

Part I: City of Calgary – Engage Resource Unit

Phase 2 Stakeholder Report Back: What We Heard

Project overview

Every four years, The City creates service plans and budgets to deliver on what's important to Calgarians. These documents provide the roadmap for how we deliver services to citizens and the financial plan to support our actions. As we are in the last year of the 2019-2022 Service Plans and Budgets, work is underway to create the 2023-2026 Service Plans and Budgets.

We are working to deliver on what you value most in our services for your community and across the city. In Phase 2 Engagement for Service Plans and Budgets, we focused on continuing the conversation from the main themes heard in Phase 1.

Calgary is a resilient city. Time and again, we come together, support each other, learn from our experience and use our shared journey to set new goals. All City Council's decisions are guided by economic, social and climate resilience. In the 2023-2026 Service Plans and Budgets, Administration will deliver on [Resilient Calgary: Council's Strategic Direction 2023-2026](#).

Engagement overview

The purpose of the public engagement was to gather feedback to further understand your thoughts about our services based on the main themes heard in Phase 1.

From 2022 September 1 to 30, feedback was collected online through the [Engage Portal](#) and City social media channels, as well as through 17 in-person pop-up events at libraries, parks, city and partner recreation centres, and post-secondary institutions.

What we asked

Under the main themes heard in Phase 1 engagement, we asked the following questions to help City Administration and Council understand your thoughts about our services:

Community Growth and Changes Theme - Calgarians understand that sustainable growth and change will support increased service efficiency.

- As communities grow and change, what would you like to see included in our service plans and budgets in response?
- How can The City improve how we sustain and improve services as we grow?

Social Wellbeing Theme - Collectively as a city, social wellbeing is important and citizens expect services to reflect safety, access to services and connections to create a sense of belonging for all Calgarians.

- How do you think The City could improve social wellbeing and community connection?
- How do you think The City can improve current services to include the needs of Indigenous, Black and diverse Racialized peoples?

Equity and Inclusion Theme - Equity and inclusion are important to consider when making decisions about services and service delivery that impact all Calgarians.

- How would you like to see City of Calgary services, programs and operations be more equitable, racially just and inclusive?

Cost Reduction Theme - Citizens expect The City to seek out efficiencies and cost reductions without lowering overall service levels, as service levels are connected with quality of life for Calgarians.

- Where do you see opportunities for The City to be more efficient or reduce costs while maintaining services needed for quality of life? How?

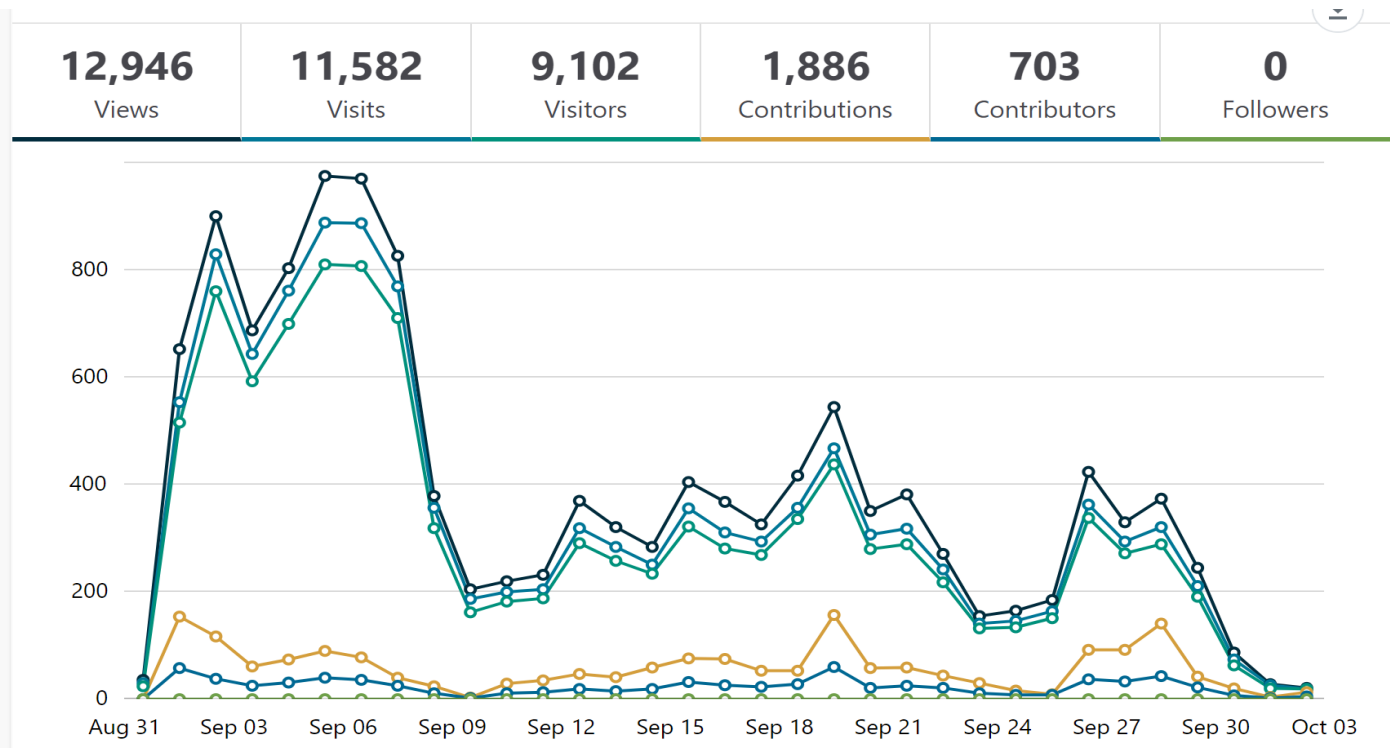
Fiscal Responsibility Theme - Calgarians have high expectations about fiscal responsibility and receiving value for services provided through a balance of property taxes and user fees.

- How else would you like The City to demonstrate to you that we are being fiscally responsible?

As well, we asked you to share what ward you live and a closing question about what else is important for Administration and Council to consider when finalizing the 2023-2026 Service Plans and Budgets.

Participation

The total number of people (contributors) who participated by providing feedback through the Engage Portal was 703, leaving 1,886 pieces of feedback. In addition, there were 9,102 people who visited the site to learn about the service planning and budget process (see graphic below). An additional 473 pieces of feedback were left through Twitter, Facebook and Instagram.



Views: The cumulative number of times a visitor visits the page in a site.

Visits: The number of end-user session associated with a single visitor.

Visitors: The number of unique public or end-users in a site. A visitor is only counted once.

Contributions: The total number of responses of feedback collected through the participation tools.

Contributors: The unique number of visitors who have left feedback through the participation tools.

We connected with a further 1,008 Calgarians through 17 in-person pop-up events throughout the city (see below for details).

Date	Location	Calgarians Connected
Wednesday, September 7	Cardel Rec South	21
Thursday, September 8	River Park	22
Saturday, September 10	The Genesis Centre	31
Tuesday, September 13	Crowfoot Library	61
Wednesday, September 14	Nose Hill Library	62
Thursday, September 15	Village Square Leisure Centre	74
Saturday, September 17	Brookfield Residential YMCA at Seton	101
Tuesday, September 20	Forest Lawn Library	40
Wednesday, September 21	Fish Creek Library	13
Thursday, September 22	University of Calgary	35
Thursday, September 22	Southland Leisure Centre	31
Saturday, September 24	Shane Homes YMCA at Rocky Ridge	107
Monday, September 26	SAIT	36
Tuesday, September 27	Westside Recreation	150
Wednesday, September 28	Mount Royal University	150
Wednesday, September 28	Vivo for Healthier Generations	35
Thursday, September 29	Calgary Central Library	39

Promotional channels we used to inform Calgarians of the engagement were:

- Social media promotions on Facebook, Twitter, Instagram, YouTube and WeChat
- Earned media coverage
- Digital banner advertisements (English, Traditional and Simplified Chinese, Arabic, Spanish and Punjabi)
- Ethnic radio on Red FM (Punjabi/Hindi), Fairchild (Mandarin/Cantonese) and Windspeaker (English/Blackfoot/Stony Nakoda)
- Email newsletters
- Civic partner and community newsletters
- Program signage in every ward of the city

What we heard

Below are the most frequently heard main themes for each question. (Please note main themes are not in any order.) For a more detailed exploration of themes identified please see the Summary of Input section.

Appendix 2: Research - Charts Presented to Focus Group Participants

As part of the “service prioritization and service value” exercise both residential and business focus group participants were presented with list of City services as well as a chart showing a monthly tax breakdown for residential property tax allocation. These are included here for reference.



Services Slide

- 311 service
- 911
- Affordable housing for low-income families
- Animal control services for stray animals and pet licensing
- Business licenses and inspections
- Bylaw services for things such as noise complaints, fire pits and weeds
- Calgary Fire Department
- Calgary Police Service
- Calgary Transit including bus and CTrain service
- Calgary's parks, playgrounds and other open spaces
- Calgary's pathway system
- City growth management
- City land use planning
- City of Calgary website
- City operated recreation facilities such as pools, leisure centres, and golf courses
- City operated recreation programs such as swimming lessons
- City operated roads and infrastructure
- Community services such as support for community associations and not for profit groups
- Development and building inspections and permits
- Disaster planning and response
- Downtown revitalization
- On-street bikeways
- Property tax assessment
- Protection from river flooding
- Residential Blue Cart recycling
- Residential garbage collection service (Black cart)
- Residential Green Cart service
- Road maintenance including pothole repairs
- Snow removal
- Social services for individuals such as seniors or youth
- Spring road cleaning
- Support for arts and culture including festivals
- The quality of drinking water
- Traffic flow management
- Transportation planning

