

Making Choices That Matter Phase 3 Conversation Cafes May 2012 Staff Responses for All Departments

Total Number of Participants: 13

Note: Not all respondents answered ALL of the questions.

WASTE AND RECYCLING (U&EP)	Increases: 4	Decreases: -	Leave as Is: -	Eliminate: -	N/A: 1
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> Would like to see a multi-family housing recycling program folded out in next 2 - 5 years. Why a majority of inner city population lives in multifamily dwelling & do not have a program for recycling in place creates an unnecessary amount of waste going to landfills. W&RS needs to be a high-priority for the city if we are going to be viable as a community for any length of time. Our waste management & diversion streams/systems need to be well funded & on top of emerging trends. This is not to detract from the importance of water! Increase 5%. Find a way to get household to separate the waste form recyclables. Increase mill rate support to waste and recycling. Decrease/eliminate user fees for W & R. The user fee is highly regressive and citizens have no CHOICE about whether to use the service or not, in contrast to choices about behaviour leading to speeding or parking tickets, or how much water you use. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> Is it feasible to address recycling from the source (product packaging...) Can the city influence how products reach consumers to help reduce the amount of plastic, paper, cardboard that required recycling? I am looking forward to having curbside organic recycling. I was disappointed when council rejected it a few years ago. 					
WATER RESOURCES/SERVICES (U&EP)	Increases: 1	Decreases: -	Leave as Is: -	Eliminate: -	N/A: -
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> Water 20 % Inc. Water safety and conservation are becoming increasingly important globally. We need to protect our resources - youth and younger population is very aware of the importance of water to their future. 					
CITY CLERK'S OFFICE (CA)	Increases: -	Decreases: 2	Leave as Is: -	Eliminate: -	N/A: 1
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> No noticeable impact on citizens 					

<ul style="list-style-type: none"> City Clerk's Office can apparently absorb a 5% reduction with "no noticeable impact". 					
ADDITIONAL COMMENTS:					
<p>No change in \$ but in some quality. Over all these areas appear to serve the corporation reasonably well. Which would suggest appropriate levels of funding, however the City clerk's office needs to do a MUCH better job of making their information (the corporate record) accessible - self-directed navigation. It is way too obtuse a system as it stands for staff, let alone citizens to find pertinent information.</p>					
FINANCE AND SUPPLY (CA)	Increases: -	Decreases: 1	Leave as Is: -	Eliminate: -	N/A: 2
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> Need to find some efficiencies There is too much duplication in administration Teleworking. Human Resources advocate this option but Finance managers are not seriously considering the dollar savings as well as the employee retention and job satisfaction. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> All very important. Potential decrease can be affected by an online census. F&S should do more collaborative efforts. "Supply" policies are not well communicated. Coding for TCA should be done at the "purchasing" level. 					
PLANNING, DEVELOPMENT AND ASSESSMENT	Increases: -	Decreases: -	Leave as Is: -	Eliminate: -	N/A: 1
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> Budget has to shift to align with tents of MDP. Drastic measures are needed to focus energy/resources on inner-city issues & take away from suburban sprawl. 					
CORPORATE PROPERTIES AND BUILDINGS (CS)	Increases:	Decreases: 2	Leave as Is:	Eliminate:	N/A:
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> With so many different services sharing one budget amount, it is difficult to choose any functions/BU's where small dollar changes will make noticeable differences. Perhaps a 5% reduction of the overall \$145 Million is not easy to achieve. Don't see the value for the citizens of have some of these services. 					
CUSTOMER SERVICE AND COMMUNICATIONS (CS)	Increases: 1	Decreases: 3	Leave as Is: 1	Eliminate: -	N/A: -
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> Customers Service & Communications - much of this dept. does not have funded FTES - would like to see more FTE's allocated here so this dept. can have the ability to work more with other city dept. for engagement initiatives on key projects. Will increase the public's perception that the city does want to hear & take into consideration their opinion. 					
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> With so many different services sharing one budget amount, it is difficult to choose any functions/BU's where small dollar changes will make noticeable differences. Perhaps a 5% reduction of the overall \$145 Million is not easy to achieve. CS&C - too many communications staff - we do not need to "manage issues" with spin-doctors. Focus on 					

products that add value for citizens - not on defending the city. City is NOT a business. Public criticism is good in the city.					
COMMENTS RELATED TO STATUS QUO:					
<ul style="list-style-type: none"> No change in overall \$ but change in internal workings. Communications - is plagued by a lack of leadership. Very bright people leave or are not fully employed (their skill set) because the leadership team has great ideas but no real strategy or administrative capacity to manifest those ideas. The service is valuable to the corporation & citizens but needs restructuring more than any increase or decrease in \$ 					
FLEET SERVICES (CS)	Increases: -	Decreases: 1	Leave as Is: -	Eliminate: -	N/A: -
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> With so many different services sharing one budget amount, it is difficult to choose any functions? BU's where small dollar changes will make noticeable differences. Perhaps a 5% reduction of the overall \$145 Million is not easy to achieve. 					
HUMAN RESOURCES	Increases: -	Decreases: 2	Leave as Is: -	Eliminate: -	N/A: -
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> Too many useless programs (outreach, succession, etc.) Not enough value added for citizens HR - is not useful to employees. They are often an obstacle to hurdle & are extremely abrasive to deal with. I feel there is a lot of improvement in service here to be achieved that isn't necessarily fixed by more \$ 					
INFORMATION TECHNOLOGY (CS)	Increases: 1	Decreases: 1	Leave as Is: -	Eliminate: -	N/A: 1
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> IT is moving in towards more citizen employee self serve i.e.: government, etc. Money should be spent on new technologies, but also on education and awareness. Employer's demographics play a big par in how technology is used. All generation can use technology for education, information & knowledge. 					
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> There seems to be a lot of waste in this Department. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> IT - technology at city is out of date. 					
INFRASTRUCTURE & INFORMATION SERVICES (CS)	Increases: -	Decreases: 1	Leave as Is: -	Eliminate: -	N/A: -
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> This seems so nebulous where is the value for citizen? 					
OFFICE OF LAND SERVICE AND HOUSING (CS)	Increases: -	Decreases: 1	Leave as Is: -	Eliminate: 1	N/A: -
COMMENTS RELATED TO ELIMINATE:					

<ul style="list-style-type: none"> Eliminate OLSH. Why is the city a developer? Get out of affordable housing. NOT a city responsibility. 					
LAND USE PLANNING AND POLICY (CS)	Increases: 4	Decreases: -	Leave as Is: -	Eliminate: -	N/A: 1
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> Focus on innovative policy for redevelopment/TOD areas. Allow for proactive policy work. Promote historic resources & downtown. Shift \$ from CPAG (transportation engineers, urban development) to sustainability-focused projects. Need more focus on established communities. To ensure we are well prepared for Calgary's next boom, it would be nice to have planning and policies in place and ready in advance of new development. More focus on land uses planning and its operational impacts could help in: - ensuring future communities are more sustainable (include all services needed in short distances), require less infrastructure (big roads, fire stations, water...) and are cheaper to maintain - more Calgary towards IMAGINE CALGARY ideals. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> Status quo is OK, especially for self-funded units like DBA. However, I like that we are pushing accountability to the builder/development communities. Pay their share of the infrastructure and manage their risk better. 					
CALGARY POLICE SERVICE	Increases: 1	Decreases: 2	Leave as Is: -	Eliminate: -	N/A: -
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> Normal cost of living of living allowance for police officers. Policing services are a non-negotiable item! With Calgary's population increasing, need more policemen. Focus more on preventative measures, especially for traffic cops. E.g.: youth, more awareness around consequences of speeding, etc. and relevant diversity training for community policing. 					
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> Many areas, municipalities in the province or country use a provincial or federal police service - this could be further explored. An increase in community-based policing could reduce pressure on other units by improving a preventative crime approach. I would like to see more dollars spent on developing environments that discourage illegal behavior through design (i.e.: better lighting, public spaces promoting more eyes on the street, roads designed to promote slower speed, so less traffic stops required, roundabouts instead of signals). I would prefer to see more police services focused on criminal behaviour (corporate, violence) rather than on traffic speed. I would also like to see more investment in social services, education. (Prevention that may help reduce future issues) 					
TRANSIT	Increases: 1	Decreases: -	Leave as Is: -	Eliminate: -	N/A: 2
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> More people would consider using transit if the buses were less full and more frequent during peak hours. Better "commuter" service to the train stations on way. Decrease Calgary's environmental footprint, promote a more "healthy" Calgary - more walking to the bus!! Provide better service for the existing urban sprawl. Consider a pay-more-for-distance fare structure (like London transit) to discourage more urban sprawl. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> Facilities and services may need to be in place before ridership is to establish travel habits & patterns, as areas develop to help reduce auto dependency. To meet target goals, this service will likely require a 					

ton more subsidy. Extra dollars could also be spent in improving/augmenting transit planning since transit service will increasingly become a key focus/need for Calgary.

ROADS	Increases: -	Decreases: 1	Leave as Is: -	Eliminate: -	N/A: 2
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> Limit new growth & therefore new roads/maintenance costs. Put increased responsibility on users or developers. Taxes/fees on suburban communities. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> Roads - ensure there is enough money to operate & maintain existing and planned infrastructure. (Operational expenses need to be considered when making capital spending decisions) 					
TRANSPORTATION PLANNING AND DEPARTMENT-WIDE SERVICES	Increases: 3	Decreases: -	Leave as Is: -	Eliminate: -	N/A: 1
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> The current state of public transportation in this city is lacking. Public transit is much of the time unreliable & does not reach many of the communities in the city (C-train service). Allocate \$ to build the North Central LRT SE LRT in a time frame less than 5 years. It is needed now. Widen Deerfoot trail - It's a major thoroughfare and does not have the capacity to handle the amount of traffic. Planning increase - enough resources to ensure plans/policies in place in advance of the next boom. Transportation Planning & Department-wide Services – increase. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> Re-allocate. Invest in established communities/inner city. Live up to existing policies. Actually put pedestrians first. 					