



# Service plans and budgets 2019-2022

What we Heard, Verbatim Comments

May 11, 2018

## Verbatim Comments

Verbatim comments presented here include all comments that were collected online.

Offensive words and personally identifying information have been removed and replaced with either [removed] or [personal information removed]; otherwise, comments here are completely un-edited.

The verbatim is in response to questions from the Council Priority – A Prosperous City. Within each section was a series of services that belong in that Council priority. For each service a list of values was presented. After being asked to rank those values in the order that is most important to you, there was also the option to share why this was important to you.

For the verbatim comments collected for each service line from the Council Priority – A Prosperous City, please visit the following sections:

### A Prosperous City

- [Affordable Housing](#)
- [Arts and Culture](#)
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## Affordable Housing

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- I think this is (or should be) a provincial responsibility
- Everyone should have a right to safe housing, regardless of life situation. Lack of housing exacerbates so many other problems.
- Should be a provincial responsibility
- Tell the NIMBY's [removed] just because they have money doesn't mean that they can dictate who lives in the neighbourhood. Seriously, you put too much stock into what CA's think, they don't represent as many as you think
- City owned buildings need to set the example for other affordable housing
- Affordability is important as jobs are scarce and pay is not enough to afford food, clothing, tuition, etc.
- As a senior with a disabled daughter, there are not many homes I can afford. Senior living does not extend to a family like mine.
- Safety is the priority.
- Safety and accessibility are the keys to sustainable affordable housing. Safety for all Calgarians, and accessibility for at-risk and marginalized populations to give them a hand up, not a hand out.
- It would be great if there could be more funding to support co-op housing. Having more incentives for other housing options that are affordable could help support people with their specific needs
- Doesn't matter. Save money
- Affordable housing needs to be safe for families with little children as they raise the kids. Safety is usually a number one priority for work environments, why not where we live
- I feel that it is important that governments provide incentives to organizations to help the homeless, and less fortunate.
- Need more Housing Coops built. Accessible and near inner city transit hubs, many are not near transit or shopping, many are NOT handicapped accessible. City owned housing is poorly maintained, mature trees axed, garbage services weak. Social issues++
- To date the process hasn't been simple and much has fallen into the hands of groups with alternate agendas to housing, i.e. refugee, religion, immigration, race rather than an economic need basis also city is being scammed by dishonest applications.
- There are still too many homeless people on the streets of Calgary, many of them with disabilities. It's crucial to take care of our people.
- The city needs to be continually looking at new ways of work; new people, new idea
- Alignment to anti-poverty strategy.
- To have available housing helps families in so many ways to get on track to a better life.
- For people looking for affordable housing time spent and ease of process are essential.
- Without having safe and secure housing first, then the other aspects have greatly diminished value.



- Decent, affordable housing reduces stress, toxins, and infectious disease, which leads to improvement in both physical and mental health. Affordable housing also frees up funds within families' tight budgets to spend on health care and food.
- Waiting lists are unreasonably long
- Calgary housing prices are way too high and it's really difficult to find affordable housing.
- Everyone should be given access to affordable housing not just visible minorities and people living off the system. The working poor have become a large population
- Lack of affordable is a chronic issue that should be addressed first
- Safe communities are strong communities. Those who live with the challenges of low-income living shouldn't have to deal with the challenges of crime and vandalism as well.
- Easier reduces barriers to entry and faster should improve availability and possibly affordability
- Every Calgarian deserves a safe place to live
- currently, there seem to be few affordable rental options close to transit
- Every community should have to have 10% affordable housing. Housing should be a right not a privilege!
- I have no vested interest in this. I would hope that the programs in place work to ensure the lists are vetted and prioritized.
- In regards to housing, a very important factor is affordability and options. It's important to be able to realistically pay your mortgage and bills but also have some choices for location around the city.
- Homelessness and its cousin, affordable housing, is a Provincial responsibility. The local municipality has enough responsibilities without having to do provincial ones too.
- This is very important, unfortunately Calgary does NOT offer affordable housing. Calgary needs to get on board or we are going have serious issues.
- I may be in need of this service myself soon....circumstances can change so quickly.
- Often very difficult to find affordable housing
- Availability and affordability have the same description, this is not helpful
- It isn't still widely enough accessible. It could provide a far reaching, more spread, foot print for properties being accessible through rental supplement.
- The city should not be involved in affordable housing - except to make it easier for private charities to do this work
- I don't think it is the City's responsibility to build "affordable" housing.
- I ride the bus downtown. I see empty housing units. Why can't low - income citizens use those facilities? Use the abandoned, empty buildings first in Calgary before building new ones. Empty office buildings, hotels, etc. Get the people off the streets PLS
- I was once homeless
- Affordable housing has saved me and allowed me to prepare for my future, this enabling me to be more independent in the long term.
- Because building a city for all citizens, no matter their income is important
- This needs to be done safely so we don't end up with [removed] around the city - or don't do it at all



- I have lived in Calgary Housing (affordable housing) in the past and it was not well maintained, the process to access it was tedious, there are no programs to assist people to improve their lives
- I know people who need this VERY badly.
- It is the most important because if someone needs this service it is of utmost importance that it is easy and fast to get. We all need a home to live in.
- Making the process as non-bureaucratic as possible is important in delivering services in a timely fashion. Boggging things down in too much process is a detriment.
- We need to make it easier to construct new housing
- Because you need to find out what the people want or need themselves before you do anything else!
- Affordable housing should not be made the priority it currently is. Established neighbourhoods are being railroaded into adding this, and if one is critical, is accused of NIMBY attitudes.
- Calgarians should be able to afford their own home
- It needs to be affordable!
- Additional services that non-profit can offer.
- Instead of building new, we need to use and create affordable housing with what we already have. Reduce the sprawl!
- If the city is going to be a landlord, the assets should be safe, secure, and well maintained.
- The city shouldn't be building affordable housing on the property owner's dime.
- The city should not be in the business of affordable housing, this is a provincial matter
- There are several elderly folks that have no idea where to go or whom to approach for help with senior housing that they sometimes live unhappy lives with their children
- I know many people who really need affordable housing and I am tired of the long wait lists. I feel there has not been enough done to help low income people. The housing that has been built for a while is in desperate need for repair.
- It is a public and collective responsibility to make sure that all people have access to safe and affordable housing. Government should lead
- Please tax foreign investors and vacant homes.
- Affordable housing for those lower on the socio-economic scale is a indication of a city that cares for all its citizens.
- Everyone should have a roof over their head. Or the option to have one!
- Not enough affordable
- Calgary is not an inexpensive place to live. More and more I find myself being approached by homeless people...in mall parking lots, at traffic lights, etc. I think it's important for there to be affordable places for our homeless and low-income citizens.
- Access to the homes is most important to me.
- everyone deserves a safe place to live and a way to provide for their families within their means - these should be intended as a hand up not a hand out
- I really don't think it's up to the city to even provide any housing.



- Myself and my two sons lived in Calgary Housing for 4 years. It was a stepping stone which we greatly appreciated. There needs to be some input from the public.
- Because I'm a young adult and worried I won't be able to own a home in Calgary's real-estate market
- City needs to incentivise builders to build more affordable housing. Smaller homes with less "frills" so modest home buyers can get in the market. Will reduce urban sprawl and get people out of subsidized housing or renting.
- We don't need [removed]...make it safe and clean
- I do not want to see affordable housing developments deteriorate into slums, so maintenance & security foremost in my mind.
- I am a Senior who is blessed to own but I see many people who cannot afford to rent
- I do not agree with secondary suites everywhere. The parking on the street is a mess. Overcrowding mess. Increased crime. So sad to see this happen to our beautiful city.
- I don't think this city should be in the business of creating affordable housing , they should provide some assistance and regulate for safety
- There are plenty of rental units available. Building new homes s not necessary unless economy improves.
- Should supply but do we need SEVEN groups within the city to do this WHY not One
- Am going to graduate post secondary soon and will be looking for affordable housing in a safe neighbourhood
- Providing housing means individuals or families can concentrate on other life issues and become self sustaining sooner.
- the start in changing life circumstances for the homeless is to arrange for them to have a home base
- Want to feel safe in my own home. Do not want undesirable people living there.
- As long as there are so many poor people in Calgary, having a great deal of affordable housing is necessary.
- Safety and affordability are 2 issues that should be top priority
- It does not matter to me. It should be federally funded not locally
- Look at what's happened in Vancouver and Toronto. We don't want to have that happen here.
- Availability of affordable housing ensures that everyone has a change to enjoy our great City without the stresses of spending an undue portion of their earning on rent.
- There is a lack of affordable housing particularly for seniors and the disabled. This needs to be addressed and incentives are likely required to get industry and the public to 'do the right thing'
- The city should not be a landlord, building and owning discounted housing. It becomes a bureaucratic process that entitles staff and renters at great, never reducing tax-payer "buy-in". City should encourage developers with reductions in their taxes.
- Affordable = clean, safe, practical, environmentally-friendly designs. Increase competition for building these homes - have home-building industry help to design and build.
- I'm in favour for affordable houses because I want my kids to grow up in a safe environment.



- Affordable housing should not visible stick out as different. It should fit into communities with juts as much respect and safety as other house -- for example, rent controlled units in neighbourhoods where rent is also expensive. This keeps the city safe.
- Affordable housing is a value that democratic cities have.
- The tab is Affordable Housing. Affordability the whole point.
- I feel that getting people into safe places will provide the people the need it, the most safe environment that is more likely to help them thrive.
- Because I don't have home, I have 5 kids.
- Affordable housing should not be a municipal priority. It uses tax dollars, rather than senior governments legislating: lobby instead to increase rental tax benefits which spurs private investment like the 70's (increase rental to 20% again).
- Unfortunately, some Calgary Housing units are poorly maintained and can be a blight on the surrounding community. Ensuring the units are maintained by the city/residents is important.
- We need more accessible and affordable housing units. "Housing First" works.
- A prosperous city is one where everyone has affordable shelter, including the homeless. The City should not entertain hosting the Olympics but rather those funds should go towards housing for the poor.
- The best way to make use of citizen's potential is to make sure that they do not have to worry about housing. Once they are comfortable and safe, they can focus on working and giving back to their communities.
- City owned housing residents should be treated equal to other City facilities for outside maintenance. Safe & secure includes mental health and wellness, not just facility--the City must ensure that affordable housing is not an isolated hub for newcomers.
- Lived in affordable housing in Ontario. It was integrated into a decent community, though needed more updates to blend in with the area. When there was a previous on site manager - this was most effective.
- Affordable housing also has to reside in communities with amenities to support low income and middle income earners. Transit, public health, sports amenities should be in close proximity to affordable housing sites to allow more accessibility to low/mod
- Calgary is VERY short on affordable housing. Now that our economy isn't doing as well it is much more noticeable how expensive housing is and how many people are left out. This needs to be a bigger priority.
- The city needs to ensure there is affordably housing by bringing together agencies to build them, maintain them, not to fund them. The city has a responsibility to ensure they are safe for the people who live their.
- Nearly every new housing project i see is luxury townhomes and its reprehensible
- If we build subsidized housing, it will always be full. Demand will always exceed supply.
- What immediately comes to mind is how outrageous rent has become in this city. People should not have to live in squalor or illegal suites just to survive - suites need to be safe and inspected, not allowed to do whatever the owner chooses.



- Absolutely everyone deserves to have a home even if their income is low.
- Safety should always be the main priority. Otherwise the system starts to fall apart.
- To ensure that people's needs are met, agencies that help them find appropriate housing must have easy access to what is available. This way they can quickly help those in housing need, and serve better and faster low-income citizens.
- Calgary continues to have homeless and low income persons who cannot find an affordable place to call home. I find it discouraging to see all of the new construction happening with little or no provision of affordable housing units.
- This program needs to be cut during hard times. Lower costs for private business solutions to housing issues.
- Affordable housing is only really effective if it is actually affordable! After that homes that are safe and available to people who need them allow families and individuals to be in a home that gives them the best chance of growing beyond their poverty
- All of these are important but the first step is making affordable housing available now.
- Giving people a chance starts their journey to a better life. Once a warm roof over their heads and other basic needs, they can start to seek other opportunities and stay off wandering the streets or resorting to crime to survive.
- I think affordable housing will help maintain dignity, reduce stress on a vulnerable community and also reduce homelessness.
- Affordable housing initiatives would help all of the individuals who have been directly and indirectly affected by the 2014 employment downturn. A large number of highly educated individuals are having to live off of minimum wage, with high rent.
- Cost of living is rising; having a home is important for all citizens
- We need more housing and we need housing that is affordable and clean.
- Safety, security and well maintained matter most to me and my family.
- City to ensure what is provided is safe, facilitate conditions for provision of same but it is NOT the function of the city to build or provide such structures.
- The cost of living in this city has increased in the last number of years and jobs have decreased drastically due to the recession. There are many families struggling to make ends meet and I believe that affordable housing is one of the best ways to help.
- I think this service should be provided to help low income families that is affordable and safe. No need to spend a lot of money when a lower cost option may exist that helps both parties move forward.
- We need to provide equity - so providing more help and simplifying the process for those that need more specific housing options, especially as some of them may be from marginalized communities.
- We need affordable housing for everyone. Middle income struggle with no assistance.
- Government needs to spearhead this and increase the total availability of units.
- It was difficult to choose between this and accessible housing. We need more one level homes or apartments with elevators that are affordable.
- I work with a lot of people who use the housing system and see and hear what they experience



- I work downtown and see homeless people daily
- I'm not affected by this so my opinion is mute.
- The city needs to invest in its current portfolio by bringing housing up to code, invest in resources on the ground and NOT in its inflated middle bureaucracy I.e. NPC and actually invest in community hubs
- Because there are so many senior citizens who cannot afford housing when their spouse dies.
- There is no point to in building more units if they are unsafe or too complicated for the people who need them to get access.
- The city needs to fix the housing stock it manages before it builds more - if funding is an issue - demolish half - sell the land and fix the balance with the proceeds. Do not build more unless there is a reserve fund to maintain over time.
- Affordable housing should be built at costs that are less than sub-urban dwellings. Use private industry differently to achieve this outcome.
- Has to be affordable
- I'm not certain about building brand new properties for low income? Would there not be existing properties scattered throughout the city that could be utilized? Simplifies comment is lofty but too abstract to comment on.
- We need to start expanding our approach to Affordable Housing as the current Calgary Housing is not keeping up with demand and failing families. We need to engage all sectors and think outside the box. We also need the City to get out of the pocket of dev
- I grew up in Calgary Housing complexes, and value the need for this service for others.
- With so many people living on so little, I think its important that as many people as possible can live in their very own homes, which may be very small quarters, but at least it would be their special place to call home.
- Everyone should have their very own space.....it's the basis of living! It gives an individual self respect, confidence, pride and privacy.
- I perceive many people who require low income housing lack capacity for good paying job or care ideally for themselves. The city should ensure housing facilities are safe and not dishevelled poor people aren't meant to feel shamed and are safe.
- Ensuring an adequate supply of affordable housing, and doing it soon, requires city commitments as the private sector may not respond quickly enough
- I am currently a homeowner in Calgary and I would like to see focus on making home ownership affordability but also to ensure that property values especially in inner city established neighbourhoods are maintained as safe places for families.
- Give people a safe place to live
- I feel like more conversations need to happen amongst the target demographic, developers, non-profits, and landowners to find innovative solutions to ensure safe, affordable, and beautiful homes, especially for families at risk.
- The City really needs to get out of the business of affordable housing



- The recent affordable housing projects in Bowness was bad for owners. Too expensive for what they were getting.
- I think the city needs to lead this initiative
- Using the resources of the community groups is better than only city run.
- The population accessing affordable housing are often the most vulnerable - single mothers & children, refugees, etc. Feeling safe in your home should be a right, not a privilege.
- The housing the city provides must be safe and secure to ensure those same values are available to the residents and that the city will not be liable for injuries or damage.
- Require all land developers devote a 10% of the housing in their units to low income housing - Offer municipal tax breaks to land developers who do. Co-op housing is best. Work with indigenous/permaculture land/housing designers is better than boxed houses
- I picked affordability because I am a young Calgarian and it is vital that I be able to buy my own home at a low price, and without going into too much debt.
- I'm going to be graduating university soon and will have to rent an apartment or buy a house
- Because affordable housing means positive changes to many peoples' lives.
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- currently - inadequate availability of housing
- No other choice
- We all need to be safe in our own home.
- Nothing worse than not feeling or knowing that your family is not safe or at risk because of where you live.
- Cost of life is very high in Calgary, affordable housing is key to attracting and retaining talent in economic downturns.
- As a child my family lived in housing that was falling apart...no one cared and we were not allowed to fix it ourselves.
- There are many ways to provide affordable housing. Non-profits should not be doing the bulk of the work. I also am very disappointed that mobile home parks are not more of the solution. The parks can be very lovely when done properly.
- I am a graduating College student and an affordable home is very difficult to find considering I am in debt from student loans.
- I love projects like the new homes for veterans' projects.
- In my opinion I am not in the favor of city spending much on affordable houses.
- Government should help to create the conditions for the community to build these homes as a first priority.
- All people deserve affordable housing
- Affordable housing is important, but we must ensure that the homes don't become a detriment to the neighbourhood



- I don't think it's the city's job to drive affordable housing.
- Changing attitudes, when people conflate low income with criminal, they are major road blocks to sustainable low income housing and ending homelessness
- I or people I know might be in need of it.
- Wages don't reflect housing costs in Calgary
- Run existing assets well and coordinate efforts of City, not-for-profit and commercial organizations.
- We have huge debt so no more building at moment. What we do have should be well maintained as that is the most fiscally responsible. Safety is a priority
- If the City owns then they are responsible and accountable for dignified respectful standards
- Because nothing else matters on the list if there aren't enough units available for those who are looking to live in low-income housing.
- Calgary doesn't have enough affordable housing
- Top pick would be for inclusionary zoning - would not limit the units to non-profit operators.
- We know a family who is still waiting for accessible accommodation. Mom has limited mobility due to a stroke and they live in a three level townhouse which means daily chores are challenging.
- There is a serious lack of affordable housing, especially for seniors. As the aging population continues to grow, there is a noticeable lack of services for low income seniors.
- To see fewer homeless people dragging shopping carts around or loitering on sidewalks, benches.
- It is important that the current housing is appropriate and safe for those currently using the service
- This is very important, given the social inequities in Calgary, but The City can't do it all by itself. Its best role is to facilitate other groups contributing to the solution.
- Without a comprehensive consideration of safety, then all of the other values described do not matter. For example, we could have many affordable available, but all in unsafe areas, then we create a vicious cycle of social determinant of health/security
- Every new development should include a variety of price points including affordable and low income housing. Every neighbourhood should be blended. This is key for the safety of our city. Nimby attitudes should not dictate this.
- Housing is too expensive



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## Arts and Culture

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- Art participant
- There's more to life than just making money. This is a major part of why we enjoy cities in the first place.
- Should be funded by user fees of those that participate/enjoy. Affordability should not be a factor, those that want it can pay for it.
- Art needs to have meaning and be accessible to everyone. Now here's to recreation not turning it into a profit centre...
- I don't believe the City of Calgary should be in the business of providing entertainment to its citizens. I would prefer to pay out of pocket rather than thru taxes for what I want to see/hear. Indigenous culture is definitely less significant of issues.
- need to be accessible for all income levels
- I feel as if the Calgary stampede takes over and that Calgary has much fewer events or festivals in the summer than other cities
- There is not enough indigenous art in this city.
- I have close ties to cultural industries and sincerely believe that arts and cultural exchange represent the path forward in terms of collective understanding, collaboration, empathy, and a healthy, vibrant community that can attract & promote diversity.
- This is not the city's role
- People appreciate more around them when cost is not an issue. I love the Glenbow because the yearly membership is affordable and I get to contribute and enjoy the arts. Same thing goes for the Jubilee
- Everyone in the city should be able to access some type of arts and culture.
- High quality must be the goal from concept, to production, to installation. To do otherwise is mockery. The arts are being robbed by kids clubs and therapy groups.
- Reconciliation should be a top priority in everything this city moves forward with.
- Opportunities for as many as possible.
- I personally love going to NYC, Paris or London or Toronto or other cities with great art collections. It would be awesome to expand the art collection here in Calgary (and will save me lots of money!)
- I think this encompasses all the rest of the categories, if art is accessible and inclusive it will be entertaining, affordable and include indigenous culture, all very important to Calgary's Art scene
- Keeping the Arts fun and entertaining is the gateway to having more people choose to include them in their lives.
- For my 12 year old daughter, learning through arts & culture saved her life and made her the confident, articulate, creative adult she is today. Without access, she wouldn't not have seen a different way to live and learn.
- I would like to go to the theatre or events more, but I can't afford to do it frequently.



- No to the Olympic bid - we can't afford it. Yes to the new Arena, overdue. Much better spend than a library as it would create more long term revenue to the city.
- With multi-million dollar boondoggles, Calgary art is an embarrassing point for many. The quality and affordability of public art should come first, despite Nenshi's track record of blue rings, ugly towers and light-up waste stations.
- No point having poor quality arts and cultural programs. Don't want the city to go cheap just to get a lot of poor quality programs.
- We should be getting good product for our dollar and this should be assessed before approval. Ask: is X worth \$Y?
- Fun and interactive art draws people in and gets them engaged
- Programs and activities aren't as important if only certain people are allowed to go, accessibility is important and a welcoming environment allows for enjoyment, quality isn't as important as people actually being able to go to these activities.
- Arts is the playground of the rich. Not everyone here is rich, certainly not the majority of taxpayers. The use of the tax system to pay for something the rich should pay for is immoral
- So important for a positive society and Calgary has been slow to catch up to other major centres. Still need better promotion of what exists and make more affordable for citizens.
- Needs to have more locations throughout the city, not everyone wants to trek for entertainment
- The city shouldn't be involved in "arts/culture" as a priority - this should be left to the people to fund by attending events.
- If taxpayers are paying for this stuff it should at least be affordable. Reconciliation is NOT something the city needs to be involved with in any way
- Why is "Reconciliation" on this list? Who writes this stuff?
- Great arts and culture are key to a world class city
- If you are going to waste so much money on the arts, it had better be good quality
- I do not place value on this service being provided by the municipality
- Arts & Culture events and opportunities make Calgary a fun and vibrant place to be. City of Calgary should continue to support the Festival and community groups to deliver, but City should not staff or organize the events themselves.
- I love the arts museums music and art displays. Affordability is important to me because I am a senior on a fixed income.
- We need art. It's good for us, good for tourism and good for reputation.
- The arts should be accessible to all, regardless of social stature or income.
- AS we have seen in the past few years, taxpayers are more cost concerned about the affordability of art and being able to see it clearly than the quality, fun or the art of any one special group!
- The COC needs to have a mixed board to make decisions on public art. Some of the recent decisions have been a ridiculous use of taxpayer's money.
- Regardless of income people should be able to experience this. As well, public art should go to the public to be determined



- I use take pottery classes at Wild Flowers in the NW as it is a great stress relief and greatly appreciate that classes are available
- Because I want to enjoy the experience
- Art needs to be of high quality. We need to create a vibrant city with art and culture.
- It should be accessible for all, but not free for all
- I make a decent living but find I cannot afford to go to many cultural events.
- Quality arts programming inherently includes Indigenous cultural production and is representative of the city
- Better choices in the artistic pieces need to be made. The CITY needs to also choose more local artists and designers who have an understanding of this city, its culture and history. Calgarians need more involvement in the decision process.
- It's an important measure of feeling like you belong.
- A high quality of arts in the city will attract not only local audiences but tourism and new citizens. It helps make a community great and raises the city's profile nationally and internationally.
- If arts are culture are not fun, no one will participate.
- It's really hard to pick a top value when they are all important.
- if it is not affordable the other values are not relevant
- Once again the city should not be providing arts and culture.
- Get rid of this spending or cut by at least 50% until there tax hikes are no higher than inflation. n.
- There is no option to choose 'arts and culture are not a priority'
- A vibrant arts and culture sector is a vital component of all great communities providing important social and economic benefits to a highly diverse and inclusive population.
- Let's get the public's involvement in the choice of public artwork so we can avoid repeating some of the earlier overpriced "artwork" fiascos.
- Even young children can see what a waste of money the big blue circle is. Their school buses were taken away and they lost best friends because of money being poorly spent. They hate that circle.
- suspend the city art program and focus on designing and building better functional infrastructure
- We need this when the city can afford the capital. The % allocated to the capital projects need investment when the project has been built for the purpose it was intended. Example west LRT platforms? should we not have covered them rather than clearing
- Quality arts and culture contributes to a healthier society
- there have been some extraordinary expenses incurred for some rather inappropriate projects
- I know that Calgarians enjoy a variety of arts and cultural activities, but I am personally only interested in top quality performances and exhibits.
- Arts and rec are not essential services and are NICE TO HAVES in times of excess funds. They should be fully user pay.
- We need art and culture that attracts tourists and citizens. Our current options do not go far enough.



- Great cities have things like the Montreal Jazz Festival which welcomes everyone, not just jazz lovers. Things like Beaker-head welcome everyone, not just science fans. Chicago public art draws everyone to the public squares. New York theatres attract all
- I feel we have a real lack of entertainment in this city as we lose out on shows going to Edmonton due to the Saddledome no longer being up to the standards these events require.
- Because art and culture MUST be more affordable
- Because my son is pianist , People have a lot depression art is important for avoid depression
- Very low priority.
- Arts and culture events and programming must be accessible and welcoming to everyone to make an impact and reach the most people in the city.
- Not striving for excellence is a disservice and an insult to citizens
- Growing up in Calgary, I attended a school that was also the designated school for children from the Tsuut'ina Nation. As a result, I had the opportunity to experience indigenous culture in a positive way and wish my children to experience the same
- As a continuous step towards reconciliation with Calgary's Indigenous peoples, the City should make Indigenous art a priority for their public art program.
- Inclusive and welcoming include no-cost events, as well options at fringe communities in addition to main facilities and downtown.
- It is important to me for all Calgarians to have access to arts and culture - just having it. Then you can think about accessibility, affordability, quality. But you need to prioritize having it.
- Why must the City be involved with art? Why not leave that to private donors, as has been done for centuries. High taxes crowd out the willingness for private citizens to donate themselves.
- Art should not be only for the top earners in the city. Art is meant to bring people together - not exclude. Including Indigenous art should not be forced, as it should be simply a natural part of our culture by now.
- If art is easily accessible more people will be able to enjoy it and see its value in their lives.
- I think the arts and culture services need to be high quality or they will not be of interest and people do not like to waste their time.
- Should cut funding during hard times.
- Everyone deserves access to arts and culture.
- Canadian art designed and created by Canadians and open to Calgarians. Paris art, etc. Is designed by the French. Keep our art, bridges, buildings, etc. with our own - Calgarians have the talents and skills!
- As a young nation, Canada has little in the way of national culture. What we do have is largely owed to the rich history of aboriginals. But we need tradition forming events, that embrace the interaction of our diverse backgrounds (not just one at a time)
- During economic downturn Art is a luxury. The art committee should choose art that is appealing to a large number of the taxpayers and use artists who live and reside in Calgary and/or AB. Art should specifically be designed for Calgary.
- Many arts and culture activities are not feasible for moderate to low income Calgarians



- City's prime responsibilities are to facilitate only not to provide
- We need to give culture to all our citizens.
- Supporting quality arts is so vital to a vibrant city and reconciliation should be a priority throughout the city. As a working family affordability is always in an issue in a city where things are often pricey. I want to help my kids experience the arts
- I think public art should be in one location like an art plaza for all to enjoy, and costs for art should be justified and not spent just because there is money to spend, get art that all Calgarians will enjoy. Get quality art.
- I think arts & culture are the 'soul' of a city--while it's imperative to foster a thriving business & community spirit, art & culture unite & express the heart.
- We have great programs and opportunity but I as a middle income parent cannot afford to take my kid to the Theatre or concerts.
- Affordability is important so all people in Calgary can enjoy arts and entertainment. Inclusive!
- Inclusive is really important. Arts can therefore reach a wider audience and increase community involvement.
- The top value chosen literally describes me and what I want to bring to the city.
- High quality and fun will sustain itself and attract its own resources over time.
- Usable art - benches / bike racks / community identity & signage
- Need for a world class something - gallery, theatre house, etc. This takes investment and priority, which unfortunately our insatiable appetite for low taxes prevents. As a result, we cannot consider our city world class.
- No more expensive garbage like the blue ring.
- Creativity and the arts are so important in all its forms. Enhances our minds and conversations with kids, grand kids and peers.
- It is way past due that we prioritize Indigenous reconciliation and action in all spheres.
- Calgary is a city "in a rush" and having more arts programs may help people slow down and enjoy.
- I love theatre and concerts, but often they're not affordable. I think everyone should have the opportunity to experience arts & culture.....it shouldn't just be for the well off.
- Public art program consult left nowhere to indicate that City needs to do a better job of sorting the nice to have vs. need to have. Public art is Nice to have but in times of budgetary restraint, it NEEDS to be placed as lower priority.
- Making arts and culture affordable is a good way to ensure it is accessible. This also fits with making it fun and creative by involving more grassroots individuals and groups, to expand inclusivity. also addresses quality which doesn't have to cost \$\$
- Maybe it's the weather or the conservative nature of its citizens, but compared to other cities our size we don't have as much art and culture on offer. I often find it hard to find info. Should advertise more on TV and radio for example.
- We have a long way to go with recognizing and valuing what the indigenous people of Treaty 7 have to offer, and it should be a priority until their positive influence is properly recognized
- Indigenous culture need not be explicitly included any more than any other ethnic group



- I feel like we call anything art, therefore, the quality of service decreases from year to year. I wish I could see the higher standards for art programs that provide solid basis for future artists and not settle for anything less.
- Affordability encourages people who might not otherwise get the chance to appreciate Arts be more willing to participate
- I feel arts and culture should be put on hold until Calgary recovers from this financial downward spiral. All you will end up doing is raising taxes
- Quality of arts and culture in the city plays an important role in improving the quality of life for its residents. But that quality is also important in attracting new business to the city, a very high priority for Calgary right now!
- Art projects should be paid for with private funding and not tax payer's money. There should be a survey online with choices of the artist's rendition sketch/picture of what the project would look like & citizens would vote on. Artists are to be Canadian.
- We live in an expensive city, where many families are being challenged financially after the last couple years of economic decline. If I have to prioritize my family budget, expensive art and culture does not make the top of the list.
- Public art & culture make us aware that we are all one collective, but with uniqueness too
- When parents sign up their kids for a class offer them a tax-deductible option for sponsoring another child to attend the same class. In my home town I attended summer culture classes - each week was a new culture, taught by people of that culture.
- As a musician it can be expensive to maintain equipment and pay for lessons
- Always quality before quantity
- I want to live in a city where there is an abundance of opportunities to live a creative life
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- If it isn't fun, it'll be hard to get people out.
- It does not matter how great our Arts and Culture programs are if no one but the rich can afford to use them. They should be affordable to everyone
- While things like accessibility and indigenous recognition are important, does EVERYTHING have to involve them? Should the city really be putting so much energy into social engineering? I don't think we have the \$ for it, especially with no ROI.
- Art and culture activities need to be of higher quality in Calgary to the standard we aim to elevate this City to. Right now we attract events and productions of regional level, not international level in terms of classical arts.
- It is important to have culture/arts
- In this time I believe art is not much important for Calgarians when they are struggling to bring food on the table
- Calgary's reputation as inclusive is not very good. Need to improve this!



- I'd like to see more arts programs targeting children. A children's museum would be fantastic. More Art Centres around the city would be good
- Arts & Culture improvements are a main component of why people want to move here - will increase economic development
- More Aboriginal representation. Also, not just family-based attractions. Fun events for young people, young adults...opportunities to expand art and culture and music (Aboriginal and non). Aboriginal culture is Calgarian culture
- The values I chose disappeared once I hit "Submit" so I don't know. I think it was Quality--which should just go without saying. Who wants tax dollars spent on poor quality?
- Accessibility includes affordability for all - subsidies for lower income groups as needed.
- Arts and Culture build community - a stronger community - the safer and more prosperous Calgary. And hence affordability is necessary and for this creativity on variety to allow this accessibility
- The city should leave arts and culture to independent companies no need to waste tax money on it
- Because to have a vibrant Arts and Culture scene, everyone must be able to access it--young, old, middle aged, the rich as well as low income people. Some of the very best patrons are university students and senior citizens, both groups have less \$!
- I believe that this city has spent too much time money and effort on arts and culture
- Art and culture is an important part of ones personal development.
- Important that it is used by a wide range of Calgarians
- We need easy access to reduce the physical and psychological barriers to embracing our City's art and culture. Without this top value, then our citizen's will remain in inertia after all these years of not having arts/culture top of mind for our entertain
- Arts are so important to the health of our city. Mental health is an upstream solution to many social problems. Quality art is important. We enjoy this when we travel. Let's enjoy it here. Set the bar high but make it accessible. Art needs to touch us.
- Vibrate cities always have a lively arts scene.



# Service plans and budgets 2019-2022

What we Heard, Verbatim Comments

May 11, 2018

## Building Approvals

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- Focus should be on safety, too many things are simply a cash grab and waste of time
- 1) The City needs to follow what actually is legislation and not hide behind the word when something isn't legislated. 2) Maybe a process run on best practices would be nice, not the GM's ego. 3) Actually enforce said legislation, even if the owner has \$.
- Reduce the bureaucracy and red tape.
- projects need to comply to the minimum standards to be safe
- It's important that citizens can be safe within buildings. Also, prevention can help reduce future costs
- City should be streamlining engagement and application action processes, and promoting education and compliance via incentives rather than penalties.
- I find construction takes forever here. I would like to see opportunity for builders to enhance their level of construction beyond 8-4pm. Even in residential zones, as long as noise bylaws are followed, allowing full site evening & night crew is prefer
- If the building is not safe, it doesn't matter if the inspection is done on time, the service is in place to ensure safety in the first place.
- Having worked through a basement renovation, insight and input from inspectors was incredibly useful to ensure the finished product was compliant, effective, and efficiently completed.
- If I am informed, I can be prepared. It saves all stakeholders time and money.
- Speaks to the only service I may actually use/need
- The city consistently fails to inform citizens of by-law codes and inane red tape.
- We've established rules for a reason, the most important thing is that they are enforced.
- Safety
- Safety should always be the top priority - and compliance - it MUST be done right
- If regulations are set up they should be followed. This does not need to be done by council
- There needs to be enough inspectors to do the job and not just a hit and miss inspection.
- There needs to be
- Fair and timely
- There are way too many hoops that citizens have to go over to build anything in Calgary.
- this is a core activity of the city and needs to be prioritized
- We have obvious places that rent out there rooms to students and contractors from out of province?
- I confess I am not fully aware of how all this works and the degree of compliance that builders are held to. I do support high standards to avoid poor quality that acquaintances have had to pay for.
- Adherence to the requirements in place ensures quality and safety.
- Conflicted about this one because I have built 3 new homes in Calgary through Buoders and never has the city prevented poor construction



- The legislation is a minimum for safety and not 'good practice'. It is important to not sacrifice safety to do things more quickly. Education is always the key to helping people understand the importance of the rules in place.
- It's frustrating to wait too long for something
- Should be fully paid for by development and not a tax funded service.
- Education component in industries and schools builds awareness & reduces time wasted for inquiries and searching for information.
- I think this is what impacts citizens the most - the rest of you kind of just take for granted but it is the impact on our time that truly matters. The rest we assume is taken care of.
- When selling a house, city inspectors offered random approvals of my compliance survey. Clueless! My neighbour's new house has much higher than 45% lot coverage because he's on a corner lot and can somehow include the city-owned boulevard in the calc?
- Most of what the city does is reactive to the situation - not proactive. Dangerous buildings and suites are installed every day, but no one is willing to prevent it. I have been repeatedly told "that's not my job" when reporting dangerous building events.
- If we have safe buildings and ongoing inspection, situations like the apartment building in Kensington being evacuated. I have been told by friends in Calgary Housing that maintenance requests are sometimes not dealt with for years.
- As an aside, could you do a better job of having construction sites control their waste? They leave tons of garbage out to blow around, or they bury it. These messes are unjustifiable.
- Quality, professionalism, uniformity and correctness of a development permit review should not be sacrificed in order to get on time, quantity decisions back to the applicant.
- Getting the permit for a small enclosed deck on my elderly parents' home last summer was extremely difficult, time consuming and stressful for my 81-year-old father. There has to be an easier way.
- Keep it simple and provide minimal service however keep rules enforced
- There seems to be an inconsistent application of rules and enforcement based on which area of the city you live in. The process needs to be friendly, fair, available, and a learning experience versus a here is the rules follow them mentality.
- I work in the architectural industry
- I see people in my neighborhood building and renovating without permits and nothing is done.
- enforce the community standards bylaw - especially those properties on hold that were bought as investments to redevelop
- I value quality first and foremost, then cost of service second. These were not options.
- All applicants should be held to the same standards (application quality/complete, meets minimum bylaw and code requirements)
- The regulations and permit process are in place for a reason. Timeliness encourages builders to comply and enforcement of accurate compliance is required in order to hold the builders accountable and in a mindset to follow the rules.



- Anything proactive is likely to yield the best results. Why are we satisfied with 'minimum' standards, we should be striving for cutting edge practices to make us a leader?
- More important than any of the above is streamlining and building consistency within the Development and Building Approvals unit. No transparency currently. Asking questions re: requirements results in different answers from different staff.
- There is a serious lack of transparency in this matter that needs to be addressed
- By being proactive it seems the city might avoid having to deal with the errors due to lack of knowledge, as well as showing people who might be tempted to not comply that they are serious about ensuring everyone follows codes.
- The AHJ needs to be clear that they take no liability for any information and/or inspection they provide. The sole responsibility is on the owner/builder/designer. They should not be overriding professionals.
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- Red tape must be cut to expedite this process
- Laws and legislations exist for a reason, no one should be above them or be able to sidestep them
- Prevention goes a long way...more than people sometimes realize
- Rules need to be followed and enforced. Otherwise, the whole exercise is a huge waste of time.
- We do not want homes that become dangerous or a fire trap because some landlord wants to make money
- This really bothers me- my # 5 should not even be included in this survey because it is basic law. Minimum standards of the law are not an option and should not even be queried from the public!
- Above is based on the assumption that the minimum requirements are reasonable and not substandard
- More people would get permits for their Reno's etc. if there wasn't a post project penalty for your property taxes to skyrocket
- that I understand the process and inspection / related product or services



# Service plans and budgets 2019-2022

What we Heard, Verbatim Comments

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## Business Licensing

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- Same. Why do businesses need city licenses? They are already registered provincially and federally. You should share databases and save owners an unnecessary administrative burden.
- Consistency...tell the [personal information removed] to [removed] actually let the pros do their jobs[removed].
- Reduce the red tape; lower fees; cut staff.
- provides a level field for all businesses to operate
- The purpose of licensing businesses is to ensure compliance that is why that should be the #1 priority.
- Having the information you need to make decisions and to be prepared is instrumental to ensuring responsiveness, fairness and compliance.
- If I owned a business would consider it most important
- No more expensive, job killing red tape. We need less city staff blocking entrepreneurs, and more creative Calgarians being encouraged to share their vision for change. Nenshi could also lower taxes, but that might be asking 'his worship' too much.
- Again, rules are made for a reason, make sure they are enforced.
- There needs to be enough inspectors to do the work and to enforce the rules.
- Every building inspector has a different idea about what needs to be done. They are very inconsistent.
- There needs to be consistency where the decisions made are uniform and there aren't relaxations that shouldn't be made.
- I don't understand the need for a licence outside of a revenue stream for the city. I ran a business in Calgary for 25 years - not ONCE did anyone stop in to make sure I was following any kind of guidelines...not ONCE.
- ensuring consistency across the city
- We need to control Air B and B Other businesses seem to be in order
- Compliance with legislation ensures the user of the business that services will be delivered by qualified people.
- Force licensing for at home business and those looking to build "rental income" suite in their homes
- Businesses need licences and time is money
- Should be fully funded by operation revenue and not a tax funded service.
- My spouse runs an in-home business and has a city of Calgary business license. Any delays would render him unable to provide his services.
- Again - I care about getting it done fast. I assume it is done correctly, fairly, etc. But face time with me is important.



- It seems as though certain businesses are always granted more leniency. I'd like to see everyone have equal opportunity - not allowing large corporations benefits that a small family business would not.
- I have no experience with this but know at times applications for services can be lengthy and hard to understand which is very frustrating.
- Need to lower costs for business owners and job creators.
- I own a business and know many other business owners. While it is important for the economy to make these easy to access, the city needs to do a better job enforcing fair rules that protect the community.
- Quality, professionalism, uniformity and correctness of a development permit review should not be sacrificed in order to get on time, quantity decisions back to the applicant.
- Safety, safety
- Business makes the city tick...keep it working for both entrepreneurs and clients
- Licences need to be issued more quickly, accurately and with fairness. This process seems like you are in trouble and your being scrutinized vs a helpful informative and timely process that is friendly in nature.
- Lets make sure we help business owners and not hinder them
- Too many people are running businesses out of their garages.
- Businesses located in a residence need to be inspected for compliance - especially those that are supposed to contain all activities within the home.
- Quality of work is important and should be enough to support citizen and business.
- Clear rules and follow up for compliance instill confidence in businesses and citizens.
- Businesses should have to prove that they are competent in hazard assessment and management to better prevent health and safety incidents occurring in the job BEFORE licences are given. Too many lives lost or broken.
- Don't know much about this
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- public health and safety at stake if this is not undertaken
- Important that powerful developers are not treated differently.
- Ps there are two qualities
- I have heard there is fudging of licenses for big developers. The City must follow the law and no backroom deals and looking the other way for bigwig developers. The rule of law must be equal to everyone and consistent. Clean up the corruption in Bus dep
- Fairness and equitable creates trust
- I will always choose quality and fairness over speed.
- compliance is easier to enforce when a person can find the information



# Service plans and budgets 2019-2022

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## Land Development and Sales

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- Remind Carra that he can't bleat about CPR, then propose [removed] multiuse developments where residents complain about industry/commercial noise. It's like building beside the airport, then complaining about the noise...don't build there!
- Council should stop trying to micromanage municipal growth; if people want to live in the suburbs rather than city centre, let them. Don't artificially constrain this; if it costs, people will pay.
- We need to look at vacant lots and how we could use these spaces for community economic development
- Serviced land should be sustainable - not a debt creation device. Costs should be covered and sufficient uses to ensure a tax base to support the land without stealing from other developing communities.
- This was a hard tab for me. Generally, I feel the City is too quick to sell off City land for development. We can't expand, but we need to look more closely at whether continuing to destroy green spaces to build retail is a good idea in today's world.
- Question city halls approval of permits to those who exceed existing ARP rules, override community objections (Lions Park 'Student housing' or Grid in Inglewood) we hear urban renewal over urban sprawl yet the south portion of Green line is far from existing
- I didn't pick any because I don't like living next to all the light industrial and warehouses that have sprung up near Nose Creek :-)
- Resilient - This service should always work in the best interest of the city.
- I don't see a reason why the City can't do all the residential building in Calgary. I don't know why builders are allowed to become stupid rich when the local municipality is very capable of building the housing actually needed here by themselves.
- That city land that is for sale is in strategic locations and can support meeting the goals in the MDP
- Land development must be done in a way that supports the economy. Also - THIS IS EXTREMELY IMPORTANT - new developments must be done with or climate in mind. The new developments in the west end for example have next to no parking available - unacceptable
- this is the only thing that really matters, the rest could be outsourced in my opinion
- City owned land is a public asset. We should not even consider this service if it doesn't address the long term goals of the community
- It's important that the city is responsive to citizens with their questions and concerns as well as take into account that the community may not want that land sold to certain shareholders due to the hopes of the land being developed for other ideas.
- Not too sure about this one except the Midfield Trailer Park transaction turned out to be to be a fiasco and a bad stain on city land transaction and planning. The city should have had a better plan B when they rescinded the relocation to a new site!!



- I am not sure why the COC doesn't renovate their buildings, instead of the more expensive option of building new. I also don't know why each new build has to be dual purpose.
- There is a lot of land that sits vacant, fenced, overgrown with weeds and junk that needs to be on the market to help with the tax base and not just sitting there vacant.
- Stop sprawling development and provide incentives for lower cost housing that includes adequate parking. Developers only want the build large expensive homes. The city needs affordable housing.
- The costs for all future land development should be borne by the developers & occupants of this new space, NOT the rest of the city residents. This would also control urban sprawl.
- Land development must be stopped for a while. The existing buildings and depilated houses must be restored by builders prior to new development.
- This would allow developers to take advantage of opportunities as they arise.
- Industrial and residential should not mix for quality of live for city residents
- I picked this because the original plan for a new arena was shot down because the City land it was to be built on was contaminated and not ready for construction.
- Calgary must stop urban sprawl. It is urgent!
- Get out of the land development business subsidized by taxpayers. Return to core responsibilities to reduce tax burden.
- The City needs to free up some land so that Calgary Indigenous community has a year-round place of their own for cultural and socio-economic purposes.
- I only picked one because I am not sure the other 'values' are actually something the city should care about. Why is it up to the city to have serviced land available for sale or construction? Why are we in that business?
- Give it back to indigenous people, honestly, I don't care how you sell it
- Why is the City in this business? Are developers really paying their share of infrastructure? Am I subsidizing development at the edges? Why is this a good thing?
- I would like to believe that city lands are sold at fair market and the city staff does not succumb
- succumb to developers pressures and personal temptations
- ...The economy, and growth of the City.
- City land must be sold at a fair price in a fair process completely transparent to citizens. This process must be open and respond quickly to questions and market conditions. This seems to be a secretive process only a select few are involved.
- Provider
- Greater transparency and understanding of this service is important. It feels like a grey area of backroom deals and negotiations.
- Consistent supply based on economic climate.
- I don't like any of these answers. NO MORE LAND DEVELOPMENT is needed. We are taking up too much space already.
- Did not complete survey. Definitions/explanation lacking for what is meant by "business community growth" and "serviced land."



- Need to improve the quality of new community development. Avoid car centered residential developments, it makes them sterile. Allow for small businesses to thrive, lower taxes if needed.
- The city should sell vacant land and allow private enterprise to build what it sees fit as opposed to developing it prior to sale
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- obvious
- Anything that help stimulate or supports our economy or local businesses is most important.
- Again very vague statements. What is the cost to taxpayers?
- Environment concerns priority and proper storm drainage and high standards of flood mitigation in place always for everyone and every developer even on outskirts of city. Rule of law consistent with water act and EPEA
- I support development as long as attention given to urban sprawl at the expense of deterioration of inner city. Focus on Calgary and let the suburbs, especially beyond the ring road, become their own hamlet/village/town responsible for their own needs
- Sometimes industry needs a carrot to build where it is best for the overall bottom line.
- Calgary has seen explosive growth in all quadrants of the city. I would like to see less new neighbourhoods and more focus on ensuring existing neighbourhoods are well connected and have essential services.
- I believe there are too many owners of land and/or buildings who are abusing their wealth and driving the market values away from fair in conflict with their personal motivations. We do not want the saying of "the rich get poorer and the poor poorer"
- Development in older neighbourhoods needs to be a priority. with sales and increase tax streams going back into community for offsite improvements to parks, pathways, pedestrian realm, community spaces, sidewalks, to negate sprawl they need to be attractive, cool



# Service plans and budgets 2019-2022

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## Community Strategies

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- IN order to be responsive, you actually need to listen and care about what residents say. It's also a shame that the City has decided that only some neighbourhoods are worthy of extra supports.
- Would be nice to see Coucil and Administration respect the needs of the many over the needs of the few, for once.
- City incubated organizations such as Source enable connections, and bring together subject matter experts in accessible and collaborative ways to address the needs of the community.
- I think the focus need to be on supporting the most socially and economically marginalized groups rather than all calgarians.
- It is important to me that Calgary strives to be accessible to people of all abilities.
- I think making services, programs and places affrodable is critical. If people cannot afford to particpate they are left behind and so much of our community remains out of reach.
- I used Community Mediation services and I think this is a great example of prevention. Preventing issues means less stress and involvement of police.
- All are important
- Inclusiveness is the heart of community, enabling growth and providing supporting to vibrant communities.
- By preventing community and social issues our quality of life will be better, people will be healthier and our communities will be safer.
- I live every day with poor urban planning of the past. Don't condem future generations to more 36th Street NEs.
- Here and now factor - addresses current existing issues
- I picked the first and the third since it is obvious after this winter that the city is not very responsive to accessibility issues when it comes to being able to get around in the snow in your community & elsewhere due to icy & impassible side/crosswalks
- These seem to be federal issues.
- Some people are hard-working, productive citizens who may still need a helping hand now and again, but get caught inbetween the haves and have-nots; make too much for assistance but not able to make ends meet.
- the city is always responding to issues, even when the long term planning tells them of issues years before. A good eg - 10 yr plan to end homeless - started when duar was mayor. we still have homeless.
- The city needs to pay attention to what communities want - not what administration or council wants. Case in point: SWBRT - thousands of citizens turned up and/or signed a petition opposing this project yet were completely ignored and/or belittled by city
- Dont discriminate against white people.....
- All of these values are important to me



- Preventative programs are of paramount importance
- none of this matters to me. There are other more important priorities
- The City needs to hear communities out when there are issues and try to work together to have both parties be satisfied when possible. Make sure that all needs are met within the community and for all citizens.
- The city should make it so they do have a priority that we all belong.
- Important to be proactive.
- If the bylaws are on the books they need to be enforced no matter who is not following them.
- It's cheaper to spend on prevention.
- Calgary has the least number of police officers per capita in Canada. The proximity of houses to one another means that a 10min response sees a whole block could burn before the fire department arrives. Invest more in frontline staff/equipment/buildings.
- Calgary must ensure that all citizens belong, and provide opportunities for all people to thrive and reach their full potential.
- The city needs to address all people here not just selected ones.
- Non of this matters if people dont have an affordable place to live.
- Strong communities mean a strong Calgary.
- Let's work on getting children playing outside again. Let's work on active lifestyles for everyone. When I first came to Calgary I loved the vibrancy of active people...sad to see this disappearing.
- perhaps the bicycle paths should be lined up so that they are functional. Eg no bicycle path leading to the LRT station along 69 th street west of Christie Estates
- Unless the city takes into consideration the needs of those who are least able to care for themselves we all suffer. Not only will we have a reputation as uncaring, but the costs of lack of services and a focus on prevention is enormous.
- This is a vague topic can not comment
- For the well-being of our youth
- The City needs to work to get an Arena deal done.
- Calgary needs to do a better job to include all citizens
- City needs to look to core responsibilities to be responsible guardians of taxes and get out of the luxury considerations.
- I would like to see Calgary's Indigenous Peoples being a first priority in terms of community development until such time they are truly equal as regards social well being.
- These are hard to rank and I am not sure they should be broken out so much. I put wellbeing as the top as I think that is more of the outcome or goal. Isn't the rest of it about addressing needs of all Calgarians?
- I this day and age, accessibility for everyone is very important.
- Calgary feels like a rich person's city [removed]



- City planners do whatever they want. Goal seems to be that we all live in energy-efficient apartments near a LRT, use only govt -owned/operated ride-sharing. Too bad for citizens who don't like that. How did this strategy work for Midfield Park folks?
- It often feels as though the city does not care about those citizens who live in the lower income areas. It often feels like we the people have nowhere to turn when we have issues within our communities.
- The city needs to work toward supporting the wellbeing of all residents. This will make for a healthier and happier city.
- The City needs to ensure that everyone belongs
- More direct input would be good, these vague priorities will only produce vaguely effective results for communities.
- The work force needs to be increased to meet the steady raising demand.
- Avoid too much social engineering but ensure communication lanes are available when clashes arise
- Everyone cannot get downtown to our major facilities. We need to meet half way.
- The City needs to improve planning to reduce social and community issues. High density is not a sustainable model as a large population in a small area is not healthy and causes a large amount of social, health and safety issues.
- There are some places that are super difficult for anyone to get to. Parks and festivals need to be accessible to all Calgarians. (ie. Ralph Klein park).
- Provide snow removal services in suburbs. We get stranded in our homes because we can't get our vehicles out of the ruts, ice and snow!
- the city has never invested in the LGBTQ2S dedicated agencies such as Calgary Outlink through existing programs such as FCSS. Yet the city, time and again, wants the communities input, surveys, etc.
- There is too much community within a community where new Canadians keep to themselves and create their own activities and close out others, often complaint about what other residents do.
- Lip service community engagement just make people angry.
- 311 can be a "black hole"
- This is not an important service to me (too generic, lacking specific outcomes), unless we are willing to invest in outcomes.
- I feel like all of these are fairly similar. Connect with communities about what they need, consider building complete communities that prioritize active transportation, connection - welcoming spaces and green spaces
- I placed Wellbeing last only because it had almost the same meaning as Responsiveness.
- Being in a safe city is vital, therefore if we need more police presence, then so be it. Ambulance services are also vital, and their response....so important. And Calgary can be proud, because we have these services now that are excellent!
- Bike lanes are costing far more money in a time where we are looking to cut other necessary services. Communities MUST be involved early when planning transportation changes.



- All of these descriptions are too nebulous for me to understand what this would practically involve.
- The city really doesn't recognize how important its communities are to the fabric of the city. The city needs to get behind championing and bolstering the unique qualities of its individual communities instead of minimizing them as is the current trend
- Prevention is always key. The other values are also important to consider when looking at prevention measures
- We need to continue to be a resilient city - there is a direct connection to being a well city.
- Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? what is 2?... don't know /indifferent/no opinion/don't use service = ? C) how to provide the answer and no option works on my screen 1-4 not clickabl
- The end game and goal for any government
- The City serves it's citizens, and should listen to their needs.
- I want to live in a city that cares about all citizens, not just those who have privilege.
- Community is all not just some of us.
- This is vague and meaningless. Who created this survey? We can't clearly have an opinion on the above vague statements.
- The City needs to support and empower community associations to help with services such as these. Remove barriers and red tape.
- Connectivity is the cornerstone of community. If everyone feels connected and included a lot of issues might be prevented without the city having to do anything.
- The city needs to go back to old fashioned town halls
- Focusing on social well being and current issues, I believe is the umbrella for the others aspects and a spring board into new projects
- The city only puts up a front and gives in to most small vocal collectives instead of all the citizens.
- I feel the topic of "wellbeing" means that there is a priority placed on every citizen feeling the best they can in all areas of life in the city--health, happiness, safety, ease of travel (by whatever mode of transportation used) and lifestyle.
- There are many social service agencies. It's important to connect, coordinate, and cooperate.
- I think each of these are strongly connected as working with other organizations support in achieving accessibility, prevention, and responsiveness which hopefully addresses well being for all.
- Why is the city being so unrealistic about Calgary Next ? Is the Calgary sports & entertainment group not a contributor to our communities?
- Community connectedness is a really cheap way to decrease expenditures elsewhere - from roads to health care
- Our community there are number of seniors. Not once this past winter did we see a snow plow. While our neighbours were diligent in clearing the sidewalks, the streets were left impassable, meaning anyone with mobility issues was effectively house bound.
- they all could have been #1 for me but I think that prevention is key

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- The City should focus on the needs of vulnerable community members, as it simply does not have the funds to meet the needs of all. There needs to be more social research focused on prevention - there used to be more, but current management has stopped it
- We are social creatures created to have relationships. When people have a belief of belonging in our growing city, then they will feel safe, which will in itself help many social issues living in a big growing urban community.
- Prevention is key! The city needs to develop innovative ways to develop socially and economically inclusive communities. Within the East Village, there is no where for low income people to eat. Social enterprise cafes could create vibrant social spaces.
- the city needs to stop thinking of themselves as the experts. partner with organizations and ask for help and take advise. we all want to see Calgary success so let us help make that happen. use our universities & experts more. ask those doing for ideas.



# Service plans and budgets 2019-2022

What we Heard, Verbatim Comments

May 11, 2018

## Property Assessment

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- Property Tax is inherently unfair when measured by 2 factors, "value" and mill rate. The value should be locked in and then the mill rate adjusted as needed each year. Can't stand how city hides behind 10% tax increases that are driven by value changes
- Quit asking about Legislative requirements! I'd appreciate it if all the staff that answer the phone have the same information and that because someone has \$\$ they can't unduly influence the system as what currently happens.
- Fairness is not a priority it seems. My neighbour's house sold for more than mine 10 years ago, but is assessed at less than mine for example.
- If I have questions about property assessment, I want them to be answered in full and in reasonable time.
- I do not value this service. Can someone explain why my Bank, my Realtor and the City of Calgary have different processes for assessing MY property?
- If you buy in an established neighbourhood taxes should amount to maintenance. If you buy in a new neighbourhood your taxes should reflect that new school you need.
- Once more, rules are made for a reasons, make sure they are followed.
- Fairness is important. The city needs to focus on reducing tax burdens AND to STOP STEALING tax reductions from the provincial government. This is NOT YOUR MONEY!
- My property assessments never accurately reflect the value of our home. Your process is flawed
- The assessment process should be equitable.
- Property assessments are a joke with no one being able to explain how there are arrived at and why they fluctuate year after year for no apparent reason. There needs to be a better way of explaining how they are arrived at.
- Property taxes are paid by me to provide the city with money for essential services. I demand quality and accountability from the city for all essential services.
- I wonder sometimes if I truly would get that price for our house.
- Off topic but closely linked. Do not make black bin/garbage pick up a user fee. This is regressive "tax" scheme that will make the city's balance sheet/budget look better. We pay taxes for these kind of services not fees.
- My property assessments have bounced around over the last 5 years with no real explanation for changes of over \$350,000 both up & down. Get people on the street to do proper assessments!
- To have faith in government one needs to know that there is fairness in the system.
- Will not comment
- I want an accurate assessment. Accuracy is important except for horseshoes and hand grenades.
- I care the most that I am getting a fair assessment and paying only what I should be paying. No more, no less.
- As though I will ever have the chance to own property lmao



- I'm arguing my assessment at the ARB. Phone call w assessor was infuriating. He claimed that lot size is not related to Value! 10% increase when CREB says sales are flat and prices down?
- No one wants to pay property taxes based on what the City assumes he or she owns when in truth they don't.
- We will all be more accepting of the city's property assessments if we see that they reflect the current economic times, especially now when high rental vacancies are not considered when assessing rental properties.
- Taxes need to be lowered significantly to allow economic growth.
- Because having your house assessed at a price far above current market value is harmful.
- The system must be based on fairness and consistency the current process does not work. Set base against legal requirements and set each community on a tax base based on developments in that community not based on market value. Property value over priced
- To avoid issues, it would be best for things to be accurate.
- I am a home owner and proficiency is important with my largest investment.
- I want the right amount the first time
- There are questions as to why updated and renovated property is taxed the same way as minimal development.
- The city should have personnel available and knowledgeable to answer taxpayer's questions. Also the tax assessment should be done right the first time without having to appeal it.
- Different city departments are categorizing properties differently - tax assessment single dwelling, census taker - up/down duplex - secondary suite registry - can't decide which category but will not register a duplex?
- Fairness is important.
- The mass appraisal system presently used leaves much to be desired and tax assessors are not empowered to correct the discrepancies that result from it
- Why are condos taxed at the same rate as houses? We do not receive the same services at all: no curb side garbage pickup or recycle pick up. It's a cash grab by the City. Condos should be taxed 50% of what houses are taxed.
- For the past few years my property tax increases have not matched what council has said is the "average" increase for the "average" household. I question if all quadrants are taxed equally.
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- This is important as the economic circumstances / climate can change rapidly
- Everyone should be treated fairly.
- We need to make sure that certain homes stay as they are not bought so the richer ones can buy and cause older folks to be priced out of their homes by the ones who want newer fancier and more expensive amenities, so the values go up and they have to leave
- This one seems obvious, doesn't it?
- Please lower our taxes.

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- If someone has gone through the trouble of appealing their assessment and wins, the. Its denies that evidence on the formal record and they have to appeal again the next year. This is a abusive
- Inner city should not have to bear the burden of maintaining an area frequented by people from the suburbs - tax according to usage by all Calgarians
- I feel the city over evaluates the properties in order to get more taxes
- I think it is fair that everyone's property is assessed in the same way
- Important to be able to adjust to change and continue to support Calgarians through good and challenging times



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## Social Programs

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- This is a provincial responsibility. City should not be providing social programs.
- This question is intentionally vague; what social programs exactly are you referring to? In general, supporting social programs is at the bottom of my list of priorities.
- Providing adequate social programs to those in needs helps to create healthier communities. Research has also shown that when people have access to these resources, the costs of healthcare and policing can decrease if people have greater quality of life
- All of these need to be re-addressed in terms of helping me. I have found little or no help so I no longer ask.
- Can't tell you how many times I have registered for a City Rec program only to have it cancelled due to lack of interest... City doesn't need to be offering programs that don't interest (or that are not accessible/ affordable) to a broad base of citizens.
- We need social programs that meet the needs of those who are socially and economically marginalized
- Lack of Mental Health initiatives particularly for Adolescents. Too few inpatient hospital beds (provincial govt) we need better senior's subsidized housing and resources to keep seniors in their home. Better communication with existing resources.
- I believe social programs are an investment. By providing support we prevent larger issues from happening later. Low income support programs are an excellent example. Support people through difficult times and we are all better off.
- Social programs should be easy to find and access as people needing these programs likely won't be able to spend much time looking for a program and accessing it.
- As someone who works in Social programs, accessibility is very important
- Why wouldn't you put anything about getting a new arena or the Olympic bid on this survey?
- Often can be difficult to know what is available and how programs might connect with other agencies
- More safe injection sites more housing for hard to house individuals mandated through out the city. No NIMBY pandering.
- The City should not be responsible for providing all social programs or meeting the needs of all Calgarians. They should, however, ensure that available programs are accessible to Calgarians.
- I am unaware of any shelters for battered men in this city. I've spoken with judges in family court and they tell me its 50-50 and there are shelters for battered women, so where are the shelters for battered men?
- Chances are if you need assistances, you're already feeling overwhelmed and need immediate help, and no easy way to find out what's available to you. When you look, there is either nothing or so many seemingly overlapping places/programs.
- The city should not be providing social services!!!



- Because right now city Hall and the counselors as well as Mayor need to get their crap together and stop thinking about themselves and power
- Because a city that looks after the well-being of its most vulnerable is a great city
- Programs should be aimed at prevention rather than being a band aid
- If you can't get there and use the service than literally, what's the use? Please locate them where I can reach them.
- It is important to align the programs with the needs of the citizens. What is the point of having programs that no one uses?
- Social Programs need to prevent problems and not just reacting after the fact.
- Response times for the Fire Department. Let's not cut back on safety. It's worth every penny. I can wait for a bus or garbage collection. I can't wait when lives are on the line. Thanks
- Social services must be accessible to all especially the aging population
- I would not rate any of these higher than a 4. I was one laid off oil/gas worker and could not get any services through city or province. Excuse made too much money as they goes previous year. Daughter received benefits AB Works, couldn't get rec pass
- Well being considers all Calgarians. It isn't an individualistic approach
- We provide resource to Calgarians in difficult situations in short-term basis to smooth the transition.
- More resources towards prevention should help reduce the need for help.
- I think the City does a poor job in making information on social programs available to the general public.
- Recently being laid off, I would like to update some computer courses, but the cost is very high. Discount for unemployed. Trying to get on their feet again.
- Social programs must be affordable & their goal should be helping disadvantaged individuals learn skills to enable them to support themselves.
- Let's get kids into gyms. It was awful when I went into our Community City of Calgary gym to sign my daughter up and the response was "absolutely not". YMCA and Trico and so many other gyms bring kids in. YMCA even offers Gr 6 kids a free membership.
- I think the city needs to get out of social programs or focus on providing best value for money
- It is critical that the city offers the programs that people need in a timely manner. I am particularly concerned that the enough for all strategy isn't creating the new services people require to get out of poverty. More needs to be done urgently!
- This should be federally funded and not municipally
- Social programs should have a focused on preventing other costs like policing
- This is important because people need help sometimes
- Social programs must be accessible to all Calgarians.
- Social programs are not a core responsibility of municipalities. Stop taking on things outside of core responsibilities and get back to basics.
- There is a need for reconciliation programs between Indigenous and non-Indigenous Calgarians which promote a respectful sharing of perspectives and opportunities to be together having fun.



- I think well-being is totally different than the others - more of a goal or outcome of why the city does it. So it is strange to have that and I put it is #1. If you aren't trying to do that then why bother.
- I use none of these programs. The new \$500 million library is an outrageous extravagance. Most users may be homeless. Maybe a bigger shelter should have been built instead. Poor access unless use the LRT, or pay expensive parking. Sad...
- I have had trouble finding timely, effective help for mental health issues so accessibility is important to me.
- We need to cut costs in this area during these hard times.
- Could you do a better job of making these different? You have two different categories of "Meets needs".
- The Government of Alberta has abdicated its responsibilities in areas such as mental health supports and affordable housing. The City has had to step in to the detriment of other needs. And some bleeding heart liberals on Council are do-gooders wasting \$
- Accessibility to the programs are a great opportunity for my children to get the help they need.
- Not really high on my list
- We are a diverse city and need to help all who need our aid.
- Key is to provide services that matter, not a fad. Back to basics, look after people, be accessible where they are, be responsive to the need not an agenda or number. Need a streamlined process to access programs, connect information to reduce confusion.
- It is important to be able to access and utilize information and services which my family needs.
- Prevention will reduce the cost on services.
- We need to improve this like yesterday
- The city has no LGBTQ2S+ funding in place to support existing agencies such as Calgary Outlink who've been doing community work since 1984. The lack of funding means a marginalized group is further discriminated against by the city.
- There are a lot of disabled or senior citizens that aren't getting information they need and don't know who to ask
- Not sure what the city offers with this service, and therefore, I cannot value it appropriately.
- If we all can thrive then the rest will be answered.
- Resources immediately available for example: Domestic abuse situations, where it takes a dire situation before someone even reaches out for help, so they need help immediately. Before the abuse worsens.
- In talking with many non-profits in this sector, prevention is even better than responsiveness, if there are resources in place to focus on prevention or risk mitigation, e.g. worker health and safety, mental health, education
- Don't have experience with this
- Brother has special needs and has a hard time finding programs that can meet all of his needs
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable



- If they are not easily accessible - the other issues do not matter
- Feel safe in difficult situation
- Poverty reduction matters in our City
- Social programs are for all of us.
- There's no point in having social programs if the people who need them are unable to access them. For example, writing in plain language is a basic requirement.
- This is very vague but I believe Prevention saves you money in the long run. The city doesn't shouldn't be expanding their spending in this area. Leave this for the non-profits.
- Social programs need to be accessible. It would be better if "prevention" meant strategies for preventing people from needing them in the first place.
- Maintaining a persons Dignity and respect key to healthy social programs
- Based on a friend who is trying to navigate the systems regarding aging parents - apparently there are a lot of gaps and confusion
- Make programs accessible to everyone not just very low income most middle class is also struggling and living paycheque to paycheque
- A person needs to be able to access a social program first, then all of the other items should fall into place.
- It seems there are many social agencies that will connect you with resources; perhaps the focus could be on providing resources with one entry point similar to access mental health. Or by expanding 811. There seems to be too much referring to someone else
- What social programs?
- More needs to be done to connect low income seniors with programs that will assist them in finding affordable housing and programs. Most low income seniors do not have the means or the knowledge to access information online.
- Help when needed most is likely when a person is most likely to look for it
- Early prevention is the most cost effective approach. Those who grow up with inadequate nutrition, housing, etc., cost society far more in future costs such as educational failure, poor health, unemployment, criminal justice, etc.
- We have more choices than we have ever encountered before, and this makes it difficult for people to navigate through the numerous options for any service, and to properly determine the quality and applicability of that service for their specific need
- Even if we don't need the program we need to know they exist. There are so many orgs doing the same work. Is there a way to bring them together to share and work together? So important that these are helping those who need it not just talk and no action.



# Service plans and budgets 2019-2022

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## Economic Development and Tourism

***Why did you pick your top value for this service? In a few words tell us why this matters to you.***

- Shockingly, there's more to Calgary than the Olympics from 30 yrs. ago or the Stampede which really is a 10 day encouraged alcohol abuse event. Maybe have someone other than the Stampede or Calgary Economic Development write your materials.
- The elephant in the room with respect to attracting new business to Calgary is the uncompetitive and punitive tax regime. Lower taxes, get spending under control!
- I have the luxury to travel the world, but call Calgary "home". The city and our communities have so much energy, resiliency, and hope - it's a wonderful place to be. Proud to be an informal tourism ambassador.
- We need to also focus on community economic development in neighbourhoods to support our local economy
- I believe we need to keep the future economic burden of any City decision forefront in our planning.
- Given the volatile nature of energy sector, economic development should focus on being sustainable and resilient in the first place.
- Sustainability for economic development ensures that the process of developing, growing and maintaining economic development continues without having to be continually kick-started.
- Making our city attractive for all, increases our property value, the desirability of our communities and provides entertainment and education. This translates to prosperity, wellness and stronger communities.
- Sustainability and resiliency address short and
- I don't want Calgary to just be the place people fly through to get to the mountains. I also want to be able to enjoy attractions with my family.
- With severe challenges to funding, cultural attractions such as the Glenbow and theatre groups struggle to maintain high quality and even keep going.
- Attractiveness is important because a high quality attraction will drive attendance more than anything else. If you build it, they will come.
- With the recent stats of jobs and the economy, it's important for cities to have a plan for recovering from such disruptions, at times of need this is more important than tourism which is more beneficial to certain jobs like in restaurants.
- No real draw to the city. All we seem to promote are the Rockies (which aren't part of the city) and the Stampede. We need more colour, more activity, more walkability, and more central and green gathering places.
- Sometimes it seems like there is a "war on fun" in Calgary particularly at Stampede time.
- Because work in this area should be strategic and thinking about the long term
- We need a strong economy first and foremost. Everything done in this city should be done in a sustainable, cost effective manner
- Most of this stuff should not be done by the city but CED and tourism



- With the way that the Alberta economy is, trying to create an economical plan that is more resilient to the booms and busts of oil would ensure the stability of the Calgary economy in the decades to come.
- Calgary is seen as a uncreative and dull city. It would be nice to attract others and become a more well known area as the time goes by.
- If you support the 1st one sustainability, the others should fall into place after. And since we have seen Calgary and Alberta's economy tank in the last while, we need to stress the sustainability and resilience of it and not be tied by one big industry!
- The Olympic idea should be rejected. Please stop spending taxpayer dollars on studying for this bid. The average taxpayer does not want it.
- Less crappy art for the sake of having it.
- We should not develop our economy at the expense of our environment.
- We need to think ahead and sustainability looks at the future, not just the current state of things.
- Economic development & tourism must always take second place to the city's main job of providing basic services - water, electricity, heat, police, firemen & road maintenance - within budget constraints. Everything else is extra.
- Economic development is so important for a city to be viable. We need our hockey team. I witnessed Wpg losing theirs it was a major loss for the city in so many economic & emotional aspects that don't get taken into the calculation.
- another important area of focus for the city
- Unless there is quality in what is offered, we will not have locals participate, much less attract tourists.
- I don't care about this topic
- Quality is important. Economic development is our face to the world.
- I believe we need to plan for not only the present, but for Calgary's future as a good place to invest and live.
- The brand we convey through our marketing to visitors affects every other things we do -- the kinds of businesses that start here, the kind of people who will decide to move here. The world has choices nowadays and Calgary is misunderstood internationally
- I picked this because right now we are not attractive. All the big shows go to Edmonton only now. We need a new Arena and venue.
- Fold economic development completely as the cost does not justify the return and it seems to be a path to ever more corporate welfare. Core responsibilities!
- Sustainability must be a key factor in everything The City does. If what we are doing isn't sustainable we simply need to do better.
- This is top of mind given our current economic condition. We need to be much more resilient as we may not recover and downturns could be the new norm.
- I am not interested in any economic development that harms the environment. We must divest ourselves of reliance on oil



- Amazon HQ2: dreaming in colour! Taxes driving business to surrounding towns. Olympic bid: madness to chase those euro-gangsters.
- We need more than just The Stampede. The "attractions" we have are never year-round, and those that are really aren't all that special - not worth visiting. We have failed to change with the times.
- The Olympics is not a good idea. Not sustainable, not responsive (wasting money), not attractive to Calgarians, I would argue the bid is not high quality, they are not resilient (it will do the opposite of helping recover from economic disruptions).
- While not a life or death issue, good quality attractions can help residents. They provide both economic value and can raise the spirits of both visitors and residents alike.
- Please cut costs here during these hard times.
- As your statement says, Tourism is important, but you rely too heavily on the Stampede, and Skiing (which occurs outside of Calgary). We need a lot more to attract visitors.
- Better care needs to be taken in finding quality cheaper ways to a quality offer top notch service.
- Business and entrepreneurs are very capable...all city has to do is create the necessary environment
- We need to fill our buildings with new business' not dependant on oil and gas.
- The City needs to respond quicker and be able to react quicker to economic changes rather than being months or years behind industry changes. Attract a diverse industry is key to improving resiliency, must be willing to allow other industries to expand.
- Everything needs to be looked at with sustainability in mind, to ensure it can be used now and in the future. We cannot be a disposable society anymore.
- Adapting to changing economic realities is critical.
- Beautiful and sustainable economic development is a given. To fulfill citizens and attract tourists.
- We live here. We want to have fun here. Work and economy is stressful. Life is stressful. We need healthy enjoyment and ways to enjoy our family. We want others to come and visit, invest and perhaps move here.
- We need to look after how we pay for programs and live within our means without increasing taxes
- The Olympics is important to me. I value a city that strives to be world-class, innovative and 'ahead'. Our current state is a result of an industry overtaking our ideals and a government unwilling to invest enough in the future.
- Calgary is a large city and needs to include well thought out, quality attractions for visitors and Calgarians.
- Yes! We need leaders who consider long-term planning, building in diversity and connected communities, prioritizing social procurement and supporting local business and prosperity for all not just the wealthy.
- Idea: our bike paths are second to none, however for a tourist they are very sterile. By that i mean there are very few places to eat, drink and rest during an excursion. Help build small areas with AFFORDABLE food and drinks, think families

- Development and tourism should be sustainable not only from an economic perspective but also an ecological and cultural one. We should be looking at preservation, restoration, and repurposing where possible.
- Don't know much about this
- Tourism will be a key factor in diversifying out economy. We need to continue to bring visitors to our city.
- We need to talk to economists to make the best decisions for Calgary, especially in regard to generating employment.
- A) Survey is biased actually not providing a cost benefit option, B) how is the ranking done what is 1? What is 2? Don't know /indifferent/no opinion/don't use service =? C) how to provide the answer and no option works on my screen 1-4 not clickable
- Important to always being looking at sustainability going forward
- Tax dollars should go towards supporting the Calgary Economy
- Economic development is most important for me since me and my family and my friends around me are really concerned about current job market in Calgary it is affecting our present and future.
- You can't live "in the moment" when planning for economic development. It must always be forward-thinking.
- We should be thinking long-term when considering Capital Projects therefore providing stable and long term benefits to citizens
- I don't believe the city needs to spend large amounts of money to try to attract companies and employers to the city. If taxes are low and we have a safe city then that is attraction enough to prospective employers.
- Because there is more tourism from the US come and go for our events and Calgary is getting bigger we more visitors
- Economic impacts to the city also impact employees at attractions funded by the city, which impacts the attractiveness of the attraction, which impacts overall attractiveness of Calgary to tourists.
- Fiscal prudent sustainable and quality attractiveness. Invest in environmental sustainable growth and innovation using the natural world class environmental attractions to their max
- I prefer to be proactive (versus responsive) and creating resiliency in turns creates sustainability.
- I am not in favour of the Olympics, you also need to keep the prices fair so everyone can enjoy the city not just visitors
- Maintain high quality attractions and word of mouth and social media will bring more visitors than the fanciest most expensive ad campaign ever will.
- Galatians and visitors need to have a variety of fun activities to engage in. This contributes to quality of life for Calgarians and the economy.
- If it is resilient than the rest can fall into place easier, adapt with change
- Tourism is an important element of a growing and sustainable economy, however we must not forget who comes first when it comes to Calgarian's vs Travelers: the answer is always us. If we neglect to ensure our locals thrive, then all else will crumble.

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- Share the stories of economic success better. Include local businesses of all levels at the table to learn from and be a part of solutions. Provide meaningful ways for people to partner and learn and diversify. Share trends and ideas. Celebrate success.