

Understanding Values & Priorities Phase 2 Community Forum Focus : Seniors April 8, 2011

What city services are most important to you?

- Age friendly city
- 3-1-1
- Social services
- Arts
- Libraries
- Library - needs more books
- Library
- Library services
- Fitness and activity as a way to wellness and to reduce the demands on health care
- Health and physical fitness
- Immigrant services
- FCSS
- Services and programs for new Canadians
- Seniors community support
- Community supports
- Services and housing for low-income
- Inner city family housing (not only apartment)
- Family housing
- Low income housing for our disadvantaged citizens
- Seniors housing
- Senior housing
- Home care
- Child care
- Regulation child care
- Subsidized housing
- Affordable housing
- Housing services
- Low-cost housing
- Supports for family members - looking after a family member who is a senior in need

- Volunteer recruitment and incentive
- Culture and recreation
- Fitness centers
- Calgary Public Library
- Access to more doctors
- Education
- More youth family doctor facilities or buses (e.g. Alex Health Bus to practice in - The Alex Health Center for youth and seniors)
- More doctors
- Health services
- Health services
- Walkable communities
- Reduce electrical rates
- Lower taxes for seniors
- Reduce property taxes - cost benefit analysis
- Infrastructure
- Stop the sprawl - build up the inner city (lots of empty space)
- Keep the developers out of city planning
- More private development responsibilities (East/West Village) - sub-urban communities
- East Village Development
- More recycling
- Wind power solar panels
- Communal gardening
- Water and waste
- Water services, "no fluoride"
- Waste/recycling
- More Green initiatives (less reliance on oil)
- Advocate for local organic food
- Blue cart recycling
- Reduce rates for water
- Blue cart recycling
- Help local businesses reuse recycled goods
- Recycling programs
- Recreational services
- Parks
- Parks
- Sports facilities/arenas
- More cycling/walking paths
- Fitness centers
- ENMAX
- Public space (parks, pathways, etc.)
- Parks - availability of public space for recreation

- More hockey rinks
- More ball diamonds
- Maintenance of Green spaces
- EMS
- East Village security
- East Village security
- More security - PATIO at Golden Age Club funding for so seniors can socialize at night
- Fire
- Police services
- Police
- Emergency services 911
- Police
- Police
- Inner city policing (vagrancy - public drinking/drugs)
- Public safety (fire, police)
- Police services
- Transit
- Public transport
- Transit
- Access for clients calling times
- Safety of transit system
- Snow clearance
- Infrastructure (roads, transportation)
- Environment is important to me here (car pool lanes, bike lanes)
- Fast and special transit lanes
- Free and/or affordable parking
- Access transport
- Foot bridges (our two expensive ones)
- Roads and snow removals
- Transportation (access Calgary)
- Roads
- Improve traffic flow on residential streets
- More lanes on residential streets
- Transportation (Calgary transit)
- More LRT (less on roadways and bridges)
- Calgary transit
- Seniors transportation - pass for seniors
- Transportation
- Transit
- Snow removal services

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

Community Services

- Safe, affordable homes are important
- Need a change in mind-set to bring Calgary forward as a model for an age-friendly city
- Reaches everyone, one with most needs rely on services
- Move forward with initiatives
- Creates a co-ordinated effort to meet needs
- Creates gathering place - libraries, seniors centers
- Life long learning/support at every stage of life
- Information and outreach
- Provides volunteer opportunities and supports volunteerism
- Supports multiculturalism, outreach to seniors
- Outreach and support in social setting
- Lots of age-friendly support, support to 'aging' in place
- Improvement
- Accessing into support available
- Need a one-stop shop for information on services
- Better co-ordination - focused, targeted, better services, more efficient
- Better design of low-cost housing - universal design concepts
- More efficient ways to handle utilities/heat
- Different funding model needed for community services e.g. FCSS
- Funding - holistic focus
- Management of low-cost housing - improvement needed
- Need improve child care - impact on immigrants

Key Points

- Transitional services needed
- Need safe, affordable well-built and maintained housing
- Need better co-ordination of support services, collaboration not duplication
- Make information available, one stop for services
- Age friendly and inclusive city

Development Planning and Finance

- Cost of urban sprawl, dollars increased
- Inefficient
- Need financial planning (cost benefit analysis)
- How much will this cost?
- Developer driven
- Better land use analysis
- Single-family homes versus row housing
- Encourage in-fill

- Access to financial information
- ENMAX set rates too high
- Overhead wiring, ugly (what is the cost)
- Affordability is key (reasonable tax rates)
- Seniors, difficult as costs increase
- Why shovel sidewalks
- Culture/parks/livability
- Better public/private partnership
- How does consultation feed into decision-making?
- Election financing (needs to change)

Key Points

- Affordability (everybody)
- Stronger financial analysis for development issues
- Transparency (Finance)
- Consultation needs to be considered in decision-making
- Feedback from elected officials - accessible/accountable

Green Community/Recycling

- Not good value from recycling program
- Option re: dry; not re: organics
- Blue, do not need weekly pickup
- Need options regarding how often bins picked up
- Not paying for weekly service
- Not rewarded for reducing garbage and water
- Winter access to lane a problem with snow
- Blue bags like Edmonton (better)
- Issue regarding amount of consumables
- Have we reduced garbage? Need to hear how
- Successful program
- Electronics an issue
- Garbage near schools, educate regarding garbage litter
- Rebate program regarding use of electricity, water, garbage collection
- Analysis of options, one truck pick up versus one individual car to recycling depot
- Support for initiatives that support seniors regarding snow cleaning, in addition to 'Your Neighborhood'
- Use students in neighborhood to help clean snow, check in on seniors
- Easier/more accessible process to connect with city regarding services
- Packaging, put onus on industry regarding recyclable packaging, municipal fee on disposable items
- Reuse/recycle
- Support charities with useable items

- Wind power, needs towers
- Solar panels, obstacles, getting off grid, expensive to go off grid, need policy regarding alternative energy sources
- Any initiative that encourages decrease use of water, energy. Also include centers for apartment buildings
- Communal gardens
- Green initiatives applicable to apartment buildings
- Tangible rewards for those who want to recycle e.g. regarding how often pick up, etc.
- Billing through email bill as universal service charge, pay even if you do not use service
- Evaluation of efficient recycling program (blue, black, green) etc. Need reward/incentive to reduce
- What works in Calgary not Phoenix
- Education programs in schools regarding litter waste management - schools need to take responsibility

Parks and Recreation

- Natural areas
- Parks for people (not dogs)
- Dogs jumping on seniors, runners
- More smaller parks (inner city) (non-secure)
- Bike paths
- Health and fitness, value load off health care system
- Healthier population
- Use community centers for health activities
- Better use of recreational facilities
- More facilities for seniors - easier access, safer parks, convenient
- Continuation of access
- Cycling lanes in consistent safety, but system is improving
- Look at Portland bike paths
- Land use policies need to be reviewed
- Demographics change, policies must be reviewed
- Perception change (leisure versus activity)
- Cadillac versus smaller parks (Shepherds Stew) cost benefit
- Citywide health and wellness
- Less drivable, more walkable
- Free parking, encourage driving
- Design bike paths (covers)

Key Points

- Health and wellness
- More use of community centers (sports centers), promotion
- Proximity to facilities/parks (access)

- Protection of natural spaces
- People first, family use, something for everybody
- Safety, dogs, family use, wide-spread use

Public Safety (Police, Fire, EMS)

- Police efforts on organized crime - bringing it out into the public, it is safer for the city to expose them
- Spend so much time on administration work, they are not using technology. This is not efficient. Technology needs to be used
- Police management issues, they are unpleasant. They are unfriendly to those they interact with. This might be because of their stress. They need better and more socially competent management
- Policemen walking the beat are not approachable - if you do not know them, you cannot interact with them
- Beat cops were known in the community, were present and people knew them
- Accessibility and familiarity with front-line workers (Beat cops)
- Too much turn over with employees. Once you get to know them, they are gone
- More messages to young people about respect and proper behavior. Education - this would shine a more positive light on them
- American police state in Calgary (bad)
- CLO's should be required to go out and meet people, be a presence
- They get wrapped up in administration, so they do not have time for human interaction
- Both sides (police/citizens) would get to know each other
- Pushing the drug issues into the suburbs is a problem
- Categories and different crimes are public, it looks like the police cannot handle the crime rates. Everyone is too passive. Instead of making it public and leaving, go into the communities and teach people about safety and prevention. Solve the problems
- Citizens have a role in their own safety. Clubs on cars, locking doors and windows, etc.
- Fire reaction times are great
- Both police and fire is good
- EMS people in emergency rooms, should be a system so that EMS people can leave. Avoid those lines. This takes them off the road
- 911 - good response times for all calls
- They are attentive to all Calgarians (homeless)
- EMS/Fire look at you as a person
- Recycling of hazardous materials, maybe they could collect it. If they pick it up, we do not have to go there. Could be expanded
- Some do not mind driving to drop off
- More education about how to dispose of these materials - police officers teaching
- Community papers to get the word out
- 3-1-1 is great
- Community and river clean ups - these should be expanded

- All city centers deliver to clean up jobs - all departments
- Police brutality is an issue - they need to be better with those that they take in
- Open house at district police stations
- **Key Points**
- Tours of city services as a form of education
- Tours of police stations for a greater understanding
- Use technology to increase efficiencies, save money, give better service and decrease administration
- Expansion and education about disposing of hazardous materials
- Greater focus on the positive side of policing. Building relationships through more community involvement. We want to know our officers (schools, communities, youth)
- Expand community policing
- Fire and EMS should continue their great service

Transportation Transit and Roads

- If you cannot get around Calgary, you cannot participate. Leads to isolation, depression, etc.
- Accessible, affordable alternatives and convenient, reliable
- The Handibus is not reliable
- Gas prices are rising, without planning, we will not be able to get around. Put money into this. Better for the atmosphere
- Car pooling and bike lanes - encourage more cycling
- Cover the pathway systems with sheeting for year long use
- It is about commuting
- People are healthier when biking
- Reduce urban sprawl and address transportation. Makes transportation more affordable
- Hundreds of people out there, far from the city
- Public transit should reflect citizen needs
- Airport access is tough
- West LRT extension was not required
- South East LRT would have been better. Would alleviate bottlenecked traffic problems
- LRT must go to Mount Royal
- Increase availability to increase ridership, not the reverse
- Employer discounts for transit systems. Incentives for employers (less parking space)
- Put money into LRT
- Do not build bridge in across Weaselhead. We value green space
- Instead of Ring Road expand the LRT mainly for business transportation
- Inter-community busing needs to improve. Schedules made are not good for seniors
- Safe, accessible busing will be better for communities
- All buses should be Green to reduce emissions

- Mobility issues must be considered
- Efficiency of routes
- Operating costs of transportation. The salary structure of transit workers
- Be efficient, do not run long buses if they are empty, waste of fuel and money
- Drive smaller buses, win/win
- Spread out times. Scheduling is not well planned. Buses all follow each other
- Transit system is called 'welfare transit'. Must get out of this mindset
- Bike safety, cars must be aware and have respect for others
- Seniors bus passes are best in Canada. Negotiate prices for them
- Do not increase prices. No-means testing to get them
- Free transit for everyone. This would increase ridership
- If you are not used to using the bus before 65, you will not want the bus pass
- Aim for younger people to encourage busing
- Accessibility for all Calgarians to different modes of transportation
- Seniors are still paying lots of taxes
- Seniors have already paid for all city services for years
- Access Calgary: prevents low-mobility, citizens are not catered to. To apply and have interviews, they must get there. Injuries, elderly, lower income, or other access issues have this barrier to access (Access Calgary)
- It is indignant. The interview process is degrading
- Measure the caring of a city as how we treat our most vulnerable citizens. Take care of the disposed. This is essential
- Seniors passes do not work on all buses in Calgary. If prices increase it must incorporate this sense
- More accessible transit for new communities
- There are always complaints about access to communities (immigrants and seniors)
- Expectations for quick transit are too high
- Easier for some to take public transit

Key Points

- Understand access Calgary and what services are provided. Seniors bus passes
- Decrease reliability on the private automobile and associated infrastructure, replace with public transit options that can serve all Calgarians
- Encourage bicycles and other transit options. Decrease urban sprawl and increase on health
- Put money now being used for road and bridge expansion and put this into LRT expansions

What questions or comments do you have?

- Can you give us an example of a city of who is doing a good job of engagement and budget
- Talk about risks of asking citizens for their input and then not do anything about it

- What are some tools that have been very successful in engaging front-line staff
- Do not have access to regular means of engagement. How to get them interested? How do you build trust?
- How do you see the overlap between working well and not working well?
- How do you reconcile this?
- Who do citizens think need to answer the questions?
- Should we give them some structure as to who will be answering the questions?
- How do we continue this process of engagement?
- In other municipalities, how have they successfully engaged highly unionized environment?
- How have they done this well?
- What is experience with other municipalities?
- What do we do with the people who are happy with the services receiving?
- How do we get them engaged?
- There was a very large dollar decision made recently (\$42M) and how this impacts citizens/staff in engagement process?
- How far apart do you think that gap is between what they expect us to do (services from city) and what citizens are willing to pay?
- Delay due to election/engagement process: any advice during this period of transition?
- How do we keep moving forward?
- Business moving forward?

What stood out for you? (Report Back) Question # 1

- What medium are the most successful?
- Who are we hearing from?
- How to make relevant/broad/representative?
- Representative - listen to whom - who provided input?
- Having logic behind the suggestion, not make assumption (details of topic)
- Connect made between vision of service on how we pay (capital projects and maintaining later)
- Citizens allowed to tell us what is “core services”
- More representative voice coming from community
- Data on public notions of social issues - value of supportive services, supporting invisible services
- Ways technology can be used - change from just informing citizens
- Hanging notion of standing session with council
- Maybe use webinars or others
- Governance - GM’s do not own department
- Work more collaboratively
- Board of Directors Model - directors align function
- Go back to balanced score card

- West Jet example - customer service increase - good investment
- Investing in things that pay dividends
- Investments in technology
- Broad banding of jobs
- Notion by managing by FTE's
- FTE are valuable commodities and not to be shared
- Let the managers manage with less focus on FTE's (hold us accountable)
- Taking fear out of losing budget and losing services
- People willing to pay users fees and other funding sources
- Getting good analysis of data - more than raw data
- Conversation about outcomes from outputs
- Not a one-time conversation. How do we continue dialogue and in what context?
- Need to quantify data and how do we use this for implementation?
- How will data come back to us?
- Community level is an interest. How do we keep the momentum up? (trust building)

What stood out for you? (Report Back) Question #2

- More expertise on why to call meetings?
- Service focus is a real opportunity and evolve into new level of service
- Internal transfers done (annual budgets)
- Examine where business units inter-connect and more collaboration
- Link of what is being requested and what the director really wants
- Know what problem we are solving
- Streamline process, internal process bog us down
- Internal regulations do not always help us create/manage innovation
- Learning ways of getting around "no". Need to do in order to be successful
- Transparency initiatives
- Examine expenditures in communication
- Find ways to communicate transparency
- Review data we have from 3-1-1
- Assessing by activity-based sourcing
- Balance between in/out source
- Find the right mix between these
- Need for all of us, social media
- Do
- Need to put honesty with people, previously not telling the who story
- Need to share the message
- Citizens need to know how the people is being dealt with and that it is being dealt with
- Separate budget and FTE's
- Constrained by balancing budget to FTE's

