

## Understanding Values & Priorities Phase 2 Community Forum Focus : Youth

April 6, 2011

What city services are most important to you?

- Recreation
- Parks
- Great off-leash parks
- Youth Probation Programs
- Seniors Help
- Homeless Issue
- Women
- Families in Need
- Disabled
- Community and Protection Services
- Seniors Housing
- Community Services
- Boys and Girls Clubs
- After School Programing
- Community Services and Protective Services
- Seniors Facilities
- Library - keep it up!
- Get rid of Community Associations and have Community Centers for all of the community e.g. Confederation Park
- Community Services - avoid duplication with recreation and AHS, Provincial and NGO Services
- Community Association Programs like community kitchen, support for elderly, day-care, sports programs, programs like Youth-Works
- Affordable, accessible pools and recreation facilities (and subsidized or free for low-income)
- Cost of Housing
- Council should not be political. We are a family for all citizens
- Performance
- Efficiency of contractors and city crews

- Free street festivals and events (continuing subsidies for road closures and police)
- Finance
- Don't say it, but we seniors told you, budget (add 50% in today's world) after you think it's right
- Regular funding for business revitalization zones (BRZ) to help address aging public realm (sidewalks, street lamps)
- A green Calgary
- Utilities and environment protected
- Do not mess with established communities if it does not fit e.g. (high-rises)
- What I want in a place to live (City of Calgary), to live in a diverse, mixed-use, pedestrian friendly community
- Planning. Stop patching, plan projects, stop gaps instead of actual repair or replacement
- Master planning
- PDA
- Planning development assessment
- Calgary Police Service
- Police
- Efficiency of services. Police helicopter - is it needed?
- Access to local farmers' markets (local food supply)
- Renewable energy supply for the city (particularly solar heating and solar electricity, because these can fit into rooftops and parking areas in the urban landscape)
- A compost and a recycling can beside all city owned garbage cans
- Opportunities for urban food production e.g. community gardens
- Graffiti abatement (through community and protective services). Fines, by-law enforcement and free removal grants to BRZ
- Free spaying and neutering (if owner is low income), Community and Protective services
- By-law
- Transport Mobility
- Transit efficiency
- Use natural gas fuel
- What I want in a place to live (City of Calgary), what is important to me, to live in a community that is pedestrian friendly (20 minute walk to moist amenities) and well served by bicycle routes and public transit
- City transit
- More trains and more buses more often. Schedules (even paper on street poles) at all stops (see Toronto)
- Calgary transit
- Efficiency of transit - use smaller vehicles and run more often
- Transportation before more people web-wide over city
- Blocked streets through communities, unblock, remove 90% of "stop" signs

- Infrastructure (roads, sidewalks, other capital maintenance)
  - Shoveling sidewalks in business revitalization zones (BRZ) (snow banks left after plowing so shoppers can park and walk)
  - School zones and playground zones - I lived in Toronto for several years and at that time there was no separate speed for these zones. There were school patrols much like ours, but there was definitely no stopping in these zones. I feel these are very good regulations
  - Efficiency of services - paving of residential streets when not needed
  - Roads before more people
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- What improvements, enhancements or changes would you recommend for these city services?
  - Community Services
  - Value
  - Quality of life
  - Reach marginalized people
  - Community Associations - gone
  - Community Centers - greater balance of outreach
  - Strong active volunteer base
  - Livability
  - Seniors' facilities - deal with numbers (increase)
  - How to keep seniors in home (independent living)
  - Youth/services (kids at risk)
  - 2,000 homeless kids in Calgary
  - Housing - how can young people afford a house
  - Needs vs. wants
  - Shortage of affordable housing (homeless foundation)
  - Kids at risk - church groups/organizations, after school programming
  - Programs for at risk kids and access to them (AARC)
  - Programming youth that have been identified as at risk
  - Difference in life
  - Quality of life - everyone i.e. pool, dog walk, ballet lessons, inexpensive workouts, free dental visits
  - Subsidy for low income
  - Libraries - access for everybody
  - Access - affordable services, free internet, library, medical care, free glasses
  - But process is bad
  - Result - better children, better adults

#### Five Things Most Important

- Quality of Life
- Ask - What do you want? i.e. seniors (provide choices)
- Youth

- Tremendous pressure
- They determine the future of the city
  - Huge issue
  - Turn them around while young
- Accessibility
  - Library
  - Transportation
  - Whole community
  - Pool, etc., library
  - Medical care
  - Recreation/pools
  - Free events
- Parks and Recreation
  - Health and Fitness

#### Finance, Performance and Efficiency

- In a real world, a family must work within its budget. Spend what we have, not more
- Sacrifices need to be made when there isn't enough money
- City should not spend beyond its means
- Everyone must tighten their belt
- Budgetary trade-offs must be made
- City officials need to be reviewed, individual departments on a yearly basis
- Yearly reviews must be done to improve efficiencies
- Less money for the officials at the top, more for unions
- Less bureaucracy would improve efficiency of all departments
- Empower workers to do the work that needs to be done
- Unions are barriers to efficiency. Essential, but inefficient
- If you treat all employees fairly, you don't need unions. Management will focus on other things
- Looking at wants vs. needs in the city
- Recycling, up to citizens to monitor, pick it up too often
- Change the mindset from revenue generation to reducing spending
- Do more with less
- If contractors are not supervised, they'll take a ride. If this is not monitored by the city, there is a finance problem
- East village re-developed. If taxes paid for it, why? Developers should pay for this
- Education about who pays for what within the city related to development
- Build maintainable buildings
- Keep taxes at the same rate and do what can be done with the budget
- Need to know how much contractors are paid
- Elected officials have too much privacy - salaries should be public knowledge

- Key Points
- Don't spend more money than we have. Do more with less
- Less bureaucracy within the city. Allow workers to get the job done
- The city is like a family. Work within the current budget
- Outsourcing jobs to smaller companies is a way to save money. Make the city stick to it, no cost, aim for under-budget (e.g. Gardiner Expressway was under budget - they did this by outsourcing)
- Fire
- Offers piece of mind related to the safety of the city. Parks, buildings, retail space, etc.
- Protection
- Attended to in a fair time, never heard of something not being attended to
- Efficient, e.g. 911 was called after me in an emergency, and they made it there first
- It puts our priorities in the right place, human life should be a priority over other city services
- Fire's presence made it more possible for EMS to do their job better
- Too much management. Could open another Fire Hall if we had less management level chiefs. Went from 5 to 6 a few years ago to 18 in 5 years (just on management side)
- We could get rid of 20-25% of city managers and manage things well
- Fire gets called out if engine coolant is on the road. This is not necessary. You could get others to do this. It does not make sense. This puts more of a strain on them when they could be focusing on other things
- They should always be reliable
- Preparing for emergency is important
- They are professionals
- They offer peace of mind, good level of service
- They talk to us, care for family members during emergencies
- Direct people to the right frame of mind in a crisis
- Fire staff need to be treated well. They put their lives on the line for us. They need to be respected and treated properly for their service
- Having them available is very important. They have a good response time
- There have been problems in the past about access, snow can impact their ability to access emergency areas, which is a problem
- Too much management in the city in general, with fire too. This is inefficient

#### Highlights

- Increase in Fire administration over the last years has been too much. This should be allocated to front-line workers, not increase in management
- Firefighters and staff should be primarily focused on saving lives, not other services like cleaning fire coolant up off streets. They must always be accessible, not busy all the time

### Planning and Green City

- Have a plan for a vibrant city. More educated, arts, equal access, diverse. Allowing citizens to fully engage in the city and have access to services they need
- Diverse, mixed use community - that is what urban living means to me. Services and facilities within 20 minutes
- Context for planning approach that is about segregation is wrong. Focus on community within the city
- No more expansion outwards anymore, too much already
- Really have never had a master plan. Designing community with vibrancy has never been done. Aren't finding the right mix of infrastructure to bring things alive
- Mixing a competency for making that vibrancy and master plan. Could be people, techniques. Need an assessment of where we really are right now
- Stop and really assess, is it working? No, it is not. Why?
- Missing a competency, maybe it is about a local intelligence that drives the development of this place
- Need an assessment of what is working and not
- Plan it, etc., aren't making it real. How do we actually fulfill the vision? Long term funding. Smart use of resources
- Kind of decision making that results in capital investments that are huge. Why are we making those decisions?
- What is development meant to mean in the name of PDA?
- Have to change our view of how we deliver a way of life in Calgary
- It is not about specific services, but about a way of life
- Why are we all together and have chosen to live this way?
- Requires a change in mindset. How do we make it happen? Is this change imposed by elected officials?
- There are many things not working. Need to acknowledge that
- Not sustainable - the way we are living
- Quality of life is becoming more important to people, younger people are changing focus and priorities are different
- Affordability
- Tax rates in suburbs should be higher than inner city
- Don't view ourselves as one whole conglomerate, picture of how we see ourselves isn't clear
- It isn't all about the core, old mindset

### Key Things For Others To Hear

- We do not have a core competency in planning and developing our city
- Have to change the mindset of citizens. More participation, nature of city focused on making money versus as a commodity

- Need a true assessment of the city. Self assessment of where we are at, who we are and what are the pitfalls and how to avoid them e.g. city state management (what the Mayor is talking about)
- Different more effective governance and service delivery e.g. 1 Mayor, 4 Councillors
- Focus delivery of services in more efficient fashion e.g. 4 quadrants (efficient service delivery in quadrants), quadrant focus (more than our Mayor) focus on community
- Organization model of the city does not work effectively to implement the vision. It is organized like a business versus a social enterprise

#### Police Services

- Think they do an incredible job
- You get what you pay for
- Look at size, population of city, very little crime
- Need to keep resources for police
- Good job of policing without creating fear, not viewed negatively, viewed as friend in Calgary, comes from morale, training tools to do job
- Police service downtown is under a serious level of stress and impacts their actions on citizens
- Two-way street, to having respect for police and citizens
- Want to get closer to citizens, visible representation reduces crime, increase in front-line workers, walking around, bike riding

#### Recycling Waste/By-Law

- By-law, animal services/animal care, blood work/spaying, etc., fewer homeless animals helps quality of life
- Graffiti, BRZ, very important
- Grant programs working well
- Utility boxes painted
- Canada Post, etc.
- Local artists paint utility boxes
- Safer/clean business environment
- Place where people want to go
- Perception of lack of safety
- Pay for vandalism
- Recycling waste, environment is important
- Environment stewardship
- Respect
- Global demand for commodities increasing
- Recycle
- City makes you pay if weight increases
- Encourage multiple trip
- Recycle/reuse important

- Services must be easy to use
- Animal care, quality of life (spaying), challenge is balance (budget)
- Graffiti by-law, if working, better communities (free services)
- More sustainability (business/residential), recycling , more bins, organics, need city-wide program
- Impact on landfills
- Better recycling, behavioural change
- Behavioural change, public city awareness, apply to all citizens

#### Transit

- For retired people (suburbs) almost free for individual, affordable service
- Existence of service (compared to not having)
- Allows you to get around
- Requires time to travel to places, to have the time to get to places and can exchange time for less cost
- Also good for environment (less green house gases)
- Can park for free in evenings and able to go downtown (park and ride is good)
- Concern with train rides at night, not sure if real or perceived, do not feel very safe
- Buses have driver and phone, can call if there are issues
- Improve buses run on natural gas (cleaner)
- Smart scheduling with different sized vehicles, other than rush hour, not full and large vehicle, some times totally empty or totally full (can't get on)
- Pay attention to particular routes
- Need to compare costs of vehicle/costs of driver
- Improve use of bus lanes downtown, could reduce public travel time/commute time, reduce green house gases by less idling
- Speed of service, time service available, area coverage, key improvements
- Not sure about bike racks on buses, not sure of effective use of money
- Surprised at distance between last two stops, not serving the people in the in-between suburbs/community
- Find transit great, we only have one car. Allows us to work with financial restrictions
- Transit can take too much time, time is important, feel like wasting in traffic
- Prices too high for transit passes, ratio of service to cost
- Transit prices quite reasonable
- Faster service and better service
- Value transit/buses in city - gets to where I want to go
- Depends on where you are going, coverage is decent but spotty, good going to core but no other areas, coverage not good to industrial areas
- I am really satisfied with service, difficult to get passes, relationship with community serving social needs
- Advertising on transit open to small business and community organizations
- Want to have LRT to airport



### Key Things

- There is room for improvement - area coverage, times available, speed of service
- Having good transit service is crucial to having a city people want to live in
- Transit creates opportunity to be inclusive across economic groups (various levels of ability)
- Safety is a concern and continually needs to be worked on

### Transportation Mobility

- Transportation/Mobility needs to be incorporated into master plan
- Critical when you have IM people
- Stress, emotional computations
- Has social implications and unintended consequences
- Mobility, also how we use goods and services around the city
- Struggle with cyclists, are they biking or a vehicle
- Need to be clear about what they are and how they are part of transportation
- Heavy construction on all our roads, feels like all of them all the time. Is there a methodology to what roads worked on and when? It is a performance issue, what gets done and when
- Grid system does not work efficiently. Think differently, diagonals. Work with design elements like rivers, hills
- Need new ideas about how we move around
- Recognize the impact on taking streets out of service for construction, not thinking about people and impact
- Attitude, that transportation can inconvenience citizens without thought
- Lane taken out of 9th Avenue
- Design around people and their routines (construction)
- Construction, why does it take so long?
- Why so many lights in certain areas? Impact on traffic flow, makes little sense
- Crowchild to be free-flowing except for small section
- Transportation planning focused on flow versus supporting access to communities
- City focused on appeasing everyone and making them all happy, but sometimes need to focus on the greater good
- More transit only lanes, more of them on different routes
- Quadrant system, focus on the core causes unnecessary congestion, causes stress on bus drivers and riders
- Create a transit hub within quadrants, all focused on going downtown now, utilize smaller shuttles, stop thinking that downtown is only destination, impact on youth, will require more car transport to access schools

### Things Others Should Know

- Focus on quadrants and stop thinking about the core as the focus, does not work to focus transportation this way
- Shorten the distances between where people live and work. Transit friendly development not just downtown. Choose an area well served by transit and focus on development there
- Linking transit nodes together, not focused on going downtown
- Timing of last trains does not coincide with bar closing. Impact on university students. Maybe 24 hour train or close bars earlier
- Attitude, e.g. new years schedule
- Safety, e.g. Toronto allowing women and youth to get off transit anywhere, good for those with mobility issues

What questions or comments do you have?

Are the city books on finance available for viewing? Would like to see the breakdown of the budget

How does the City Council set its pay raise? Is there tax payer input to this process?

Efficiency of services. Police helicopter, is it needed?

Kind of decision making that results in capital investments that are huge. Why are we making those decisions?

What is development meant to mean in the name of PDA?

Why are we all together and have chosen to live this way?

Requires a change in mindset. How do we make it happen? Is this change imposed by elected officials?

Heavy construction on all our roads, feels like all of them all the time. Is there a methodology to what roads worked on and when?

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