Project Overview

The City of Calgary is undertaking a project to update the 1984 Plus 15 Policy. The Plus 15 Network is an integral piece of the transportation network downtown promoting the efficient movement workers and goods. Currently new Plus 15 connections are being built in an ad hoc manner. The network is also cited to have inconsistent hours of operation, way-finding challenges, and varying levels of security throughout the network.

Updating this policy will allow The City to work with downtown stakeholders to help improve the network, its security, and overall experiences for all users. The updated Policy is expected to be presented to Council in the third quarter of 2019.

Engagement Overview

Public participation is an important component of the Plus 15 Policy Update. The findings from engagement will drive decisions to develop a Plus 15 Policy and supporting plans that is informed by the desires and priorities of the public.

Summary Phase One Engagement

Engagement with key stakeholder groups began in late November 2017. This included an *update lunch and learn* presentation to business owners, and an online survey sent to building owners regarding safety and security. In February of 2018, the project team held a workshop with building security professionals regarding Plus 15 safety and security. On March 20, 2018, the project team held a Plus 15 program visioning session with key stakeholders to establish a mission and vision for the Plus 15 Policy.

A public survey regarding the Plus 15 Network Study was hosted online from March 15 to April 5, 2018. It received 2,329 individual responses. The survey was promoted online, through social media, and through pop-ups in the Plus 15 network on March 21, 2018. Questions focused on how the bridges are currently used, what services or improvements might encourage people to use them more often, and how they could be improved overall.

The survey gave insight into when and why people use the Plus 15 Network, what they enjoy about the network, as well as what aspects need improvement. It also asked questions around wayfinding, amenity space, and what types of activities people would like to see in the network in the future.

Overall, the survey shows that weather plays a significant factor in how often people choose to utilize the Plus 15 system. For example, there was about twice the amount of responses for using the network more than 10 times per week in poor weather versus in good weather. Survey respondents also noted that they are much less likely to use Plus 15s during evenings and weekends, and that inconsistent hours of operation are a barrier to use of the network, that naturally diminishes access to and utilization during evenings and weekends.

Phase Two Engagement

In Person Engagement

The Plus 15 Policy Review team met with key stakeholder groups in fall 2018 and winter 2019 to discuss specific topics and issues. These groups included:

- Building owners, managers, and developers; and
- Special interest groups, including building security professionals, Conventions Calgary, Hotels Calgary, Tourism Calgary, Tourism Alberta, Arts Commons, Calgary Downtown Association, organizations working with vulnerable population groups (Calgary homeless foundation, Alpha house), Community Associations (Eau Claire, Downtown West Chamber of Commerce, BILD, NAIOP, BOMA, and CMLC.

 The following were also present at the Engagement sessions:

- Bow Valley College
- Oxford Properties
- Trinity Place Foundation
- Stikemam Elliot
- GWL Realty Advisors
- Brookfield
- Morguard
- Quadreal
- IBI Group
- Fairmont Hotels
- Maple Leaf Property Managemet
- CTCC
- Colliers
- Marriot Downtown
- Calgary Telus Convention Centre
- Aspen Properties
- Century West Management
- H & R Reit

Topics for key stakeholder engagement included:

- Plus 15 Network Plan, including the network boundary, missing links, placemaking, wayfinding;
- Safety and Security Plan, including a Safety & Security Committee, hours of operation, enforcement, security infrastructure and resources; and
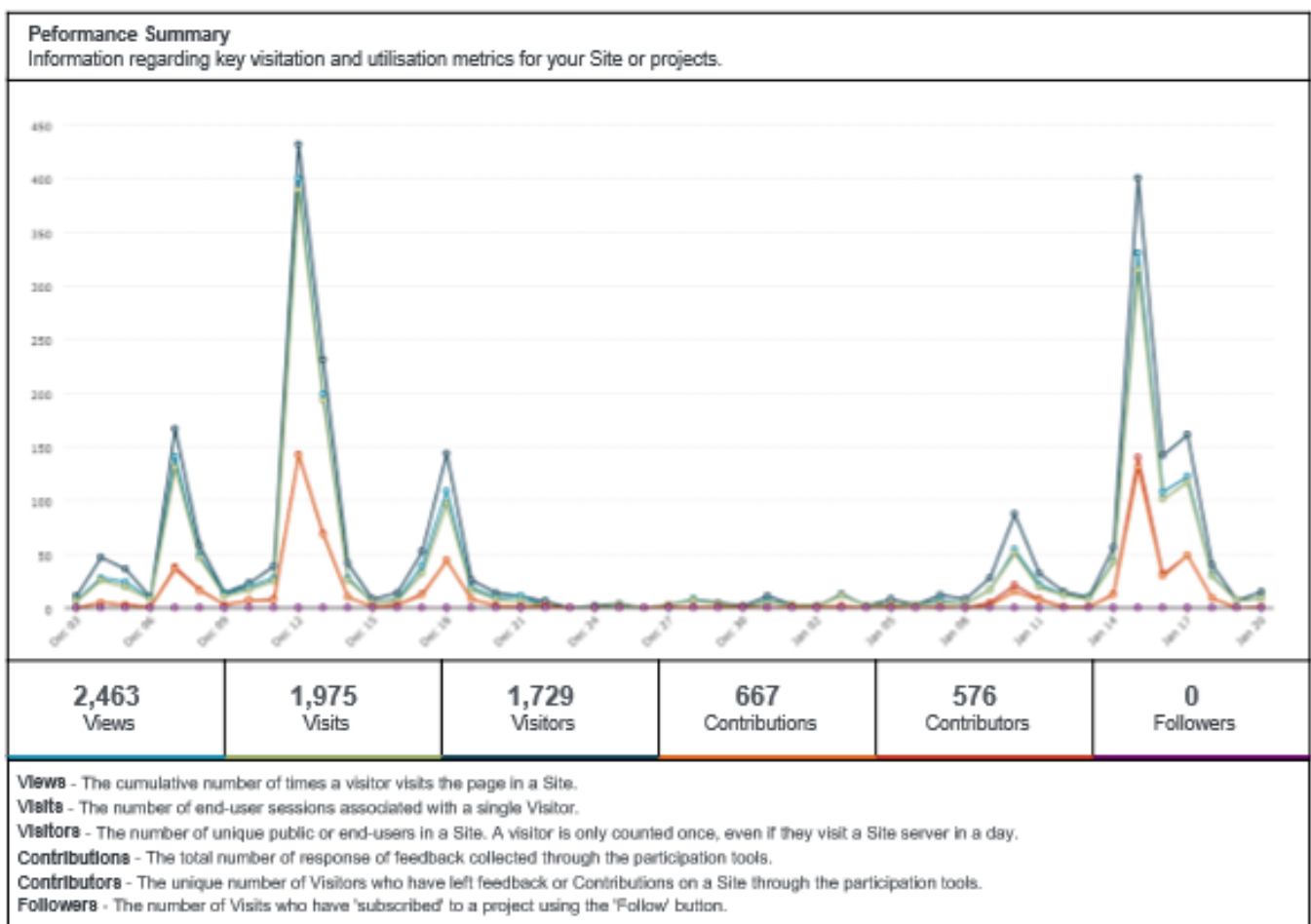- Funding Strategy.

Online Engagement

An online survey was made available from December 3, 2018 – January 18, 2019 on the Engage website. We had 667 unique visitors to the webpage and received 665 completed surveys. The survey was promoted online, through social media, and through pop-ups at City Hall on January 9, in the Plus 15 network on January 10, 2019 and January 16, 2019. The objective of this survey was to gather information on the potential development of a Plus 15 application (app).

Peformance Summary
Information regarding key visitation and utilisation metrics for your Site or projects.

2,463 Views	1,975 Visits	1,729 Visitors	667 Contributions	576 Contributors	0 Followers

Views - The cumulative number of times a visitor visits the page in a Site.
Visits - The number of end-user sessions associated with a single Visitor.
Visitors - The number of unique public or end-users in a Site. A visitor is only counted once, even if they visit a Site server in a day.
Contributions - The total number of response of feedback collected through the participation tools.
Contributors - The unique number of Visitors who have left feedback or Contributions on a Site through the participation tools.
Followers - The number of Visits who have 'subscribed' to a project using the 'Follow' button.

What We Asked

On Line Engagement

The Project Team asked the following questions to gather information surrounding the development of an app. The online survey ran from December 3, 2018 – January 20, 2019 on the

1) What amenities are most desirable for you to reach by Plus 15 Bridge? (select your top two choices)
2) In order of importance, what are the five main criteria that are important to you in determining when a new Plus 15 bridge link should be built?
3) Would you prefer having a wayfinding app for the Plus 15 network instead of the existing signs with static maps?
4) If a wayfinding app were to be developed, what components/elements would you like it to include? (select your top 5 in order of importance)
5) If a wayfinding app were to be developed, are there any other components/elements would you like it to include?

In Person Engagement

On December 11, 2018, we held a workshop with stakeholders (Safety and Security) with the objective of prioritizing goals for the overall *Safety Security Plan*. We presented stakeholders with the following table and asked to look at the adoption horizon as well as the goals and determine their importance and feasibility of timeline.

Goals	Security Infrastructure	Enforcement	Monitoring	Hours of Operation	Committee	Resources	Placemaking	Design
Short term (0-4 years)	- Help phones - Signage - Standards across the Network - +15 loitering signage	- Clarify roles and responsibilities - Define jurisdiction	- Core Com - Daytime resources	- Pilot hours - Weekend and Statutory holidays - Buildings at end of network	- Terms of reference - Formation of committee	- DI Training - DOAP team - Continuous CPS and Building Security meet-ups	- Criteria of accepted activities - Busking clarification - Regulation guidelines - Pilot	- CPTED principles for existing and future Plus 15s
Mid term (5-10 years)	- Infrastructure along easements (to prevent access to tenant space during off-peak hours) - Mass notification (speakers, audio, screens) - Integration with other systems	- Established above and continued sustainment	- Dedicated resources - Analytics	- Established above and continued sustainment	- Established above and continued sustainment	- Established above and continued sustainment	- Established above and continued sustainment	- Minimum standards
Long term (10+ years)	- Central control		- Plus 15 patrols					

On January 22, 2019, a workshop was held with stakeholders (CA's, BILD, NAIOP) where the following questions were discussed:

Q1: As part of the Plus15 Policy update, Administration is recommending Council expand the purpose of the existing Plus 15 Fund to include emergency maintenance (repairs) of existing Plus 15 bridges. Do you support this recommendation? Why or why not?

Objective: to determine support for expanding the Plus 15 Fund to include *Emergency Maintenance.*

Q2A: Please rank in order of importance your priorities for use of the Plus15 Fund. *Objective*: to gather feedback and establish what is most important to stake holders

- Missing Plus 15 identified by Plus 15 Network – cost sharing;

- Improvements Way-finding

- Improvements Security

- Place-making activities

- Lifecycle replacement of existing Plus 15 bridge

- Routine Condition assessments

- Emergency maintenance of existing Plus 15 bridges

Q2B: Is there anything else you would like to add?

Objective: to address any issues that may have omitted from the above question.

Q3A: Do you support the revised calculation for value 'C'? Why or why not?

Objective: to determine support for the revised calculation.

Q3B-C were based on finances and policy based procedures, therefore requiring factual responses, removing them from the engagement process. These questions were taken back to the office for further clarification.

Q4: What/Are there other funding sources we could explore for the Plus 15 network?

Objective: to create a listing for Plus 15 funding sources.

Q5A: As the Plus15 system is a collaboration between the City and Industry, is there value in holding regular meetings with the City to discuss Plus 15 matters (including providing feedback to the City on use of the Plus 15 Fund) going forward? Why or why not?

Objective: to decide whether or not to hold regular meeting with the City

Q5B: Are there any other Plus 15 matters that you would like us to consider that have not been previously discussed? *Objective:* to add to list of action items/meeting themes. What We Heard

On Line Engagement

All of the feedback has been reviewed and a summary of input compiled to reflect the responses. These responses were then used to create high level themes.

Emergent themes from the comments were as follows:

- Citizens wanted easier routing options, better signage and barrier free accessibility in the Plus 15 Network
- Any app developed should be user friendly, multifunctional, high quality and data free
- Additional items for the app included but not limited to: points of interest, retail, food services and washrooms

For a detailed summary of the input that was provided, please see the Summary of Input section below.

For a verbatim listing of all the input that was provided, please see the Verbatim Comments section below

In Person Engagement

A workshop was held on December 11 with *Safety and Security* stakeholders at the Calgary Public Library with the objective of prioritizing goals for the overall Safety Security Plan. We had 25 people attend this session.

- For a detailed summary of the input that was provided, please see the Summary of Input section below.
- For a verbatim listing of all the input that was provided, please see the Verbatim Comments section below

A workshop was held on January 22 with *Building Owners / Managers* at the Power Reception Hall in the Municipal Building, with the objective of prioritizing goals for the overall Safety Security Plan. Eleven people attended this session.

The group was evenly divided on whether or not the existing Plus 15 fund should include emergency maintenance of existing Plus 15 Bridges. Some felt that if the existing fund was available for this purpose, it could lead to lack of maintenance on behalf of the building owners while others felt owners could use this support. Use of the funds for this purpose should not super cede previous projects already in progress. A better definition of emergency maintenance was also recommended.

- For a detailed summary of the input that was provided, please see the Summary of Input section below.
- For a verbatim listing of all the input that was provided, please see the Verbatim Comments section below.

Next Steps

The Project Team held an information session on February 25, 2019 (Safety & Security) to present the draft of the Plus 15 Network Policy Update. The Plus 15 Network Policy Update will be brought to council in Spring 2019.

Summary of Input

Online Engagement

The Project Team asked the following questions online to gather information surrounding the development of an app. The online survey ran from December 3, 2018 – January 20, 2019 on the Engage portal page (https://engage.calgary.ca/Plus15)

Question 1: What amenities are most desirable for you to reach by Plus 15 Bridge? (Select your top two choices)
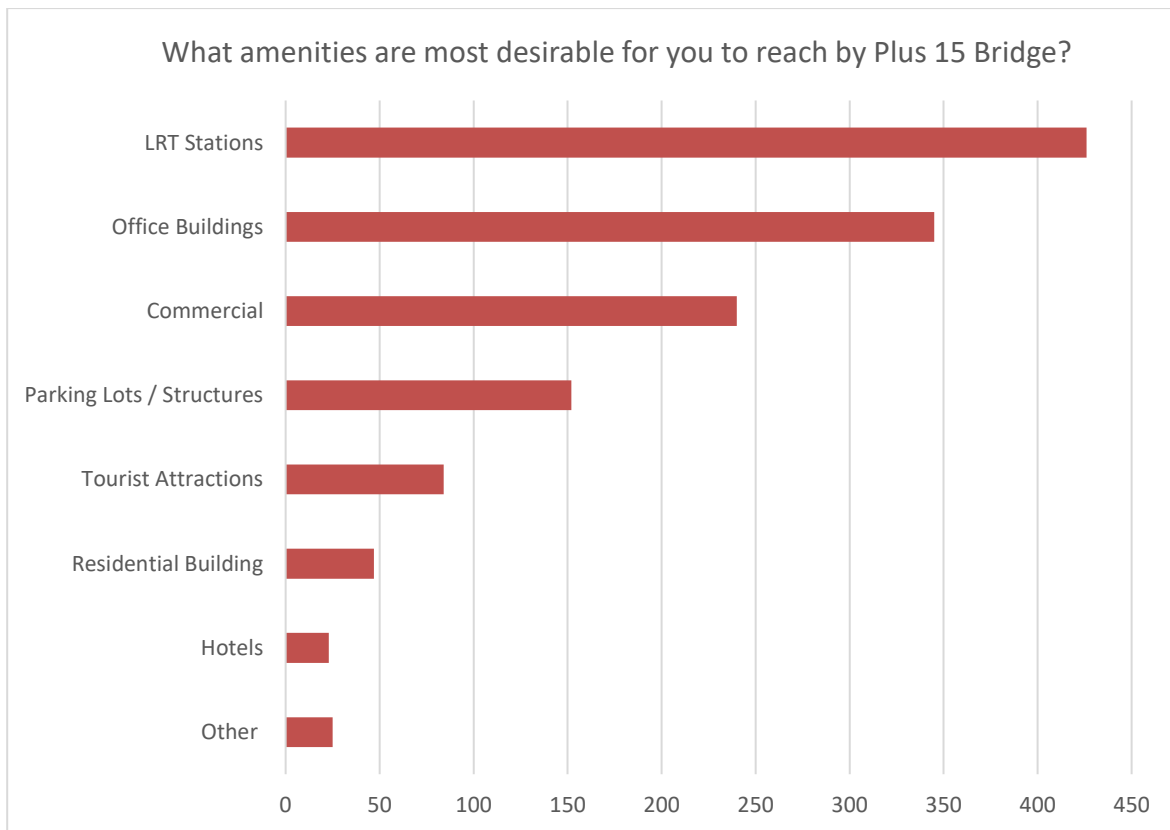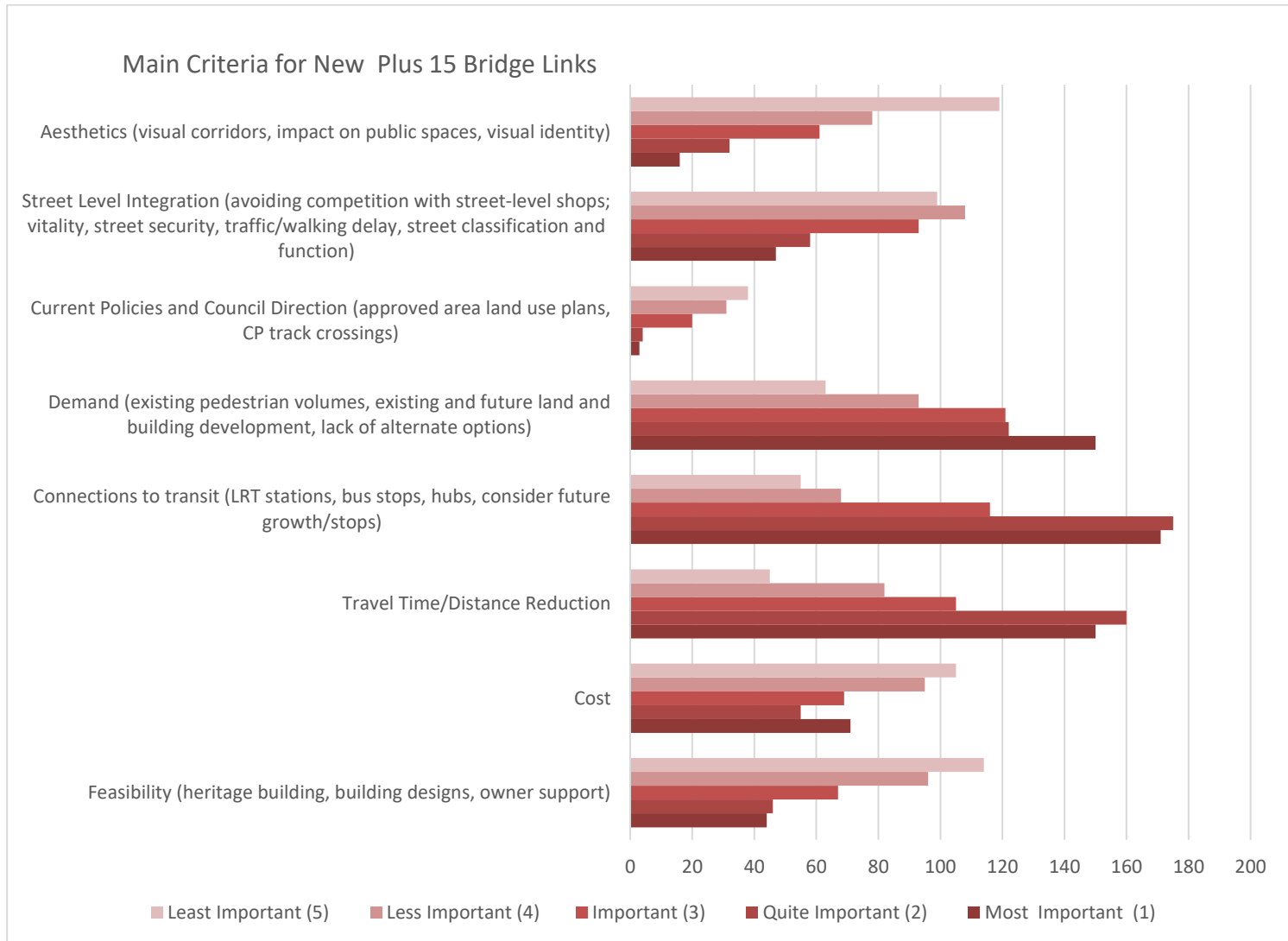

Other amenities included access to the new library, bus stops, food establishments, retail, an indoor playground, and extending the network boundaries to include locations south of the CPR tracks as well as indoor track to the University of Calgary. For a verbatim listing of all the input that was provided, please see the Verbatim Comments section below.

Question 2: In order of importance, what are the five main criteria that are important to you in determining when a new Plus 15 Bridge link should be built?

Main Criteria for New Plus 15 Bridge Links

Legend:
- Least Important (5)
- Less Important (4)
- Important (3)
- Quite Important (2)
- Most Important (1)

Categories:
- Aesthetics (visual corridors, impact on public spaces, visual identity)
- Street Level Integration (avoiding competition with street-level shops; vitality, street security, traffic/walking delay, street classification and function)
- Current Policies and Council Direction (approved area land use plans, CP track crossings)
- Demand (existing pedestrian volumes, existing and future land and building development, lack of alternate options)
- Connections to transit (LRT stations, bus stops, hubs, consider future growth/stops)
- Travel Time/Distance Reduction
- Cost
- Feasibility (heritage building, building designs, owner support)

There were no verbatim responses allowed for with this question.

Question 3: Would you prefer having a wayfinding app for the Plus 15 network instead of the existing signs with static maps?

Would you prefer having a wayfinding app for the Plus 15 network instead of the existing signs with static maps?

148

420

■ Yes ■ No
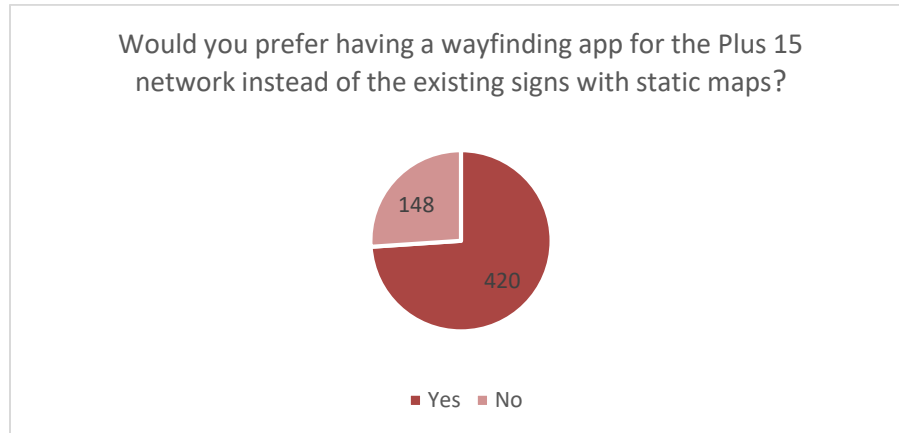
Many respondents answered that there should be both an app and static signage regarding the Plus 15 network.

> *I think both are warranted, since tourists will benefit from the signs/static maps, as will casual users of the system.*

> *I would like both an app but the signs are also great for those who might not be aware of the app or would not like an app. Many times I have seen it shows the sign that there is +15 but once you get in the building there are no signs indicating what stairs or elevator number you can press and how to go around to see the +15.*

> *A combination of both would be ideal.*

Others felt that instead of creating a brand new application, it could be achieved using a current mapping applications such as Google Maps.

> *Google Maps integration would be preferred to a stand-alone map.*

> *Incorporate in Google maps.*

Concerns about the sole use of an application centered around ease of use, wi-fi and data usage, and accessibility.
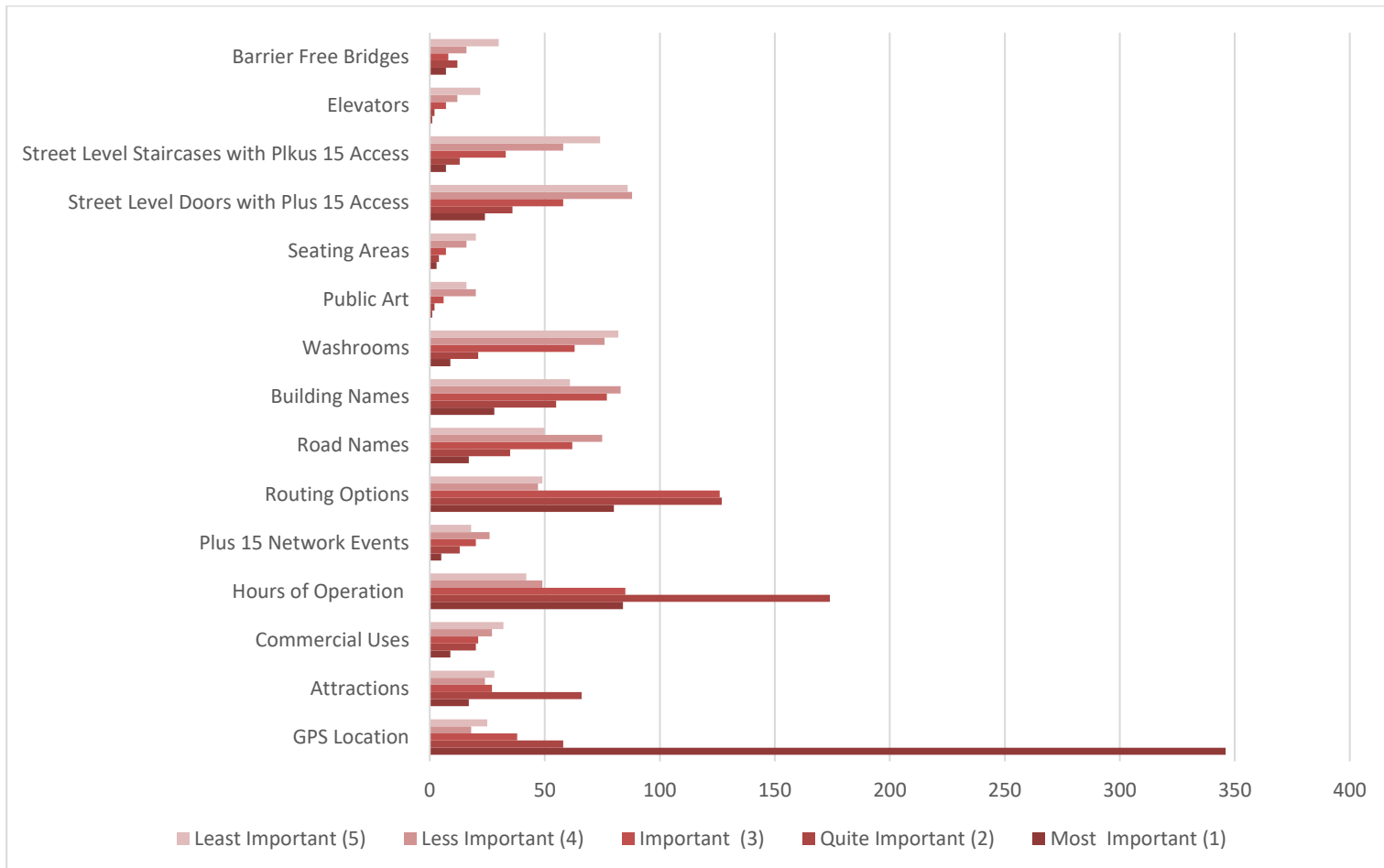
> *Both - the app is useful if you are able to get on it when you need it. Someone who doesn't use the +15 regularly wouldn't have it and may not have data to get it.*

> *Both. Not everyone has access to a smart phone*

(For a verbatim listing of all the input that was provided, please see the Verbatim Comments section.)

Question 4: If a wayfinding app were to be developed, what components/elements would you like it to include? (Select your top 5 in order of importance)

Horizontal bar chart showing responses for components/elements (Barrier Free Bridges, Elevators, Street Level Staircases with Plkus 15 Access, Street Level Doors with Plus 15 Access, Seating Areas, Public Art, Washrooms, Building Names, Road Names, Routing Options, Plus 15 Network Events, Hours of Operation, Commercial Uses, Attractions, GPS Location) rated from Least Important (5), Less Important (4), Important (3), Quite Important (2), Most Important (1). X-axis scale 0 to 400.

There were no verbatim responses allowed for with this question.

Question 5: If a wayfinding app were to be developed, are there any other components/elements would you like it to include?

App Development
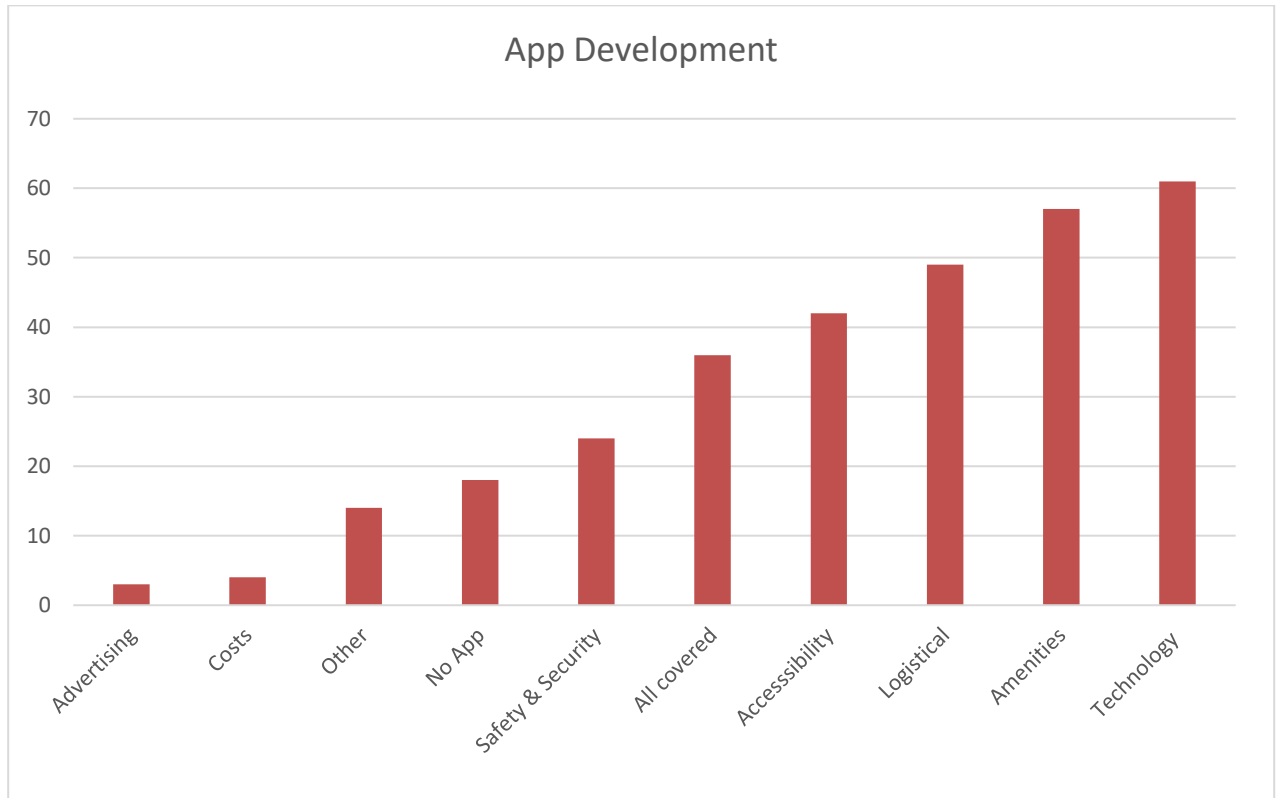
Response analysis resulted in the following top themes and subthemes.

Theme	Subtheme	
Technology	Existing applications	Respondents suggested using Google Maps, Pin Drops and GPS.
	User Friendly	Respondents want the app to be easy to use and of high quality.
	Data Free/ Wi fi	There were concerns about access to wifi or not wanting to have to use data to access the information.
Amenities	Business/Building/Destinations	Recommendations for names of buildings, businesses, to be included and be searchable.
	Things to Do/Points of interest	Respondents wanted events, photo opportunities, public art to be available on the app as well as washrooms and seating areas.

Logistical	Routing Options (with comparable times)	Respondents want different routing options with times for each route as well as street level comparisons.
	Integration with Calgary Transit etc. applications	Any app should be linked to other City Apps like Calgary Transit bus schedules, Calgary Public Library, etc…
Accessibility	Static signage / brochures	Respondents wanted static signage and brochures for tourists, people who do not have smart phones, or the data to support the use of the application.
	General Access	Access also accounted for hours of operation, closed bridges, and connections.
	Barrier Free Accessibility (physically, linguistically, and virtually)	Comments supported signage and apps be in different languages, audio directions, and easy to see.
Safety & Security		Respondents want to be able to report security concerns, maintenance needs, and call for help.

(For a verbatim listing of all the input that was provided, please see the Verbatim Comments section.)

In Person Engagement

Below is a summary of responses received for the December 11, 2019 workshop.

A consensus of priorities for the Safety and Security plan was achieved amongst 25 stakeholders divided into five groups. They are as follows:

1. Committee
2. Hours of Operation
3. (A) Enforcement
   (B) Infrastructure
4. Resources
5. Design

Stakeholder moved some of short term/midterm/long term goals but no consensus was achieved for adoption horizons or the time line.

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Below is a summary of responses received for the January 22, 2019 workshop.

Q1: As part of the Plus15 Policy update, Administration is recommending Council expand the purpose of the existing Plus 15 Fund to include emergency maintenance (repairs) of existing Plus 15 bridges.

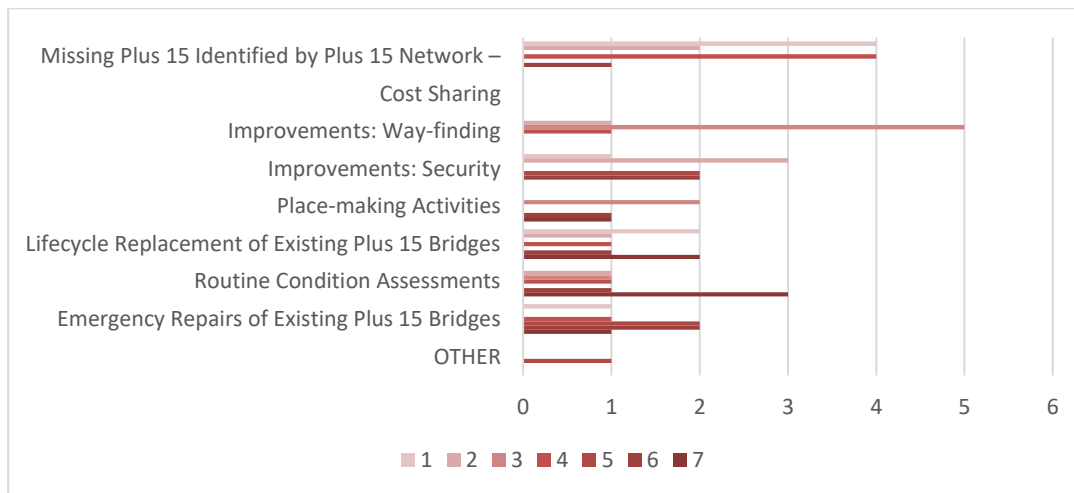**Do you support this recommendation? Why or why not?**

Support	Do not support
Public safety is of utmost importance.	*It may lead to a lack of day to day maintenance.*
The +15 needs to be protected proactively.	*The fund is not a reliable source.*

Q2A: Please rank in order of importance your priorities for use of the Plus15 Fund. Q2B: Is there anything else you would like to add?

NB: The 'other' comment pertained to the provision of accessibility signage for the Plus 15 network.

Q3A: Do you support the revised calculation for value 'C'? Why or why not?

Support	Do not support
[...] *it is less expensive under the new, simplified formula* [...]	*It does not into account density.*
	Concerns about defining market values
	Concerns about defining value 'C'

Q4: What/Are there other funding sources we could explore for the Plus 15 network?
- Kiosks   - Events   - Charge space users   - Addition of vendors or increase in commercial space   - Private closures   - User fees   - Advertisements   - Exploration through established areas growth and change strategy

5A: As the Plus15 system is a collaboration between the City and Industry, is there value in holding regular meetings with the City to discuss Plus 15 matters (including providing feedback to the City on use of the Plus 15 Fund) going forward? Why or why not?
All stakeholders supported the recommendation of regular meetings with the city but would still like to have smaller focussed meetings. They also suggested alternate means of communications such as newsletters, email lists, etc... All felt that ongoing communication was imperative.

Q5B: Are there any other Plus 15 matters that you would like us to consider that have not been previously discussed?
Stakeholders would like to see a holistic review of other initiatives, a review of the Plus 15 program (to see what's working and what's not, and interim solutions due to the economic downturn.

Verbatim Comments

Online Engagement

The following is a record of the feedback received through online engagement that ran from December 3, 2018 – January 18. (Note: only questions 1, 3, and 5 allowed for verbatim responses) Verbatim comments presented here include all that were provided. Personally identifying information, as well as any portions of comments not in compliance with the City's Respectful Workplace policy are removed from participant submissions; otherwise, comments here are completely un-edited.

Question 1: What amenities are most desirable for you to reach by Plus 15 bridge? (select your top two choices) ('Other' comments included below)
Bow River pathway
Malls/indoor spaces like venues, theatres, lrt to bus connections, indoor food courts
Food
Coffee shops or food courts
None, I prefer to be outside to get to my destinations.
More connection south of the CPR tracks
Bus Stops
Commercial that's specifically food, in regard to lunch workers
Food courts
Restaurants
Bus Stops (i.e. BRT's and Express routes on Centre St @ Dragon City Mall
Food courts/restaurants
Plus 15 not frequently used or considered as a necessary investment.
Retail
Food
Library
park, river, access to the new library would be nice(instead of having to cross the tracks every time)
This may be difficult to achieve, but having an indoor path to the University of Calgary (much like those at ACAD/SAIT) would be amazing
Shopping
indoor playground
Restaurants
Food courts
Restaurants
Mall
walking in the winter

Question 3: Would you prefer having a wayfinding app for the Plus 15 network instead of the existing signs with static maps?

Both are useful but the existing signs must be more visible and placed before and throughout +15.
both sound useful but having the Plus 15 on Google Maps would be best for my use.
Both
Both would be nice
Both would be good
I think both are warranted, since tourists will benefit from the signs/static maps, as will casual users of the system
Both
Both - the app is useful if you are able to get on it when you need it. Someone who doesn't use the +15 regularly wouldn't have it and may not have data to get it. Obviously signs are still important. But i prefer street access vs commercial building access
I would like to have both
Having both as an option would be great.
both
Both
Why not both?
Both. Side not everyone can afford a phone
Integrate with Google maps
Both
A combination of both would be ideal.
Audio map
Both.
Maybe, depends on the simplicity of the app.
Incorporate it into google maps like shopping malls do
Both
Yes to an app, but not INSTEAD of signage, need both.
Maps should be interactive, like a mall when you select a destination the display shows you how to get there.
why can't we have both
Both out people visiting from out of town should be able to see a map
I don't personally use apps a lot, but think it would be a wonderful feature for other people. I would like to see both a wayfinding app and better signage on site.
Both. Not everyone has access to a smart phone
Both

Why not both?
...in addition to...
No preference
Both needed
Why not both?
Incorporate in Google maps.
both. not everyone is privilaged enough to have smart phones and/or data to use apps eficiently
Would prefer both. Not everyone has access to a smartphone/app (seniors, students, visitors).
Both
both
Both if possible otherwise prefer the App as it would allow people to find the proper routes which you can't do as easily with static maps
BOTH are necessary. Infrequent users and non-technophobs prefer maps. Meanwhile Technophobs are lost without a phone attached to their arm.
I would suggest both. Not all will have the App, especially those that are visiting and you may wish to include on the signs how to download the app?
Sorry, I hit enter last time and it submitted my response without finishing this. So both because you have visiters and not all with have the app loaded. You may wish to add how to download the app on the signs?
I think it's good to have both. Visitor's to the City might not know there's an app. Or the map could direct them to the app for more information
I would have both a wayfinding app and a map.
both would be good
Having both??
Having both as there are connectivy issues both wifi and celluar at some points
No App, just add more signs
The app may be handy before i depart but the existing signs are more useful when I am on route. working with existing map tools (google, iphone,)
Both with way finding
can this be intergrated into Google maps?
would like to have both
Both are needed. Not everyone has a phone with them...or a phone that is at full charge.
Google Maps integration would be preferred to a stand-alone map.
Both would be useful, but I think existing sings/maps are easier to use ad hoc as people are moving through the system

static signage isn't good design (not accessible,etc), there's a whole host of better options like floor level graphics
Both would be good
Both
Both!
Integration with Google maps
There already is a wayfinding app called +15 but it would be nice to know which shops and restaurants are on the +15 level.
The signs work well and an app will be useful in addition to the signs
Why not both. Not every makes use of apps on their cell phones.
I would like both an app but the signs are also great for those who might not be aware of the app or would not like an app. Many times I have seen it shows the sign that there is +15 but once you get in the building there are no signs indicating what stairs or elevator number you can press and how to go around to see the +15.
may be. depends how good and interactive the app will be
I think an app should be developed, but existing signage should be maintained in some form.
I'd rather have both, with more signage.
Both
Both
both
Both are important
Both
We should have a policy on the usage of cell phones while walking on the plus 15
Both
An app would be great but signs and static maps are more important
Personally I wouldn't use a wayfinding app, but it may be useful to others
Think there is room for both
I think that both are necessary - personally I would much prefer an app and would use it much more, but I think people who don't have smartphones, data plans, the app itself, tourists, etc. would be better served by the existing signs. Plus, having the signs would be a good confirmation of details in the app if needed.
This should not be an either or both app and static maps throughout the system should be a MUST
Both

Most users of the plus 15 will use them often. Maps are nice, but once you have made a couple trips and understand the concept it gets easier. Major route maps, or a color coding to let you know you are on track for heading a specific direction would be excellent. Most people get confused when hitting a dead end. A marker to know that one way continues on, while another ends in a building or street exit would be great. Four colors for North, East, South, West would help orient people and identify routes that go the farthest.

It would be great to have both. All people from all walks of life utilize these pathways and it should be accessible to all, not only those who have an app.

Both. App for Calgary residents / regular visitors. Static maps for infrequent visitors to downtown.

Can we have both?

Both needs to attract tourists

Both are best, there are many people who do not use technology.

Physical signs should remain, as not everyone has access to a phone, but the app would be handy for those who are more technically inclined.

i like maps as well, i don't like having to download new apps all the time

no app. there are maintenance costs and everyone needs to have a phone with data. just have better signage at the top of the corridors, showing the way to buildings/reference points

Question 5: If a wayfinding app were to be developed, are there any other components/elements would you like it to include?

Street view

A combo of walking distance inside vs outside

A map showing your location (live tracking). A business or building finder.

A User Experience team with discovery, testing, and research. Ability to filter out street view and see only the plus 15 map or both, be able to switch elevations, in-app ability to report a person in distress and mark them on the map.

A way to put in requests for service with GPS location captured. There are a lot of +15 that are extremely dark after 5 pm and is extremely scary to walk through!

Ability to report aggressive panhandling or other security concerns

Abilty to alert if area needs cleaning etc.

Access for fun elements like photography, art or street gazing

Access to the network at evenings should be easy to find. The network is currently useless for people who live downtown after office hours, even though much of it is open, most accesses are through closed office lobbies.
Accessibility for all.
Accessibility options and parking options
Ad-free
Advertising for retail tenants in the plus 15
All included above
All manner of amenities
Ammeneties attached listing: coffee shops, dining, shopping etc.
an app makes an assumption people using the Plus 15 network have a certain type of smart phone and data plan. Traditional signage is equitiable and adequte.
An integration with Calgary Transit such that it is possible to access popular buildings (New Central Library, as an example) via underground or aboveground indoor walking paths. Excellent initiative, by the way, thank you for these improvements! :)
An option to use it without using data if possible
Anything that is on Google, that can help customer meet the nearby business or shop that can help integrate downtown businesses and people better will add value to be on app. Revenue comes from good business, good business from network and people.
App should not solely rely on GPS location since satellite signals are weak in the downtown area (and thus inaccurate pinpointing of current location). A manual pin drop for the current location should be available.
Apple ARkit.
approximate travel times, LRT and BRT stations and routes,
Arrival time
As much information as possible. How much time between places. Like google maps, tells you how long, etc. people can set their app to their needs. ADD FILTERS!
Audio directions
Based off Google Maps. You can set the point B and the app will find the shortest route for you to take.
Bathrooms public.
Beacon technology (mini bluetooth transmitters) could compliment GPS. GPS is often inaccurate within downtown Calgary because of the reflections off of buildings. Google "beacon wayfinding".
Bus stops or routes
business hours of the tenants. It would be nice to know if the cafe is open at 5:30pm, since it likely isn't.
business located nearby

Business service directory
Businesses and hours of operation.
businesses, google maps directions feature (enter in business name and show the best way to get there on PLus 15)
Can't think of any
Clear and insightful ways to travel the city safely.
Closest nursing washroom
Closure notices (ie refurbishing, unplanned closures) beyond regular hours
Combine it with google maps
Convection with the C-train schedule
Could this Council please stop these projects and dollar drain please?
Create a google map but for +15's
Designed better than the Transit app please...
Destination by either bldg name or addr; clear route with visual indication of direction; Open/Closed indication; congestion level; Estimated time to walk to destination; GPS tracking; Retail and commercial outlets identified; street level access Identifi
Different languages
Distance and time estimate
Distance as compared to street-level. I have often found that the plus-15 adds too many steps to my travel, even if it IS indoors.
DN
do not want wayfinding app. more direct connections and clear north,west,soth,east signage. and fill in the missing links. and please expand the boundary to well into east and west dowtown and south of the cp rail. burry dowtown ctrain.
Don't build a separate application, figure out how to tie it into Google Maps and save the development costs.
Easier access from street level
Easy of use and low storage requirements
Elevators, accessibility elements and restrictions, seating and water or beverage locations, LRT and transit locations.
Estimated travel time / ETA, & maybe track steps walked
Estimated walking time to X.
everything in the list above
Fastest indoor route somewhere (train.. Court house..etc)

Filters to include restaurants, stores, etc. and the ability to turn those indicators on or off in the app to either make the map have more of less info depending on the need

Fitness tips. I use the Plus 15 every day to keep fit by walking. So distance between to points would be great.

floor clear signs

Flyers or anything like that

Food

Food court locations and food outlet names (ie where is the nearest coffee shop)

Food court locations, estimated walk time to destination, selecting destination through pre set list of building names, alternate route option (walk time estimate if you were to walk outside)

Food Courts

Food/restaurant information

Free and ad-free

Free cost

Free Wifi

Free wifi for

free wifi throughout in order to use the app

Fun facts about the building, the area, the city

Google maps integration

GPS LOCATION, ROAD NAMES & BUILDING NAMES, SEATING AREAS.

GPS location, washrooms, elevators, building names, street names, all would be very useful.

Have it work hand and hand with google maps

Have shaw WiFi on the plus 15s

Hotel and meeting venue locations

Hours of operation preferable to "now open, now closed" option so you can plan for the end of your trip

I am disabled so having a disability friendly map for stairless travel.

I believe it should be as integrated as possible, which means including all information listed above

I don't want an app. I like the static signs now. Batteries run out. Internet connections can suck

I know that signs show your direction and if the app shows the direction you're going, but direction moving is helpful (N, S, E, W). And to that point routing options like google maps.

I think entry/exit points are critical, especially after hours. Right now many of the +15s are open until midnight but there is no obvious way to get in once the surrounding businesses close.

I think everything listed above is of critical importance.

I think it should include all of above.

i think the wayfinding app is a waste of money as most users of the plus 15 are very familiar with what is o the plus 15 and would not bother to use it, and it is not something that attracts users from the burbs.

I think you have it covered with the above.

I think you need both an app and static maps. Some people prefer the map vs an app. Also if you don'T have a phone the maps are great.

I will try to encourage more commercial businesses to use the +15...will be great to find more gyms, spas, restaurants, etc, etc,etc

I would like uber, taxi, lime bike and transit to be integrated in the routing app focusing on how to get around downtown and how much time & money it will cost the person also an accessible option to get around.

I'd like to have all the stores and restaurants to be listed and if you click on one, it will map the route from where you are.

Ideally a good, legible map (in the absence of data or GPS issues with large buildings downtown), points of interest/art, accessibility points and info like open hours, washrooms, and GPS would be great but is not completely necessary.

If you create an app, please do it very well with all features you can think of. Don't settle with a very limited 5-feature only app that everyone hates at the first use

In addition to the hours of operation for the portions of the network, it would be helpful to have the hours of operation for the access points. Very annoying to try to find a place to access the network after hours

Incl Bus stops & Closure/construction detours. Also, don't make app too large - older phones can't handle large apps and less data requirements are helpful. Transit ap currently doesn't work on older phones, discriminating against the poorer population.

Info on what is in area of that +15, hotel, restaurant, events, shopping, coffee shops, food courts, devotion gardens, transit stops etc. New building must be +15 connected in a Winter city for more vibrancy in +15. Better maintained carpets etc
Integrate with Google maps or voice commands
Integrate with Google Maps. Good to have emergency access reference points (i.e. like numbers in case of needing to call 911), being accessible to those with visual impairment (audio)
Integration into google maps
Integration with Google Maps
Integration with google maps.
Internet access, inviting atmosphere for all people's to occupy
It be better than the City Transit App.
It needs to be used friendly & help people learn how to navigate the plus 15!!
It only needs to be a basic map app. Don't make it too complicated.
It seems clear you're determined to develop an app, so can it flag the areas of the network experiencing higher than normal levels of social disorder?
It should include all of the above! Thank you for doing this! I take my grade 1 students through the +15 And have always thought it was of cultural importance to Calgary.
It would be nice if it were connected to the transit app
Just about everything on the above list - in order - Events - Street level access - elevators - seating areas - washrooms - buildings - road names - handicapped access
Just improve the static maps, it's not clear how you navigate buildings
Just like google map, I'd like it to indicate the restaurants in each path. Also, if there is a cab station/LRT station or Uber hub zone nearby
K
Links to building hours, where are bus stops, directions for plus 15 (how to get from point a to point b.)
Links to the business/commercial website (s) from the app to get more information even if it links to google
List of retail/commercial outlets at +15
Literally all of these things should be in the app.
Locations close to bike parking
Locations with bike parking nearby
Make it as similar to Google Maps/Street View as possible. Plot destinations, get directions.
Make it easy to use

Make it look and feel similar to Google Maps. No one wants to use an app that will work completely differently from what is familiar to people.
Map
Map, GPS and hours are the top priorities
multiple stops along a route
Names of food and drink services
Need help, and something to be able to send pictures if something need to be clean fixed or if Authority needs to be called
No and FYI question 2 and 4 don't work
No app please just visual
no aspect for the bike network ... already too much spent there and if you have a bike ... do not enter the Plus 15. Also, better monitoring of people living in the Plus 15 Network (have affiliaiton with DOAP patrols)
No comments
No Wayfinding app - the static maps are far more user friendly, especially to visitors
No, but I would really hate an app.
No, developing an app for a +15 is a waste of money, especially in current economic climate. Keep it simple and maintain the physical maps.
No.
No. We don't need another app. Just a few maps that include more washrooms.
Not that I know of at this point in time I understand it will take time for all of this to be completed itr
Perhaos consr
personal safety information, functionality
Pictures of areas that there is too much of zig zag to go to the plus 15
Please do not spend my tax dollars on an up. If an app is necessary, your team should be fired because you will have failed at a basic task like creating appropriate wayfinding signs and design
Please don't waste taxpayer money on this.
Please stop doing app development. Please, I beg you to stop wasting my tax money. Also consider lowering the city salaries. We are all struggling in this economy.
Plus 15 hours
Point A to Point B estimated time of arrival

prefer for this to become google map integrated in the walking layer
Providing an optimal route, like Google Maps, would be great.
Public art and seating areas.
Question 2 and 4 don't work.
Real consideration needs to be given to how the+15 affects Street level businesses. Maybe something that encourages people to change their daily route and explore a bit.
Relation to external landmarks, e.g., LRT stations, Stephen Avenue Mall, Olympic Plaza, etc.
Restaurant
Restaurant listing
Restaurants
Restaurants via +15, route mapping just like on streets (ie using business names) but via +15
Restaurants/shops, a compas so you know which way you are headed.
Route option based on open/close status. +15 routes to restaurants and etc
Routing and options for a faster route (even if it includes going outside)
Routing Options as noted above, but I could only pick 5.
Routing options that combine indoor and outdoor walking paths to arrive at the most optimal route, and account for sidewalk or Plus15 closures
Routing options would be nice too.
Routing options, how to avoid going outside particularly when cold.
Russian language
Safety
Safety concerns, where would " blue" help phones be placated.
-Save Favorites Places
Search options, to look for a store name or fast food store for example
Security features. Developers should not by default be granted access to users whereabouts, this should be granted by the users themselves should they choose.
Security locations/AED locations/fire alarms to locate in case you need to find help. This would be especially important if the opening hour are extended. May be helpful to have the app itself able to call for help as the app knows your location
Security report problems
Security station, safety zones or safe walk service
Seems like more trouble than it's worth. Static maps are cheaper/easier, aren't they?

| |
|---|
| Seems like the survey is to justify building an app |
| Self contained app, no integration with google maps, apple maps, etc. Easy access to be able to toggle Location Services on/off within the app (not through settings). |
| Should list access points that are currently open. Hard to find unlocked doors after hours |
| Should stop building +15s. They deter street life, create gloomy street area underneath, and maintenance agreements are weak. They create structural problems for the buildings they attach to (rain & snow can infiltrate facades). |
| Site attractions, CT rain stations, hours of admittance. |
| Sometimes your phone's GPS thinks it's at point A, but you are at point B. This is caused when all the high rise towers mix the signals up. Keep the existing maps and wayfinders in the plus 15s. Not everybody wants to download a new app or use it. |
| Standard routing from one location to another without going outside if possible. |
| Start/Finish destination input to enable directions and verbal queues |
| Strict privacy policy - no data retention and no recorded / historical location tracking |
| Talk to Alex Todorovis at the Hunter Hub about Campus MApp (wayfinding for UofC) atodorov@ucalgary.ca |
| Thank you |
| Thank you |
| The +15s still feel more like a maze with the way the maps are showing things |
| the app should more user friendly, like uber or food delivery apps |
| the current wayfinding app is hard to use indoors and is not intuitive - make it more like Google Maps |
| There already is a way finding app. Why not just buy the existing structure and go from there. The city apps often take a long time to load, don't work well, and personally I often revert to trusted twitter accounts instead. |
| There is no connection from the Muni building to the rest of the plus 15. There used to be via the old library but its closed now. This effectively cuts the people off from local government for half the year. |
| There should be a web version of the app for those without an iphone or Android phone. I have a Windows 10 phone. |
| This comment is less about the app and more about the Plus 15 network itself: It needs more public washrooms. If I have to be downtown to meet a colleague, there's nowhere in the network to pee. |

This should be supported by ad revenue, and let people know about restaurants and stores along the way.
Time between chosen destinations
time to walk
To be able to search the direction I need to go
transit integration
Transit locations and timings of next available and time needed to get there by foot using the plus 15 network
Translations, as it could be used by tourists where English is not their native language
travel time from point A to point B; multiple rout options
universal design
Unsure - landmarking is helpful - using public art fixtures to land mark and provide direction
Updated information on all sidewalk closures. Walking to/around downtown is unpredictable with various construction projects closing sidewalks. Include a breakdown of how the app is paid for through a levy on construction projects that close sidewalks.
User engagement via social media and direct comment area in a supporting website. Create an electronic commons where users and enthusiasts can engage, celebrate and improve this incredible civic asset.
Voice recognition, search
washroom locator, local art fyi's, attractions, links to local transit options
We don't need an app, just additional signage
Wifi spots and locations of open to public areas, also restaurant location and hours
Wireless coverage in the plus fifteen network
Work with CADA to have art exhibits and interpretive elements for the exhibits in the app
Would be great to have it function like Google Maps Directions
Yes

Verbatim Comments – In Person

PLUS 15 POLICY (SECURITY)

December 11, 2018,
9:30 – 11:30 AM
Calgary Public Library
TABLE #1
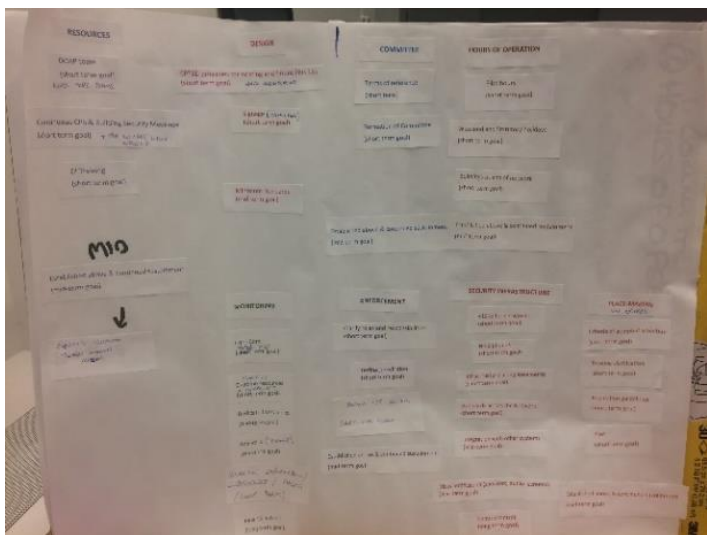
Priority 1 - Resources

1. DOAP team (short term) – need more teams
2. Continuous CPS & Building Security Meet ups (short term) – and stop and chat when patrolling
3. Established above & continued sustainment
4. Society's education towards homeless issues

Priority 2 - Design

1. CPTED principles for existing and future Plus 15s (short term) – make requirement
2. Signage (short term) – wayfinding
3. Minimum standards (midterm)

Priority #3 - Committee

1. Terms of Reference (short term)
2. Formation of Committee (short term)
3. Established above & continued sustainment (midterm)

Priority #4 - Hours of Operation

1. Pilot Hours (short term)
2. Weekend & Statutory Holidays (short term)
3. Buildings at the end of the network (short term)
4. Established above and continued assessment (midterm)

Priority #5 - Monitoring

1. Core Com ~~(short term)~~ (midterm)
2. Identify Daytime resources & coordinate (short term)
3. Dedicated resources (mid term)
4. Analytics – (midterm) - ?
5. Sharing information / Intelligence / Photos (long term)
6. Plus 15 patrols (long term)

Priority #6 - Enforcement

1. Clarify roles and responsibilities (short term)
2. Define jurisdiction (short term)
3. Define Plus 15 Bylaw (short – midterm)
4. Established above and continued sustainment (midterm)
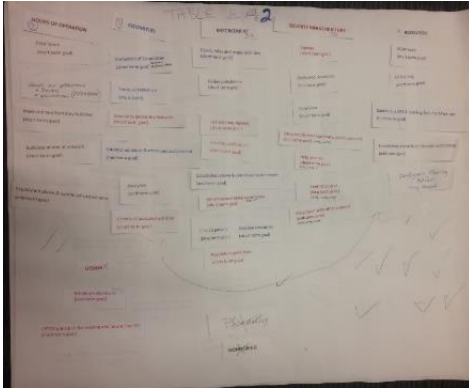
Priority #7 - Security Infrastructure

1. Plus 15 loitering signage (short term)
2. Help phones (short term)
3. Infrastructure along easements (short term)
4. Standards across the Network (short term)
5. Integration with other systems (mid-term)
6. Mass notification (speakers, audio, screens) (midterm)
7. Central Control (long term)

Priority #8 - Place-Making (on Bridges)

1. Criteria of accepted activities
2. Busking Clarification (short term)
3. Regulation guidelines (short term)
4. Pilot (short term)
5. Established above & continued sustainment (mid-term)

TABLE # 2

Priority 1 - Committee

1. Formation of Committee (short term) – with balanced representation
2. Terms of Reference (short term)
3. Standards across the Network (short term) – moved from *Security & Infrastructure*
4. Established above & continued sustainment (mid-term)
5. Analytics (mid-term) – moved from *Monitoring*
6. Criteria of accepted activities (short term) – moved from *Security & Infrastructure*

Priority 2 - Hours of Operation

1. Pilot Hours (short term)
2. Hours of Operation *Zoned *Universal (feedback)
3. Buildings at end of the Network (short term)
4. Established above and continued sustainment (mid-term)

Priority 3A - Enforcement

1. Clarify roles and responsibilities (short term)
2. Define jurisdiction (short term)
3. Plus 15 loitering signage (short term) – moved from *Security and Infrastructure*
4. Busking clarification (short term)   - moved from *Place-Making*
5. Established above and continued sustainment (mid-term)
6. Infrastructure along [public] easements (short term) – moved from *Security and Infrastructure*
7. Plus 15 Patrols (long term) / Daytime Resources (short term) - combine these two - moved from *Monitoring*

Priority 3B **-** Security and Infrastructure

1. Signage (short term)
2. Dedicated Resources (mid-term) – moved from *Monitoring*
3. Core Com (short term) - moved from *Monitoring*
4. Mass notification (speakers, audio, screens) ~~(mid-term)~~ (long, long term)
5. Help Phones ~~(short term)~~ (long, long)
6. Central control ~~(long term)~~ (long, long, long)
7. Integration with other systems ~~(mid-term)~~ (long, long, long)

Priority 4**-** Resources

1. DOAP Team (short term)
2. DI Training (short term)
3. Continuous CPS & Building Security Meet-Ups (short term)
4. Established above & continued sustainment (mid-term)
5. Intelligence Sharing Platform – City Managed

Priority 5 - Design

1. Minimum Standards (mid-term)
2. CPTED principles for existing and future Plus 15s (short term)

NOTES – Table #2 eliminated *Place-Making* and *Monitoring* by incorporating them into other categories.

TABLE #3
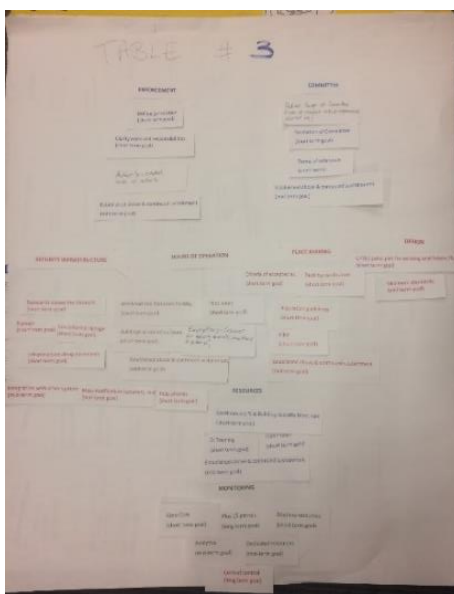
Priority 1 - Enforcement

1. Define jurisdiction (short term)
2. Clarify roles and responsibilities (short term)
3. Authority: establish levels of authority
4. Established above & continued sustainment (mid-term) – moved from *Monitoring*

Priority 1 – Committee

1. Define Scope of committee: code of contact, roles & responsibility, charter, etc… (short term)
2. Formation of Committee (short term)
3. Terms of Reference (short term)
4. Established above & continued sustainment (mid-term)

Priority 2 - Security Infrastructure

1. Standards across the Network (short term)
2. Signage (short term) / Plus 15 loitering signage (short term) combine these two
3. Infrastructure along easements (short term)
4. (A) Integration with other system (mid-term)
   (B) Mass notification (speakers, audio (short term)
   (C) Help phones (short term)

Priority 2 - Hours of Operation

1. Weekend & Statutory Holidays / Pilot Hours (short term) - combine these two
2. (A) Buildings at the end of the Network (short term)
   (B) Exceptions: (closures for repairs, events, conditions, & guidelines) (short term)

   3. Established above & continued sustainment (mid-term)

Priority 2 - Place-Making

1. Criteria of accepted activity (short term) / Busking clarification (short term) - combine these two
2. Regulation guidelines (short term)
3. Pilot (short term)
4. Established above & continued sustainment (mid-term)

Priority 2 - Design

1. CPTED principles for existing and future Plus 15's. (short term)
2. Minimum standards (mid-term)

Priority 3 - Resources

1. Continuous CPS & Building Security Meet-Ups (short term)
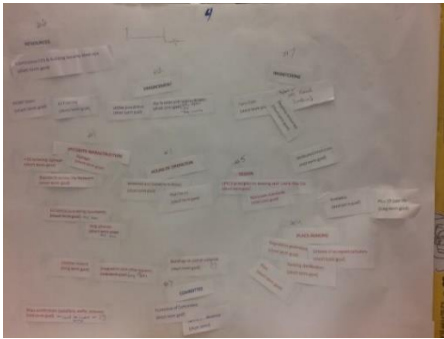2. (A) DI Training (short term)

(B) DOAP (short term)

3. Established above & continued sustainment (mid-term)

Priority 3 - Monitoring

1. (A) Core Com (short term)
   (B) Plus 15 Patrols (long term)
   (C) Daytime Resources (short term)
2. (A) Analytics (mid-term)
   (B) Dedicated Resources (mid-term)

3. Central Control (long term) (note that this has been moved from *Security & Infrastructure*

TABLE # 4

Priority 1 - Security & Infrastructure

1. Signage (short term) / Plus 15 loitering signage (short term) – combine these two
2. Standards across the Network (short term)
3. Infrastructure along easements ~~(short term)~~ (midterm)
4. Help phones ~~(short term)~~ (midterm)
5. (A) Central control (Long term)
   (B) Integration with other systems ~~(midterm)~~ (long term)

6. Mass notification (speakers, audio, screens) (midterm) – could be heard on bridge (?)

Priority 1 - Hours and Operation

1. Weekend and Statutory Holidays (short term) Pilot Hours (short term) – combine these two
2. Buildings at end of Network (short term) - ?

Priority 2 - Enforcement

1. Define jurisdiction (short term)
2. Clarify Roles and Responsibilities - City Bylaw, CPS, Bldg Security (short term)

Priority 3 - Committee

1. Formation of Committee (short term)
2. Terms of Reference (short term)

Priority 4 - Place-Making

It should be noted that the goals were attached in one 'clump', possibly indicating equal prioritization.

1. Regulation Guidelines (short term)
2. Criteria of accepted activities (short term)
3. Busking Clarification (short term)
4. Pilot (short term)

Priority 5 - Design

1. CPTED principles for existing and future Plus 15s (short term)
2. Minimum standards (midterm)

Priority 6 - Resources

1. Continuous CPS & Building Security Meet-ups (short term)
2. (A) DOAP team (short term)
   (B) DI Training (short term)

Priority 7 - Monitoring

1. (A) Cor Com (short term)
   (B) Daytime resources (short term)
   (C) Bylaw or CPS Patrols (uniform)
2. Dedicated resources (midterm)
3. (A) Analytics (midterm)
   (B) Plus 15 Patrols (long term

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Engagement Session Report Back (Owners)

January 22, 2019
9:30 – 12:00 pm
Power Reception Hall

Plus 15 Funding Strategy – Engagement

Q1: As part of the Plus15 Policy update, Administration is recommending Council expand the purpose of the existing Plus 15 Fund to include emergency maintenance (repairs) of existing Plus 15 bridges. Do you support this recommendation? Why or why not

Comments

- Fix things that are broken;
- Would this lead to a situation where building owners become deficient in maintenance obligations if the building owners know the City will pay out to address critical public safety fixes on +15 bridges?
- The first step in addressing operating obligations is ensuring +15 bridges are funded properly.

LIKE

The +15 needs to be protected proactively

Yes I support the use of the Plus 15 fund for emergency maintenance/repairs but isn't this permitted under the existing fund? Also, why doesn't the current City budget cover this operating expense? So a qualified yes. I would want the Plus 15 replenished from City's operating budget if funds are used for this purpose.

Expand for Emergency Repairs./Maintenance. YES • it would be good to provide a definition of "Emergency Maint"

•building owners could use this support • Emergency maintenance ►public safety is of upmost importance ►what falls under this definition

It may lead to a lack of day to day maintenance of Building Op - think the city will take care of problems

better define emergency maintenance

Uncertainty over the use of funds for things brought on by lack of maintenance by building owners

In general I support a fund for Emergency Maintenance BUT not at the expense of previously considered projects. • not if it depletes funds for essential public [illegible].

DISLIKE

it should be part of EACCS (?) work • should not be applied to any maintenance, lifecycle etc - if we want to improve system • fund is not a reliable source • clarify on fund intent - adding more users may not help • focus on a more fundamental program may help • what is the need? • needs pattern defined

Q2A: Please rank in order of importance your priorities for use of the Plus15 Fund. (1 being the most important, 7 the least important)

Goal: to gather feedback and establish what is most important to stake holders

	7	6	5	4	3	2	1
OTHER			1				
Emergency Repairs of Existing Plus 15 Bridges	1	2	2	1			1
Routine Condition Assessments	3	1		1	1	1	
Lifecycle Replacement of Existing Plus 15 Bridges	2	1		1		1	2
Place-making Activities	1	1			2		
Improvements: Security		2	2			3	1
Improvements: Way-finding				1	5	1	
Cost Sharing							
Missing Plus 15 Identified by Plus 15 Network –		1		4		2	4

Q2B: Is there anything else you would like to add? (OTHER)

Accessibility signage within Plus 15 and outside.

Q3A: Do you support the revised calculation for value 'C'? Why or why not?

Comments

Participant – funding for the +15 should be considered in the context of other work the City is undertaking, in particular the established area growth and change strategy

Participant - When was the +15 bridge cost last updated?

        GW answer – 2010

Participant - How is Administration proposing to phase in the +15 fund contribution?

GW answer – we're still working on this

Participant - How do you calculate the 'C' value?

> CB answer – Administration will consider costs based on current +15 maintenance work planned and underway, we could also approach industry and cost consultants

Participant – Are lanes considered in the +15 fund calculation?

> GW – we can clarify this in the +15 Funding Strategy

<u>Feedback / discussion around the table</u>

- Concerns about how the 'C' value is arrived at;
- It is good that the +15 fund calculation is phased;
- It is good that the +15 fund calculation is simplified;

It is good the +15 fund is fair and equitable

LIKE

b/c it is less exp4ensive under the new, simplified formula (ie b/c the BD denominator from 7.0 FAR to 3.0 FAR

Updating formula in interim to mitigate impact is better that otherwise high differential.

DISLIKE

Since the simplified calculation doesn't take into account density, only area this would not be reflective of the building value (ex. 50 story bldg. pays as much as a 10 story bldg.)

More holistic approach, concept of bonus density tools, should be part of EAGGS MDP/CTP discussion, especially in light of current and anticipated economic impact.

Concerns about defining market values. How are percentage increases going to be phased? Concerns about defining the value of 'c'.

Concerned about the definition of C – should not be too low, have certain amenities e.g. access, lighting, graphics -

Q4: What/Are there other funding sources we could explore for the Plus 15 network?

- Kiosks / ad space
- Events (can attract more traffic and improve wayfinding)
- Is this fair to building owners who are responsible for maintenance?
- Charge space users (buskers) Premium
- Addition of vendors or increase in commercial space
- Private closures
- User fees
- Businesses adjacent to +15 (e.g. coffee shops) charge a surcharge (fee on their coffee cups)
- Advertisements
- Exploration through established areas growth and change strategy (support develop in developed areas) – Asking them to investigate

Feedback/ discussion around the table

- There can be pedestrian impacts to totally closing +15 bridges in terms of routing of pedestrian foot traffic;
- There could be a user fee for the +15 space;
- There could be a surcharge on retail (e.g. a small percentage on a cup of coffee) at the +15 level.

Q5A: As the Plus15 system is a collaboration between the City and Industry, is there value in holding regular meetings with the City to discuss Plus 15 matters (including providing feedback to the City on use of the Plus 15 Fund) going forward? Why or why not?

- Important to interact with different + 15 stakeholders (those who live in the downtown and community associations)
- Committees to remain focused
- Coms other than meetings (newsletters, email lists, etc.)
- Yes, useful to have a committee of stakeholders and City Admin to discuss Plus 15 issues (could be adhoc, i.e. doesn't need to meet regularly) and to have industry oversight/engagement w/ the Plus 15 fund.
- Communication Imperative
- Why not have a joint committee (safety & security, funding, ops.)
- Group mtgs important – but consider focus – (community) (industry)
    - Separate engagement may be beneficial
    - Provide some structure / empower groups to make changes needed

Feedback/ discussion around the table

It would be beneficial to have different meetings, (such as an industry meeting, a security meeting and a public/ Community Association meeting). This way commercial confidentiality or security procedures or community concerns could be respected and it would enable Administration to get a more informed perspective of these groups, who may (perhaps) not share the same information in a larger meeting.

Other questions/comments

Participant – any fee increases in the downtown should be considered in light of other work the City is undertaking

Participant – when is this going to PFC?

CB/ GW: – likely T and T then Council as the +15 Policy is Roads led

Note: BILD Calgary asked for PowerPoint slides and what we heard report

Q5B: Are there any other Plus 15 matters that you would like us to consider that have not been previously discussed?

- Holistic review of other initiatives
- Review of the +15 program (what's working, what's not)
- Development of an app-based [illegible] positioning / wayfinding software
- Interim solutions (due to economic downturn)
    - 5 year solutions
    - 10 year solutions