

Understanding Values & Priorities Phase 2 Community Forum April 7, 2011

What city services are most important to you?

- Animal by-law enforcement
- Community service
- Vibrant accessible public spaces
- Public library
- Arts
- Human infrastructure - people versus computer, social contact
- Arts/culture - performance space, citizens can be creative
- Community and neighborhood services
- Libraries
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- City center evening/weekend programming for vibrancy
- Parks
- Levy placed on new residential development to help fund lighting and infrastructure
- Parks and community services - maintenance of parks, support of neighborhood organizations
- Walkways
- Parks and green space
- Parks and recreation
- Parks
- Business Revitalization Zones
- Land use planning
- Development control
- Control development
- Efficient IT infrastructure
- Allow an increment tax for funding services
- Accessibility for all citizens in daily living
- Comparative values (past years/other municipalities)
- Calgary Police services

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- Emergency services
- Fire Department
- Fire Department
- Safety in communities for much crime and home invasions
- Community safety
- Beat cops
- Water resources
- Waste and recycling
- Utilities
- Recycling
- Water quality
- Garbage collection
- Utilities
- Waste reduction
- Recycling
- Utilities and Environmental Protection
- Utilities - water, power, sewer
- Active transport
- Transit
- Roads and maintenance
- Transit - bus only lanes, more train service, free transport for seniors
- Roads
- Always have minimum 2 exits in community
- River bend problem
- Only 1 entrance/exit on 18th street for years
- Now have 24th open
- Allows congestion
- Unsafe if congestion
- Allows air pollution
- HOV
- Lanes
- Roads
- Transit - better bus lines
- SE LRT
- Timely completion of bridge construction
- Graves Bridge
- Major traffic

- Congestion here
- Transportation - planning (future flow, bikes, etc.)
- Calgary Transit
- Transit
- Traffic merging off ramps
- Slow traffic to 60 km on Glenmore to allow safe merging off side roads
- Graves bridge problem again
- Managing traffic congestion e.g. 14th Street, 24th Street, Crowchild Trail
- Traffic
- Road maintenance - in good condition, snow removal
- Road maintenance

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

Animal/By-law Animal Control

- Many people, makes life better
- Need control for the protection of animals
- Need laws to provide guidance (education and awareness)
- By-law. Sets a community standard. Education and awareness of how to live together. What makes a good neighbor
- Responsibility. Graffiti - contagious (negative and positive)
- Importance. Sets community standards. Need laws to provide guidance. Education and awareness

Community Service

- Access to information, neutral community space, free
- If want vibrant community, need publicly owned spaces (libraries, community centers, parks, squares) provide service in those spaces, bring people together
- (1st Thursdays) - not always provided by city - enabling community initiative
- Quality over quantity e.g. parks with meaningful use/development versus just open field, plus all community services/facilities/arts/culture, etc.
- Accessibility and affordability for all (new Canadians, seniors, moms and tots, ethnic, language, hearing mobility, shut-ins) more understanding of people's diversity, shopping centers for walking. Need to "engage" all, provide opportunities for all
- Increase funding for the arts (federal, provincial, private) together to increase access
- Library. "Arts and Recreation Pass" pilot Calgary Foundation
- Libraries have increased range of community activities/services, not just books
- Exercise. Need to make everyone welcome e.g. fitness facilities, hard for hard of hearing to have social interaction
- Sensitize people to "needs" of others e.g. support
- Need to consider revenue/costs regarding providing this range of services

- If want community services, we need revenue to pay for them
- Need rationale for cutting taxes
- Make sure (access to universal engagement) accessibility happens by adding value, investing in community brings results
- Libraries good place to bring people together to share, build on each others ideas
- Recognize value of arts and culture contribute to health, well being of community, also economic benefit through business, tourism - element of resilience, critical mass, builds on itself, if you can get more people into theatre's, facilities would be good
- New central library
- Diversification from OG to other sectors
- Business/corporates should also be involved in community services; needs to be fairly shared with public sector

Parks and Recreation

- Tremendous resource for all
- Oasis in a crowded urban area
- Accessible and multi-functional
- Pathways promote fitness
- Very well maintained
- Can be destinations
- Terrific sailing program on Glenmore res.
- Like Bowness Park because it is natural - do not change it
- Appreciate and support given to communities by FCC
- Great programs at pools, after school programs, etc.
- Places to go as a family
- Able to learn skills and activities e.g. swim, sail
- Keeps kids out of trouble - keeps adults sane too
- Destination for kids, safe
- Increases value of property, near parks
- Provides a gathering place, meet neighbors
- More green space, plant more trees
- Require new development to have more mandatory green space
- Safe walkways east of downtown
- Stop growth and put park land around the outskirts
- Do not charge for parking at parks
- Developers be responsible for maintenance and improvement of green space for life
- More indoor gardens like Devonians
- Shuttle buses at the Zoo
- Liaison between Zoo, Heritage Park and Science Centre - passes for all

- Key Points
- Keep Bowness Park as a natural environment
- More green space for communities - increase the minimum required
- Develop a method of sharing maintenance costs for parks e.g. developers
- More indoor parks/gardens

Planning

- Clarity, transparency re: decisions, also effort to educate
- Fairness in dealing with applicants, process - rules fairly clear generally better than other systems
- More efficient process
- Predictability regarding policies, what is possible regarding how to present projects
- Long range planning/future look before community actually build
- Access to information
- Helpful people who help you understand process, go beyond their “duties” (where it happens), holistic approach
- MDP, CTP - glad council approved documents being implemented in all 10 BRZ’s
- City improve department communication regarding services (do all services at same time when break up road - sewer, water, etc.)
- Continued focus on community oriented development (BRZ complete) long term health of community (Imagine Calgary)
- How combine/provide different experiences - people came to Calgary to have (3 car garage acreage versus too high density)
- Change in 70’s away from serviced development in neighborhoods
- Charge developer 100% of water/sewer/roads/utility costs and full life cycle dependency to maintain parks, they create job force incentivize to have multi-family as part of development
- Could be a sliding scale regarding % developer pays away from city center (city pays 0 if for affordable housing)
- Consider policies regarding incentives for developers to build high density and mixed housing - complete communities
- Secondary suite policy for city - allow across the city, owner needs to live in house (or responsible tenant)
- Are issues really any different between secondary suites or rental properties (parking, noise, etc.)?
- Parking needs to be on property
- Secondary suites closer to LRT
- Integration of bicycle use and lack of parking for bikes (lane separation, rental)

Finance, Performance and Efficiency

- Less tax control (increases or no increases)

- Less waste
- Accountability
- Reporting - accuracy, availability
- Better decisions
- Better services
- Better understanding - informed citizens - more clarity
- More transparency
- Appropriate systems and technology
- Maximize technology for efficiency, but not at the expense of human contact/service
- Accessibility for all
- Comparisons to other relevant urban centers, fair comparisons
- Show costs associated with performance
- Incremental costs for service improvements e.g. how much to increase response time by x minutes
- Informed decision making
- Process for complaints
- Maximize the use of technology for efficiency
- Show costs associated with performance stats
- Transparency
- Accountability
- More clarity/informed citizens/better understanding

Police - Fire

- Safety
- Basic need
- Police - also safety/control of city
- Police budget constantly being questioned
- We live in a very safe city
- Police are there to protect you
- If safety increases, people want to cut budgets (short-sighted)

Community

- Fire safety/education
- Checking fire systems
- Pro-active
- Education - K-12
- Graffiti control
- Get to each child, stay safe
- Makes it a livable city
- Community liaison offices, with police pool district

- Business liaison offices, with police pool district
- Goes way beyond fire and police, touches whole community
- Awareness - fire/crime safety
- **What to Enhance**
- Dollar increase
- Focus on educational aspects
- Block parent - shut down no dollars
- **Why this service is important**
- Holistic - makes the city better - way beyond fire/police - whole community livability
- See police/fire as a safe to go part of the community
- Strong emphasis on beat cops on the ground (strong community based)
- Because it is working - do not cut the budget

Recycling/Utilities/Energy

- If we did not have them, it would be horrible
- Black, blue boxes. The green box initiative
- Anti-black box. The cost of it is costing us money
- Other cities use bags, not boxes - it is cheaper
- The city took it over (recycling) - there went a lot of business for people. Now the revenue stream is costing us money
- Green bins is ridiculous
- If it is not located properly, it is not picked up
- Notify us if the recyclables are not picked up - had to chase down city employees
- We are charged monthly (standard), but I do not recycle that much. Those that recycle - there should be a user pay system
- The city does not touch it unless the lid is closed. Communicate the problem to citizens
- To add a green bin at this point is too much. What happens to the money that we pay. Be transparent about where the money is
- Green bin - if I put food in my front yard, more wildlife come in. This is a safety issue for families
- \$8.00 per bin, per month
- Compost - why do I need a green bin if I compost?
- Safety in the streets, parking is difficult
- Takes up space, is unattractive
- Garbage men - if it spills, no one picks it up
- Transparency in fees. Where the money is going. What do we pay for and why? We get paid for what we do not use
- Salt that the city uses goes into the sewers. This affects the water quality
- Look at industrial areas, water contamination is probably still an issue. How are we making sure it is dealt with?

- Value knowing where my water is coming from
- Sewer is a direct dump into the river. Look at alternative ways of cleaning it (use holding tanks, other options) what is better?
- Rainwater goes into ponds, gives nature ability to conserve
- Creating man-made ponds
- Wildlife an opportunity to be a part of the city
- Could look nice, dogs, off-leash area
- Promotion of solar power, look at subsidies. We could supply power instead of using it all
- Wind turbines could be used as alternative energy sources
- Builders must look at land, must include a % of green power. Promote this
- People are looking to green. Sell this to people, an incentive program. Promote this life style
- 3 feet apart, or they will not pick them up
- Overboard on garbage collection
- City refuses to accept good ideas

Key Points

- Cost associated with recycling bins. Used to pay for just garbage, now it is both garbage and recycling. Transparency and accountability related to what exactly we are paying for. Garbage, recycling, compost - it is expensive. Where is the opt out option? Go purchase the bins, if you want them
- Encourage more run-off spaces. Promote secondary uses for run-off water. For uses (community, gardens, sprinklers, etc.). Use it in an innovative way
- Promotion of green. Development, rebates to promote the use of these. Solar, wind, etc. Produce alternative energy, do not use up what we have
- Maximizing space for the city to produce energy (solar panels on roofs and wind turbines)

Transportation/Transit/Roads

- Decongestion (14th Street) disaffects the quality of life. Cannot move during rush hour. The Glenmore cannot hold the traffic, need for the ring road. Cannot talk about widening 14th Street
- Make it easier for people to get around without cars. Public transit, skateboard, foot, bike, etc. long boards, scooters
- Bad experience during traffic. Deerfoot is a parking lot. Once people head south, it is not as bad.
- Nightmare
- Larger roads - other roads beyond the Deerfoot. Great in theory, but with too few lanes, it is inefficient
- More policing on these roads to increase safety

- Deerfoot Trail is so sunny, accident prone. Traffic accidents on the bridge in all seasons (ice or sun). No off-ramp until the next exit
- Lack of maintenance of roads. City workers need to be accountable for what they do not do. Must start doing their jobs (plowing instead of salting). This would cut budgets down
- Garbage pick up would clean the city up
- Plowing would solve pot hole problems
- Trucks always have room for garbage. Computer screen sitting on the road for 3 months
- Added loss to the budget
- We have to look at it
- Huge inefficiency - call the city and we hear "it is not our department". Lack of team work between city workers. If we ran our homes like this, we would be bankrupt
- Bus sign has been down for months
- City should be doing this more efficiently/crew to do the job properly
- Make sure projects are done in a timely fashion. Get the bridge finished
- Safety on the LRT. Women after hours are at risk
- Use Toronto as example. Gated entries and exits. It creates safety. Prevents people from hanging out. Prevents graffiti
- Would like to see a long term plan based on research
- Busses at rush hour are crowded
- Making sure people are paying like the Stampede grounds. Bar code activated
- Look at other municipalities
- Use bigger busses on larger routes
- Larger bus lanes into communities
- Long, efficient transit. People are not using it. People need to get to work. There are people driving, but if it is quick, efficient ridership will increase
- Transportation to industrial areas. If you do not have a car, you can not work there
- More options in transit
- Insert car pooling lanes on Deerfoot - this would release congestion
- Insurance goes up, if you are car pooling
- Parking incentives, make it cheaper for those that car pool
- Traffic congestion in city center
- Coordinate the traffic lights in the core to reduce traffic congestion
- Minimum of 2 roads to get in and out of cities, otherwise, it is dangerous and inefficient

Key Points

- Efficiencies must be found in transit planning, road planning and what we have (dollars - lots of spending)
- Making it easier to get around the city. Having alternatives. (car pooling, better routes, less traffic, etc.)

- Maintenance of roads - city workers must be more efficient. This will save money.
Education
- Safety (LRT) should be addressed. Ridership would increase, would feel safer (me, my children, seniors). Should make people comfortable
- Make it desirable to take the public transit. Must be a viable choice if ridership is going to increase

What questions or comments do you have?

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