

Calgary



Centre City Plan Refresh

What We Heard Report

Inclusive, Caring, and Safe Workshop 2019 April 10



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

About this what we heard report

This report summarizes the activities and results of engagement for the “Inclusive, Caring, Safe (ICS)” Workshop on April 10, 2019 for the Centre City Plan Refresh project. It outlines the project, the purpose of the public engagement, the activities we did, and a summary of what we heard at the events. A full list of comments received through public engagement is included in this report.

Project overview

In 2007, based on extensive citizen input, City Council adopted the Centre City Plan, a vision document that describes what the Centre City could look like in 30 years. The Centre City Plan is a coordinated strategy document that pulls together the vision for the Centre City along with strategies and actions relating to land use planning, economic, cultural, and social development, and governance. With the approval of the adoption of the Centre City Plan (CPC2007-049), it included a recommendation for regular monitoring and reporting. In January 2017 the Centre City Plan was identified as one of 28 Council policies to be amended. It's time to review and refresh the original Centre City Plan.

Calgary's Centre City is the area south of the Bow River (including Prince's Island Park) from 17th Avenue SW and 14th Street SW, to the Elbow River. It also includes Downtown, Eau Claire, West End, West Connaught, Connaught Centre, Victoria Crossing Centre, East Victoria Crossing, East Village, Chinatown and Stampede Park area. (A map is contained in the Centre City Plan, 2007.)

The purpose of this refresh project is to:

- affirm the current plan's vision and principles;
- reassess the big-picture direction for the Centre City;
- identify actions to realize the vision;
- update the information in the Plan to align with other city policies such as the [Municipal Development Plan](#) and [Centre City Guidebook](#); and
- eliminate overlap with other documents.

Engagement was approached with the understanding that the plan need not be re-written; rather it will be updated or, “refreshed”, to reflect the current thinking within the Centre City. An update to the Centre City Plan is an opportunity to refocus Calgary's energy and reinvigorate a commitment to success in the Centre City.



Centre City Plan Refresh

What We Heard Report: 2019 April 10
 An Inclusive, Caring, and Safe Centre City Workshop

Table of Contents

- About this what we heard report 2
- Project overview..... 2
- Background and Purpose 4
- Target audiences 4
 - Internal Stakeholders 4
- Engagement Overview..... 5
 - What we asked 5
 - Proposed Outcomes and Goals..... 5
 - Event Summary 6
- What We Heard 6
 - Activity 1..... 6
 - Outcome 1: A Safe Centre City 7
 - Outcome 2: A More Activated and Interactive Centre City..... 7
 - Outcome 3: A more socially inclusive Centre City 8
 - Outcome 4: A more prepared Centre City 9
 - Activity 2..... 10
 - Parts 1 and 2: Goal Viability and Goal Implementation..... 10
 - Part 3: Report Back 10
 - Goal 1: Better integrate emergency management, safety, and social wellbeing considerations into planning and design in the Centre City. 11
 - Goal 2: Increase urban activity and cleanliness in the Centre City to contribute to safety, health, and wellness. 12
 - Goal 3: Increase the affordability of housing in the Centre City 12
 - Goal 4: Support a diverse population in the Centre City 13
 - Goal 5: Support training, programs, and services in the Centre City to address the root causes of social disorder and prepare for emergencies 14
 - Suggested New Goals and/or Ideas 15
 - Activity 3..... 15
 - Activity 4..... 23
 - Short Term (~4 years) 23
 - Medium Term (5-10 years) 23
 - Long Term (10 years) 23
- Next Steps 24
- Appendix A: Verbatim Attendee Feedback 25
 - Activity 1..... 25
 - Activity 2..... 29
 - Activity 3..... 35
 - Activity 4..... 43



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Background and Purpose

The workshop engagement approach was designed to review the proposed goals for an Inclusive Caring and Safe (ICS) Centre City, related initiatives, and outcomes that were developed by the Centre City Plan (CCP) core project team through their analysis of all inputs compiled leading up to the workshop. Multiple inputs include:

- a review of the existing 2007 Centre City Plan to identify which information should remain in the Plan and be updated and which information should be removed;
- a review of related City of Calgary policy, guideline and strategy documents;
- input collected from various departments throughout the City;
- results of the Strategic Foresight process (This is a scenario-based methodology that immerses participants in a study of the future by asking them to create and explore multiple plausible alternatives for a domain or topic of interest.);
- stakeholder and public engagement that was compiled into a What We Heard Report;
- a review of the results from the Downtown Economic Summit that was held on 2017 March 2; and
- a review of best practice research.

Target audiences

The targeted audience for this engagement was primarily internal stakeholders from the City of Calgary.

Internal Stakeholders

A wide cross-section of internal & external stakeholders was invited to a focused workshop. The following stakeholders provided representation from the following City of Calgary business units and external agencies, as well as Ward 7 Councillor's office:

- City of Calgary Community Planning, Growth Strategies & Urban Design
- City of Calgary Neighborhoods staff
- City of Calgary Social Development
- City of Calgary Emergency Management Agency
- City of Calgary Police Service, Fire Rescue and Community Standards
- City of Calgary Recreation
- City of Calgary Transportation
- Calgary Homeless Foundation, Homeless Serving System of Care
- Alberta Health Services
- Women's Centre of Calgary
- Alpha House

The following stakeholders were invited to the workshop but did not attend:

- Chinese Elderly Citizens Association
- The Drop-In Centre
- Immigrant Services Calgary
- Calgary Downtown Association



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Engagement Overview

What we asked

The workshop engagement approach was designed to review the proposed outcomes, goals, and related initiatives that were developed by the Centre City Plan core project team through their analysis of all inputs leading up to the workshop.

Proposed Outcomes and Goals

The Outcomes to improved Urban Wellbeing in the Centre City are:

- A safer Centre City
- A more activated and interactive centre city
- A more socially inclusive Centre City
- A more prepared Centre City

The Goals to get to the desired Outcomes are:

- Better integrate emergency management, safety, and social wellbeing considerations into planning and design in the Centre City.
- Increase urban activity and cleanliness in the Centre City to contribute to safety, health, and wellness.
- Increase the affordability of housing in the Centre City.
- Support a diverse population in the Centre City.
- Support training, programs, and services in the Centre City to address the root causes of social disorder and prepare for emergencies.

Engagement focused on the following components:

Topic	Engagement Questions	How input is used	Level of Engagement
Outcomes	<i>Review each of the four outcomes. How has our understanding of these outcomes changed over the past 10 years?</i>	The Centre City Plan Refresh will identify goals, initiatives and priorities to be considered during the preparation of the refreshed Centre City Plan. The project team will review stakeholder input alongside relevant departments from across The City as well as external agencies. Stakeholder ideas will be reviewed, considered and included where possible. Where	<i>Consult:</i> We will consult with stakeholders to obtain feedback and ensure their input is considered and incorporated to the maximum extent possible. We undertake to advise how consultation impacted the decisions and outcomes.
Goals	Participants reviewed each goal, discussed their viability and the best ways to achieve them.		
Initiatives	Participants reviewed and prioritized pre-identified initiatives for each goal.		
Short / Medium / Long-Term Priorities	Facilitated discussion with all participants at once, discussing what might be the most impactful short term, medium term and long-term actions to take as part of the refreshed CCP.		



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

		major themes cannot be addressed, the project team will advise why they could not be implemented.	
--	--	---------------------------------------------------------------------------------------------------	--

Event Summary

Engagement took place on April 10, 2019 in the Kathy Dietrich Collaboration Space at the Calgary Municipal Building. A total of 32 attendees participated in the engagement.

The workshop asked participants to accept the meeting invite to ensure appropriate participation numbers of between seven to eight people seated at each of the four tables. People who accepted the meeting invite were assigned a table. Table assignments considered department representation with the aim of getting a diverse mix of people at each table.

Table facilitators guided the discussions and recorded comments made by attendees. The workshop began with a presentation providing a brief history on the Centre City Plan, the purposes of the workshop, an overview of the briefing analysis and the context of these internal discussions with the project’s current direction.

This workshop format worked well as attendees were generally engaged during the activities and were provided our “ICS Brief” analysis document ahead of time for review in preparation for the day’s activities.

What We Heard

Activity 1

Activity one was a table discussion regarding the proposed four outcomes relating to an Inclusive, Caring and Safe Centre City. These were:

- a safe Centre City
- a more activated and interactive Centre City
- a more socially inclusive Centre City
- a more prepared Centre City

For each proposed outcome, the facilitator lead participants through a five-minute discussion around the following questions:

- How has our understanding of these outcomes changed over the past 10 years?
- Is this a realistic outcome?
- Have new challenges arisen over the past 10 years that need to be addressed?
- Could the outcome be reworded?
- Why do you feel that way? What is influencing your opinion?
- What inputs from the briefing note are influencing your comments?

The following table is a summary of themes that emerged from the feedback. The summary is in order of rank, meaning that the first theme was the most frequently cited and the last theme was the least cited.



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Outcome 1: A Safe Centre City

Theme	Description
More Common	
How “safety” is perceived as a unobjective feeling vs. objective measure	<i>Perception of safety directly linked to economic perception; Adding bike lanes changes perception of what’s happening; number of people that use downtown directly related to the feeling of how safe it is; Increased awareness of gender diversity and how to make cities feel safer for everyone; Homelessness and opioid crisis as examples of issues that are more harmful to vulnerable populations more than everyone else;</i>
Safety may not be the same thing as comfort level	<i>Challenging if “social disorders” are widely considered to be a “crime” problem; Women and children perception of safety vs. reality; Centre City homeless population is most vulnerable and yet we do more to harm them just to make ourselves feel more safe/comfortable; spike in crime relating to drugs/opioids, especially around Sheldon Chumuir safe injection site; safety now a 24 hour problem and not just at night anymore;</i>
Concerns about location and availability of services for vulnerable (homeless) populations	<i>Concern that social disorder better reduced by helping perpetrators via services and not bylaw enforcement or police officers to disperse them; Concern that services too concentrated in downtown (adding to negative safety perception) and that these services should be dispersed out of downtown.</i>
Less Common	
Catalysts of change for safety	<i>Clean to the Core team is a catalyst; East Village Riverwalk an indicator of change; Office space vacancies resulting in lack of vitality and empty downtown</i>
Risk factors for Public Safety	<i>Growing need to protect crowds; how to leverage the built environment to mitigate disaster risk</i>
Concerns about how to evaluate this goals success using evidence	<i>Questions on how to compare the 2008 recession to 2018; questions on how to access health impacts comprehensively and if we’re doing better now</i>
Relationships between built form and safety	<i>Safety (and not policing) through using buildings to make the place more desirable place to be; Crime Prevention through Environmental Design (CPTED) considerations around C-Train stations</i>

Outcome 2: A More Activated and Interactive Centre City

Theme	Description
More Common	
More attractive reasons to come and linger in Centre City	<i>High quality public spaces show off downtown value; Lots of bars and nightclubs attract visitors but more varied activities needed; More people using park system but not enough green/quiet space; New local, unconventional businesses and restaurants opening; more positive loitering; more festivals; more community building (less transitory feeling) in Beltline</i>



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Transportation improvements contributing but still need more diversification/options	<i>Underpass improvements and Riverwalk greatly improves connectivity; More bike lanes as well as people walking in East Village means more “eyes on the street” making everyone feel safer; Downtown still has long way to go to make it accessible by anything other than a car; many still hesitate to use transit and insist on driving; hard to leave downtown using transit because it shuts down; Plus 15 open hours don’t make sense and are a barrier to use</i>
New generation of building & public realm improvements contributing	<i>Streetscape improvements, East Village Experiment; Softer CPTED approach is showing value; international design; importance of interim uses during redevelopment; concern that social disorder would be reduced by repurposing empty/closed buildings.</i>
Less Common	
Downtown perceptions both improving yet still a challenge	<i>Start of the “Unsafe” feeling now starts later (7-8pm) than it used to (5pm); Misconception that downtown is confusing to navigate; perception of difficulty to find parking</i>
Economic slowdown has affected Plus15 vitality	<i>More [retail] vacancies in Plus15 due to economic slow down</i>

Outcome 3: A more socially inclusive Centre City

Theme	Description
More Common	
Increased diversity of those who use/live in downtown but still lack sense of community and physical accessibility	<i>Developments and parks have brought in families with children; Chinatown & East Village seniors are frequently considered in policy conversations but not about the type of communities they need to live in; increased appreciation of LGBTQ+ and social connectedness; People with physical disabilities still have accessibility challenges with public realm</i>
Increased cultural awareness but still more progress to be made	<i>Increased understanding of indigenous issues because of the work of the Truth and Reconciliation Commission; Planning culturally should be included in refreshed Centre City Plan; Questions on how activities/services for new Canadians are/will be planned for; Sense of loneliness in the Beltline (due to increased density) could be resolved by providing no-cost community gathering place or communication hub; More festivals/events</i>
Market and non-market housing changes and issues	<i>The City has programs to invite people downtown; economic downturn has benefitted renters by reducing overall rates; Some improvement in non-market housing availability but still not enough (partnering needed to encourage housing options);</i>
Homelessness and Poverty changes and issues	<i>10 Year Plan to End Homelessness has succeeded in reducing it; vulnerable populations are more “normalized” now than before; Downtown has more mental health problems because many of the related public services all concentrated downtown; everyone certainly learning more about the issue and services more accessible than they used to be; Softer approach to addressing social disorder issues relating to substance than before;</i>



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Safety improvements and concerns	<i>Improperly disposed needles a growing issue especially by Drop-In Centre and Sheldon Chumuir Centre but increased needle pickup program (through Alpha House) has been effective; Increased understanding of gendered perceptions of safety in public space and concerns that people may feel more at risk for sexually assault in the new Beltline entertainment district; No change in the daytime/nighttime activity inversion between Beltline and Downtown (Beltline: active nighttime, Downtown active daytime) which is missed opportunity for increased overall safety in the two areas.</i>
Less Common	
Transit improvements	<i>Use of C-Train and its expansion (through Greenline) is valuable; Fair Entry bus pass program a huge help</i>

Outcome 4: A more prepared Centre City

Theme	Description
More Common	
Planning/Preparing for disaster has improved but challenges still ahead	<i>Awareness of need for disaster/emergency preparation as well as work undertaken to do so, especially with flooding and wind, has increased over time; businesses need evacuation plan as well but have started doing so since 2013 Flood; social agencies need to plan how to handle vulnerable population during next disaster event; Enmax vault fire highlighted need to understand critical points of failure with infrastructure; Distribution of fire stations across downtown still being analyzed & no locations confirmed yet; difficult to provide public awareness/transparency as part of planning/preparations</i>
Centre City much more resilient than it used to be but much more work needed	<i>2013 Flood resulted in improvements & awareness over time but overall is still unprepared for disaster; Removal of Police District#1 station has not impacted CPS response time; Flood mitigation at Eau Claire needed</i>
Proactive police presence needed	<i>Removal of Police District#1 station causing public to negatively react when police are seen downtown (assume something is wrong because they're here); more proactive presence would increase perception of safety (i.e. Portland police presence at every train platform at night)</i>
Less Common	
Vulnerable populations most at risk	<i>Those without social capital need housing support; Crisis impacts people differently (i.e. increase in homelessness downtown after 2013 Flood)</i>
Concerns regarding funding, crowd protection and loneliness	<i>Calgary Emergency Operations Centre needs funding; Interagency communication needed to better monitor and protect mass gatherings; social needs within Centre City more complex with onset of Loneliness</i>



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Activity 2

The second activity related to the following question:

To achieve these outcomes for the Centre City, we have prepared the following list of suggested goals based on several inputs gained through the process.

The suggested goals are:

1. Better integrate emergency management, safety, and social wellbeing considerations into planning and design in the Centre City.
2. Increase urban activity and cleanliness in the Centre City to contribute to safety, health, and wellness.
3. Increase the affordability of housing in the Centre City.
4. Support a diverse population in the Centre City.
5. Support training, programs, and services in the Centre City to address the root causes of social disorder and prepare for emergencies

This activity was divided into three parts. A total of 60 minutes was given for this exercise.

Parts 1 and 2: Goal Viability and Goal Implementation

The table facilitator lead participants through discussions on the viability of each goal and the best way to achieve each goal. Ten minutes was allotted for each goal for a total of 50 minutes.

For Part 1, Goal Viability, participants were asked the following questions:

- Is this a realistic goal? Is it viable? Why or Why not?
- What are the best ways that this goal could be implemented? What would it take? Who would need to be involved?

For Part 2, Goal Implementation, participants were asked to identify the best ways in which to achieve each goal. This discussion was guided by the following questions:

- What would it take?
- Who would need to be involved?
- How could it be done?

Part 3: Report Back

Based on the findings from parts one and two, a representative from each table reported back to the entire room regarding what they felt was or was not achievable as well as any new strategies that were suggested. Ten minutes was allotted for this discussion.

The following tables summarize the themes that emerged from the feedback regarding each goal. The summary is in order of rank, meaning that the first theme was the most frequently cited and the last theme was the least cited.



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Goal 1: Better integrate emergency management, safety, and social wellbeing considerations into planning and design in the Centre City.

Theme	Description
More common	
Urban Design heavily influenced by other collaborative considerations including gender perspective, public safety and due-diligence analysis	<i>Understanding Built form and how public spaces impact behavior from gender perspective (i.e. increased likelihood of sexual assault after sports events and during Stampede; Incorporate more universal design; Toolkit/Playbook/Training for people who do the design; Lighting strategy; Using crime activity map to address target areas for design initiatives; Needs assessment undertake prior to design; Downtown is vandal proof but unfriendly - better understanding of defensive architecture (i.e. anti-homeless spikes); Social justice & hostile architecture create cyclical effect of relative public hysteria regarding safety; Unsafe transportation downtown due to increased likelihood of collisions involving automobiles and pedestrians; wheelchair and pedestrian users - talk to them before design and implementation</i>
Equity and accessibility concerns	<i>Equity lens overtop of this goal; SWB policy - policy is about equity; Beltline still not very accessible; Fire department thinks this goal is realistic for public safety but unsure about flood events</i>
Integration at the process/regulatory level	<i>Less about structural connections & more about staff training / personal growth; Careful of conflicting goals/trade offs (i.e. Fire and Road widths); Calgary Police Service (CPS), CPTED and Calgary Emergency Management Agency (CEMA) involvement in Corporate Planning Applications Group (CPAG) circulations; Implement Ideas - need to communicate, breakdown organizational silos, align with One Calgary structure</i>
Less Common	
Encouraging more families to settle in the Centre City	<i>More family sized units; How can recreation bring programming/family events out into parks</i>
Place considerations	<i>Indigenous Place Making - when people feel considered they feel more empowered to take care; More places like the library to give all people a place to be</i>
Integration / collaboration examples	<i>Integrating concerns (i.e. Greenline station on 8 Avenue SW) - Fire department collaborated to make station safer - how to fit more cars/train flow better; Universal Maintenance - snow removal - inaccessible in certain weather (snow/ ice)</i>
Crime, climate mitigation and diversity concerns	<i>2nd Street and 9th Avenue parking lot is a key needle drop = more police; Climate - smoke/flood/disaster; Density bonusing could help diversification</i>

Goal 2: Increase urban activity and cleanliness in the Centre City to contribute to safety, health, and wellness.

Theme	Description
More common	
Need for increased public amenities	<i>Downtown public washrooms; Increased public open space and beautiful public spaces which could also include public Wi-Fi; Adding bike lanes as a great way to increase connectivity and activity; Graffiti as art that activates spaces</i>
Need for Strategy to counter gritty perception and increase around the clock/year-round activity	<i>Perception that downtown is dirty & gritty; Downtown shuts down on weekends/evenings; Winter strategy (year-round policy); Affordable/Appropriate & Maintenance Housing - deter people coming downtown; Existing Urban Fabric - Radically different, start from where we are</i>
Increased "Urban Activity" creates social tensions	<i>Attracting more children/young families is desirable but they'll want public amenities like more playgrounds that will increase visibility of social disorder (i.e. used needles in parks) – tension needs to be managed; Current approach to social disorder not inclusive (i.e. Loitering tickets issued to homeless in certain areas but not to desirable people who may loiter)</i>
Less common	
Laneway cleanliness issues related to Main Street/Higher Density housing	<i>Unclean lanes could be resolved by activating them and using smaller bins (since bins are rummaged through by homeless regularly)</i>
Increased public space programming as a solution	<i>Support Community Associations to hold events to increase overall programming</i>
Public health concerns	<i>Understanding of how public health is shaped and can be proactive; we need to provide public bathrooms for people to reduce the amount of human waste on the street</i>
Overlaps of this goal with other goals	<i>Overlap with goal (program and design) was planning and design. Urban design to impact safety and behaviour. Different approaches</i>

Goal 3: Increase the affordability of housing in the Centre City

Theme	Description
More Common	
Challenges & drivers of need for affordable housing	<i>Meth users dose to stay awake all night due to lack of safe sleeping sites; Affordable housing best in downtown so as to not disrupt equally important community social connections that users have created in the area; Developers more interested in providing purpose-built rental, not non-market housing; Challenge developers definition of successful project so as to increase likelihood of more 3 bedroom apartments for families; successful affordable housing needs to be desirable as well (i.e. quality adjacent public space)</i>



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Potential Solution	<i>Office conversions (i.e. Edmonton successes with this type of redevelopment); Maximize use of City-owned land by developing/re-developing affordable housing above institutional uses (i.e. Fire Station 6 Mixed Use development); Ensure tenancy mix within project to avoid “ghettos” and actually desirability to live there;</i>
Regulatory concerns about density bonusing, parking and municipal government powers	<i>Lower minimum parking requirements for development to incentivize; Determine why the density bonusing system under the Land Use Bylaw / Beltline Area redevelopment plan isn’t working; Need support for inclusionary zoning which may require Municipal Government Act policy</i>
Needs for overall housing diversity	<i>More overall housing results in more non-market and affordable housing opportunities; Predominantly apartment form; Lack of 3-bedroom suites; Federally housing grants to incentivize affordable housing aren’t working</i>
Less Common	
Successes in Calgary	<i>Station 6 - Fire Station below, affordable housing above</i>

Goal 4: Support a diverse population in the Centre City

Theme	Description
More Common	
Inclusion drives diversity and takes on many forms (such as gender, ethnicity, communication and accessibility)	<i>Understand what is meant in the different between “diversity” vs. “inclusion”; Understand if pursuing “more diversity” or “maintaining exist diversity”; Planning for women and gender-diversity (LGBTQ+) which would include more safe/hub spaces, universal bathrooms and other inclusive spaces; public engagement should reflect this drive for inclusion (i.e. Chinatown would benefit from more diverse methods and ways to demonstrate the changes being discussed); more support for newcomers/New Canadians; physically accessibility is curtail (i.e. for the aging overall and those using wheelchairs)</i> <i>“Understanding Diverse Needs” is a more effective goal; Plus 15 system a barrier to inclusivity;</i>
Amenities are key: Build it and they will come	<i>Apartment dwellers still looking for more outside space (“third space”) to go to; More affordable, transit accessible childcare perhaps within existing dwelling units; Amenities for all ages include recreation opportunities and open spaces; Access to affordable groceries, farmers market and commercial shops in general; Community Hubs; downtown needs amenities that interest children to interest their families in relocating there</i>
Housing diversity that encouraging residents with a mix of income ranges to live in the same community	<i>Mixed incomes and mixed land use to reduce stigma of affordable housing; support different unit types (i.e. multi-generational housing units containing lockable sub-units); concern that if left to their own direction, developers (representing “the market”) will only drive market housing and not affordable housing</i>
Less Common	
Data is needed to understand existing downtown population	<i>We don’t understand who really lives downtown - we do in some regards - don’t have good info on all populations; Attract business with current office/retail vacancies through market studies); Find out what people want</i>



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

as well as what potential new residents and businesses are seeking	
Families have limited housing options	<i>Possible for a couple to live with one child in most apartment units but challenging to have more than one</i>
Events and promotion of them would also sell a more diverse downtown lifestyle	<i>Previous downtown Canada Day events have been a huge success; bringing a sense of celebration into the everyday within downtown would make it very appealing</i>
Concentrating social-crisis services can have terrible outcomes for neighborhood real estate development	<i>Spread out services - risk of concentrating services could result in downtown East Hastings, Vancouver - domestic violence partner must be beside</i>

Goal 5: Support training, programs, and services in the Centre City to address the root causes of social disorder and prepare for emergencies

Theme	Description
More Common	
Numerous amenities will be needed	<i>Dog parks are being more utilized; Transit service is great Lack of childcare; lack of parks that people actually want to spend time sitting in; Need for community hubs rather than social agencies, in particular Downtown West so as to align/communicate emergency plans; amenities bring people out of their homes and increase social connections; need for additional green space within downtown to allow for community and ceremonial space; Focus on specific sites for indigenous gather places – across the City Hall, adjacent to Sarcee North LRT station and between Bow Valley College and Old Library site; public toilets; officer spaces for people to improve living conditions and enabling them to live with dignity</i>
Need for improved public communication and education	<i>Need for communication hubs that act as a gathering space, resource for training and disaster response public education; Partnerships with external organizations to improve public coordination on how to address vulnerable populations including public educational programs (i.e. Park Team, Lets Talk, Engaging Vulnerable People); Truth & Reconciliation Team is a good educational support program; Every building in the downtown needs to have a disaster plan (i.e. flooding) that includes considerations for language barriers and diversity issues;</i>
Less Common	
Emergency and other services needed to support this goal	<i>Spread out services for vulnerable population - may be a good time to do this with vacant space; Challenging with increase negative perception of Calgary Police Service over past 10 years; Consider treating mental health issues as the 4th emergency service (i.e. Downtown Outreach Addictions Partnership [DOAP] team expansion); Stop sending Calgary Fire Department to pick up needles</i>
Re-think the municipal public sector's	<i>Realignment of emergency investment to better address root causes' Promote agility in responsiveness; Trauma informed practices - outward city</i>

approach to providing emergency and social-disorder-prevention services	<i>official. Encourage and promote a Walk of understanding event to highlight how some people are not being treated very well; Social disorder - up our game</i>
Suggestions for Best Practises to consider	<i>Planet-Youth (Icelandic Model) - it takes a village; Library as a community hub including a Community Social Worker being available.</i>

Suggested New Goals and/or Ideas

Theme	Description
Suggested New Goal	<i>Inclusion and Social equity through mobility</i>
Suggested ideas	<i>Re-think Free Fare Zone, including Greenline; Transit officers in every station while they're open</i>

Activity 3

The third activity consisted of five tables, each having a large piece of paper listing one goal and associated initiatives. Attendees were asked to freely circulate to each of the tables to review each list of initiatives for each goal, discuss them with whomever they chose, and identify which initiatives should be prioritized. Each attendee was asked to prioritize three to five initiatives for each goal. They were asked to prioritize putting a check mark beside the relevant initiative(s) and if desired add a supporting comment.

The following summary of themes, that emerged from Activity #3, are in ranking order, meaning that the first theme was the most frequently cited and the last theme was the least cited. Initiatives that were not selected to be prioritized by any of the participants are omitted from the following tables.

Goal #1	Better integrate emergency management, safety, and social wellbeing considerations into planning and design in the Centre City.	
Source	Initiative	Comments
More Priority		
A Blueprint for Social Action	Investing in community development, and specifically in strategies to increase sense of community and social cohesion, make communities more welcoming to diversity, promote civic engagement, and address neighbourhood stigma	Physical hubs
CCP 3.7. b	Wheelchair ramps at all corners with tactile strips per the City's accessibility standards, countdown timers and audible signals at all signalized intersections, signed and crosswalk markings at every crossing.	
TAC Feedback	Applying the concept of Universal Design or simply ensuring infrastructure is accessible is part of social inclusion. When things are physically built as accessible the underlying value of inclusion is communicated. I know this isn't the only contributor to Social Inclusion but it's one aspect.	Including kid's washrooms in public buildings
CCP 7.7.1	Alleys - Encourage an appropriate design (lighting, access, materials) and operations (cleanliness, maintenance) of all alleys throughout the Centre City, and further ensure that new buildings provide a safe alley environment by providing special design attention to: the building interface with the	

	alley; pedestrian entrances; loading docks and ramps; and garbage access.	
CCP 9.1.4	Where possible, The City will work with proponents of new or expanded social service agencies to find sites that meet the locational requirements necessary to serve the client base and will develop an inventory of available site options both within and outside the Centre City. Once a site is selected, The City will continue to work with the various stakeholders to develop a design that meets the needs of the agency and is sensitive to its local context. In undertaking such work, The City should engage appropriate expertise, where required, to develop effective plans and strategies. Such expertise may include the University of Calgary's People and Place Initiative.	
Less Priority		
A Blueprint for Social Action	Making changes to environmental design, including changes to lighting, street layout, building design and management, and public spaces, as well as creating design features to foster social interaction	Social connection and community are the fundamental under planning of mental health
A Blueprint for Social Action	Improving conditions for pedestrians and cyclists	Active transport, healthy living, decrease chronic illness, health and social inclusion benefit, (better) snow removal
CCP 7.7.1.14	Ensure the appropriate level of pedestrian-oriented lighting is provided to improve legibility and increase a sense of personal safety in vehicular and pedestrian zones.	Only if the lighting leads people to a safe destination
CCP 7.7.2	Places - 8 - Creative lighting strategies to improve legibility and safety of places during the night and winter season.	
Quick Wins	Unique lighting solutions / public art that doubles as light	
CCP 7.7.1.15	Incorporate the principles for Calgary Urban Braille System (CUBS) or Tactile Walking Surface Indicators (TWS) and way-finding.	
A Blueprint for Social Action	Addressing the CPR tracks, which are a barrier that splits the Centre City in two.	Better more underpasses
A Blueprint for Social Action	Reducing traffic and surface parking lots	Can shift the 'feel' of Centre City out of 1950's
CCP 9.1.3	Where a new, or expansion of an existing, social service agency is proposed, the Development Authority shall consider the potential cumulative impacts on the surrounding neighbourhoods. Attention shall be placed on proposals within 500 metres of an existing social service agency and along the 7 Avenue Free Fare Transit Corridor. Consideration should also be given to the nature of the services provided by the subject agencies and the scale of their respective operations.	New 'emergency' agency, run by the city, accessible to the public through Calgary dispatch, who can respond to social service requests/mental health incidents
CCP 9.1.5	New development proposed near existing social service agencies may impact the ability of the agency to continue their operation in an efficient and effective manner. The City will, through the development approval process, work with	



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

	the developer and the affected agency to develop plans that meet the needs of both parties.	
CCP 9.1.7	With the increase in population, density, activity and complexity associated with a developing Centre City, The City must be conscious of the need to ensure the provision of appropriate and effective fire protection and emergency services. To this end, Protective Services should be included and provide input into all major design projects.	Yes, but Fire cannot drive the design. Big/wide streets make for faster response, but reduce safety and perceived safety
CCP 7.7.1	Mid-block Pedestrian Connections - Safety shall be ensured through appropriate lighting and natural surveillance.	
Quick Wins	Urban design standards on Stephen Ave to protect pedestrians from hostile vehicle attacks	
Quick Wins	Design with gender lens	
Quick Wins	Community notice boards, video screens in elevators, non-internet communications	
Quick Wins	Ensure maximum street connectivity - if we create pedestrian only streets, emergency vehicles should be able to use them	17th Avenue connector to Stampede supported for connectivity reasons

Goal #2	Increase urban activity and cleanliness in the Centre City to contribute to safety, health, and wellness.	
Source	Initiative	Comments
More Priority		
CCP 9.1.2	There are currently areas in the Centre City where people feel uncomfortable, unsafe or threatened. Increasing street level pedestrian activity through an increased residential population and a thriving business and cultural environment is supported as a principal way to reduce the perception that an area is "unsafe".	
Quick Wins	More events that pull people onto the streets - festivals, patios on roads other than Stephen Ave	I would suggest this is mostly dependent on the <u>physical infrastructure</u> available e.g.: parks and other gathering spaces as opposed to programming (also important but less foundational) And out of the +15
A Blueprint for Social Action	Improving amenities, including health and social services	e.g.: multiple shelters spread out downtown, multiple SCS (supervised consumption services) and 'higher level' services - child care, elder care
A Blueprint for Social Action	Encouraging the development of arts and culture	
Strategic Foresight	Increase residential growth to make retail and amenities cost-effective	
CCP 8.5.1	Encourage artistic, cultural, sport and recreational enrichment to promote a more vibrant, healthy, safe and caring community.	



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Strategic Foresight	Support economic development, attractiveness for small and medium enterprises to preserve a critical mass of daily workers downtown	
Less Priority		
CCP 9.5.2	The Plan also supports all initiatives led by the private sector or other community organizations such as Business Revitalizations Zones, Building Owners and Managers Association and community associations to keep private property, and the public space around private property well-maintained and clean.	
CCP 9.5.1	The Plan supports all City led initiatives to keep the Centre City clean including ongoing support for the Mayor's "Clean to the Core" initiative.	this was a successful program
CCP 8.5.2	Provide, facilitate and enable services and programs that support active and creative lifestyles; and which lead to community health and wellness.	
Quick Wins	Better snow clearing	
Quick Wins	Address real and perceived dangers and feeling of safety essential to activating Centre City in evenings	

Goal #3	Increase the affordability of housing in the Centre City.	
Source	Initiative	Comments
More Priority		
CCP 4.2.5	Support the development of housing to accommodate a diverse population in neighbourhoods by: <ul style="list-style-type: none"> - supporting family-oriented housing; - identifying future sites for innovative and non-market housing types in neighbourhood planning exercises for East Victoria Crossing and West Park/Lower Sunalta; and - providing recreational open spaces that appeal to families with children. 	
CCP 9.3.4	Non-market (subsidized) housing and rental supplement programs for individuals, families with children, and seniors should be fully integrated into all Centre City communities. This may be in purpose built, non-market housing or integrated within market housing developments.	
A Blueprint for Social Action	Revisiting the municipal tax structure to enable the Centre City to compete with new suburban communities as a viable place to live.	
A Blueprint for Social Action	Initiatives to increase and improve non-market housing	
Quick Wins	Inclusionary zoning	
CCP 9.3.2	Housing must be available in the Centre City to accommodate population diversity in all its	



	dimensions including household type and size, socioeconomic status, and tenure preference.	
Less Priority		
TAC Feedback	A broad range of housing types for different households, income levels, age groups and lifestyles are encouraged within new development.	
Strategic Foresight	Secure funding and locations for publicly-provided housing and identify appropriate incentives to encourage private provision of affordable housing.	
A Blueprint for Social Action	Encouraging the development of a range of housing types, including non-market housing and affordable market housing.	
CCP 9.3.1	A mix of rental and owned, low-cost and high-end housing is vital to neighbourhood development, social sustainability, and social inclusion. Thus, increasing the supply of residential units in general, within the Centre City should be a primary focus of community renewal in the short-term and mid-term.	
CCP 9.3.5	The density bonus system within the Centre City should continue to allow for the provision of affordable and non-market housing as a way of increasing density. To this end, The City will work with the development industry to develop effective measures in the long term.	Yes, but current system is not working - no affordable units were built with this bonus option. Developers tend to choose the other options that are bundled with AH to accommodate the bonusing
CCP 9.3.6	The City should make every effort to secure/provide non-market housing or housing sites in large redevelopment areas within the Centre City.	
Quick Wins	Relatively few three bedroom & sized housing units	Three bedrooms help, but they're not often by wealthy individuals with no children. How to fix?
Quick Wins	Non-luxury housing, mixed uses including different kinds of housing, housing co-ops	
Quick Wins	Reduce or remove parking minimums and require more TDM features	

Goal #4	Support a diverse population in the Centre City.	
Source	Initiative	Priority / Comments
More Priority		
Quick Wins	Foster a sense of community for Centre City neighbourhoods - create new community gathering space, events, gardens	Have space to create community will improve mental health
Quick Wins	Integrate schools, daycare, kids programming, and libraries	more integration of daycare and before and after care
Quick Wins	Public toilets with attendants on-site	and showers



CCP 9.4.2	Improve amenities, including health and social services, to meet the needs of the growing and changing population. Specific services may include basic needs such as public washrooms and basic medical services, as well as higher order needs such as child and elder care facilities and health and wellness programs.	
CCP 9.4.1	Encourage the development of recreation, arts and culture that is accessible to people with all levels of physical ability and ability to pay.	
Strategic Foresight	Prioritize First Nations and Metis cultural reflections and expression throughout the Centre City	
Quick Wins	Fair Entry Point for more arts events	
Quick Wins	Dog parks	
TAC Feedback	Strengthen and expand the use and promotion of festivals and events as one of the most effective means of responding to the cultural interests and needs of diverse communities.	consider how diverse communities are meaningful invited/included
Economic Summit #17	Explore and implement programming in Centre City that responds to the diverse interests and needs of the community, including for indigenous and ethno-cultural communities and for disadvantaged residents.	
CCP 8.5 ACTION	Develop strategies to address the recreation needs of low-income residents in the Centre City.	
Less Priority		
TAC Feedback	Increase awareness of and support low-cost access to exhibitions, performances and events, particularly targeting families, ethno-cultural and Indigenous communities.	wonder how you would do targeting in a dignified and respectful manner?
CCP 9.4.3	Invest in community development initiatives, and specifically in strategies to increase the sense of community and social cohesion, make communities more welcoming to diversity, promote civic engagement, and address neighbourhood stigma.	
Strategic Foresight	Support the "Indigenization" of space	What does this mean? Co-partnership to plan this
Quick Wins	Indoor daytime social spaces, resources, lockers for vulnerable and homeless populations - vacant office space?	
Quick Wins	Inclusion of different income levels, health issues, addictions, social divides.	
CCP 8.5.3	Assure access to introductory and basic skill development recreation programs and services for all Centre City residents and workers, children, youth, families and those who have low incomes	
TAC Feedback	Build interactions and exchange between ethno-cultural communities, Indigenous communities and Calgary's cultural organizations to develop	



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

	new programming, funding and exchange opportunities.	
CCP 9.4.4	Involve the local community and individual residents in the design of local public spaces.	
Quick Wins	Get more kids downtown	
Quick Wins	Tax incentives and creative facilities for child care uses	need for affordable childcare downtown
Quick Wins	Permanent true adventure playground downtown	
CCP 8.5.4	To foster an environment where opportunities for recreation programming are available to all Calgarians; provide, advocate, encourage and promote recreation programs, services, admissions and spaces that are accessible, safe and affordable.	and equitably delivered
A Blueprint for Social Action	Social and health programs	

Goal #5	Support training, programs, and services in the Centre City to address the root causes of social disorder and prepare for emergencies.	
Source	Initiative	Comments
More Priority		
Quick Wins	Train people offering essential services (police, paramedics) for dealing w/ issues/ special circumstances in the core.	Fire is often the first responder in emergencies often before EMS or Police arrive. CFD is often underutilized in these situations.
Quick Wins	More non-police resources	CPS will not arrest its way out of homelessness Help from existing/new agencies are required
CCP 9.2.2	The City will not accept homelessness as a “natural state” within the Centre City. The City will use its resources and authority to address this issue with other levels of government in a sustained and vigorous manner. This will include advocating for increased government focus on and funding for those needs and services that, when not available, can lead to homelessness. Specific examples include: affordable housing, government income and support programs, crisis shelter, mental health services, addiction counseling and rehabilitation and skills development.	60% of meth users in Calgary report using meth because they have nowhere safe to sleep - Calgary Drug Use & Health Survey
A Blueprint for Social Action	Increasing security on the C-Train and, particularly, on C-Train platforms	
Strategic Foresight	Prepare for climate adaptation and disaster management. Ensure service continuity and prepare for chronic responses rather than acute responses.	
CCP 9.2.3	An immediate focus should be on breaking the intergenerational cycle of family and housing instability, often associated with adult	



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

	homelessness, by making concerted efforts to target interventions towards families with children who are homeless or at risk of becoming so, and to youngsters at risk of child welfare involvement.	
Less Priority		
A Blueprint for Social Action	Increasing the presence of police through community policing initiatives	Can we look at more partnerships - outreach
Quick Wins	Service delivery out of public libraries	Pilot Social Worker at libraries to offer support and to connect to community services
CCP 9.1.1	As with all communities, some level of crime will always occur within the Centre City. No one strategy will solve all the problems. Therefore, crime shall be addressed with a sustained and long-term approach that uses a variety of enforcement and prevention measures including: <ul style="list-style-type: none"> • Increased policing levels for both the Calgary Police Service and Calgary Transit; • New methods of community policing; • Municipal bylaw education and enforcement 	
Other		Trauma - informed approvals/service delivery/response. Social Workers embedded in future areas (communities) at a radius from affordable housing to alleviate first responders (Fire/EMS)
Quick Wins	More police resources	No root causes
Quick Wins	Emergency planning for residents of towers.	
CCP 9.1.6	As a way to continually measure and improve safety in the Centre City the undertaking of community-based safety audits are supported and encouraged. Recommendations arising from such audits will be reviewed by The City and action plans should be developed and implemented in collaboration with other stakeholders.	
Quick Wins	"Urban Ambassadors" communicating laws, by-laws and norms	What about with welcoming and wayfinding and providing information about downtown (less about communicating law/bylaws - Community Ambassador



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Activity 4

As a final workshop activity, the room facilitator engaged all the workshop participants and table facilitators in a conversation centering around the following question:

After reviewing all the goals and initiatives if you could only do one short-term, one medium-term, and one long-term action, what would have the most impact in the Centre City? Why?

- Short term (~4 years)
- Medium term (5-10 years)
- Long term (10 years)

The following list summarizes the themes from the discussion that emerged from Activity #4.

Short Term (~4 years)

- Supported Housing
- Inclusionary zoning
- Using public land
- Trauma - informed practice training for front line staff
- Provide substances at consumption site
- Focus on high crime areas
- Peace Officers & Alpha House on LRT
- Prepare for vehicle attacks
- Safe mobility
- Improve social cohesion through a public education program such as "Just say Hi!"
- Leverage partnership with Stampede
- Support Indigenous Gathering Space
- Loitering/Jaywalking tickets near Sheldon Chumuir bus stop
- Campaign: Who to call info
- Coordinate social/health service messaging

Medium Term (5-10 years)

- Supported Housing
- Coordinate with AHS for community-oriented services
- More street connections
- More inclusive public spaces - open and welcoming - diverse residents, seasons, etc.
- Mixed income housing mandate
- Community gathering spaces
- More social response rather than CPS

Long Term (10 years)

- Supported Housing
- Move CP Rail
- Partner with developers to provide new recreation and communications facilities in Centre City
- Promote broader acceptance



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Next Steps

With this report, the Centre City Plan Refresh team will:

- Review the input;
- Identify issues for further discussion with internal stakeholders;
- Review all workshop results together to find connections;
- Identify policy impacts; and
- Use the information to inform the draft refresh of the Centre City Plan.

Administration aims to rescope the Centre City Plan Refresh project considering work happening at The City that may have impacts such as the Downtown Strategy. Dependant on the results of the project rescoping, the Project Team currently aims to:

- Draft the Plan, including actions;
- Circulate the plan internally;
- Share the Plan with the public for feedback;
- Finalize the Plan;
- Present the Plan to relevant authorities; and
- Respond to any follow up motions.

The input collected from this workshop will be used in addition to the findings from the initial public engagement.



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Appendix A: Verbatim Attendee Feedback

Verbatim comments presented here include all the feedback collected from the workshop. Comments have not been edited for spelling or grammar. Any personal information such as names or contact information have been removed.

Activity 1

Outcome 1: A safer Centre City
Q1a - HOW HAS YOUR UNDERSTANDING OF THIS OUTCOME CHANGED OVER THE PAST TEN YEARS? Please explain. Why do you feel this way?
Response
Spike in crime - safe injection site - discomfort as a result - until they put in some safety measures slightly less safe
People most vulnerable are people that feel less safe/more - we feel discomfort around this population, but there are the people who are less safe (more changes to them)
Safety has become more of a 24-hour problem
Women and children perception of safety vs reality
More issues with drug use/opioids
Protecting crowds
Disaster preparedness - how to leverage the built environment to mitigate risk
CPTED – C-train Stations
Social disorder - is that real crime?
People experiencing issues vs those they expose to it
Same people committing same crimes - are they being helped?
How does 2008 recession compare to 2018?
Are we assessing the health impacts comprehensively? We are doing better now?
Opioid Crisis - lack of general understanding (who) lack of compassion
Safety isn't policing. Its building is recent, making it a place to be.
Office space - lack of vitality, empty downtown
Gender - Diversity and Safety - people open to learn more - Attenuated to homelessness - Opioid crisis - risk to others and self
Who is safe? - TRC - ALL people deserve to be safe. Increase higher priority. Perception of violence
Services - many downtown, do we have enough of some/too much of others - of services - perception of safety
Meet people where they are at (moving out of downtown) Disperse services to other parts of city
More people downtown creates feeling of safety
Keeping the core clean is catalyst
Noticeable change in East Village Riverwalk
Perception of Safety might be changing with economic perception
Addition of bike lanes adds awareness
Q1b - HAVE NEW CHALLENGES ARISEN OVER THE PAST TEN YEARS THAT NEED TO BE ADDRESSED?
Response
(none)



Centre City Plan Refresh

What We Heard Report: 2019 April 10
 An Inclusive, Caring, and Safe Centre City Workshop

Outcome 2: A more activated and interactive Centre City
Q1a - HOW HAS YOUR UNDERSTANDING OF THIS OUTCOME CHANGED OVER THE PAST TEN YEARS? Please explain. Why do you feel this way?
Response
Bike lanes are good = more options - eyes on the street = safer for community - feel anonymous in a car
More people walking = East Village - more people around feel safer
Business opening (more local), new generations of restaurants, underpass improvement - 4th street underpass = connection - Riverwalk = connection
More positive loitering
More festivals (Glow Festival) more community building in beltline, used to be more transitional feeling
More redeveloped parks = more people using parks
More unique, non-conventional businesses, jobs
East Village experiment
Shows value of softer CPTED approach
International design
Misconception that downtown is confusing and difficult to navigate
Perception of difficulty parking
Public hesitation to use transit/insistence on driving
Plus 15 vs Street level - vacancies in +15 now due to recession
Hours for +15 don't make sense
Higher quality public spaces show the value
Importance interim uses in cases of redevelopment
Focus on other types of transportation. Being active (walking/cycling) - active modes of transportation - downtown not very accessible
Improvements - parks system used more - encourage DT living but not enough green space/quiet public space, lots more understanding of loneliness
Aging population not always aging well - more awareness of mental illness
Services and activities - lots to do downtown but has bars and nightclubs. Being more varied activities DT not just nightclubs. Encourage people to come downtown
Social disorder - refurbishing buildings (closing down buildings) - decide what to do with empty buildings
Living DT - affordable housing - hard to get out of DT (transit down)
The time that the 'unsafe' feeling has changed from 5 pm to more like 7 or 8 pm
Q1b - HAVE NEW CHALLENGES ARISEN OVER THE PAST TEN YEARS THAT NEED TO BE ADDRESSED?
Response
Streetscape improvements



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Outcome 3: A more socially inclusive Centre City
Q1a - HOW HAS YOUR UNDERSTANDING OF THIS OUTCOME CHANGED OVER THE PAST TEN YEARS? Please explain. Why do you feel this way?
Response
Increase in diversity of people that use downtown
Same as 10 years ago - beltline mostly night activity, downtown mostly day activity, not night activity
Kids are around due to parks
Developments have brought in young families
Economic downturn has lowered rent prices
10-year plan reduced homelessness, downtown has more mental health problems because of services that are available downtown
Increase on needle use - needle pick up results in increase feel of safety - high usage by drop in centre, Sheldon centre
Understanding gender differences in perception of space
Will people feel safe (re: sexual assault) in Entertainment district?
Difficulty in accessibility
Seniors in Chinatown/East Village - we talk/think a lot about the grey wave but what about what type of communities they need to live in
Truth & Reconciliation and understanding Indigenous issues
Softer approach to substance
Appreciation of LGBTQ and social connectedness
Homelessness/Poverty - learning more, more accessibility - Who is living DT? Are we offering services DT/Events/Diverse/Now Canadians
Social Inclusion - Active/Vibrant Communities - Services/ Activities for new Canadians. Need a sense of plans - how do we foster that? Barriers for neighbourhood integration
Planning culturally - not in current plan
Use of C-train, expansion, valuable
Fair Entry (Bus Pass) Huge Help
Loneliness (Beltline), density but no gathering place (without paying) - no comm hub or gathering place
Affordable Housing - housing stock not enough - partnering to encourage housing options
Non-market housing, improved a little but over 10 years
The city has programs to invite people downtown
Continuing to work towards normalizing all people even people with mental or addiction issues
More festival/evens
Q1b - HAVE NEW CHALLENGES ARISEN OVER THE PAST TEN YEARS THAT NEED TO BE ADDRESSED?
Response
(None)



Centre City Plan Refresh

What We Heard Report: 2019 April 10
 An Inclusive, Caring, and Safe Centre City Workshop

Outcome 4: A more prepared Centre City
Q1a - HOW HAS YOUR UNDERSTANDING OF THIS OUTCOME CHANGED OVER THE PAST TEN YEARS? Please explain. Why do you feel this way?
Response
Flood resulted in more preparedness - we have become more resilient
Distribution of stations (Fire Department) - still in process, no locations confirmed yet
Business = CEMA - must have plan about how to evacuate (better since flood) - How do we handle more vulnerable population?
A lot of prep - wind preparedness
Flood prep
Vault fire - understanding critical points of failure
Supporting those without social capital to be housed
Investment in Emergency Operations Centre
Monitoring of mass gatherings - inner-agency communication
Flood
Awareness - Emergency can happen - need to be prepared
Change
Resiliency - DT is not resilient, new idea, not discussed
Crisis - impact people differently (Increase homelessness DT after flood)
More complex needs now (see loneliness)
There have been improvements in awareness and response to large events such as the flood
The removal of police downtown has caused a feeling of 'reaction' when they see police downtown
More proactive approach makes the perception of safety increase
example: Portland has police presence on every train platform at night
Q1b - HAVE NEW CHALLENGES ARISEN OVER THE PAST TEN YEARS THAT NEED TO BE ADDRESSED?
Response
Flood highlighted that this could happen again
Removal of District 1 Station but
CPS response has not been affected
Public awareness-transparency
Flood unit/station at Eau Claire



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Activity 2

Goal 1: Better integrate emergency management, safety, and social wellbeing considerations into planning and design in the Centre City.
Q2a - IS THIS A REALISTIC GOAL? IS IT VIABLE? WHY OR WHY NOT?
Response
Fire thinks it's realistic - for public safety - unsure about flood events
*2nd Street and 9th Avenue parking lot is a key needle drop = more police
*Integrating concerns – Green Line station on 8 Avenue SW - Fire worked to make station safer - how to fit more cars/train flow better
Yes, but careful of conflicting goals/tradeoffs i.e.: Fire and Road widths
Better understanding of defensive architecture i.e.: anti-homeless spikes
Universal Maintenance - snow removal - inaccessible in certain weather (snow/ ice)
Climate - smoke/flood/disaster
Understanding Built form - how public spaces impact behavior - gender - rivers plan, sexual assault after games/Stampede - need Gender Lens in Planning
Social justice architecture - Hostile architecture, relative hysteria at all times
Downtown is vandal proof - City Hall as bunker
General and other implications in design
Beltline Poor - still not accessible
Safety - more collisions DT (cars and pedestrians) Safety and Comfort Work at better implementations - wheelchair users - talk to them before design and implementation - walkers
Indigenous Place Making - when people feel considered they feel more empowered to take care
More places like the library to give all people a place to be
Density bonusing could help diversification
More family sized units
Lighting strategy
Using crime activity map to address target areas for design initiatives
Q2b - WHAT ARE THE BEST WAYS THAT THIS GOAL COULD BE IMPLEMENTED? What would it take? Who would need to be involved? How can it be done?
Response
CPS and CPTED/CEMA involvement in CPAG circulations
It's less about the structural connections but more about staff training personal growth
Combining protection/measures with urban design
How can recreation bring programming/family events out into parks
Viable and realistic (goals) - universal design
Needs assessment - Gaps? Needs? Before design
Equity Lens on top of Goal - through the lens
SWB policy - policy is about equity
*Toolkit/Playbook/Training for people who do the design
Implement Ideas - need to communicate, breakdown silos - One Calgary Approved



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Goal 2: Increase urban activity and cleanliness in the Centre City to contribute to safety, health, and wellness.
Q2a - IS THIS A REALISTIC GOAL? IS IT VIABLE? WHY OR WHY NOT?
Response
Yes
Main Streets - Alleys unclean - activate lane to resolve
Main streets fairly clean, but lanes house blue and green carts that get dumped by people looking for refundables
looking at how to fix it in high density - smaller bins
Bike lanes - increase infrastructure to get eyes on street - connectivity from outside of downtown
Bikes are wonderful
Perception that downtown is dirty/gritty
Does cleanliness mean human waste?
Lots of babies and young families
High Residential Concentration - lack of dock parks, green space, pockets of unserved people
Opportunities for kids in centre city
Affordable/Appropriate & Maintenance Housing - deter people coming downtown
Existing Urban Fabric - Radically different, start from where we are
Programming
Public Space - build more beautiful space
Winter strategy (year-round policy)
DT shuts down on weekends/evenings
Overlap with goal (program and design) was planning and design. Urban design to impact safety and behaviour. Different approaches
Urban Activity - increase for everyone? Young children, no playgrounds downtown? (not enough) - goal - for everyone - needle use? Concerned parents
Loitering tickets (opioid users) reports, not everyone
Yes
Q2b - WHAT ARE THE BEST WAYS THAT THIS GOAL COULD BE IMPLEMENTED? What would it take? Who would need to be involved? How can it be done?
Response
Graffiti can activate a space
Public bathrooms
Understanding of how public health is shaped and can be proactive
Making more event programming
Support Community Associations to hold events
Free Wi-Fi in strategic spots like parks or plazas
Public washrooms downtown!



Centre City Plan Refresh

What We Heard Report: 2019 April 10
 An Inclusive, Caring, and Safe Centre City Workshop

Goal 3: Increase the affordability of housing in the Centre City.
Q2a - IS THIS A REALISTIC GOAL? IS IT VIABLE? WHY OR WHY NOT?
Response
Meth users use due to lack of safe sleeping spaces
Station 6 - Fire Station below, affordable housing above
Affordable Housing downtown due to existing community and services, when distributed too far outside downtown, it may destabilize people due to lack of community
Density bonusing - why isn't it working?
Lower parking requirements
Realistic if we can increase the supply
More on an interest in purpose-built rental
Not just about 'affordability' but instead about 'desirability' - better public places and balance
Food
Affordability of Housing - still building condos - 96% figure (family) +25 years old () Not much 2 bed + Market
Camp down on Condo conversion - purpose built - inclusionary housing - what moves Council?
Development Industry? - need push from public (not likely)
Federal Housing - incentive for developers? Not really
Maximize City Land - build new Fire Halls/Affordable Housing on Land
Mixed Income good model, more sustainable, less hysteria and nimbyism
Mixed use - people want to live where you live
Having support for inclusionary zoning
Changing perspective of 'success' so that highrise apartments can work for new families to Calgary
Q2b - WHAT ARE THE BEST WAYS THAT THIS GOAL COULD BE IMPLEMENTED?
What would it take? Who would need to be involved? How can it be done?
Response
Edmonton has done some office conversions
Ensure a mix of tenancy to prevent ghettos
Inclusionary zoning powers from the Province?



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Goal 4: Support a diverse population in the Centre City
Q2a - IS THIS A REALISTIC GOAL? IS IT VIABLE? WHY OR WHY NOT?
Response
Affordable Housing - now 800 per bedroom, but not always
Accessibility - aging, wheelchair
Mixed income - mixed income and mixed land use - reduce stigma
Maybe policy through Centre City Plan to increase mixed housing (mixed income)
Possible to have one kid downtown, not for more
Market will drive market housing, not affordable housing
less space in apartment means more outside space - need more space to go
More childcare - affordable daycare, encourage childcare opportunities - mixed space in dwelling units - great transit in
Spread out services - risk of concentrating services could result in downtown East Hastings, Vancouver - domestic violence partner have to be beside
Planning for Women
Plus 15 is exclusive rather than inclusive
Canada Day is a huge success
Diversity' vs 'Inclusion'
How measurable? What does it mean? More Diversity or Help Existing Diversity - keep it diverse, family homes in DT for families
'Ethnic and Gender Diverse - no LGBTQ and Safe or Hub Spaces - specific spaces vs inclusive spaces everywhere - universal bathrooms
We don't understand who really lives downtown - we do in some regards - don't have good info on all populations
First engagements were in office spaces - diverse engagement - Chinatown (Diverse and Demo Changes)
Understanding Diverse needs - should be a goal
Don't have the shops to support people staying downtown
Business with vacancy rates (do market studios)
Find out what people want
If you build it they will come
Magnet for children
Supporting different unit structures like lock off units for multi-generational families downtown
Looking at amenities for all ages like recreation - open space
Food! Access to affordable groceries, Farmer's markets
Q2b - WHAT ARE THE BEST WAYS THAT THIS GOAL COULD BE IMPLEMENTED?
What would it take? Who would need to be involved? How can it be done?
Response
More support for the people who live there
Needs to be more supportive for newcomers
Having community hubs
Bring the sense of celebration to the every day
Poster board for Downtown West - communication is difficult
Places for public notices, poster boards, ambassadors



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Goal 5: Support training, programs, and services in the Centre City to address the root causes of social disorder and prepare for emergencies
Q2a - IS THIS A REALISTIC GOAL? IS IT VIABLE? WHY OR WHY NOT?
Response
Lack of childcare
Lack of parks - most exist seem like pocket parks, not somewhere you go and sit for awhile
dog parks are being more utilized
Transit is great downtown
17th construction - less traffic make residents happy - shows not needed as a high-volume road - green area - business needs customers - understand street is doing well - over time construction has allowed street to be more walkable - construction may have improved function of 17th - parking remained on one side and add bike
*Truth and reconciliation team is a good educational program support
*Spread out services - vulnerable population - may be a good time to do this with vacant space - rats downtown
*More coordination of approaching vulnerable populations - price vs. services, educational programs (i.e.: park team)
Big ask, more difficult perceptions of CPS over past 10 years
Realignment of emergency investment to better address root causes
Promote agility in responsiveness
Needs to be community hubs rather than just social agencies
Excellent Goal! Attainable - trauma informed practices - award city official. Everybody of understanding - People not being treated very well
Social disorder - up our game
Youth (Icelander Model) - it takes a village
Evacuation - flood, language barriers, language diversity issues, every building needs a plan
Comm Hubs - resource for training - emergency prep - who can they turn to? Gathering space/Hub for social activities. Building trust and relationships
Formal partnerships in groups to get info out to our residents
Library meant for everyone....in theory. Good community hub? CSW at the Library
Bar social disorder - no one thinks about this
Public toilets
Offer spaces for people, improving living conditions for people to live with dignity
Educating the general public on what to do when there is social disruption
Partnering with organizations who educate people on how to make vulnerable populations feel safe and heard
Digital campaign programs to educate public such as 'let's talk' - How to respond whensomeone asks you for money - someone is being disruptive in public
Social isolation seems to be increasing in the 24-34 demographic that dominates the downtown
Q2b - WHAT ARE THE BEST WAYS THAT THIS GOAL COULD BE IMPLEMENTED?
What would it take? Who would need to be involved? How can it be done?
Response
Certain sites = indigenous gathering sites, across from City Hall by Sarcee North LRT between Bow Valley College and Old Library site
*Creating space for community and ceremony not many downtown - back to public green space ideas - need those spaces to support these activities
*Mental health is a problem in society right now - result as lack of community and connection - downtown is mostly offices and businesses right now
Amenities bring people out and increase connection
Information is more readily available now



Centre City Plan Refresh

What We Heard Report: 2019 April 10
 An Inclusive, Caring, and Safe Centre City Workshop

Should Calgary have a 4th emergency service to handle mental health issues? - DOAP team expansion
Stop sending CFD to pick up needles
Community hub for DT west to align/communicate emergency plans
Promote CEMA objectives when reviewing development proposals

Goal 6: Other
Q2a - IS THIS A REALISTIC GOAL? IS IT VIABLE? WHY OR WHY NOT?
Response
Inclusion and Social equity through mobility
Free Fare Zone - should this be rethought? Along Greenline?
Transit officers in every station while they're open
Q2b - WHAT ARE THE BEST WAYS THAT THIS GOAL COULD BE IMPLEMENTED? What would it take? Who would need to be involved? How can it be done?
Response
(None)



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

Activity 3

Goal #1	Acquire additional park space in the Centre City.	
Source	Initiative	Comments
CCP 4.3.2	CP Rail Corridor Future Vision. Plus 30 public spaces that bridge the CPR Tracks. East West connections. At-grade plazas at entrances to plus 30.	
CCP 5.1.6	Create a park/plaza within a five-minute walk for residents and employees in the Centre City. The parks/plaza shall meet the criteria set out in the Public Realm Policies and Parks criteria for the design or redevelopment of neighbourhood and urban open spaces.	
CCP 5.1 Actions	Acquire new park lands in the West Connaught, Connaught Centre, and Victoria Crossing Centre neighbourhoods to meet local open space needs. Ensure adequate functionality of the open space with an optimal size of 0.2 hectares.	already done - Enoch Park, Barb Scott Park
CCP 5.2.8	Resolve the pathway/transportation conflict points between the Louise Bridge (9 Street SW) and the new West Park (Crowchild Trail SW) by twinning the pathway system from Nat Christie Park to the Pumphouse Theatre and/or other solutions that would minimize congestion for the pedestrian along this area of the riverfront.	
CCP 7.6.3	Selection of future open space within the Centre City should give consideration to the amount of sunlight the site receives. At the time a park site is formally secured, consideration should be given to the level of sunlight protection required to serve the functions of the park.	
WWHR Quick Win Ideas	Identify indoor green spaces and whether there is a need for more.	
CCP 4.2.8 ACTIONS	Identify and acquire open space between 8 Street SW and 14 Street SW (inclusive) to meet the needs of the local population. Ensure adequate functionality of the open space with an optimal size of 0.2 hectares as well as be open to opportunities to reallocate existing under-utilized open space.	
CCP 5.1 ACTIONS	Develop a detailed action strategy that: <ul style="list-style-type: none"> • Defines/redefines the function/role of all existing Centre City parks in an effort to establish what is required in an acquisition of new open space for size and function; • Establishes the spatial distribution of parks relative to people; • Plans for a variety of open spaces with criteria that will create a sense of place to meet the needs of each neighbourhood and the Downtown; • Locates future parks such that view lines to and from the parks are reviewed to ensure vitality of the park; • Integrates with the pathway and linkage system; and • Recommends enhancement/revitalization of existing parks to better meet their role/function and create of a sense of place." 	Prince's Island Park should be priority - update Centre City Parks Enhancement Plan

CCP 5.2.2	Protect existing open space along the entire riverfront by transferring it to Parks inventory and designating it with the appropriate Land Use.	
Learnings from other municipalities	Use money from a CRL to expropriate or purchase land to create a new park. Leverage development around the park.	

Goal #2	Enhance existing parks and open spaces in Centre City	
Source	Initiative	Comments
TAC Input	Parks and open spaces should be designed or upgraded to support major festival and events. Design parks, public spaces and streetscape spaces so there is appropriate infrastructure in place for turn-key festival and event use.	More study. Not just festival and events. What are the gaps (e.g.: informal soccer) Can there be room for small scale grassroots events i.e.: small business markets. Opps to engage residents in giving them permission to animate space
DT Economic Summit	Increase the visibility of indigenous communities and heritage in the Centre City through public art, place names and urban design. Add indigenous elements to parks, open space, public realm, etc.	Project and promote ethnic minorities. Indigenous History has to be priority
TAC Input	The following is a list of amenities that could be in parks...	
TAC Input	Parks should have four-season amenities.	yes, yes, yes
WWHR Quick Win Ideas	Allow restaurants or food trucks in parks	Already in Place
CCP 4.1.9	Support opportunities in the Downtown that promote additional open space and public realm vitality such as sPARKS. See Open Space section and Appendix D: Glossary.	
CCP 4.2.1.6	Ensure the appropriate pedestrian movements are maintained and enhanced within Shaw Millennium Park. This should include consideration of a visually creative pedestrian overpass over Bow Trail to the riverfront.	
CCP 5.1.3	Ensure the future vision of Fort Calgary is integrated as a part of the open space system and special areas within the Centre City.	
CCP 5.1.13	Emphasize all Centre City parks as locations for public art.	
CCP 5.2.1	Reinforce the riverfront as a premier open space component of the Centre City.	
CCP 5.2.10	Establish opportunities for an urban edge (e.g. restaurants/coffee shops) in appropriate locations along the riverfront such as the new West Park and Elbow Riverfront Park.	
CCP 4.2.3.11	Consider the potential for sPARKS and/or a woonerf along Macleod Trail SE and 1 Street SE between Riverfront Avenue	

	and 4 Avenue SE. See Section 6: Open Space and Appendix D: Glossary.	
CCP 5.1.12	Explore opportunities for incorporating bicycle facilities in Centre City parks.	Bike Share - not explore just do
CCP 5.1.14	Establish, as a priority, the portions of the Centre City Public Art Strategy that relate to the open space, riverfront and linkages system.	
CCP 4.2.2.5	Due to the ultimate increase in residential development and population in the Eau Claire neighbourhood, a review of the need for and/or possibility of alternative sites for the heliport pad within the Centre City should be undertaken. Should the heliport be removed/relocated then the area it occupies shall become parks open space.	
TAC Input	Assess existing parks and open spaces to determine how they do or do not support major festival use.	
TAC Input	Finish 13 Ave Greenway	Complete the green belt as per Centre City Urban Design Guidelines. Current Greenway design has serious challenges/problems
TAC Input	Shaw Millennium Parks should have a master plan completed. Venue Optimization Project.	
TAC Input	Sien Lok Park upgrade.	Everything in Downtown area should be redone. To encourage more people to use this park
Strategic Foresight	Revitalize/redesign/rebrand Eau Claire as a destination. OR the Riverfront as a destination.	
WWHR Quick Win Ideas	Install some outdoor park workout/exercise equipment.	
WWHR Quick Win Ideas	Review the allowance of drinking alcohol in public parks.	Make it happen. The prohibition era ended almost 100 years ago. In progress (at picnic sites). We are doing it anyways
WWHR Quick Win Ideas	Build another dog park.	
WWHR Quick Win Ideas	Prepare a plan for public restrooms in the Centre City	Not enough public washrooms. I agree
WWHR Quick Win Ideas	Activate Tompson's Family Park	Re-do - 'overdone'
WWHR Quick Win Ideas	Identify locations for community gardens and build more	Inviting to the public, encourage engagement. Very



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

		desired and need amenity.
WWHR Quick Win Ideas	Winter events programming. Incentives for Winter events or subsidize Winter events.	Need a four-season strategy for all parks
WWHR Quick Win Ideas	Identify locations for playing soccer in the Centre City. Not necessary soccer - just large open space multi use (see above)*	tie in with other uses. Interest for CPL to explore more uses at Memorial (+ drinking) "HUG" - shift "Pilot"
WWHR Quick Win Ideas	Spray parks in the Centre City need bathrooms with change tables.	Bathrooms at high visibility areas with max benefit (e.g. LRT Stations)
WWHR Quick Win Ideas	Devonian Gardens needs longer operating hours.	
WWHR Quick Win Ideas	Riverwalk paths should have good lighting. There are some locations that are dark.	Capital/Cost - 5A Network in Pathway & Bikeway Plan
CCP 5.1.10	Preserve sunlight access for all existing and new open spaces as per the Sunlight Preservation section.	
CCP 5.2.13.	Preserve all pedestrian views and connections directly to the Bow and Elbow Rivers.	
Internal Stakeholder Review	Finish redesign of Humpy Hollow Park	
CCP 4.2.2.7	Reinforce all pedestrian and bicycle-oriented, physical and visual connections to the riverfront and across to Prince's Island Park and the Bow River as well as improve key bicycle routes through this neighbourhood. See Concept 23: Bicycle Network.	McHugh House permanent location. Echo Square to make this park as a heritage park
Internal Stakeholder Review. Proposed new policy for CCP.	Design block layouts, buildings and open space with generous space standards and carefully planned spatial arrangement that can allow for adaptation with relative ease to suit the needs of different users over the years.	Interconnectivity between various open spaces
Internal Stakeholder Review. Proposed new policy for CCP.	Protect and enhance urban forestry and the natural habitat by conserving and enhancing riparian areas, retaining natural vegetation and features, habitats and wildlife, as well as connecting green space and corridors to form a green urban network in the Centre City	More flowers in parks
Internal Stakeholder Review. Proposed new policy for CCP.	Mix native and ornamental plants to enhance diversity. Use native and drought-resistant plant species that are tolerant of urban pollution and conditions in new developments.	Edible Plants? I.e.: berries

Internal Stakeholder Review. Proposed new policy for CCP.	Design project landscaping to increase the interconnected corridors of urban forest and natural habitat as well as all riparian areas and open space at the Centre City.	
Internal Stakeholder Review. Proposed new policy for CCP.	Create community gardens at grade in sunny, non-windy locations, or on podiums or roofs, particularly in residential development, for economic and social benefits. Include pedestrian lighting and sitting areas to enhance such community gardens as additional amenity space. Consider using these community gardens as gateway features for different neighbourhoods.	Yes!
Internal Stakeholder Review. Proposed new policy for CCP.	Protect, restore and enhance all riparian areas in any development at and/or in the vicinity of riparian corridors within the Centre City. &increase recreation operations where appropriate (e.g. River access)	It is important to protect it (flood, natural area, etc.)

Goal #3	Enhance public realm linking parks and open spaces	
Source	Initiative	Comments
Proposed new policy for CCP by TAC	Use drought tolerant and hardy plants for landscaping.	Sustainability. Anything climate change related should be priority. More flowers in Parks!
CCP 5.1.2	Create a comprehensive and connected open space system that links parks/plazas, the riverfront, and special areas.	
CCP 5.1.5	Create an open space/linkage loop through and around the Centre City via the riverfront, 13 Avenue S and the CPR Special Area. Include opportunities to celebrate the historical significance that is found along 13 Avenue S and the role of the CPR to the City of Calgary.	Longer term. But should be included maybe, as feasibility study
CCP 5.2.3	Reinforce strong pedestrian connections to the riverfront to meet open space needs for the residential/mixed-use neighbourhoods in the following manner: <ul style="list-style-type: none"> • Establish a 12/13 Avenue S Greenway connection to the Bow and Elbow Rivers by connecting the new West Park and Elbow Riverfront Park; and • Reinforce the importance of the north/south pedestrian-enhanced connections to the riverfront. 	
CCP 5.2.11	Create special places along the riverfront that connect with the north/south street intersections (e.g. public art, activity/interpretive opportunities such as where 6 and 8 Street SW connects to the river pathway system).	Quick win (I think)
Strategic Foresight	Identify existing and future destinations and improve connections between them. Destinations could be outside of the Centre City.	
Strategic Foresight	Stephen Avenue upgrade	Needs to better balance hard and soft scope over



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

		Attract tourism. More activation spaces needed.
TAC Input	Increase the amount of permeable surfaces throughout the Centre City.	Artificial turf at SHAW Millennial Park
Internal Stakeholder Review. Proposed new policy for CCP.	An integrated design approach should be engaged to resolve and accommodate multiple building and/or development objectives through green infrastructure and sustainable measures in all development.	
Internal Stakeholder Review. Proposed new policy for CCP.	Enhance storm-water management by employing a sustainable form of urban drainage system for all development within the Centre City	
Internal Stakeholder Review. Proposed new policy for CCP.	Harvest rainwater and reuse storm-water in buildings, open space, parks and other landscaped areas for non-potable water consumption and irrigation purposes. See applicable licensing requirements and policies of Alberta Environmental and Sustainable Resources Development (AESRD) for accepted practices of rainwater and storm water re-use.	
Internal Stakeholder Review. Proposed new policy for CCP.	Maximize tree canopy in all new developments using street trees, tree groves or clusters at open space areas, amenity space and along streets to reduce urban heat island effects and CO2 emissions.	
Seattle Downtown Plan	Enhance connections to rivers.	Think about and/or destinations around rivers. Wayfinding for parks and open spaces, include distance and estimated time to wade

Goal #4	Enhance interface between parks and other uses.	
Source	Initiative	Comments
CCP 5.2.14	Implement the new Eau Claire Plaza Design Concept and its interface with Prince's Island Park.	Princess Island stage area redevelopment should be priority. Do not wait for the Eau Claire Market land to be developed. Eau Claire Plaza needs a face lift badly. Keep area vibrant. Think about festival and events requirements.
CCP 5.2 ACTION S	Prepare Urban Design and Environmental Guidelines for future urban edges along the Bow and Elbow riverfronts.	Yes we need that pressure to preserve the riparian/riverfront open space and balance



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

		development near riverfront.
WWHR Quick Win Ideas	Guidelines for interface with Plus 15 system. Could green spaces be incorporated into the Plus 15 systems?	Good opportunity to introduce 'greenhouse' within +15. Indoor and outdoor spaces
	Other	Encourage more active edges whether public or private. Activate building edges at corporate pocket parks. Encourage active edges at strategic interfaces along riverfront

Goal #5	Leverage public and publicly accessible private open space to meet Parks needs	
Source	Initiative	Comments
CCP 5.1.9	5.1.9. Establish and develop sPARKS as flexible and eco-friendly places/connections that complement neighbourhood centre activities and create places for localized civic celebrations and events. sPARKS shall: <ul style="list-style-type: none"> • Be located on north-south oriented streets that have low traffic volumes (e.g. less than 5,000 vehicles per day); • Be located in areas that already have active land uses at-grade or have the potential for redevelopment or significant improvement of existing building edges; • Accommodate slow-moving vehicular traffic and on-street parking in the winter and various active/passive pedestrian activities in the summer; • Ensure through-cycling; • Consider distinctive eco-paving (e.g. full or partial water retention or permeability), textures and colour treatments; • Provide distinctive, movable and multipurpose street furniture to accommodate various pedestrian activities; and • Provide special lighting, water, landscaping or public art features. 	Complete study of needs/preferences/priorities for spaces (public & private) Focus on who is not just everyone.
CCP 5.1.11	Plan for land uses that are supportive and enhance the vitality of both existing and new open spaces.	Include adjacent parcels. Complete analysis to access demand/needs. Reform land uses and preview to ensure more functional and active open spaces. Those spaces are ornamental and properly used.
TAC Input	Program events in s-parks	
CCP 5.2.13	Preserve all pedestrian views and connections directly to the Bow and Elbow Rivers.	
Learnings from other	Toronto has formalized a program for design, identification, mapping and signage related to privately owned publicly-accessible spaces (POPS). This program	Low cost. No one knows/understands where



Centre City Plan Refresh

What We Heard Report: 2019 April 10
An Inclusive, Caring, and Safe Centre City Workshop

municipalities	raises the profile of publicly accessible spaces in the City through formal City GIS mapping and a single brand, complete with signage.	SPARKS are, why they'd want to go
	Vendor Program	

Goal #6	Better collaboration across departments to leverage work regarding recreation, flood resilience, urban design and planning	
Source	Initiative	Comments
CCP 5.2.15	Implement the Utilities & Environment Protection Public Art Master Plan along the riverfront.	Moving forward this should be the model for park development
TAC Input	Where TOD projects are underway, identify specific areas in the Centre City where public-private partnerships may happen in short-term (tactical urbanism, sPARKs, etc.)	
Strategic Foresight	Integrate stormwater management into design and transportation projects and ensure proper maintenance.	
Downtown Economic Summit Actions	Support alternative cultural groups and venues in the Centre City by providing administrative and financial support, brokering access to facilities and spaces, ensuring flexible and supportive land use and design policies, and providing access to City-owned buildings.	
Internal Stakeholder Review. Proposed new policy for CCP.	Collaborate with Water Resources and Parks at The City of Calgary at the onset of all development projects to: <ul style="list-style-type: none"> • develop an integrated and adaptive water management approach to protect and manage riparian areas; and • confirm on requirements and targets of The City of Calgary Riparian Strategy that may impact development projects. 	



Centre City Plan Refresh

What We Heard Report: 2019 April 10
 An Inclusive, Caring, and Safe Centre City Workshop

Activity 4

Short-, Medium-, and Long-Term Priorities Discussion

Short term (~4 years)
Comments
Supported Housing (all 3)
Inclusionary zoning
Using public land
Trauma - informed practice training for front line staff
Provide substances at consumption site
Focus on high crime areas
Peace Officers & Alpha House on LRT
Prepare for vehicle attacks
Safe mobility
"Just say Hi!"
Leverage partnership with Stampede
Support Indigenous Gathering Space
Loitering/Jaywalking tickets near Schumir stop
Campaign: Who to call info
Coordinate social/health service messaging
Medium term (5-10 years)
Comments
Coordinate with AHS for community-oriented services
More street connections
More inclusive public spaces - open and welcoming - diverse residents, seasons, etc.
Mixed income housing mandate
Community gathering spaces
More social response rather than CPS
Long term (10 years)
Comments
Move CP Rail
Partner with developers to provide new rec/comm facilities in Centre City
Promote broader acceptance