integrated planning is important
- All services need to be available in a community, including different level of government, combining community facilities, i.e. a school uses a recreation centre for a gym
- Linking communities
- Work/live/play communities adds to integration
- Build it in early
- Put in good common sense leadership
- City corporation services have an important part to play in keeping the city functioning
- It is very difficult to get information from the city, they are not transparent
- Plan- it was a good process - too bad Council watered it down; stick to the plan that is initially approved
- Developers seem to be able to overrule what communities engage on
- 3-1-1 is good for dealing with issues, provides one stop shopping, gets questions answered
- Planning more efficient buildings (LEED level) puts Calgary on world scale
- Monitoring traffic signals via IT is helping to move traffic better
- Garbage pick up could be improved by picking up on both sides of the alley/street at the same time, a strong value is to make services more efficient

## Recreation and Parks

- Quality of life issue
- Health/fitness provided by facilities and parks
- Park maintenance is very important
- Some communities pay extra levy-voluntary. Feels it would be better run by the city
- Bike paths, would appreciate better system in Aspen Woods
- Having different types of parks in the city - off-leash walking areas
- On Springbank Drive/Springbank Blvd. Glacier erratic
- Signage/interpretation need some bugs worked out
- Multiplicity of uses i.e. connecting facilities like schools, senior facilities to community centers to get away from silos
- Protect our ravine system more i.e. Strathcona & Christie areas
- Stay protected - wild life corridor. Right from the start in new communities
- Having ravine system next to LRT (west) is calm before the storm
- Lack of programming in our large number of green areas organized or unorganized
- Over reliance of public provision of recreation spaces takes pressure of public sector. For example, private ice spaces
- Allow for private enterprise
- Appreciate lower prices for public facilities
- Private offerings can help bring price down
- Safety benefit. If services are not offered, keeps youth occupied. Higher degree of problem behavior
- Ways for the city to work better for the private sector on partnering with building facilities sooner

## Safety

- Notice in increased police presence at transit system. I feel safer during my early morning commute
- There is a summary of current crimes that have taken place and where they take place. I value that information
- Used EMS very good experience. 5 Stars. Positive feedback. Adds to my feeling of safety
- Police chief is doing a good job. Mentally and physically handicapped groups are being paid attention to
- Police chief is easily accessible
- Police are good for a security system in my neighborhood
- Drug houses and problems associated with them are not being addressed quickly enough (3-year cycle is too long)
- Having these in neighborhoods creates a feeling of unrest, grow-ops (mold-infested), meth-labs (toxic), places that are shut down are un-secure. Houses that are abandoned and buildings drag down the property value. A risk to children

- EMS - ambulance drivers are doing too much. Waste of dollars to have them sitting and waiting
- EMS need to be obliged to do this because they are legally responsible. Could get sorted out
- Fines should be implemented for citizens who do not move aside for emergency vehicles
- Police presence has increased, less violence and drug-dealing at stations. Big improvements
- Value not seeing it during the commutes
- Camera presence has increased, which I appreciate
- Bike safety presentation which took place at my work. It was great. Preventative suggestions and education. Why fight fires when they can be prevented?
- Education about building codes, fire, carbon monoxide monitoring. All houses should have it
- Clean up illegal suites - these are problem areas
- If I know about illegal suites, I do not want to report it because it makes me feel unsafe and afraid
- Living in a single-dwelling, close neighborhood makes me feel safe. We have great communities in the neighborhood
- We would like to feel a bit safer, knowing our neighbors better would be great

### Transportation

- Lack of access outside of normal hours
- Addiction to transit into the core - need more to hospitals/universities
- Value transit that is more dispersed
- Robust systems to deal with traffic accidents
- System failing
- Need to serve more than the core
- Need thoughtful planning - seems like band-aid of quick decisions, want transportation routes
- West LRT needed to go to Mount Royal, value long term planning and needs to be re-configured regularly, transportation routes moving throughout the city, dealing with traffic issue
- During off hours using smaller, utilizing budget dollars for transit more effectively
- Value long term planning, value responding to changes
- More innovation needed, e.g. load card to different zones for fairs, looking at different cities, having more options
- Value ability to plan
- Comfortable, user
- Value reduces need to drive
- Transit allows me to read/relax
- New innovations e.g. feeder buses come through specific area

- Value environment, environment friendly
- Value long term plan and vision for roads, it has been a long time since then
- Trail system (major roadways) have been effective - set up for people to go in specific directions, some failure (Sarcee/Blackfoot) and some success
- Transit not current priority, need to make easy between neighborhood/community/across city
- Safety with transit - not comfortable standing downtown at 5:30 a.m., not safe, feels like no choice when live in suburbs
- Do not use transit - does not go where I want to go, major transit nodes like Foothills Hospital not well served, does not go to colleges/hospitals/airport, need to go where people work
- Need to also consider economic issue, currently designed for M-F b/c that is where economics are
- Want planning for connecting major nodes e.g. administer transit/LRT to hospital and increase in ridership
- Where do you park, transit allows to not have to park
- Nodes or transfer points that would have shuttles to various locations, access to major working location
- More predictable transit is the more people use it (timing, routes), how to use and when to use is very important
- What consumption of energy/transport passenger mile vs. private automobile?
- Zone tickets for traveling to different zones
- Clear information about transit schedules at specific spots, easy to plan
- Options for people, do not have cell phones
- Comfortable LRT stops, heaters could be installed. Simple, but would please a lot of people. This would increase ridership, would encourage people to choose this option
- User-friendly transit systems
- No one should have to suffer when using transit
- Development around transit lines and stops. Accessible services nearby
- Our doctor is in the square. Parking machines are frustrating (paying excess fees for extra hours should not be necessary)
- Seniors have a good deal because costs are reasonable

## Roads

- Need 10-15 year plan or vision
- Dealing with volume in high density areas
- Ring Road will be a great idea when SWIS organized and decided, takes stress off volume on existing roads, cuts commute time, speed and less time
- Building roads in eco-sensitive areas (positive value) e.g. good job over Bow River, surprisingly limited impacts, built with limited impact to citizens and knowledge of construction going on
- Especially on double turns in construction zones, need painting lines, this would increase safety

- In the years I have been driving, I have never been hit considering the number of km's I put on. I see very little problems, city dealing with it
- Accessibility to move people, reduce time for working people (travel)
- Up-keep and maintenance, with climate, we need plan for pot holes, lines, especially around construction roads
- Safety
- Signage, people can recognize where they are going, larger importance of making it visible, very important during construction times
- Lights, traffic
- Synchronized machine, more synching, give better movement of traffic, need to use sensors at intersections when no one is there, may reduce road rage and frustration
- By in large do a good job of maintaining roads
- Value long-range planning, do not know how this is done, seems the city builds roads and then later they are torn up, e.g. If you know they are building West LRT, why make all improvements to Bow Trail?
- Sidewalks, good. Called 3-1-1 on leaving, response has been good
- General public getting ready to value road system, prior to Brone, there was not much. He provided good vision for roads
- Glenmore - improvements on intersections e.g. McLeod & Glenmore
- Tensions between building new and reducing lanes, then needs to catch up
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- ***Why is Waste/Recycling Important?***

- **Waste and Recycling**

- More efficient use of services. Be efficient. Less often with recycling pick-up now
- Recycling and garbage pickup every second week
- Very expensive service, let us drive down costs
- Extended to condo's and apartments to increase usage of recycling
- Unsure of composting bin addition
- Pick-up compost at condo's
- Less land-fill use with recycling program
- Do not require service on Statutory holidays extra hourly wage
- Smaller department with every other week service
- Residential collection should be contracted out on a competitive bid basis
- Why does the city not provide recycling for gated communities with private access?
- Calgary has great water
- City should bottle water for profit
- Adjustment on sewage out vs. water in
- Water meters should be phased in
- Some sort of marker for pick-up vs. no marker like a flag on mailbox
- Tipping fees at land-fill sites so to keep a reasonable balance



- Water is a crucial issue. I agree with storm run-off, treatment, etc. recycling to minimize draw of water from rivers
- Inserts the city includes in utility bills is very good
- Hard to find information on line, toxic water, drop off (electronics)
- Need calendar of events
- Keep getting that information out there

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

- Why does it take so long (3 years) to clean up former drug house?
- Do waste and recycling services staff get paid more on statutory holidays?
- Does the city have a mandate for the amount of parks in communities? Why the difference and in some cases, a significant difference in the amount of parks in communities.
- Do the numbers in the budget kit add up to 2.6 B? If not, why not?
- Why do we have weekly recycling collection?
- How do we make it less painful for people in distress to come forward and get support?
- How do we stop the cycle of what other cultures see as normal or ok when they come to this country?
- What consumption of energy/transport passenger mile vs. private automobile?
- If you know they are building West LRT, why make all improvements to Bow Trail?
- Why does the city not provide recycling for gated communities with private access?

***Comments***

- Want to discuss the 3 year budgeting process (do not want to keep 3 year budget cycle)
- Seems like reality is that City Hall does not want input from public. We are being misled

***What stood out for you?***

***Round 1***

***(After Transportation/Safety/Waste and Recycling/Corporate Services and City Planning***

- Idea that there needed to be a long term plan. Felt city did not have a long range plan
- Need to streamline and be more efficient in terms of cost
- Making transit services more responsive to the needs of its users
- Having different levels and deliveries of service

***Round 2***

***(Community Service/Parks and Recreation/By-Law)***

- Other services embedded in library
- Problems and ways for community and city to support victims of abuse (women and children)

- Commend Social Services Department