

Beltline & Inglewood/Ramsay

Social and Recreational Needs

Engagement Overview

At The City of Calgary, decisions are made on a daily basis that impact more than a million people. Your input along with the input of other citizens and stakeholders like you helps The City better understand the perspectives, opinions, and concerns of people affected by City decisions. Public input is collected, where appropriate, and considered along with other factors (like cost, environmental impact, technical limitations and long-range plans/goals) before decisions are made.

"Engagement" at The City of Calgary is defined as:

"Purposeful dialogue between The City and citizens and stakeholders to gather information to influence decision making."

Engagement is:

- **Citizen-centric:** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens;
- **Accountable:** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement;
- **Inclusive:** making best efforts to reach, involve and hear from those who are impacted directly or indirectly;
- **Committed:** allocating sufficient time and resources for effective engagement of citizens and stakeholders;
- **Responsive:** acknowledging citizen and stakeholder concerns; and
- **Transparent:** providing clear and complete information around decision processes, procedures and constraints.

The City's commitment to transparent and inclusive engagement processes is outlined in the [Engage Policy \(CS009\)](#).

Project Overview

Great communities are built on opportunities to connect and get active. The City of Calgary engaged in a process to understand how Calgarians who live, work, and play in the Beltline and Inglewood/Ramsay communities use social and recreational spaces.

This is part of a collaborative process to determine the long-term futures of the Beltline & Inglewood Recreation facilities. While The City works on this plan, funding for the two facilities remains in place through the end of 2021.

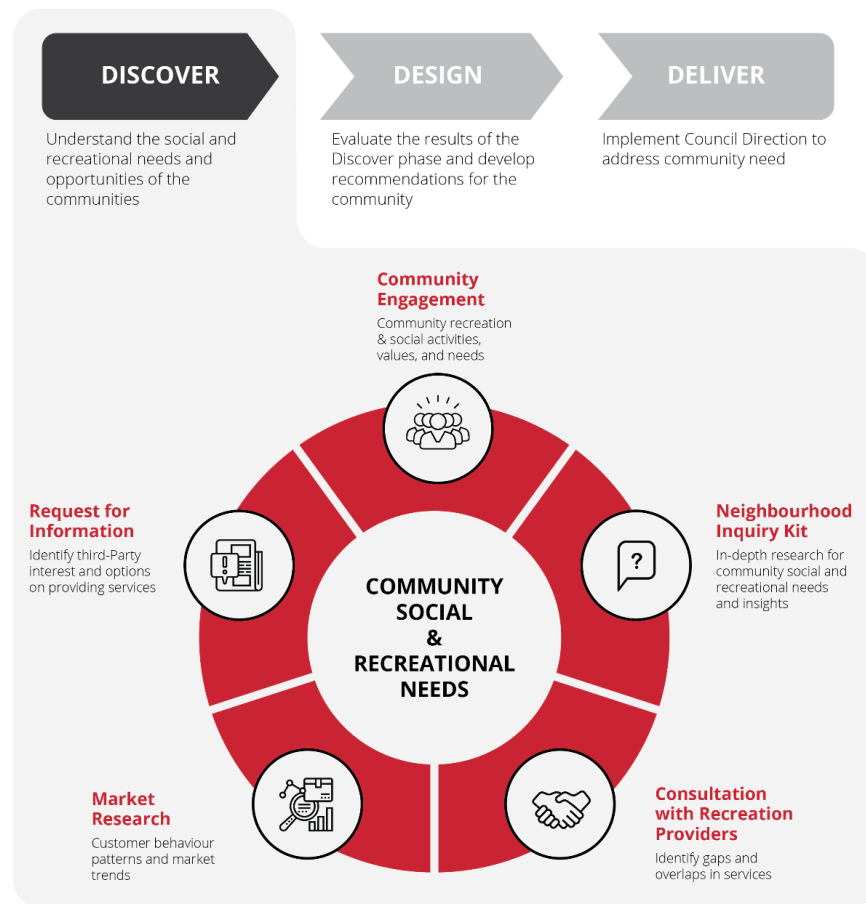
The project is divided into three phases:

- **Discover**, in which we seek to understand the social & recreational needs and opportunities of the two communities.
- **Design**, in which we evaluate the results of the feedback in the Discover phase to develop recommendations for services or amenities in the community including the long-term future of these two facilities.
- **Deliver**, in which we move forward on Council's direction regarding investments and actions to address community need and address the long-term future of the facilities.

In the Discover phase (see visual below), we're gathering information in several ways, including:

- **Community Engagement:** To understand how people live, work and play in the communities of Beltline and Inglewood/Ramsay, to determine what kinds of activities and opportunities they value, and in what ways they socialize within their community.
- **Neighbourhood Inquiry Kit:** Helps us understand how residents are meeting their social and recreational needs.
- **Service Provider Request for Information:** To allow potential external service providers to provide information on how they might operate the facilities for the benefit of the local communities.
- **Market Research:** To identify recreational trends and behaviour patterns in the local market. Consultation with recreation Providers: To identify the gaps and overlaps in service provision between recreational amenities in the area.
- **Consultation with recreation Providers:** To identify the gaps and overlaps in service provision between recreational amenities in the area.

Discover Phase



Engagement Program Overview

Public Engagement occurred from **July 24 through August 31, 2020** via the online Engage Portal where the public could access background information about the project and answer a series of survey questions. The intent of the questions was to give further insight into the social and recreational needs in the communities of Beltline and Inglewood/Ramsay.

The Engagement process was promoted in these communities via:

- Postcards
- Bold Signs
- Social Media
- Area Specific Internal and Partner Staff – utilizing community connections
- Community Associations - newsletter and social media channels
- Local Businesses – promotional materials distribution
- Local Events – to create additional awareness

The information provided in this report reflects responses that were received and has been categorized into some broad themes. Full verbatim responses are also available in the links provided at the end of this report. The Engage Portal remains available for viewing at <https://engage.calgary.ca/RecNeeds> and will include reports, results, updates, and next steps.

Who Did We Hear From?

Here is an overview of the response numbers generated from the Portal Page for this project.

Overall responses for the project:

Total Contributions – 1,598	The total number of responses collected through the feedback tools.
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Responses to community-specific questions:

Beltline Questions	394
Beltline Demographic Information	385
Beltline Social Map	314
Inglewood/Ramsay Questions	181
Inglewood/Ramsay Demographic Information	168
Inglewood/Ramsay Social Map	157

See [appendix B](#) for demographic information of respondents. This demographic information gives a snapshot of who we heard from in this survey.

Collecting and analyzing information about who responded to the survey is useful because it allows us to better understand if we have heard from a variety of community members with different perspectives and viewpoints. The people who responded to the survey appear to share roughly the same demographic characteristics as the population of these communities. The responses represent the unique opinions and feedback of the people who responded to the survey and are not necessarily reflective of the community overall.

What Did We Ask?

The questions were developed to gather feedback in the following general categories:

- What citizens are looking for in their social & recreational activities.
- Where citizens go to meet their social & recreational needs.
- How often and at what times citizens participate in social & recreational activities.
- Likes and dislikes specific to The City-operated facilities in their community.
- Activity preferences at City-operated facilities in their community.

The questions we asked in these general categories were:

- 1) When you think of social and recreational activities, what comes to mind?
- 2) Where do you go for your recreational activities?
- 3) How do you define the type of social activities that you participate in?
- 4) Where do you like to go to meet your social needs?
- 5) What do you look for in a community space to fit your social and recreational needs?
- 6) What travel / access characteristics do you look for in a community space to fit your social or recreational needs?
- 7) What hours of operation best fit your social or recreational needs?
- 8) List up to three locations in this area you have visited to meet your social or recreational needs? How often do you visit these locations?
- 9) What challenges do you face in participating in social and recreational activities?
- 10) Have you used the City of Calgary Beltline Aquatic and Fitness Centre or Inglewood Pool in your respective community?
- 11) What activity did you participate in at the facility?
- 12) How frequently have you used this facility?
- 13) What did you like about this facility?
- 14) What did you dislike about this facility?
- 15) What activities or programs, that haven't previously been offered in this facility, would you or your family attend if it was offered?

What We Heard? Summary Of Input Received

The following charts summarize comments for each question, sorting responses into overall themes. These themes help categorize comments into focus areas for further discussion. Comments may be associated with more than one theme.

Full responses are available in [appendix A](#) at the end of this report.

Responses are listed according to response rate(s). If one response is listed, it was the clear top response. Multiple responses are listed when there was an under-20% variance in response rate and there was not a definitive top choice.

What citizens from these communities are looking for in their social & recreational activities:

BELTLINE COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate</i>
When you think of social and recreational activities, what comes to mind? Please choose your top 3 choices.	Things to do with friends (54%), Fun (42%), Aquatic exercise (29%)
How do you define the type of social activities that you participate in?	Casual (open space, self-scheduled) (83%)
What do you look for in a community space to fit your social and recreational needs?	Drop in (gathering space for social activities (62%), Open/drop in activity (open gym) (47%), Coordinated/scheduled activities (43%)

Summary:

Based on responses received, casual of social activity were of more interest than those with a specific or scheduled activity.

INGLEWOOD/RAMSAY COMMUNITIES:

<i>Questions in Category</i>	<i>Highest Response Rate</i>
When you think of social and recreational activities, what comes to mind? Please choose your top 3 choices.	Things to do with friends (50%), Fun (44%), Aquatic exercise (36%)
How do you define the type of social activities that you participate in?	Casual (open space, self-scheduled) (81%)
What do you look for in a community space to fit your social and recreational needs?	Drop in (gathering space for social activities) (52%), Coordinated/scheduled activities (51%), Open/ drop-in activity (51%)

Summary:

Based on responses received, the needs in this community are fairly equally split between social activities with a casual/drop-in atmosphere, and coordinated activities perhaps provided by a community/public facility or location. Respondents indicated a preference for specific activities while valuing the social side of participation.

Where citizens from these communities prefer to meet their social & recreational needs:

BELTLINE COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
Where do you go for your recreational activities?	Outdoor space (57%), Public recreation/ fitness facility (38%), Bar or restaurant (31%)
Where do you like to go to meet your social needs? (pick top two)	Outdoor spaces (50%), Bar or restaurant (49%)
What travel/access characteristics do you look for in a community space to fit your social or recreational needs?	Walking distance (84%)

Summary:

Based on responses received, people who live and work in this community show a preference for outdoor space and purpose-designed locations for their activities. A preference for proximity to recreational and social activity locations was also highly valued as indicated in walking distance preference.

INGLEWOOD/RAMSAY COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
Where do you go for your recreational activities?	Outdoor space (64%), Public recreation/ fitness facility (45%)
Where do you like to go to meet your social needs? (pick top two)	Outdoor Space (51%), Bar or restaurant (46%)
What travel/access characteristics do you look for in a community space to fit your social or recreational needs?	Walking distance (86%),

Summary:

Based on responses received, people who live and work in this community show a preference for outdoor space and purpose-designed locations for their activities. A preference for proximity to recreational and social activity locations was also highly valued as indicated in walking distance preference.

Respondents were asked to list up to 3 locations in the specific areas where they visited to meet social and recreational needs. See [appendix C](#) for visual representation of these responses.

How often and what hours do citizens in each community prefer to participate in social & recreational activities:

BELTLINE COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
What hours of operation best fit your social or recreational needs?	5pm – 10pm (80%), Weekends (63%)
How often do you visit these locations? (non-City-operated)	Weekly (60%)
What challenges do you face in participating in social and recreational activities?	Time (60%)

Summary:

Based on the responses received, there was a preference for participation in social and recreational activities in the late day/early evening time frame, on a weekly basis. Time was noted as the biggest challenge for higher participation rates; higher than cost, location and program type.

INGLEWOOD/RAMSAY COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
What hours of operation best fit your social or recreational needs?	5pm – 10pm (63%), Weekends (57%)
How often do you visit these locations? (non-City-operated)	Weekly (53%)
What challenges do you face in participating in social and recreational activities?	Time (62%)

Summary:

Based on the responses received, there was preference for participation in social and recreational activities in the late day/early evening time frame, on a weekly basis. Time was noted as the biggest challenge for higher participation rates; higher than cost, location and program type.

Use and frequency at City-operated facilities in these communities:

BELTLINE COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
Have you used the Beltline Aquatic and Fitness Centre?	Yes (45%), No (55%)
How frequently have you used this facility?	Never (51%), Once or twice (19%), Weekly (17%), Daily (4%)

INGLEWOOD/RAMSAY COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
Have you used the City of Calgary Inglewood Aquatic Centre?	Yes (54%), No (46%)
How frequently have you used this facility?	Never (41%), Once or twice (17%), Weekly (22%), Daily (3%)

Likes and dislikes specific to The City facilities in the respective community:

Open ended questions do not generate percentage response. The most frequently mentioned themes are shown below. See [appendix C](#) for visual summary of responses to these open-ended questions.

BELTLINE COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
What did you like about this facility?	Location, Cost
What did you dislike about this facility?	Building condition, Program times/availability

Summary:

Based on responses received, the location/ease of access and cost of programs were appreciated at this facility. Users disliked the overall building condition and program times/availability.

INGLEWOOD/RAMSAY COMMUNITY:

Questions in Category	Highest Response Rate(s)
What did you like about this facility?	Location (community-based facility) making for easy access and comfort
What did you dislike about this facility?	Building condition and lack of other amenities, Program times/availability

Summary:

Based on responses received, the location/ease of access and community-based programs and facilities were appreciated at this facility. Users disliked overall building condition, lack of other amenities, and program times/availability.

Activity preferences specific to The City facilities in the respective community:

Open ended questions do not generate percentage response. The most frequently mentioned themes are shown below. See [appendix C](#) for visual summary of responses to these open-ended questions.

BELTLINE COMMUNITY:

Questions in Category	Highest Response Rate(s)
What activity did you participate in at the facility?	Swimming, Fitness Classes (Gym and Pool), Weight Room, Climbing Wall
What activities or programs, that haven't previously been offered in this facility, would you or your family attend if it was offered?	Kids activities and open pool times, more accessible program times (variety and availability) – wide variety of programs were mentioned, including several that were previously offered.

Summary:

Based on the responses, users participated in a wide range of activities offered at these City-operated facilities. Activities that were suggested as “missing” most frequently referenced child-oriented programs, as well as open or drop-in times for pool and programs. There were some responses of “missing programs” that have been offered, possibly indicating gaps in program knowledge and/or advertising.

INGLEWOOD/RAMSAY COMMUNITY:

<i>Questions in Category</i>	<i>Highest Response Rate(s)</i>
What activity did you participate in at the facility?	Variety of pool exercise classes and lessons, Lane swim
What activities or programs, that haven't previously been offered in this facility, would you or your family attend if it was offered?	More available times for the aquatic exercise/activity classes, Program space for non-aquatic activities

Summary:

Based on the responses received, and the fact this is an “aquatic only” facility, the activities that people participated in were relatively evenly distributed between all types of offerings. This is in alignment with this facility’s capacity to offer only pool programs. The activities suggested as “missing” referenced either program times or lack of amenities for anything other than aquatic programs.

Social Mapping:

Respondents were also asked to place a pin on a map to show where they go to meet their social and recreational needs in the area. This is an exercise designed to get a sense of choices and locations for social and recreational activities available in this area. Representation numbers are shown in clusters to show response rate and general location of activities. These clusters may represent more than one location in proximity to one another.

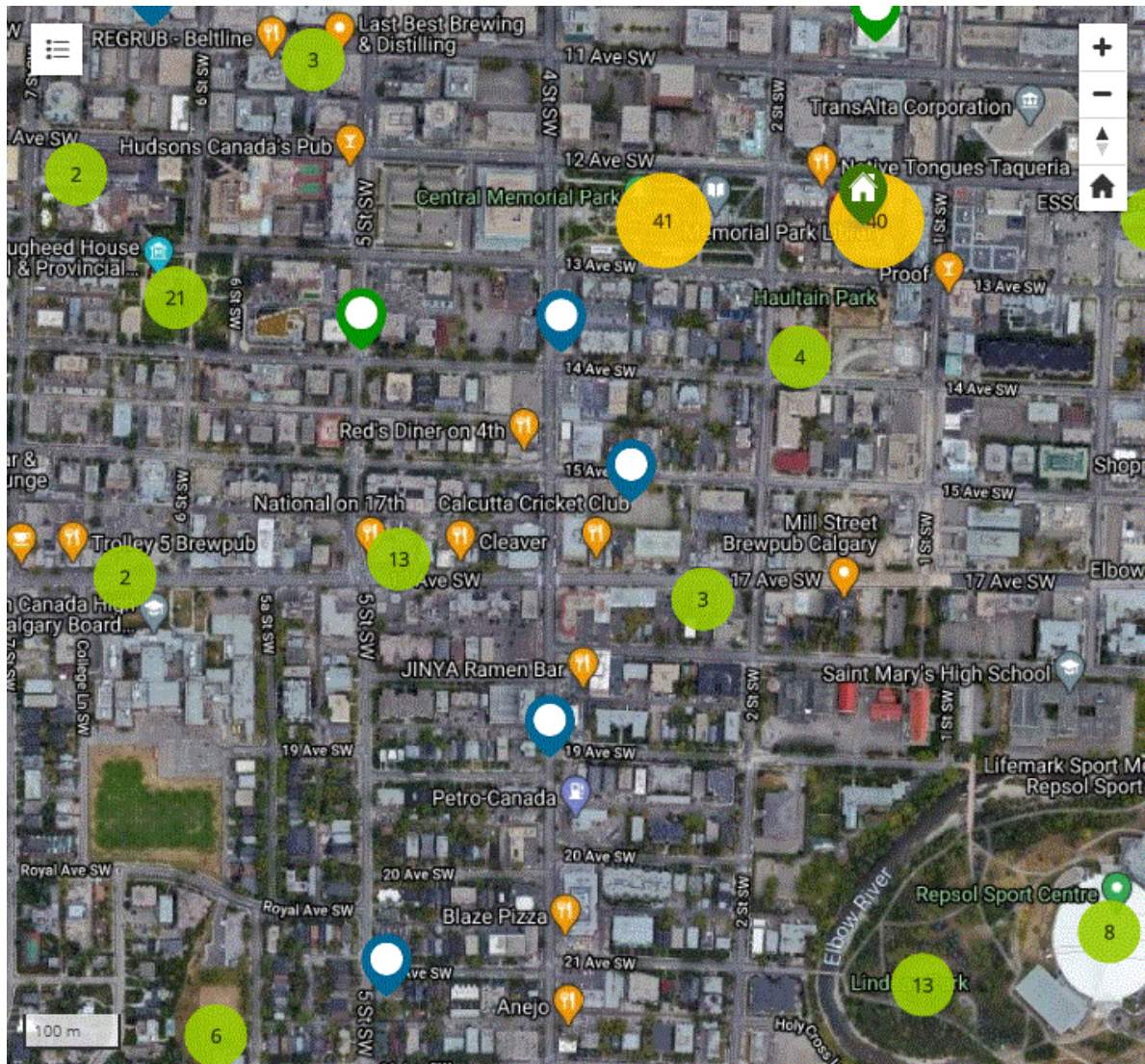
These maps are still live for review on the site at <https://engage.calgary.ca/RecNeeds>.

Legend:

When looking at the snapshot map below the number in the circle represents the number of times the location was noted (representing a cluster). The colour changes to orange when the cluster numbers reached 30+ (for example no orange clusters appear in the Inglewood/Ramsay map as no cluster locations registered above 30).

The blue icon represents 1 response to a place where someone met social needs, and the green icon represents where someone met recreational needs. If you are seeking location details, please use the live link as noted above.

BELTLINE COMMUNITY:

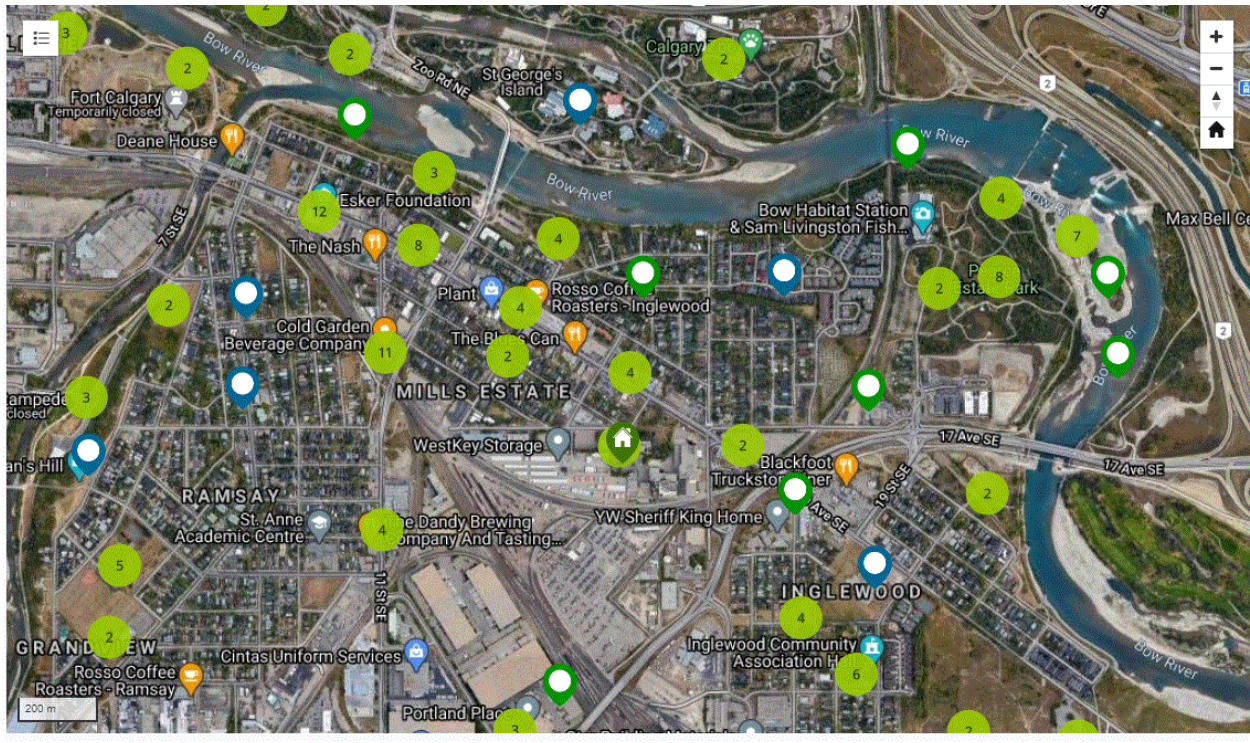


Please note: City-operated facility is indicated by “house” icon

Summary:

This social pinning exercise depicts that there is a wide variety of locations for persons to meet their social and recreational needs in this area. Of particular note is the clustering in the outdoor parks and spaces, which supports the number of responses noting outdoor space as a preferred location. Additionally, there is a large clustering of social and recreation opportunities in the immediate vicinity to the Beltline Aquatic & Fitness and Centre (noting the cluster at the “home” icon does not indicate direct use of a singular facility) showing that citizens currently meet their social and recreational needs at a variety of facilities and locations.

INGLEWOOD/RAMSAY COMMUNITY:



Please note: number under “house” icon depicting the Inglewood Pool location is 15

Summary:

This social pinning exercise depicts there is a wide variety of locations and facilities in this area where respondents go to meet their social and recreational needs. Many of the recreational activities are focused on the access to outdoor spaces, especially along the river, available in the community along with activity specific facilities, such as the Inglewood Aquatic Centre for indoor aquatics but also dispersed among other private facilities for other activities such as yoga or fitness. This mapping also shows citizens accessing numerous bars and restaurants in the community.

Next Steps:

The results of this community engagement, along with other sources of information, will be consolidated and reported in the Discover document. The next steps in the Design phase will include generating and testing ideas to address the social and recreational needs and insights that have been identified.

Appendixes:

[Appendix A](#): Verbatim Responses (click here to return to previous location in document).

The following reports show full responses of the questions for each community. Secondary pdf provides all responses to the noted open-ended questions as only the 20 most recent are shown in responses reports.

[Beltline Reports](#)

[Beltline Questions13-15](#)

[IW- Ramsay Report](#)

[IW-Ramsay Questions13-15](#)

[Appendix B](#): Demographics of Respondents (click here to return to previous location in document).

The following documents provide a summary of demographics of respondents.

[Beltline Demographics](#)

[IW-Ramsay Demographics](#)

[Appendix C](#): Activity Preferences

The following documents include visualizations and frequencies of responses to the open-ended questions. Individual responses were recoded into more general categories (e.g. “Lindsay Park” was recoded into “parks”). In the visualizations those categories that were mentioned more, appear in larger font. Categories that were mentioned by only one person were not included in the visuals.

Beltline:

[Beltline Locations](#)

[Beltline Activities](#)

[Beltline Facility Comments](#)



Engagement Report Back: What We Heard

Inglewood/Ramsay:

[IW-Ramsay Locations](#)

[IW-Ramsay Activities](#)

[Inglewood Pool Comments](#)