



City Building Program  
Phase 1 – Public Engagement

# What We Heard Report

# Executive Summary

## Project Overview

The City Building program will produce the Calgary Plan, Zoning Bylaw, and Street Manual. All three of these documents will seamlessly work together to create a clear, concise and central 30-year vision with a 10-year action plan for Calgary's future.

- The **Calgary Plan** will merge the Municipal Development Plan with the Calgary Transportation Plan into one updated document. This statutory plan will guide the way we move and use land across the city.
- The new **Zoning Bylaw** (currently called the Land Use Bylaw) will simplify the rules that govern the use of land and the form of buildings in the city.
- The new **Street Manual** (currently called the Complete Streets Policy & Guide) will provide updated direction for the design of Calgary's streets to support safe travel options for all Calgarians.

## Engagement Overview

In Fall 2023, we launched a multi-phased engagement approach designed to incorporate the voices of Calgarians into the development of the City Building program documents. The first phase, titled "Where are we going?" is the subject of this What We Heard report and occurred between October 23 and December 3, 2023. The objective of this phase was to establish a shared understanding of the City Building program with Calgarians and gather feedback to shape the program's direction and its deliverables.

In the first phase of engagement, various tactics were deployed. We launched a City Engage page that included key project details, an online questionnaire, and a platform for participants to share their ideas regarding the future of growth and development in Calgary. In addition to the online options, sixteen pop-up events were held across the city, each strategically chosen to ensure a presence where Calgarians already go. These events served as an opportunity for the public to gather insights into the direction of the program and provide feedback to shape the direction of the plans. An online webinar was also organized to provide participants with a digital platform to learn more about the project and pose their questions to the project team. Furthermore, a display was established in the municipal building's foyer, providing residents with the chance to provide feedback on the project's direction. Finally, the project team attended four Local Area Planning open houses to share information about the CBP and gather feedback from participants attending.

**We had a total of 6,850 participants, with 1,398 attending in person, 1,018 joining online, and 4,434 individuals visiting the online portal for information.**

The next phase of engagement, titled "How are we going to get there?" will go live in the winter of 2024. This stage of the conversation will delve into the technical specifics and proposed changes within the City Building program. The final engagement phase, set for spring 2024, is

titled "What comes next?" and will be a chance to offer feedback on the City Building program's draft direction.

Throughout the entire process, engagement will be ongoing with Indigenous communities, equity-denied groups and individuals, interested parties, and city staff. The goal is to conclude the entirety of the engagement program by summer 2024.

## What We Asked

This phase of engagement encompassed three distinct sections: "Calgary Today," "Moving Around Calgary," and "Final Thoughts." Each section comprised specific questions and feedback mechanisms.

- **Calgary Today:** Questions aimed to hear about priorities regarding our valued features, significant challenges, reasons for choosing to reside in Calgary, and neighbourhood preferences.
- **Moving Around Calgary:** Focused on factors that motivate people to use different modes of transport and how they'd prefer to get to various destinations.
- **Final Thoughts:** Questions were designed to gauge how The City has fared in achieving its planning goals and what things could look like in Calgary in 10 years' time.

## What We Heard

The following is a summary of the responses to the close-ended questions asked during in-person engagement events and the online survey.

- Most respondents expressed a preference to stay in their neighbourhoods over the next decade rather than moving.
- Respondents highly value Calgary's rivers, natural areas, parks, recreation, affordability, and a sense of safety as top qualities.
- Challenges identified by respondents include the rising cost of living, increasing homelessness rates, and limited housing choices in Calgary.
- Feedback on addressing challenges emphasized the need for more housing options, increased transportation choices, and enhanced social support within neighbourhoods.
- Respondents choose transportation methods based on factors such as convenience, affordability, travel time and health considerations.
- Driving is prioritized for activities like visiting friends and family, commuting to work, and attending extracurricular activities. For local tasks such as leisure and going to school, there is a strong preference for walking or using mobility aids.
- Feedback on the realization of goals from the 2009 MDP is divided, with some goals perceived as more achieved than others.

The following are the themes that were heard from participants when asked what makes great neighbourhoods in Calgary:

- **Walkability and Cycling Infrastructure:** Promoting walkable and cycling-friendly communities. Enhancing access to safe and well-maintained pathways.
- **Green Spaces and Parks:** Prioritizing neighborhoods with ample parks and green spaces. Fostering a connection to nature within residential areas.
- **Stable Homeownership and Affordability:** Encouraging stable homeownership in economically accessible neighbourhoods. Considering emotional ties to specific areas as a factor in housing stability.
- **Family-Friendly Communities:** Creating environments that cater to the needs of families. Encouraging social proximity to family and friends within neighborhoods.
- **Access to Amenities:** Ensuring residents have access to a diverse range of amenities. Promoting proximity to essential services for convenience.
- **Proximity and Connectivity:** Emphasizing accessibility to essential services, workplaces, and citywide locations. Enhancing connectivity through multiple transportation options.
- **Diverse Transportation Choices:** Ensuring neighborhoods have nearby transit stops. Providing residents with various transportation options.
- **Consideration of Cost of Living:** Creating living conditions mindful of financial constraints. Adapting housing options to accommodate various budget constraints.
- **Community Safety:** Prioritizing safety measures to address rising crime rates. Adapting to changing community dynamics to enhance overall safety.
- **Housing Diversity:** Encouraging the provision of diverse housing types. Offering Calgarians a broader range of choices in their housing options.

The following are themes that were heard from participants when asked how they would like Calgary to grow and develop:

- **Affordable Housing Options:** Increase non-market housing availability. Enhance housing diversity to cater to various income levels. Strategically place housing near transit for accessibility.
- **Diverse Housing Choices:** Expand housing options for residents. Foster mixed-density housing to create diverse living environments.
- **Transportation Diversity:** Reduce reliance on automobiles. Enhance walkability and bikeability throughout the city.
- **Transit Network Improvement:** Enhance the bus and Light Rail Transit (LRT) network. Increase coverage, safety, frequency, and add an airport connection.
- **Preservation and Enhancement of Parks:** Preserve natural areas and open spaces. Increase both the quality and quantity of parks in the city.
- **Boost Employment and Education:** Attract new businesses to expand job opportunities. Enhance the economy and education through strategic initiatives.
- **Social Support for Vulnerable Populations:** Provide comprehensive support for vulnerable populations. Address the needs of homeless individuals, newcomers, and others in need.

## Next Steps

The feedback that is summarized in this report will guide the development of proposed changes and updates to the deliverables of the City Building program. These proposed changes will be shared with the public for feedback during our next phase of engagement, “How are we going to get there?” which is scheduled to launch in Winter of 2024.

# Table of Contents

<b>EXECUTIVE SUMMARY</b>	<b>1</b>
<b>PROJECT OVERVIEW</b>	<b>1</b>
<b>ENGAGEMENT OVERVIEW</b>	<b>1</b>
<b>WHAT WE ASKED</b>	<b>2</b>
<b>WHAT WE HEARD</b>	<b>2</b>
<b>NEXT STEPS</b>	<b>4</b>
<b>TABLE OF CONTENTS</b>	<b>5</b>
<b>1.0 PROJECT OVERVIEW</b>	<b>6</b>
<b>1.1 PROJECT BACKGROUND</b>	<b>6</b>
<b>1.2 WHAT IS OUR FOCUS?</b>	<b>7</b>
<b>2.0 ENGAGEMENT OVERVIEW</b>	<b>8</b>
<b>2.1 ENGAGEMENT HISTORY</b>	<b>8</b>
<b>2.2 ENGAGEMENT OBJECTIVES</b>	<b>8</b>
<b>2.3 AUDIENCE</b>	<b>9</b>
<b>2.4 METHODOLOGY</b>	<b>10</b>
<b>2.5 PARTICIPATION</b>	<b>11</b>
<b>2.6 WHAT WE ASKED</b>	<b>13</b>
<b>3.0 WHAT WE HEARD</b>	<b>14</b>
<b>3.1 CALGARY TODAY</b>	<b>14</b>
<b>3.2 MOVING AROUND CALGARY</b>	<b>28</b>
<b>3.3 FINAL THOUGHTS</b>	<b>33</b>
<b>4.0 NEXT STEPS</b>	<b>39</b>
<b>APPENDIX A – DEMOGRAPHICS</b>	<b>40</b>
<b>APPENDIX B – VERBATIM COMMENTS AND QUOTES</b>	<b>43</b>

Section 1

# Project Overview



# 1.0 Project Overview

## 1.1 Project Background

Calgary is a city of opportunity and choice. As our city's population approaches two million, The City of Calgary must prepare to support this growth. The City Building program will align and strengthen The City's plans and tools to create a place where everyone can thrive.

### What are the City Building program plans?

The City Building program will produce the Calgary Plan, Zoning Bylaw, and Street Manual. All three of these documents will work together seamlessly to create a clear, concise and central 30-year vision and 10-year action plan for Calgary's future.

- The **Calgary Plan** will merge the Municipal Development Plan with the Calgary Transportation Plan into one updated document. This statutory plan will guide the way we move and use land across the city.
- The new **Zoning Bylaw** (currently called the Land Use Bylaw) will simplify the rules that govern the use of land and the form of buildings in the city.
- The new **Street Manual** (currently called the Complete Streets Policy & Guide) will provide updated direction for the design of Calgary's streets to support safe travel options for all Calgarians.

### Calgary Plan

The Calgary Plan will update, simplify and combine the 2009 Municipal Development Plan (MDP) and the Calgary Transportation Plan (CTP). The Municipal Development Plan guides land use, built form, and growth. The Calgary Transportation Plan guides the city's transportation networks.

The aim of updating and combining the plans is to:

- Streamline both plans into one simple, concise document
- Inform Local Area Planning direction
- Reflect Calgary today, plan for the future and guide actions over the next 10 years of the plan

### Zoning Bylaw

The Zoning Bylaw regulates how and where buildings are developed throughout the city, including:

- The activities (uses) allowed on a property (e.g. residential, commercial, industrial)
- How sites can be laid out
- The shape of a building

### Street Manual

The Street Manual outlines how city streets are designed, including:

- The different spaces needed to accommodate all travel options

- What public streetscapes should look and feel like
- How to accommodate trees, public utilities, and other street features

The aim of creating the Street Manual is to:

- Deliver on the goals of the Municipal Development Plan and Calgary Transportation Plan
- Enable safer travel for all Calgarians, whether they walk, wheel, take transit or drive
- Better align street design with community layout and building design

## 1.2 What is our focus?

Creating straightforward plans will help build this city in a way that benefits all Calgarians by:

- **Improving ways to get around** by providing safe, efficient and appealing travel options for all Calgarians.
- **Acting boldly on climate change** by supporting more resilient and sustainably built homes, offering more sustainable mobility options and protecting our trees, parks and rivers.
- **Supporting economic development** by building a city that attracts talent and investment. Simpler processes, more flexible rules and a quicker path to saying “yes” will make it easier to start or grow a business.
- **Building attractive neighbourhoods** and spaces that offer lifestyle choices to residents, families, and businesses.
- **Improving housing security and choice** by increasing the amount and variety of market and non-market homes in Calgary.
- **Enhancing relationships with Indigenous communities** by reflecting community priorities, honouring places of significance and incorporating Indigenous knowledge. This brings together both Indigenous and western worldviews to achieve a more equitable and inclusive city.

## Section 2

# Engagement Overview



## 2.0 Engagement Overview

### 2.1 Engagement History

The City of Calgary has a formal engagement approach to planning initiatives, which have set the stage for the work that is being completed through the City Building Program. The most influential project which connects to this program is the Next 20: Municipal Development Plan & Calgary Transportation Plan review. Through this work, the City reviewed the MDP and CTP to determine what was working well and contributing to the quality of life many Calgarians enjoy. It identified the policies that needed to be updated or changed to continue making Calgary a place where people can make a great life and a great living. This work resulted in the 2020 MDP and CTP being approved by Council on February 8, 2021. The results of this engagement were reviewed and considered in the development of the City Building program engagement plan.

In addition to Next 20, the project team reviewed the results of relevant recent City projects to build an informed engagement program that reduces duplication and respects Calgarians' time and prior contributions. These projects included but were not limited to:

- North Hill Communities Local Area Planning
- Greater Forest Lawn Communities Local Area Planning
- Chinook Communities Local Area Planning
- Riley Communities Local Area Planning
- Westbrook Communities Local Area Planning
- Heritage Communities Local Area Planning
- South Shaganappi Communities Local Area Planning
- West Elbow Communities Local Area Planning
- Home is Here, The City of Calgary's Housing Strategy 2024 – 2030
- The Environmental Strategy
- The Climate Strategy
- Balancing Policy
- Open Space Plan
- Guide for Local Area Planning
- Connect: Calgary's Park Plan
- Calgary River Valley Project
- Gameplan: Recreation Strategy
- The Industrial Strategy
- The Main Streets Program
- The Established Areas Growth and Change Program
- The New Communities Growth Strategy
- The Greater Downtown Plan / Downtown Strategy

### 2.2 Engagement Objectives

Calgary continues to rank as one of the most liveable cities in the world; however, that has not always been the case for everyone that lives here. As the City of Calgary is changing, so too is the standard of livability. Our goal is that our city is built and inspired by everyone who calls this place home.

### Engagement Goals

- Uncover gaps between what residents of Calgary are seeking and what The City's current actions and priorities are related to the City Building program.
- Have participants demonstrate a sense of ownership and interest in the direction that The City is taking to develop the City Building program and direct growth and development in the coming years, focusing on a ten to twenty-year time horizon.
- Understand what aspects of the current MDP, CTP and LUB have most affected the lives of Calgarians (how they live, how they move around the city, how they work, etc.)
- Understand the challenges facing Calgary and how they can be addressed through planning policy and regulations.
- Understand what aspects of the Calgary Plan, Zoning Bylaw, and Street Manual Calgarians are most concerned about.
- Understand what changes to the Calgary Plan, Zoning Bylaw, and Street Manual would need to be made to make life better in Calgary.
- Understand the implications of implementing changes to the Calgary Plan, Zoning Bylaw, and Street Manual on Calgarians and how to minimize negative impacts and maximize benefits.

## 2.3 Audience

The first phase of engagement, as reflected in this report, was dedicated to understanding the perspectives of the general public. To achieve this, the employed tactics and corresponding communication efforts were designed to be broad, accessible, and geographically diverse. The online platform provided an easily accessible opportunity for many Calgarians to participate, while engagement events were strategically located across the city to capture insights from a diverse range of individuals.

In addition to the general public engagement, four other streams of engagement are concurrently taking place to ensure comprehensive inclusion in the conversation:

- **Equity Deserving Communities:** Engagement with equity-denied communities in Calgary, focusing on underrepresented and historically marginalized populations. The goal is to build trust, understand lived experiences, and generate solutions.
- **Indigenous Engagement:** Engagement with Indigenous communities, including the Blackfoot Nations of Siksika, Piikani, and Kainai, the Stoney Nakoda First Nations tribes of Chiniki, Bearspaw, and Wesley, the Tsuut'ina First Nation, and the Métis Nation of Alberta, Regions 5 & 6. This strengthens relationships, reflects community priorities, and incorporates Indigenous knowledge.
- **Interested Parties:** Engagement with organizations and representatives expressing specific interest in one or more aspects of the project. These entities are providing valuable subject matter expertise into the City Building program.
- **Internal City Staff:** Engagement with City of Calgary employees and partners who will play a role in influencing and utilizing the deliverables from the City Building program. This stream ensures internal alignment and collaboration.

The feedback presented in this report provides a summary of the responses received during the initial phase of general public engagement. Reports specific to other engagement streams will be provided later in the program.

## 2.4 Methodology

Given the extensive scope of information involved in this project, the engagement program has been divided into three distinct phases:

**Phase 1 – Where are we going?** This initial phase of engagement is summarized in this report. Its primary objective was to establish a shared understanding of the Calgary City Building program. Feedback gathered during this phase aims to inform the overall direction of the program and its deliverables.

**Phase 2 – How are we going to get there?** Scheduled for launch in February 2024, the second phase delves deeper into technical specifics and proposed changes within the City Building program. This stage will involve a more thorough exploration of the program's intricacies.

**Phase 3 – What comes next?** The concluding phase of engagement involves validating the outlined direction in the City Building program. This step ensures that the feedback received accurately reflects stakeholders' perspectives and confirms that no crucial aspects are overlooked.

## Engagement Tactics

The audience targeted for this engagement was the general public, defined as individual Calgarians who are participating in the engagement to share their personal interests and ideas. The first phase of engagement was comprised of four primary tactics outlined below.

### Online Survey

We conducted an online survey on the City of Calgary Engage Portal, featuring a mix of open and closed-ended questions. The goal was to gather feedback from all Calgarians, focusing on essential aspects of the City Building program. By incorporating both multiple-choice and open-ended questions, we aimed to gain insights into how Calgarians perceive growth and other key priorities of the City Building program.

### Pop-up Engagement Events

Sixteen pop-up engagement events were strategically conducted across the city as part of the outreach initiative for the City Building program. These events were designed to educate participants about the program and allow them to provide their insights on its direction. Specifically, participants were asked about the current strengths and challenges facing Calgary both in terms of development and mobility, as well as their priorities for growth and development.

Pop-up engagement events were held at high-traffic locations already frequented by Calgarians, including shopping malls, markets, and recreation centers. Four of the pop-ups were held at local area planning open houses across the city.

### Online Webinar

An online webinar was organized to offer a virtual platform for interested Calgarians to learn more about the project and engage with the project team. The session featured a presentation by the project team, providing an overview of the City Building program, its objectives, and the intended outcomes. Participants who registered had the chance to submit questions in advance, allowing the project team to prepare thoughtful responses. Additionally, the webinar included a live Q&A session where participants could pose questions to the presenters in real time, to get further clarification on project-related matters.

### Municipal Building Display

Throughout the initial phase of engagement, a display was installed in the lobby of the municipal building. This display featured informational boards to educate visitors about the City Building program as well as an ideas station for visitors to provide their feedback on the project.

## Communications Tactics

During the initial phase of engagement for the City Building program, a multifaceted communication strategy was employed to effectively reach and involve participants. The tactics used were as follows:

- **Calgary.ca Landing Page:** Utilized as a central information hub for easy access to program details.
- **City of Calgary Engage Portal:** Provided an interactive platform for participants to engage with program information.
- **Social Media Presence:** Leveraged both paid and organic channels on Facebook, Instagram, NextDoor, and Twitter to share information and encourage participation.
- **Digital Advertising:** Implemented native ads, brief YouTube clips (6 secs), and Spotify Audio ads (30 secs) for a diverse and engaging online presence.
- **Out-of-Home Advertising:** Utilized the Pattison CTS network for digital displays at C-train stations, extending the reach to a wider audience.
- **Non-English Advertisement:** Deployed translated radio ads to cater to linguistic diversity in the promotional efforts.
- **Municipal Centre Pop-Up Display:** Created a physical touchpoint with a pop-up display, featuring engagement opportunities through display boards and digital displays.
- **Newsroom Story and Media Coverage:** Published a Newsroom story, subsequently covered by Global News in two segments during morning and afternoon news.

## 2.5 Participation

The initial engagement phase occurred from October 23 to December 3, 2023, lasting six weeks in total. Throughout this period, various activities were implemented, including a live online portal with a questionnaire and headline activity, 16 pop-up events, an online webinar, and a display at the municipal building. In total, feedback was received from 1316 participants during the pop-up events, 21 participants during the online webinar, the municipal building display generated 82 headlines, and the online engagement page had 4,434 visitors and 670 contributors to the online survey. A breakdown of participation across these diverse tactics is provided below.

Engagement Opportunities	Dates	Numbers
<b>Portal Page (calgary.ca/citybuilding)</b>		
Online Portal	October 23 – December 3, 2023	4,434 visitors
Online Questionnaire	October 23 – December 3, 2023	670 contributors
Online Headline Question	October 23 – December 3, 2023	348 contributors
<b>Webinar</b>		
Online Public Webinar	November 7, 2023, 7-830 pm	21 participants
<b>Pop-up Events</b>		
Market Mall Shopping Centre	October 25, 2023, 4 – 9 pm	150 participants
Cardel Recreation Centre	October 27, 2023, 3 – 8 pm	96 participants
Westside Recreation Centre	October 30, 2023, 4 – 7 pm	95 participants
Village Square Recreation Centre	October 31, 2023, 10 am – 3 pm	134 participants
Rocky Ridge YMCA	November 1, 2023, 4 – 7 pm	72 participants
Crossroads Market	November 5, 2023, 10 am – 3 pm	101 participants
Riley Communities LAP Open House	November 6, 2023, 6 – 8 pm	57 participants
Greater Forrest Lawn Communities LAP Open House	November 8, 2023, 6 – 8 pm	7 participants
Southcentre Shopping Mall	November 12, 2023, 12 – 5 pm	131 participants
Devonian Gardens	November 14, 2023, 10 am – 3 pm	45 participants
Vivo Centre	November 15, 2023, 4 – 7 pm	51 participants
Genesis Centre	November 18, 2023, 10 am – 3 pm	101 participants
Brookfield Residential YMCA at Seton	November 25, 2023, 10 am – 3 pm	65 participants
Chinook Communities LAP	November 28, 2023, 5:30 – 8 pm	15 participants
MNP Centre	November 25, 2023, 4 – 7 pm	66 participants
South Shaganappi Communities LAP	November 30, 2023, 6 – 8 pm	109 participants
<b>Municipal Building Display</b>		
Municipal Building Foyer Display	October 23 – December 3, 2023	82 contributors

Numbers defined

- Participant – number of people who attended an engagement event to learn more, have a conversation or provide feedback.
- Visitors – number of unique visitors to the portal page.
- Contributors – number of visitors who left feedback.

## 2.6 What We Asked

In the initial phase of engagement, we sought feedback from Calgarians on three key topics: "Calgary Today," "Moving Around Calgary," and "Final Thoughts." Each of these topics featured a distinct set of questions. The questions posed for each topic are as follows:

### Calgary Today

- Why did you choose Calgary, or why have you chosen to stay?
- How likely are you to stay in your neighbourhood for the next ten years?
- Why? Please explain if you wish.
- What qualities of Calgary do you value most?
- What are the biggest challenges facing Calgary?
- How can the City best address the challenges you identified?

### Moving Around Calgary

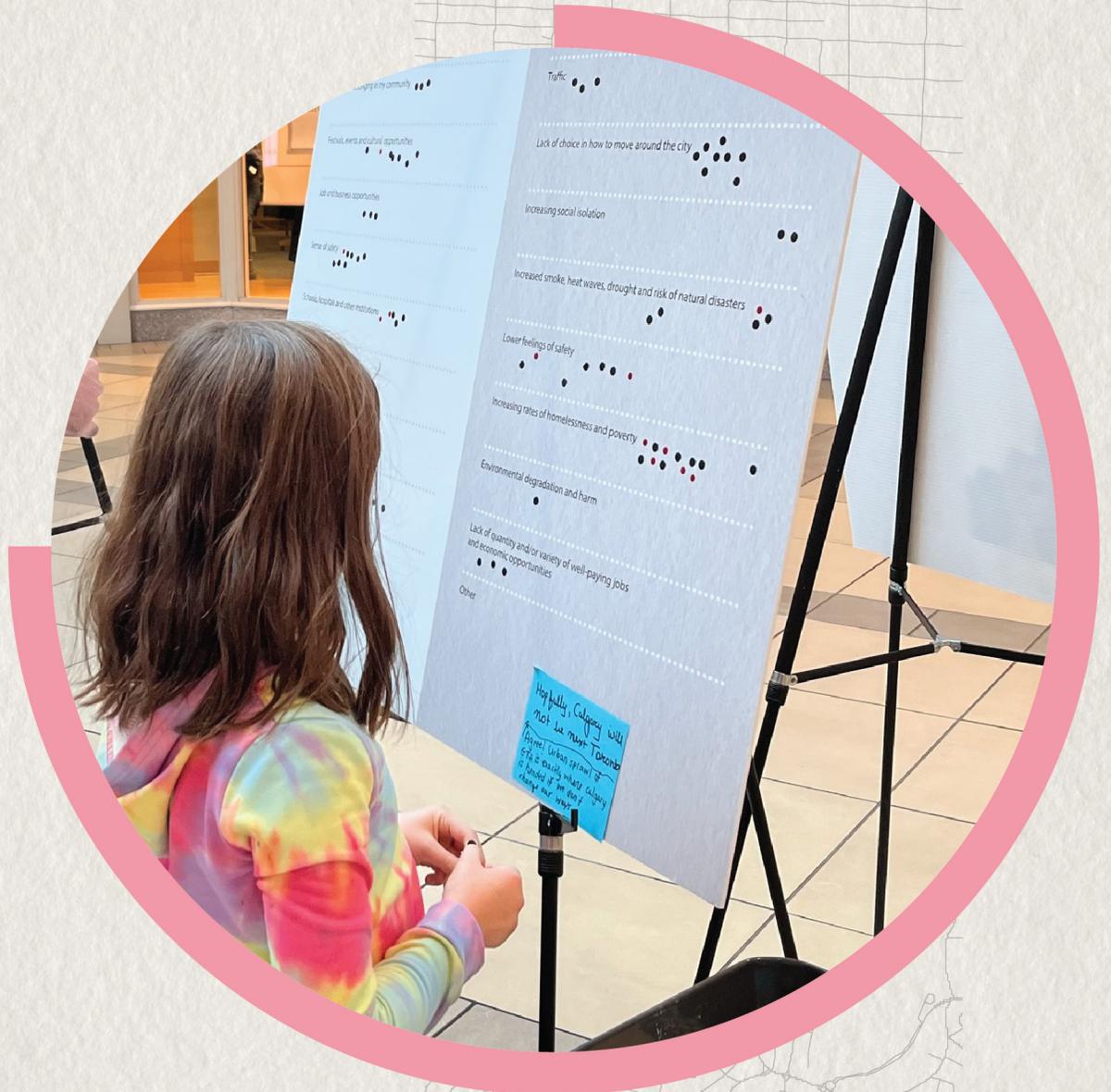
- What motivates you to use each of the following modes: Walking or using a mobility aid, driving, taking the bus, taking the LRT, bicycling, scootering, taxi/rideshare.
- How would you prefer to get too different the following types of places: Errands, work, school, going out, leisure, visiting friends and family, extracurricular activities.

### Final Thoughts

- How well has Calgary realized the goals of the 2009 Municipal Development Plan over the last 15 years?
- Picture Calgary in 10 years: What news headline would you like to read about how the city has grown and changed.

## Section 3

# What We Heard



## 3.0 What We Heard

### 3.1 Calgary Today

The first set of questions asked of engagement participants related to how they experience Calgary in its current form. Digging into why they’ve made Calgary home, what their day-to-day experience is like – the good and the bad, and what changes they think are needed to see Calgary into its desired future.

Why did you choose Calgary, or why have you chosen to stay?

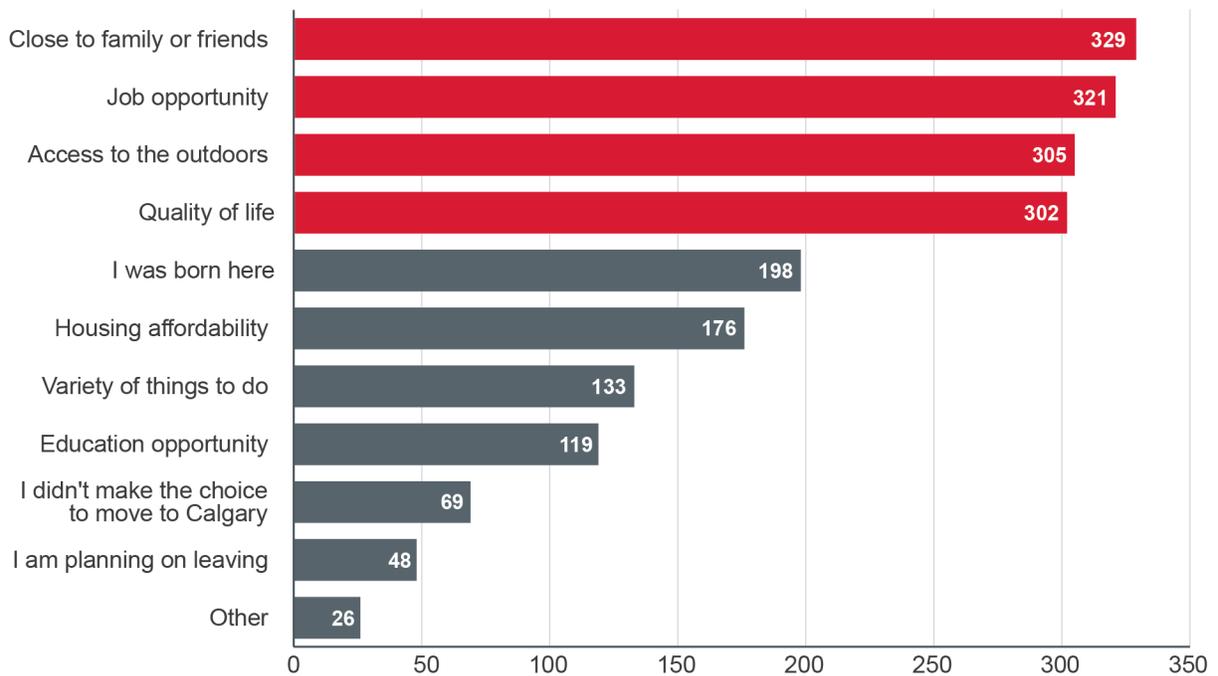


Figure 1: Why did you choose Calgary, or why have you chosen to stay. (n=663)

“Other” responses include: **for a spouse/significant other, the future and opportunities Calgary has to offer and for the mountains.**

How likely are you to stay in your neighborhood for the next ten years?

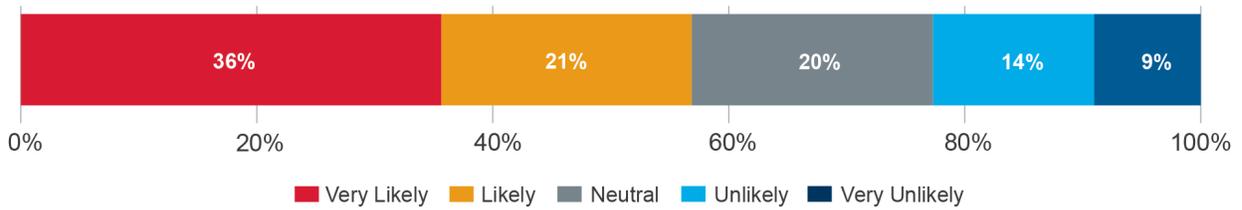


Figure 2: Likelihood to stay in neighbourhood for the next decade.

Why? Please explain if you wish.

In response to the feedback received, participants predominantly conveyed their perspectives on the question in one of two ways. Some emphasized the positive aspects of their neighbourhood, outlining what makes it appealing and explaining why they might choose to continue residing there. Conversely, others underscored the negative aspects of their neighbourhood, identifying challenges and sharing reasons they’ve contemplated moving. To accurately capture these diverse responses, the findings have been categorized into two separate tables: one for Positive Neighbourhood Responses and another for Negative Neighbourhood Responses.

**Positive Neighbourhood Responses**

Detailed Explanation	Sample Comment Quotes
<b>Theme: Neighbourhood Characteristics</b>	
<p><b>Walkable and Cycling-Friendly Community:</b> Residents highlighted ease and accessibility of walking and cycling in their neighbourhood as a key factor influencing their decision to stay. The community's walkability and cycling infrastructure contribute significantly to their satisfaction.</p> <p><b>Access to Parks and Green Spaces:</b> Some respondents emphasized the importance of access to parks, green spaces, and mature tree coverage in their community. The presence of these amenities emerged as a major reason why they choose to remain in their current location.</p> <p><b>Quiet and Safe Neighbourhood:</b> The appeal of a quiet and safe neighbourhood resonates strongly with respondents. Knowing their neighbours and feeling a sense of security in the area were mentioned as crucial factors contributing to their decision to stay in the community.</p>	<p><i>“I love my neighbourhood. It is VERY walkable, has mature tree canopy (losing this though due to development), and we are surrounded by green space. Mix of residential housing types and I can walk to our closest ‘main street’.”</i></p> <p><i>“It is walkable! I don’t need a car to get groceries, run basic errands, get my haircut, go to parks, go to the library, go to the river, go to restaurants. It’s fairly easy to bike places, too. Plus there are lots of trees.”</i></p> <p><i>“I like the access to the parks that I have and like the location to get out of the city and not too far from accessing most of the things within the city.”</i></p> <p><i>“My community is filled with young families and retirees. This makes it quiet, and safe, with low crime. [...]”</i></p>

Theme: Home	
<p><b>Secure Housing:</b> A considerable number of individuals are choosing to remain in their current neighbourhood due to the stability offered by homeownership. Having already invested in a house within the community, many have no intentions of selling or relocating.</p> <p><b>Affordability of Current Area:</b> The affordability of their existing neighbourhood, especially when compared to other parts of the city, plays a pivotal role in influencing residents to stay. Economic considerations make their current area a preferable choice.</p> <p><b>Home Ownership Commitment:</b> The commitment associated with homeownership is a significant factor keeping residents rooted in their current area. Whether it's the financial commitment tied to a mortgage payment or the emotional attachment to owning a home, these factors contribute to residents choosing to stay put.</p>	<p><i>“Bought a house in 2020 and managed to get into a neighbourhood that I want to grow and develop with. The house is perfect. The neighbourhood (Mount Pleasant) is already great and will become even greater as time goes on.”</i></p> <p><i>“I have invested into a home and won't be able to afford to move elsewhere in Calgary as it would be too expensive with current and future prices. [...]”</i></p> <p><i>“We just moved there. We won't do any better in our price bracket. House prices are too high to buy anything else. We like it, it's pleasant.”</i></p> <p><i>“We bought a house here and it's our favourite neighbourhood”</i></p>
Theme: Family and Friends	
<p><b>Family-Centric Environment:</b> Residents cited the appeal of family-oriented neighbourhoods that provide access to essential services, robust support networks, and quality schools as key reasons for choosing to remain in their communities.</p> <p><b>Social Proximity:</b> The closeness of friends and family residing in the same neighbourhood was viewed positively, serving as a compelling reason for residents to stay.</p> <p><b>Emotional Connection and Family Ties:</b> Some respondents expressed the formation of deep emotional connections, mainly having raised or planning to raise a family in the neighbourhood. These emotional ties were identified as significant reasons that anchor individuals to their current area.</p>	<p><i>“We just purchased a home in Calgary and plan to raise a family here”</i></p> <p><i>“We live in the suburbs and like having a big yard for our dog. We want to stay in our big family home until our kids are through university and employed, which will take us beyond 10 years. [...]”</i></p> <p><i>“Built a network of great friends. Family is here now and great to be close to them. Access to amenities. Diversity of things to do.”</i></p> <p><i>“It is very expensive to move and we are close to family and friends. [...]”</i></p> <p><i>“My friends and parents live here so I want to be close to them. Close to my work/ inner city. I like living close to major attractions/ restaurants and the river pathway system.”</i></p>

<b>Theme: Services and Amenities</b>	
<p><b>Amenity Access and Variety:</b> Respondents highlighted the significance of amenity access and variety as key factors influencing their neighbourhood choice.</p> <p><b>Proximity to Essential Services:</b> The presence of restaurants, commerce, medical services, professional services, parks, and other essential facilities in or near the neighbourhood was considered desirable.</p>	<p><i>“We can walk, bike and take transit most places. There are parks, schools, recreation and arts amenities in the neighbourhood”</i></p> <p><i>“It’s a great central community with close access to amenities (grocery, coffee, medical and other services within walking distance), good bike and vehicle networks, and as it stands, close to friends.”</i></p> <p><i>“It is very central and close to all the amenities we need.”</i></p>
<b>Theme: Proximity and Connectivity</b>	
<p><b>Convenient Access to Essentials:</b> Respondents appreciate being close and connected to everything essential in their lives, serving as a compelling reason to stay in the neighbourhood.</p> <p><b>Proximity to Workplace:</b> The close proximity to work emerged as a noteworthy factor influencing respondents' decisions to stay in the area. The convenience of a short commute adds to the neighbourhoods' appeal.</p> <p><b>Central City Location:</b> Being centrally located in the city was cited as a positive reason for staying. This central positioning allows respondents to navigate the city easily and contributes to the overall attractiveness of their current location.</p> <p><b>Diverse Transportation Options:</b> The ability to utilize various modes of transportation beyond reliance on cars is highlighted. Living in walkable, connected, and complete neighbourhoods enables respondents to enjoy different transportation options, enhancing the overall appeal of their area.</p>	<p><i>“I love the neighbourhood I live in. It’s close to the mountains and there are lots of paths. It’s also close to a lot of other amenities. [...]”</i></p> <p><i>“Walkable 15-minute community. Good transit and services easily accessible.”</i></p> <p><i>“I like the inner city, as it has close commutes, large trees, historic homes and more attractive neighbourhoods than the cookie-cutter suburbs. I enjoy a walking first lifestyle similar to European cities, rather than this Car centric suburb model.”</i></p> <p><i>“My neighbourhood is central and close to downtown, the airport, and major highways.”</i></p> <p><i>“I live in my community because I’m close to work (South Health Campus). There’s no reason to be so far south if I didn’t work there. If I get a job in a different part of the city, I’d move.”</i></p> <p><i>“It is central and now that we own a home it’s easier to stay. Our community is Bridgeland, which has great amenities and walkability.”</i></p> <p><i>“Love the walkability of Victoria Park / Beltline. I can walk to work, cool shops and restaurants nearby. Only have 1 car in my household b/c of this.”</i></p>

Theme: Access to Transit and Active Modes	
<p><b>Nearby Transit Stations and Stops:</b> The ease of access and proximity to transit options stood out as a key reason for residents choosing to stay in their neighbourhood. The convenience of nearby transit facilities adds to the overall appeal of the area.</p> <p><b>Transportation Options:</b> Respondents cited a variety of transportation choices, including LRT and bus routes, as well as options like walking, cycling, and driving. The flexibility offered by these diverse modes of transportation was emphasized as a significant factor contributing to their decision to stay.</p>	<p><i>“Nice neighbourhood, close to central city, good transit access (MAX Yellow), close to natural amenities, somewhat walkable, lots of hope for the future.”</i></p> <p><i>“Access to amenities and public transit without having to drive.”</i></p> <p><i>“I live in Kensington, and don't see myself moving elsewhere, other than perhaps a similarly walkable neighbourhood. This is one of the few truly walkable neighbourhoods in the city, as 90% of Calgary is unwalkable, far from transit, and car reliant.”</i></p>

Apart from the themes highlighted in the table above, respondents also expressed various other reasons for living in their neighbourhood. These include access to schools, the current low density of the area, proximity to good restaurants, access to mountains and rivers, closeness to academic institutions, availability of the pathway system, and the ample yard space on their properties.

### Negative Neighbourhood Responses

Detailed Explanation	Sample Comment Quotes
Theme: Cost of Living	
<p><b>Financial Strain:</b> Individuals express feeling "priced out" of their current neighbourhood due to shifting demographics and the escalating costs of living, forcing them to seek more affordable alternatives.</p> <p><b>Budget Constraints:</b> Respondents cite rising costs of living, including housing and rent prices, as a major factor influencing their decision to endure less-than-ideal living situations within their budgetary constraints.</p> <p><b>Unfavourable Living Situations:</b> The increasing costs of living have compelled some residents to stay in non-ideal living conditions, as it aligns with their financial limitations.</p>	<p><i>“Despite our house and neighbourhood not being ideal, with current market (rent, interest, housing prices) we'll have a hard time leaving.”</i></p> <p><i>“I live in a NE inner city community and 12 years ago when I moved here it was very affordable, now the housing costs have skyrocketed and I will not be able to continue living in this neighborhood, which I love and work in.”</i></p> <p><i>“The Beltline/Mission areas have become completely unaffordable within the last 2 years. My landlord is demolishing the apartment building I live in, displacing 20 families to build luxury apartments that none of us tenants can afford.”</i></p>

<p><b>Necessity of Relocation:</b> Due to the surging costs of living, residents find themselves compelled to relocate to less preferable parts of the city solely because it aligns with their budget.</p>	<p><i>“Priced out of the neighbourhood and quadrant I grew up in. I am moving to the NE where I undoubtedly will be pushing someone out from that neighbourhood who grew up there instead.”</i></p>
<p><b>Theme: Transit Choice</b></p>	
<p><b>Inadequate Transit Access:</b> Poor transit access in certain city areas was identified as a crucial factor leading to the contemplation of relocation. Residents prefer neighbourhoods with more robust transit services.</p> <p><b>Reliance on Private Automobile:</b> The reliance on private automobiles is perceived as a drawback by respondents, prompting dissatisfaction with their current neighbourhood. There is a desire for the integration of other modes of transportation in some respondent's neighbourhoods.</p> <p><b>Desire for Enhanced Transit Access:</b> Respondents expressed a desire for improved transit options within their community. The lack of satisfactory transit access becomes a motivating factor for residents seeking neighbourhoods with better transportation infrastructure.</p>	<p><i>“I want to move somewhere with better public transit.”</i></p> <p><i>“Public transit is very difficult to access and unreliable.”</i></p> <p><i>“My neighborhood is not pedestrian friendly, cars are the main mode of transport to a point where they are required for living.”</i></p> <p><i>“No public transport, no LRT, public school overflowing. Hospital 20 minute ambulance ride. [...]”</i></p> <p><i>“We wish to move closer to infrastructure for downtown commuting - red line. It took me 90 minutes this morning to commute from Mahogany to Anderson Station!”</i></p>
<p><b>Theme: Safety</b></p>	
<p><b>Concerns about Rising Crime Rates:</b> Some respondents expressed a heightened awareness of rising crime, indicating that lack of safety could prompt a decision to move, especially when considering the security of family and children.</p> <p><b>Changing Community Dynamics:</b> The observation of shifting community demographics and increased crime rates in certain areas emerged as a noteworthy factor, prompting residents to consider relocation.</p>	<p><i>“I live downtown next to alpha house, it’s getting worse and makes downtown feel unsafe and non enjoyable.”</i></p> <p><i>“The crime around the c-train station in my neighbourhood is so severe now that the area has become unliveable.”</i></p> <p><i>“I live in Saddleridge. It has become crowded and unsafe. It has become overdeveloped with too many apartments. I feel the community has degraded over time.”</i></p>
<p><b>Theme: Housing Choice</b></p>	
<p><b>Challenges with Current Housing Situation:</b> Feeling stuck with a housing option was cited. Not living in a place that aligns with respondents' lifestyle emerged as a primary reason for contemplating a move. Factors limiting access to</p>	<p><i>“Cannot afford houses in our neighbourhood; currently live in inherited property that is not big enough long term.”</i></p>

<p>ideal housing include price, availability, and the effort/cost associated with relocation.</p> <p><b>Limited Availability of Desired Housing Type:</b> In certain instances, respondents highlighted that the housing type they desire is not available in the parts of the city they would prefer to live in without a higher budget, posing a challenge to their housing preferences.</p> <p><b>Desire for Diverse Housing Choices:</b> Respondents expressed a desire for different housing choices and styles within their neighbourhoods, indicating that the current housing options may not meet their varied preferences.</p> <p><b>Unattainable Private Amenity Space:</b> The desire for private amenity space in housing was noted as a desirable feature, but some respondents found it unattainable within their budget constraints, contributing to their contemplation of leaving the neighbourhood.</p>	<p><i>“We currently own a condo in W Hillhurst where we live with our two young children and would love to stay but it’s highly unlikely we’ll ever be able to afford a bigger home in our community.”</i></p> <p><i>“I’ve lived in lower mt royal for a decade and I don’t want to live in a condo anymore, but there’s no town/houses to move into without leaving the community or having a million dollars.”</i></p> <p><i>“My wife &amp; I love living in the Beltline, but there’s a lack of missing middle 3-bedroom units available at reasonable prices. I wish there were family sized point access block apartments like similar European cities.”</i></p> <p><i>“I cannot afford a house where I currently own my townhouse, so I will have to move to a less safe neighbourhood, and buy an old house just to be able to have a private yard.”</i></p>
<p><b>Theme: Rent Challenges</b></p>	
<p><b>Impact of Rising Rents:</b> The influence of escalating rents in a dynamic rental market prompted some respondents to consider relocating to another part of the city. Affordability constraints due to rising rents are driving this decision.</p> <p><b>Absence of Renter Safeguards:</b> The absence of safeguards for renters contributes to a sense of vulnerability for some respondents. The lack of protections raises concerns about the potential for landlords to sell or increase rent with minimal notice, leading to possible displacement or residing in an unaffordable living situation.</p>	<p><i>“We rent and rent keeps going up. Our current location will likely be unaffordable soon.”</i></p> <p><i>“Cost of rentals increasing and inability to purchase a reasonable home in this area.”</i></p> <p><i>“Housing prices are becoming extremely unaffordable, as a renter I feel it is unlikely I will be able to afford staying in my neighbourhood (Capitol Hill) for more than another year.”</i></p> <p><i>“I rent and I’m sure the landlord will sell or raise the rent too much for me as a single earner to afford. Little stability for renters.”</i></p>
<p><b>Theme: Neighbourhood Characteristics</b></p>	
<p><b>Neighbourhood Location/ Limited Proximity:</b> The perceived disconnection of the neighbourhood from other parts of the city emerged as a significant limiting factor for the community, prompting some respondents to consider moving in search of more connected living environments.</p>	<p><i>“My neighbourhood is far too quiet and isolated”</i></p> <p><i>“Increasing gentrification raising costs, losing sense of community due to this, poor road planning makes it dangerous and chaotic to walk and drive places.”</i></p>

<p><b>Concerns About Changing Community Housing Makeup:</b> Some respondents expressed dissatisfaction with the changing housing makeup of the community. The challenges associated with increased density, including parking issues, traffic congestion, loss of natural environment, and increased shading, were cited as undesirable factors influencing their contemplation of a move.</p>	<p><i>“Infills galore. Disappearing natural environment. Shadows to my yard. Cutting down mature trees and not replanting. Traffic and parking have been given no attention with increased density. Living like termites while suburbs are still allowed big lots.”</i></p> <p><i>“This city council is choosing to destroy our neighbourhoods with high density buildings.”</i></p>
--	--

Apart from the themes highlighted in the table above, respondents also expressed various other reasons for disliking their neighbourhood and considering moving in the next ten years. These include dissatisfaction with proposed RC-G zoning, limited amenity access, lack of good schools and changing demographics (downsizing/growing family/seniors housing/etc.).

How much do you agree with the following statements?

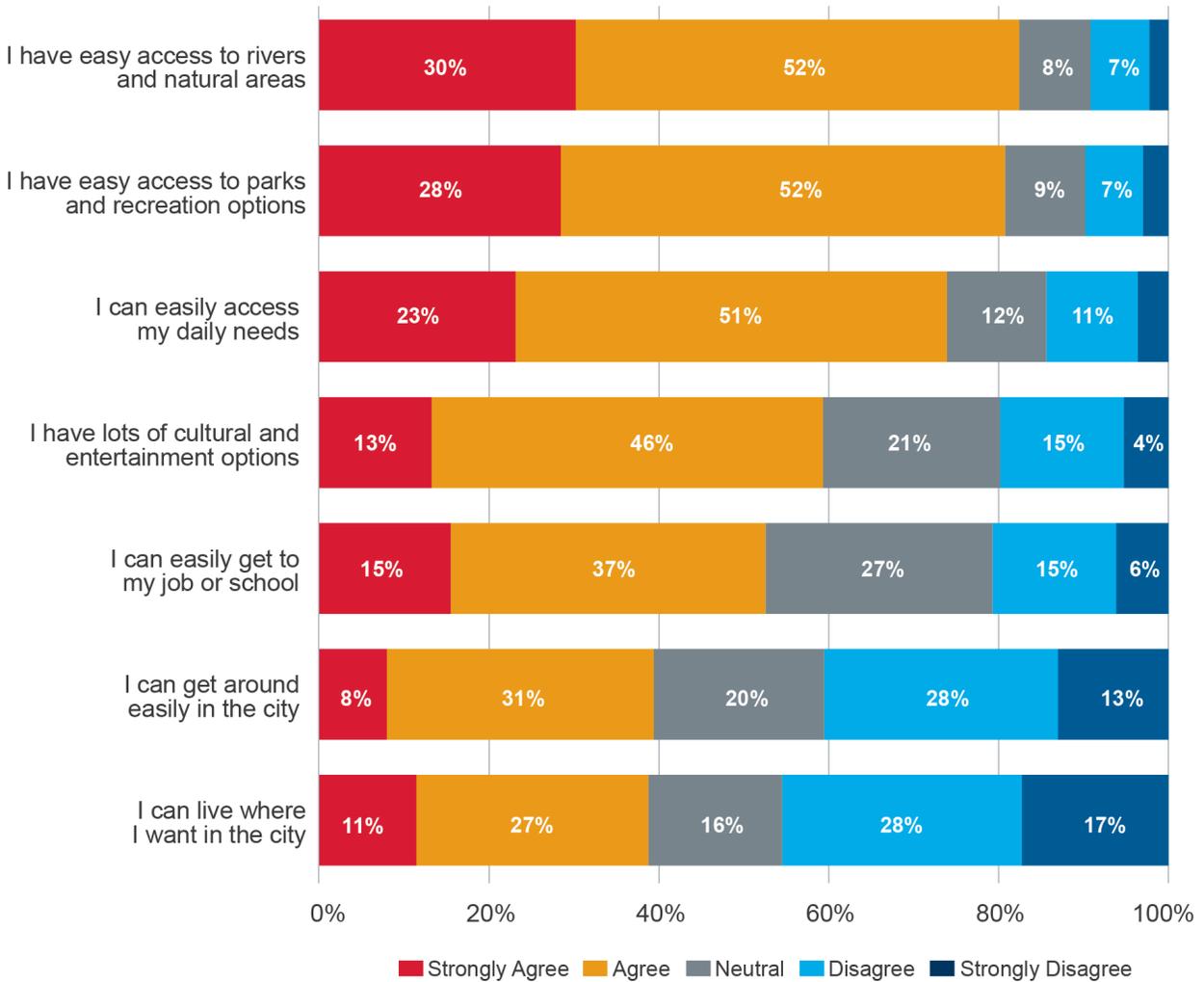


Figure 3: Level of agreement with statements about life in Calgary.

The following two questions (*What qualities of Calgary do you value most?* and *What do you think are the biggest challenges facing Calgary?*) were asked through two channels: online via the engage page ([engage.calgary.ca/citybuilding](https://engage.calgary.ca/citybuilding)) and at pop-up engagement events. Below, you can see the answers we collected about what people value most and the challenges they see in Calgary.

What qualities of Calgary do you value most?

Online results:

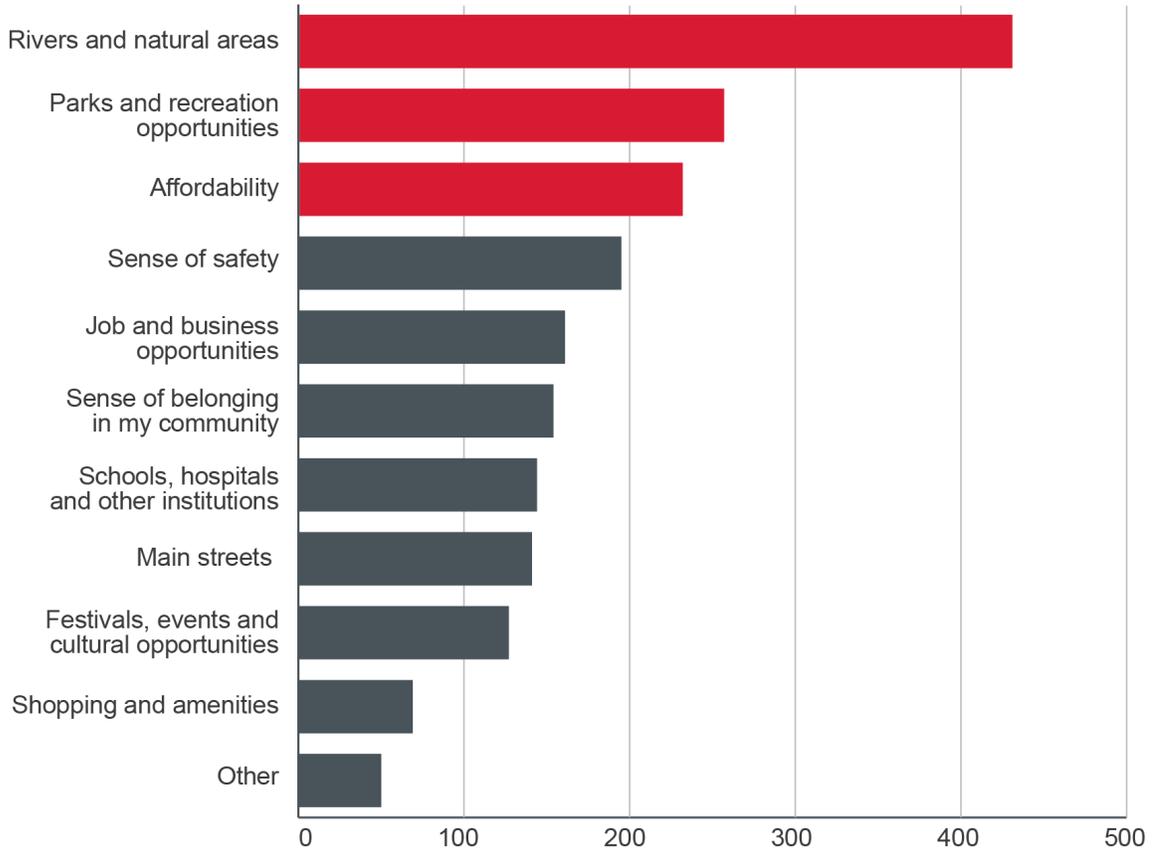


Figure 4: The top qualities of Calgary as voted by participants online through the questionnaire. (1961 votes)

“Other” responses include: **safety, bike lanes** as well as **local arts and entertainment**.

Pop-up engagement results:

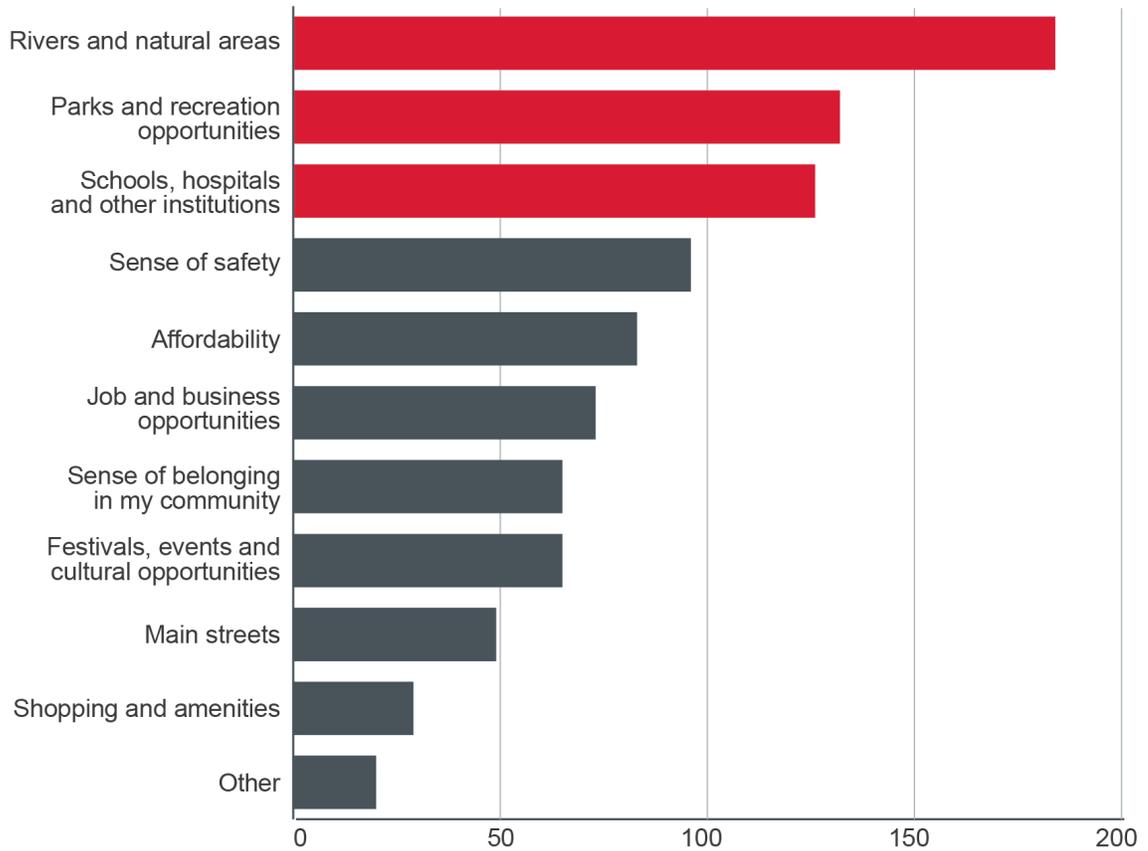


Figure 5: The top qualities of Calgary as voted by participants at pop-up engagement events. (922 votes)

“Other” responses include: **schools, the people and community** as well as **diversity and multi-generational (facilities, communities)**.

What do you think are the biggest challenges facing Calgary?

Online results:

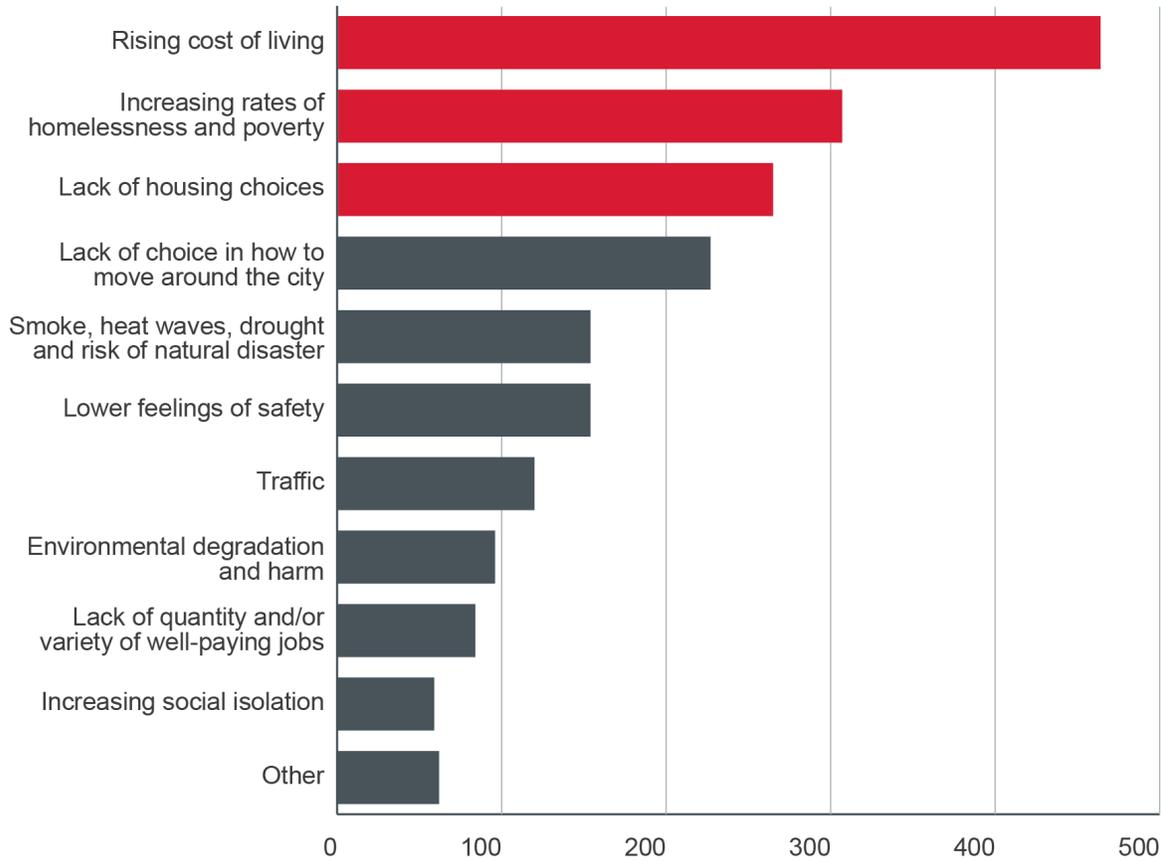


Figure 6: The top challenges facing Calgary as voted by participants online through the questionnaire. (1992 votes)

“Other” responses include: **rising City taxes, budget, and spending.** They also raised **safety concerns and challenges with public transit.**

Pop-up engagement results:

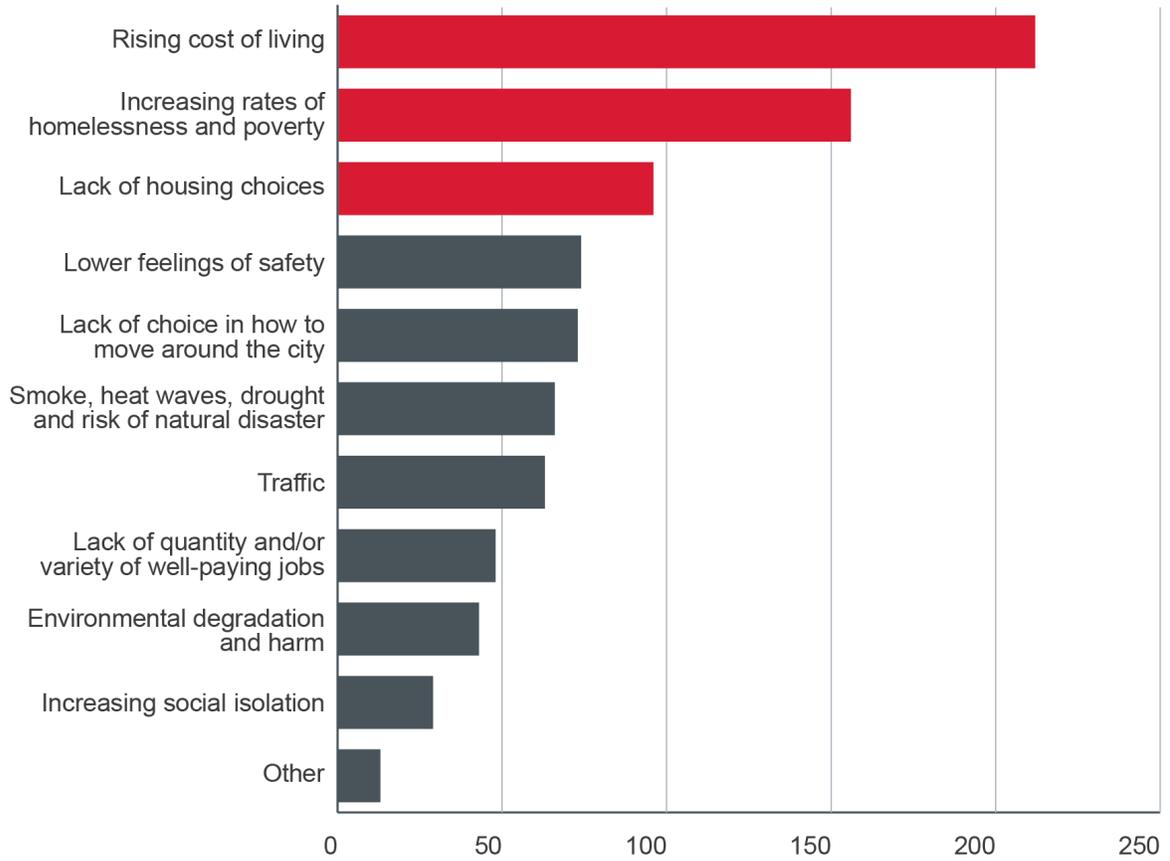


Figure 7: The top challenges facing Calgary as voted by participants at pop-up engagement events. (873 votes)

“Other” responses include: **safety and increase in crime concerns, challenges with public transit and housing (accessibility and affordability).**

How can the City best address the challenges you identified?

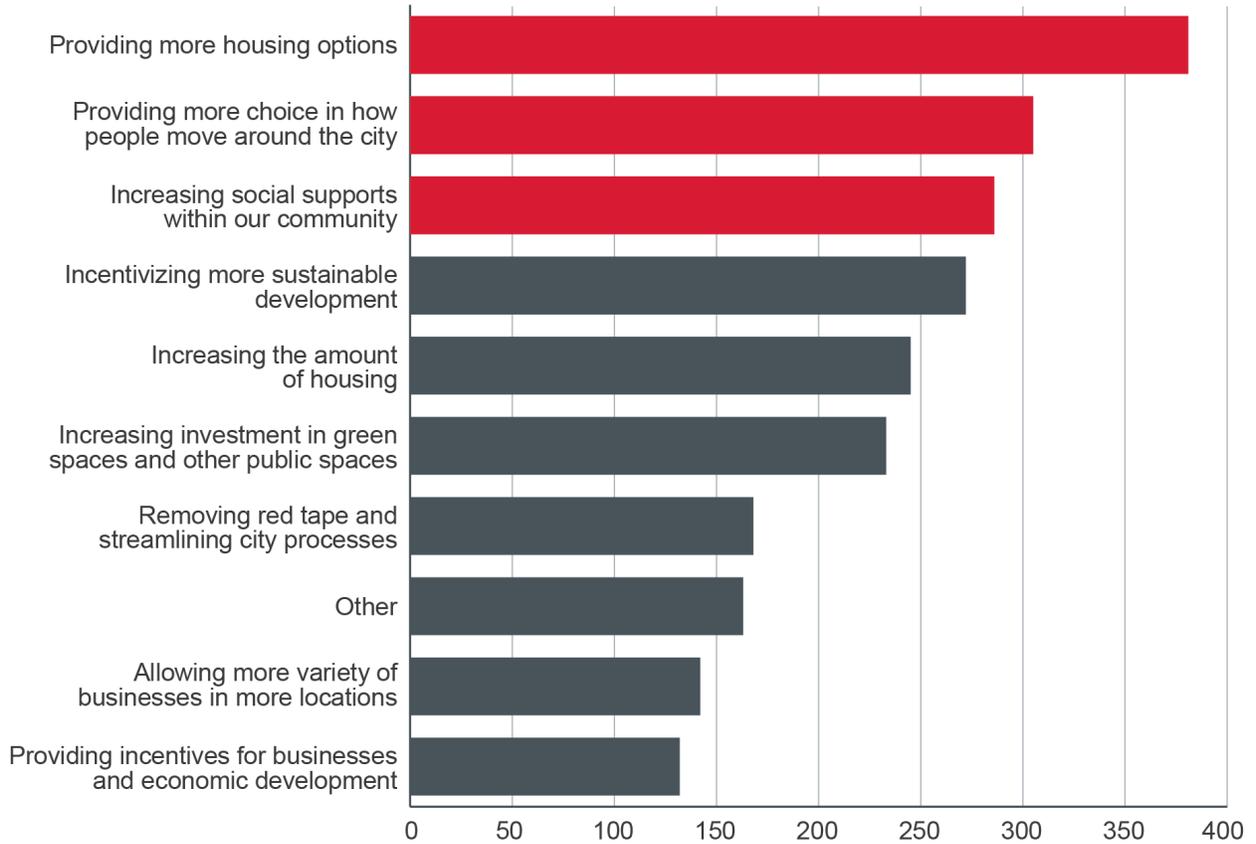


Figure 8: Ideas about how to best address the challenges identified in the previous question.

“Other” responses include: **improving public transit, enhancing safety and enforcement and delivering on more affordable housing.**

### 3.2 Moving Around Calgary

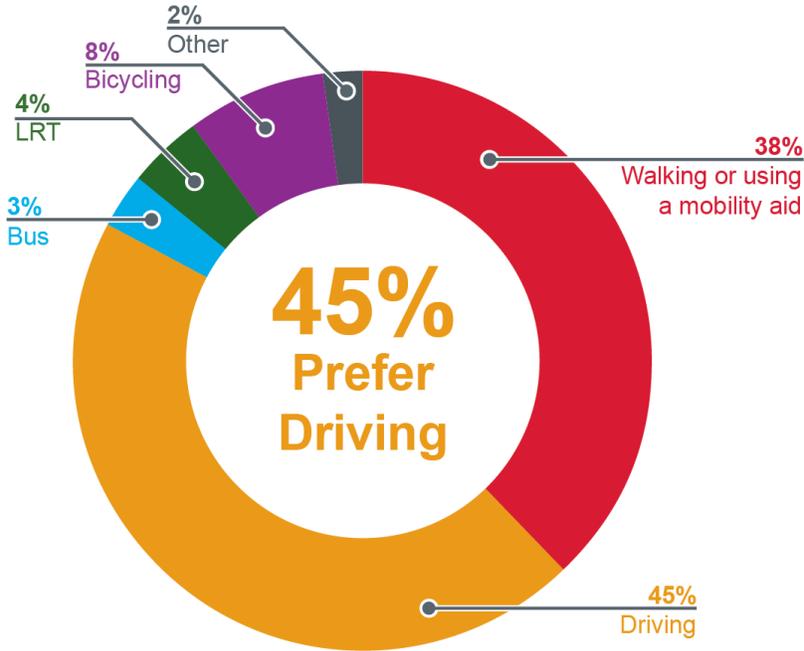
The second set of questions asked of engagement participants related to transportation and mobility in Calgary. What motivates them to use different modes of transport and what would their preferred means be if all transportation was treated equally.

What motivates you to use each of the following methods:

Transportation Mode	Top Reasons	Other Reasons
<b>Walking or using a mobility aid</b>	<ul style="list-style-type: none"> <li>• It helps me be healthy</li> <li>• I enjoy it</li> <li>• Low cost</li> <li>• It is physically possible for me to travel this way</li> </ul>	<ul style="list-style-type: none"> <li>• Not walkable for me</li> <li>• Not safe</li> <li>• Limited during winter months</li> </ul>
<b>Driving</b>	<ul style="list-style-type: none"> <li>• It's convenient</li> <li>• Less travel time</li> <li>• I am comfortable in different types of weather</li> <li>• I feel safe and comfortable using it</li> </ul>	<ul style="list-style-type: none"> <li>• It's necessary/no other option</li> <li>• Convenience, less time to drive compared to transit</li> <li>• Occasionally need to drive</li> </ul>
<b>Taking the bus</b>	<ul style="list-style-type: none"> <li>• Low cost</li> <li>• I am concerned about the environment</li> <li>• It is physically possible for me to travel this way</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns about safety on buses</li> <li>• It's the only option</li> <li>• It's too time consuming</li> </ul>
<b>Taking the LRT</b>	<ul style="list-style-type: none"> <li>• Low cost</li> <li>• It's convenient</li> <li>• I am concerned about the environment</li> <li>• Less travel time</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns about safety and security</li> <li>• Parking is too expensive downtown</li> <li>• No other option</li> </ul>
<b>Bicycling</b>	<ul style="list-style-type: none"> <li>• It helps me be healthy</li> <li>• I enjoy it</li> <li>• Low cost</li> <li>• It is physically possible for me to travel this way</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns about bike safety</li> <li>• Good weather conditions</li> <li>• Requests for more protected and separated bike lanes</li> </ul>
<b>Scootering</b>	<ul style="list-style-type: none"> <li>• I enjoy it</li> <li>• It's convenient</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns about scooter safety</li> <li>• Need protected lanes</li> <li>• Can get in the way of mobility aids</li> </ul>
<b>Taxi/Rideshare</b>	<ul style="list-style-type: none"> <li>• It's convenient</li> <li>• Less travel time</li> <li>• I feel safe and comfortable using it</li> </ul>	<ul style="list-style-type: none"> <li>• Costly</li> <li>• When other modes are not an option/no other option</li> <li>• To the airport</li> </ul>

How would you prefer to get to different types of places?

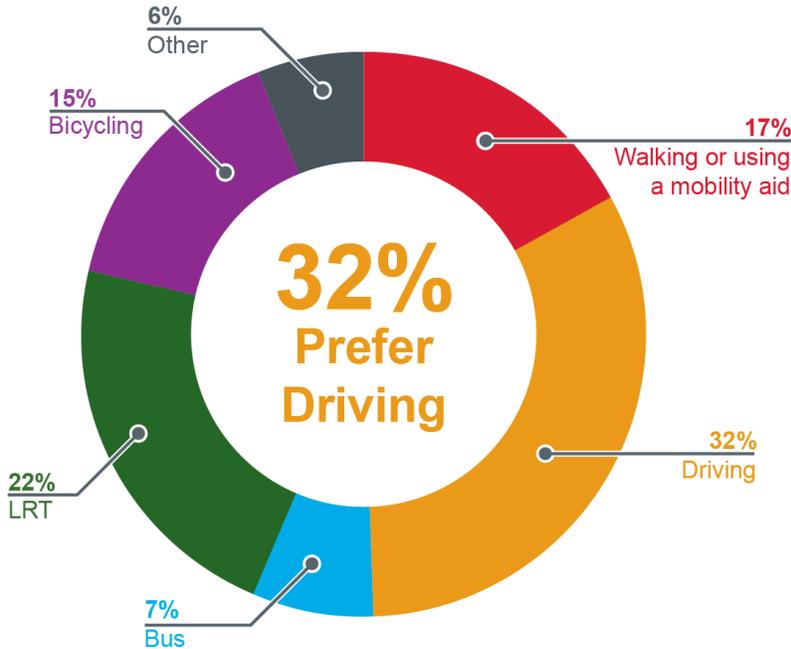
**Errands (Groceries, pharmacy, etc.):**



“Other” responses include: a mix of walking and driving, a mix or combination of modes, and using a grocery delivery service.

Figure 9: Preferred method to move when going to errands.

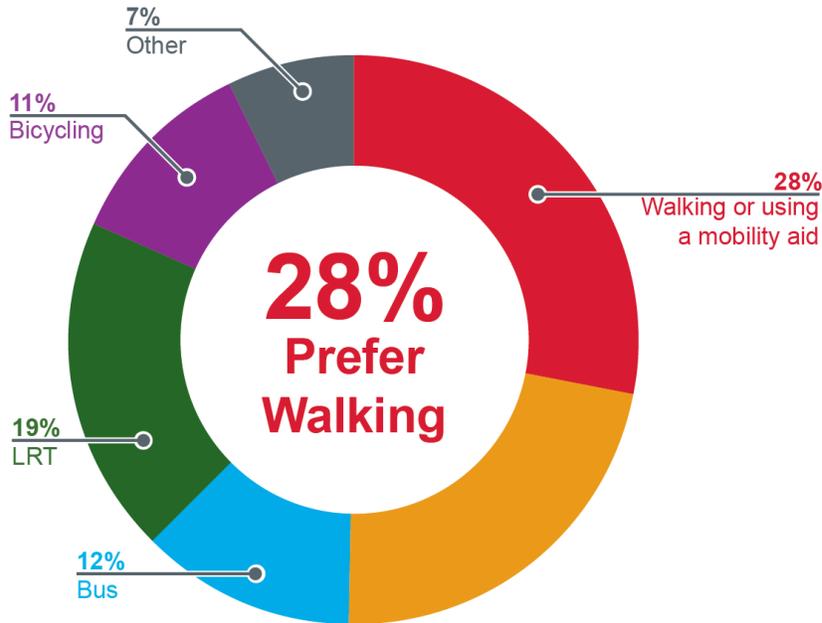
**Work:**



“Other” responses include: no commute (retired or work from home) or that they use a combination or mix of modes.

Figure 10: Preferred method to move when going to work.

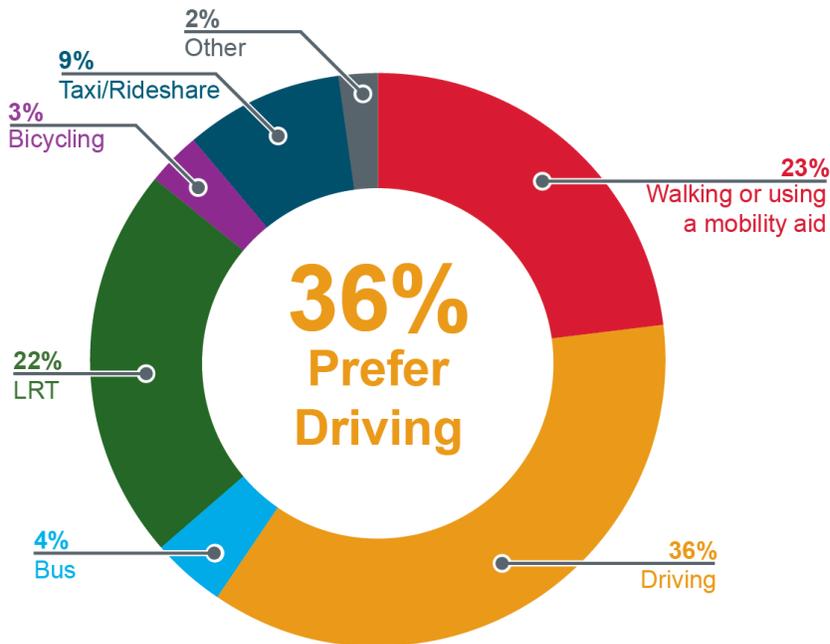
**School:**



“Other” responses include: **not in school/not relevant** or that they use a **combination or mix of modes**.

Figure 11: Preferred method to move when going to school.

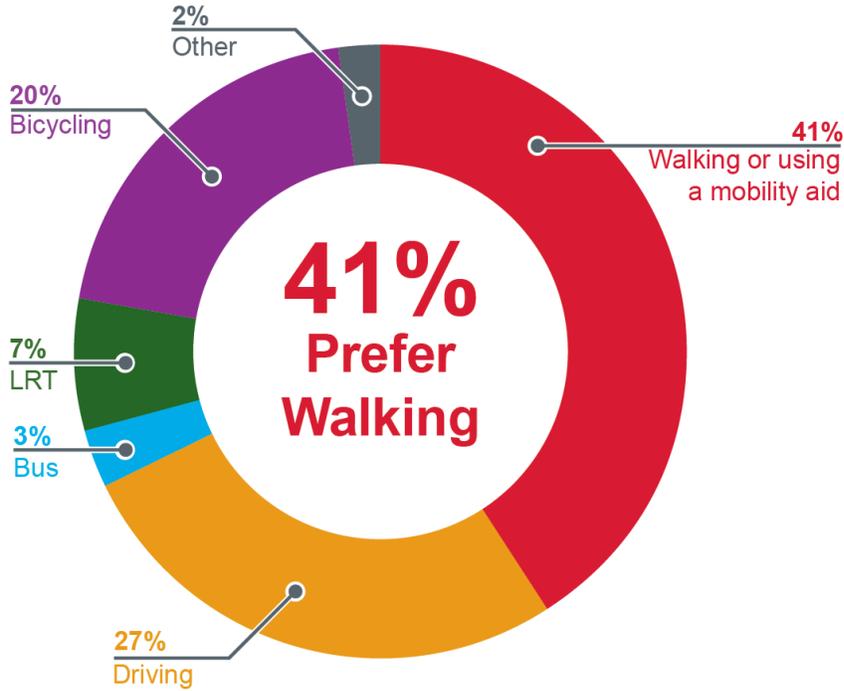
**Going out (dining, arts, events, etc.):**



“Other” responses include: **combination of modes, transit despite its inconvenience, and carpooling**.

Figure 12: Preferred method to move when going out.

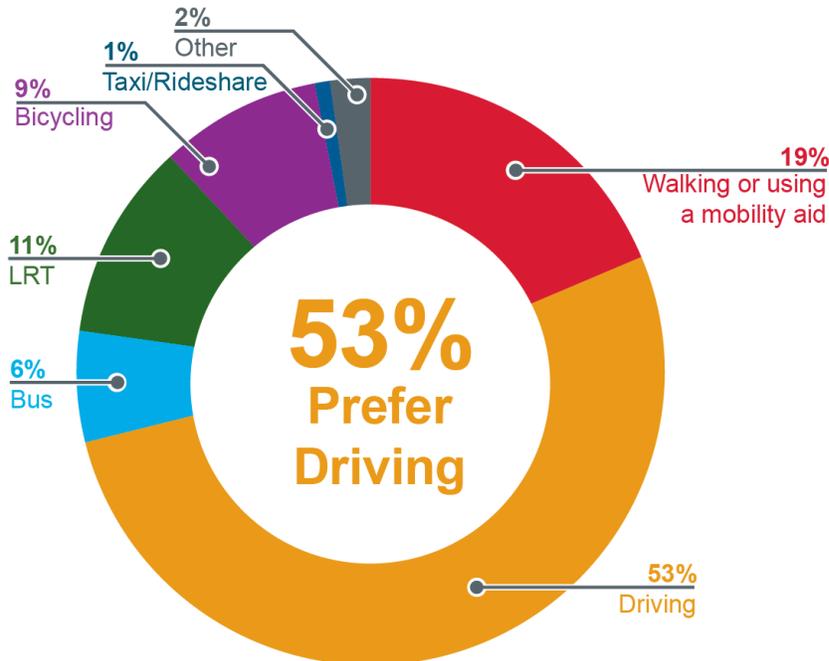
Leisure (parks, recreation centre, etc.):



“Other” responses include: **depended on the distance, hopeful for a future train to Banff, and that they would use a mix or combination of modes.**

Figure 13: Preferred method to move when going to leisure activities.

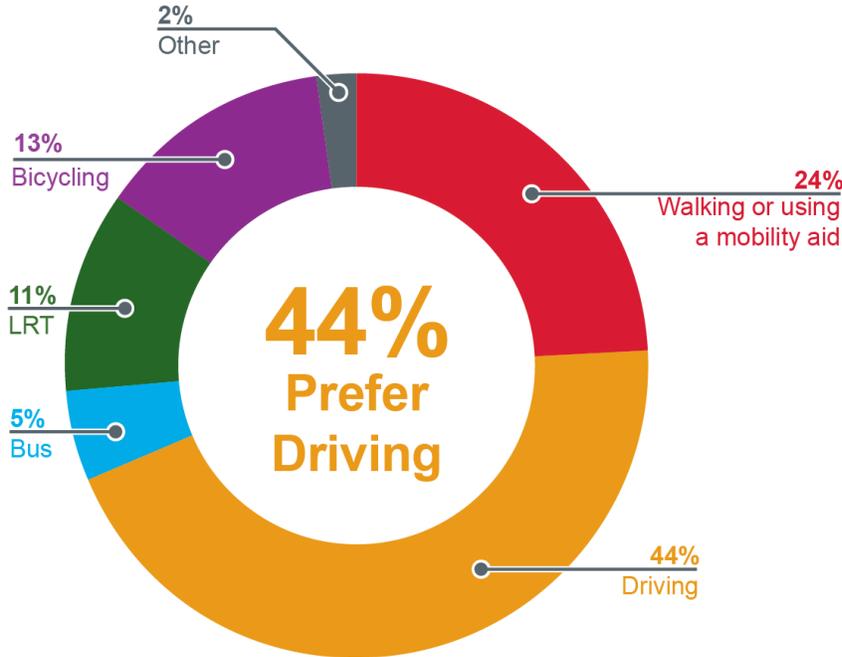
Visiting with friends and family:



“Other” responses include: **a mix or combination of modes, and depended on the distance on what mode was used.**

Figure 14: Preferred method to move when going to visiting with friends and family.

Extra-curricular activities/hobbies/programs:



“Other” responses include: **depends on the activity, a combination of modes, and a lack of hobbies/programs in the North (NE and North Central).**

Figure 15: Preferred method to move when going to extra-curricular activities.

Places we go / Ways we move

Participants were asked to contribute to a shared mapping exercise, indicating the places they visit in the city and the modes of transportation they use for these visits. Regarding the places being visited, 57 participants shared a total of 256 unique locations they regularly visit. These destinations were mainly related to daily needs or recreational activities.

Regarding transportation methods to these locations, 45 participants provided 332 contributions detailing their transportation modes. Notably, a significant portion of respondents (42%) mentioned using bikes as their preferred means of travel, followed by the LRT (26%) and walking (16%) as the second and third most common methods, respectively.

Key themes that emerged from the feedback included positive remarks about the need for more cycling infrastructure, requests for increased LRT/transit services and neighbourhood access, and an expressed desire for more pedestrian-friendly streets.

### 3.3 Final Thoughts

How well has Calgary realized the goals of the 2009 Municipal Development Plan over the last 15 years?

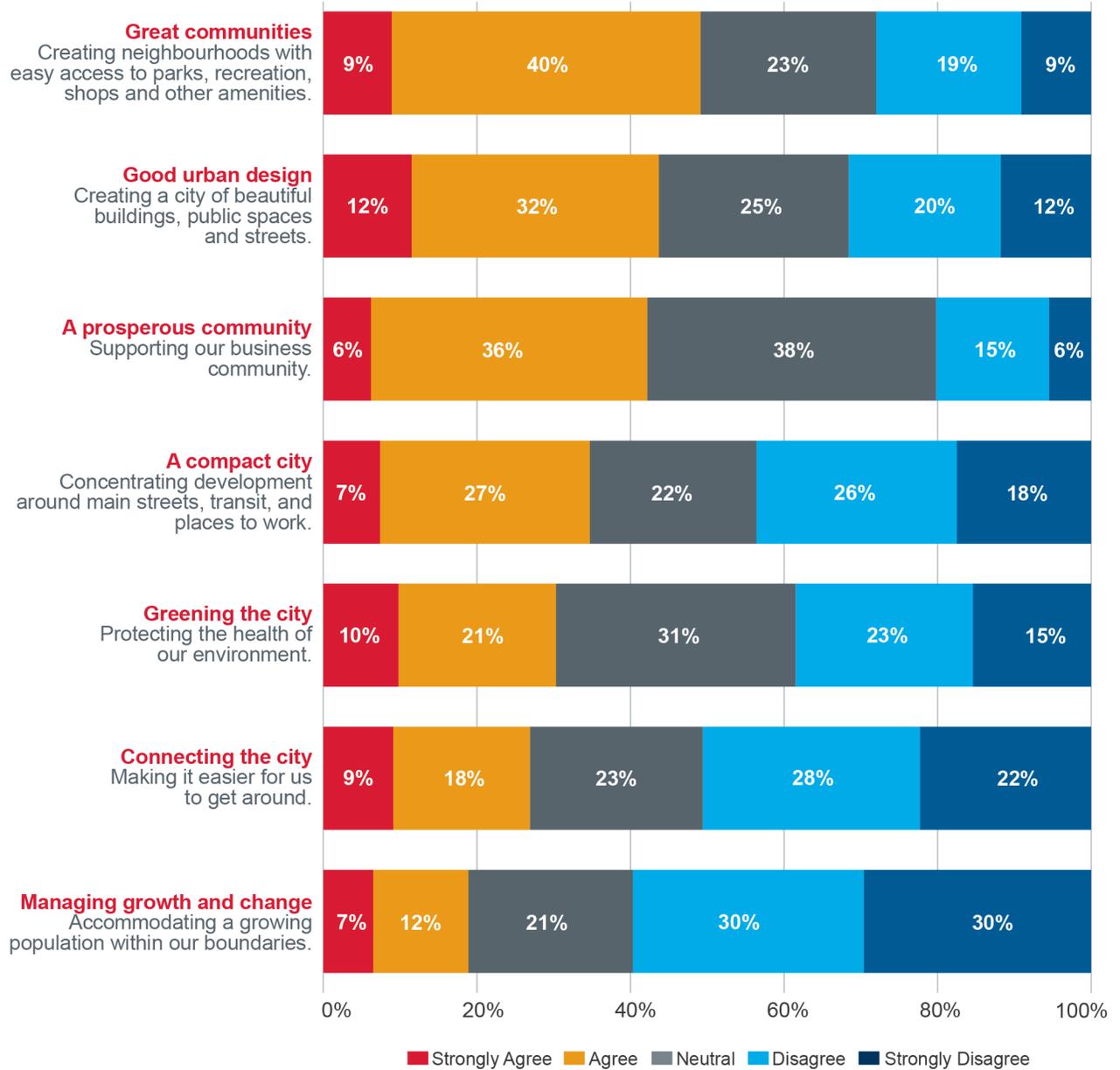


Figure 16: Perceptions about how well Calgary has realized the goals set out in the 2009 Municipal Development Plan.

Picture Calgary in 10 years: What news headline would you like to read about how the city has grown and changed?

This question was asked through three channels: online via the engage page (engage.calgary.ca/citybuilding), at pop-up engagement events, and at the display set up in the municipal building foyer. In total, 348 headlines were shared online, 319 at pop-up events, and 82 from the municipal building display. The feedback from this question is detailed below:

Headlines (Online Results)

Detailed Explanation	Sample Comment Quotes
<b>Theme: Affordable Housing</b>	
<p><b>Increase Affordable Housing Options:</b> Incorporate additional affordable housing options to enhance liveability for all residents in Calgary.</p> <p><b>Expand Non-Market Rate Housing:</b> Implement the addition of more non-market rate housing to cater to the diverse needs of the population.</p> <p><b>Strategically Place Affordable Housing Near Transit:</b> Concentrate affordable housing developments in proximity to transit services to facilitate improved access to the city for those in need of affordable housing.</p>	<p><i>“Calgary boosts affordability with rental regulations and dense, sustainable, non-market housing.”</i></p> <p><i>“Calgary becomes the first municipality in Canada to have housing for everyone.”</i></p> <p><i>“Calgary now has all levels of housing including subsidized housing and walkable amenities for seniors and those in need in every community.”</i></p> <p><i>“Increased affordable housing opportunities that are located closer to transit services and amenities.”</i></p>
<b>Theme: Housing Choice</b>	
<p><b>Diversify Housing Options Across Calgary:</b> Foster increased housing choice across neighbourhoods in Calgary, providing residents with a broader array of options.</p> <p><b>Mixed Density Housing in Mature Neighbourhoods:</b> Incorporate mixed-density housing within mature neighbourhoods to create more affordable opportunities in sought-after areas.</p> <p><b>Address Affordability through Increased Housing Choices and Density:</b> Tackle affordability concerns by expanding housing choices and density throughout the city, promoting a more inclusive and varied residential landscape.</p>	<p><i>“Calgary embraced housing diversity in 2024 and has seen the enormous benefits of varied housing types, co-existing peacefully.”</i></p> <p><i>“Mature communities have increased density with middle housing that enhances the neighbourhood. Laneway homes offer many options.”</i></p> <p><i>“Much more density and less restrictive zoning allowing for apartments and homes on upper floors above businesses. Better accessibility.”</i></p> <p><i>“Cities within a city: Density boosting, and land use diversification have created walkable and self-sustainable communities within Calgary.”</i></p>

Theme: Transportation Choice	
<p><b>Reduced Reliance on Private Automobiles:</b> Foster a reduced dependence on private automobile use in Calgary, creating more opportunities for residents to utilize alternative modes of transportation.</p> <p><b>Enhanced Bus and LRT Service:</b> Expand and improve bus and LRT services in Calgary to make public transportation more appealing and user-friendly.</p> <p><b>Airport LRT Connectivity:</b> Develop a C-Train line connecting the airport to the existing network, enhancing overall connectivity within the city.</p> <p><b>Improved Walkability and Cycling Infrastructure:</b> Increase walkability and cycling infrastructure across Calgary, facilitating the use of active modes of transportation for residents.</p>	<p><i>“Huge reduction in car usage throughout the city, as new bike lanes and transit routes become the chosen mode.”</i></p> <p><i>“Cycling, walking and transit make up the vast majority of trips in Calgary!”</i></p> <p><i>“Great public transit, highly walkable and bike-able, with many vibrant, bustling high streets. Abundant housing for all.”</i></p> <p><i>“How a “Car City” became a model of efficient public transit.”</i></p> <p><i>“How Calgary became the least car-centric city in Canada - Denser, more walkable, better transit, more affordable.”</i></p> <p><i>“Council Approves C-Train Line to Airport.”</i></p>
Theme: Parks / Open Space	
<p><b>Prioritize Preservation and Enhancement of Natural Areas:</b> Emphasize the protection and improvement of natural areas in Calgary as the city undergoes growth in the coming decade.</p> <p><b>Enhance Park Quality:</b> Improve the quality of parks throughout the city, ensuring that they meet high standards for the enjoyment and well-being of residents.</p> <p><b>Expand Park Creation:</b> Create new parks across the city, with a particular focus on downtown, new communities, and densely populated urban areas.</p> <p><b>Promote Biodiversity in Calgary:</b> Actively encourage and support biodiversity initiatives within the city to enhance the ecological balance and resilience of Calgary's natural environment.</p>	<p><i>“Calgary ranks highest for natural area conservation and protecting biodiversity in Canada.”</i></p> <p><i>“Calgary found the balance - added more housing and transit options while increasing access to natural and green spaces.”</i></p> <p><i>“Protect and expand our parks and greenspace. As yards shrink/condos built developed areas need MORE parks and greenspace.”</i></p> <p><i>“Calgary leads the way for sustainable cities by investing in parks, transit, and affordable housing.”</i></p>

Headlines (Pop-Up Results)

Detailed Explanation	Sample Comment Quotes
<b>Theme: Transit</b>	
<p><b>Enhanced Transit Safety for Increased Ridership:</b> Improve safety on Calgary's transit service to boost ridership by instilling a heightened sense of security for all riders.</p> <p><b>Expanded Transit Coverage:</b> Increase transit coverage to connect to areas of the city currently underserved by transit options, providing a more comprehensive and accessible public transportation network.</p> <p><b>LRT Line Connection to the Airport and hospitals:</b> Establish a direct LRT line connecting to the airport and hospitals, enhancing connectivity and accessibility for Calgarians.</p> <p><b>Reduced Reliance on Personal Automobiles:</b> Provide greater accessibility to the city through transit options, reducing dependence on personal automobiles for improved overall transportation efficiency.</p>	<p><i>"A city where transit is safe and not built just for cars."</i></p> <p><i>"Calgary has Canada's cleanest and most efficient transit system."</i></p> <p><i>"The City prioritizes providing services and amenities to new communities that are less - accessible by transit."</i></p> <p><i>"The city improves safety on transit to provide better service to its residents."</i></p> <p><i>"Connect the C-Train to the hospitals."</i></p> <p><i>"Calgary has added a train connection to the airport."</i></p>
<b>Theme: Employment and Education Opportunities</b>	
<p><b>Attracting New Businesses and Industries:</b> Concentrate efforts on attracting new businesses and industries to Calgary, aiming to enhance job access and support overall city growth.</p> <p><b>Job Market Expansion:</b> Foster the growth of the job market, providing more opportunities for newcomers and individuals facing challenges in securing employment.</p> <p><b>Enhancing the Economy and Education:</b> Improve Calgary's economy and education system to strengthen its international appeal, promoting continued growth and development in the city.</p>	<p><i>"Calgary's Economy is more diversified than ever, and housing is becoming affordable once again."</i></p> <p><i>"[...] Opportunities for those who didn't do very good in high school. Better post-secondary opportunities for immigrants. [...] Employment and rehabs for homeless people."</i></p> <p><i>"City of opportunity and affordability."</i></p> <p><i>"Calgary is a city of opportunity, that supports newcomers."</i></p> <p><i>"Calgary is home to international companies that brings jobs to Calgarians, creating stronger economy and strongest economy in Canada."</i></p>
<b>Theme: Parks / Public / Open Space</b>	
<p><b>Expansion of Parks in Quantity and Quality:</b> Increase both the amount and design of parks in</p>	<p><i>"Calgary is a safer city with lots of amenities, parks and smooth transportation. Variety of shopping in all neighbourhoods."</i></p>

<p>Calgary over the next decade, catering to the evolving needs of the growing population.</p> <p><b>Quality Public Spaces amid Growth:</b> Prioritize and develop quality public spaces amidst heightened growth and development to ensure the long-term liveability of communities.</p> <p><b>Protection of Calgary's Open Spaces:</b> Safeguard Calgary's open spaces, including iconic locations like Nose Hill Park and Fish Creek Park, as the city continues to experience growth.</p> <p><b>Enhanced Integration of Parks:</b> Integrate parks and green spaces more effectively into dense urban areas, particularly downtown, to enhance the overall urban environment and provide residents with accessible green spaces.</p>	<p><i>"The City's parks, paths and pedestrian spaces are well designed and provide great access around communities."</i></p> <p><i>"Calgary develops more affordable housing and maintains and develops new green spaces."</i></p> <p><i>"New multi-family buildings are prioritizing wide sidewalks and public space for residents"</i></p>
<p><b>Theme: Housing</b></p>	
<p><b>Housing Availability and Choice:</b> Increase housing availability and choice to foster greater affordability in the city, providing residents with diverse housing options.</p> <p><b>Safe and Affordable Housing for Vulnerable Groups:</b> Prioritize the provision of safe and affordable housing for vulnerable populations, including new immigrants, seniors, and others in need.</p> <p><b>Redevelopment Focus on Existing Communities:</b> Concentrate Calgary's redevelopment efforts on pre-existing communities to curtail urban sprawl and mitigate environmental degradation, promoting sustainable growth.</p>	<p>"Calgary stops the suburban sprawl"</p> <p>"Young adults and new families can afford housing and basic needs. [...]"</p> <p>"Calgary focuses re-development on bedroom communities that already have good services"</p> <p>"Housing is affordable and safe"</p> <p>"Calgary adds more affordable rental housing for new immigrants"</p> <p>"Calgary provides stable and affordable housing for seniors"</p>

**Headlines (Municipal Building Results)**

Detailed Explanation	Sample Comment Quotes
<p><b>Theme: Social Supports</b></p>	
<p><b>Social Supports:</b> Prioritize social supports for those who are most in need in Calgary, addressing critical issues to enhance overall well-being.</p>	<p>"Calgary becomes the first Canadian city to create a harm reduction and housing first community to ensure everyone has a safe place to live and access to the support they need - mental health,</p>

<p><b>Support for Calgary's Homeless Population:</b> Implement supports for Calgary's homeless population to assist in improving their prospects, acknowledge and address their unique needs.</p> <p><b>Housing First Model:</b> Adopt a Housing First model, specifically targeting individuals in need of housing or those who are currently unhoused, prioritizing stable housing as a foundational element for further support.</p>	<p>housing, harm reduction, compassion - community for all.”</p> <p>“Calgary is an accessible city to individuals of all abilities where resources and community supports are both readily available and accessible.”</p> <p>‘Affordable Housing and Accessible/Universal spaces: Everyone has housing, food, and supports that they need in Calgary!’</p>
<p><b>Theme: Housing</b></p>	
<p><b>Non-Market Housing Solutions:</b> Implement non-market housing solutions to assist in housing low-income and unhoused Calgarians, addressing critical housing needs in the community.</p> <p><b>Housing Affordability Citywide:</b> Increase housing affordability across the city, making it more accessible for a broader population to reside in Calgary.</p> <p><b>Density in Urban Areas:</b> Concentrate efforts on increasing density in urban areas, aiming to limit sprawl and promote affordability while ensuring sustainable city development.</p>	<p>“Calgary has accompanied thousands of new immigrant, family and Canadians by improving housing solutions like rent caps, rent control, co-op housing and build new 6-plexes around family gardens which increase food sustainability.”</p> <p>“Affordable housing for everyone.”</p> <p>“Calgary has now become one of the most urban density populated cities in Canada. Urban sprawl has decreased to insignificant levels!”</p>
<p><b>Theme: Green Spaces</b></p>	
<p><b>Green Spaces, Trees, and Parks:</b> Prioritize providing more green spaces, trees, and parks in communities, fostering a healthier and more vibrant urban environment.</p> <p><b>Street and Park Cleanup:</b> Clean up streets and parks, contributing to the creation of more vibrant and healthy communities through improved aesthetics and environmental conditions.</p>	<p><i>“More green: more trees and plants. Cleaner: downtown area, +15”</i></p> <p><i>“Neighbourhood green spaces that also house community solar systems and act as a site for district geothermal systems!”</i></p> <p><i>“Affordable housing! Low density communities. More trees and green spaces. More functional/multipurpose. More events for tourism.”</i></p>

Section 4

# Next Steps



## 4.0 Next Steps

Now that the initial engagement phase has concluded, the City Building program project team will leverage the insights from this report to shape the development of The Calgary Plan, The Zoning Bylaws, and The Street Manual. After incorporating feedback, a series of proposed changes and updates to these deliverables will be formulated and ready for dissemination.

The second phase of engagement, titled "How are we going to get there?" is scheduled to launch in the winter of 2024. This phase will allow participants to delve into the technical specifics and explore the proposed changes to the City Building program.

The anticipated result of this process will be the development of the three deliverables of the City Building program to help guide the growth and development of Calgary over the next ten years. The feedback provided through this phase of engagement will be fundamental in setting the direction that Calgary takes as it continues to grow.

Thank you to all who participated in the first phase of the City Building program engagement process. The project team is grateful for the time you've taken, the feedback you've provided, and the energy and excitement that you brought to each conversation.

Appendix A

# Demographics



## Appendix A – Demographics

Location – Please let us know where you live.

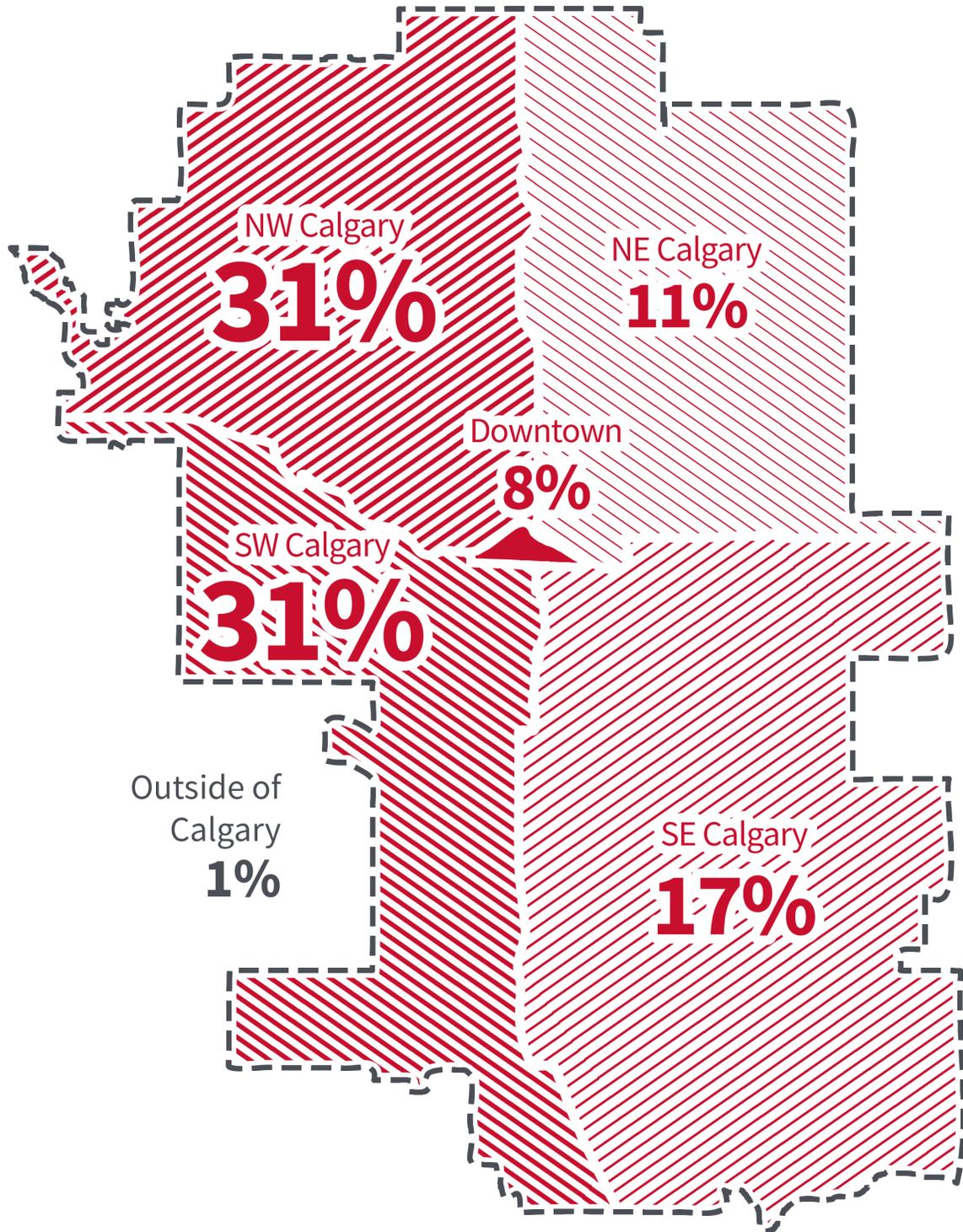


Figure 17: Response to demographic question asking where the respondent lives.

Please select any of the following that apply to you:

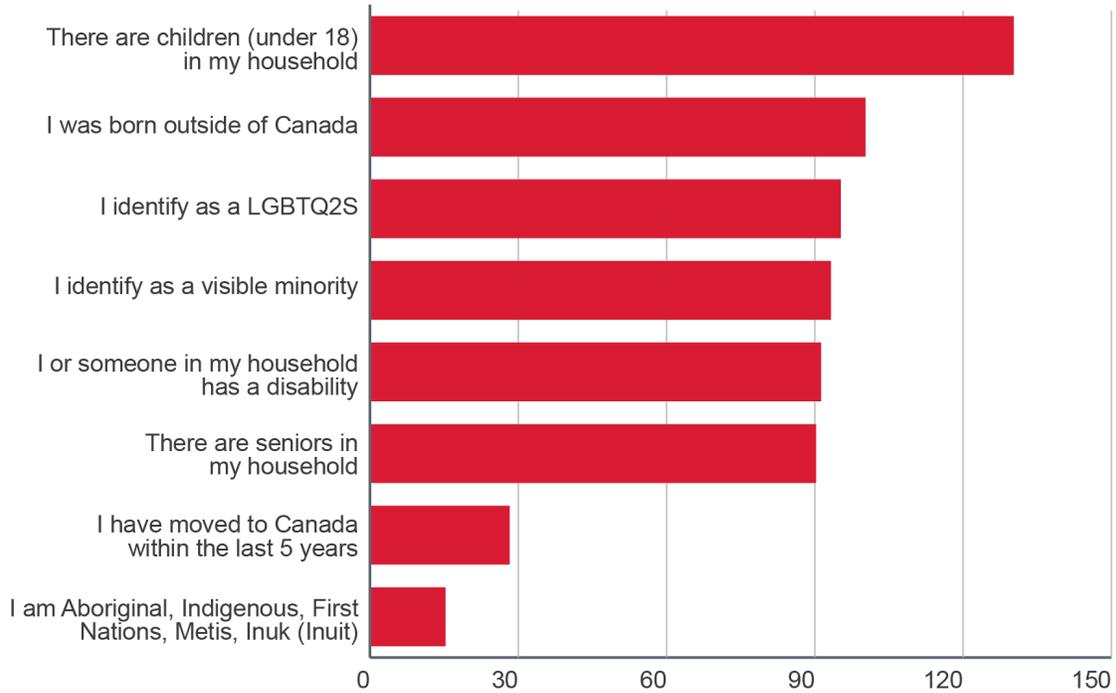


Figure 18: Response to demographic question asking if any of these options apply to the respondent.

Age – what is the age range of the person providing this input?

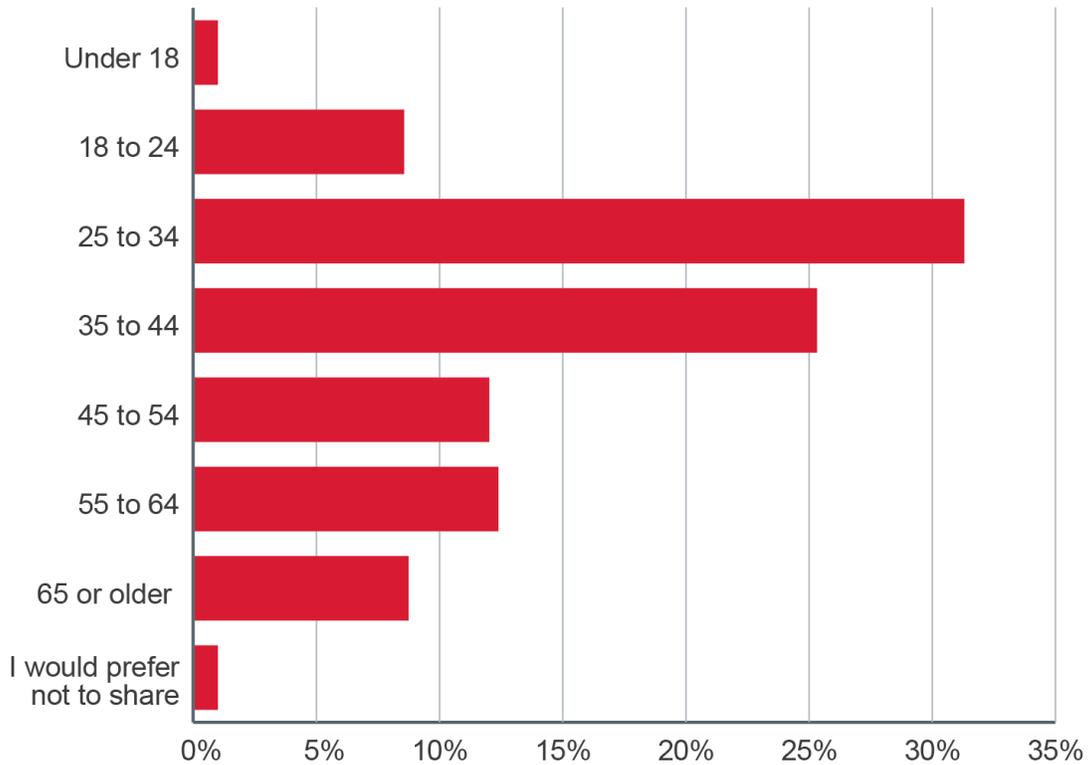


Figure 19: Response to demographic question asking the age of the respondent.

Gender identity – please choose the option that best describes you:

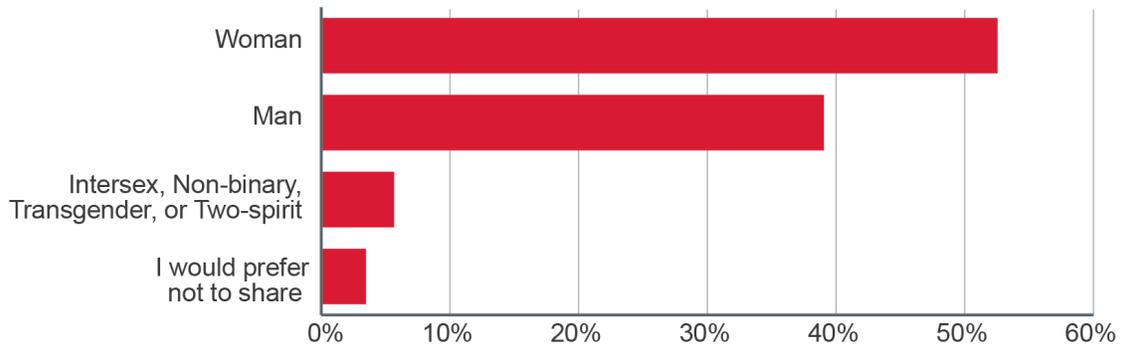


Figure 20: Response to demographic question asking the gender identity of the respondent.

Household income – what is your total annual household income before tax?

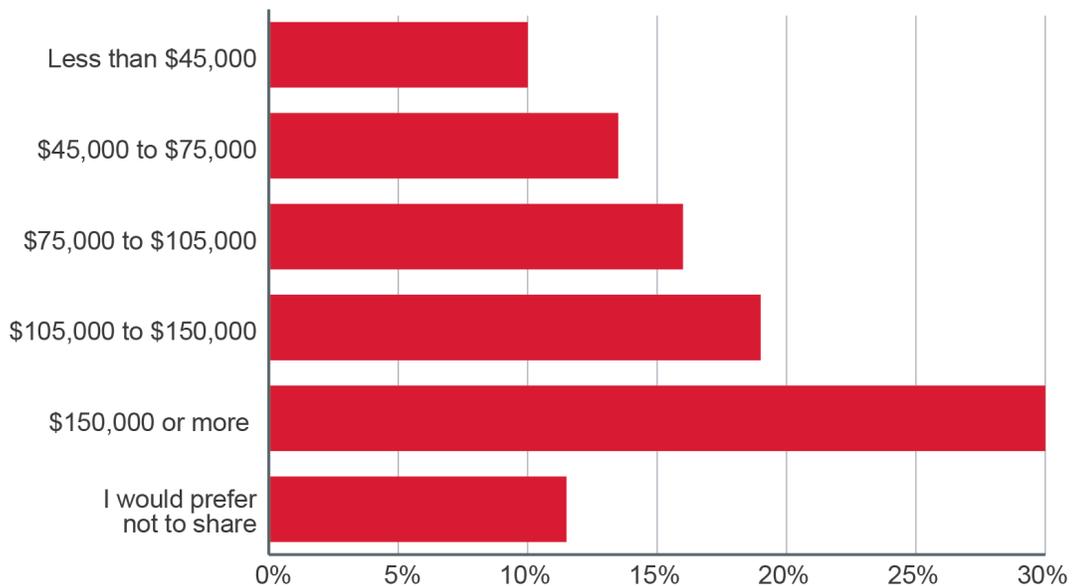
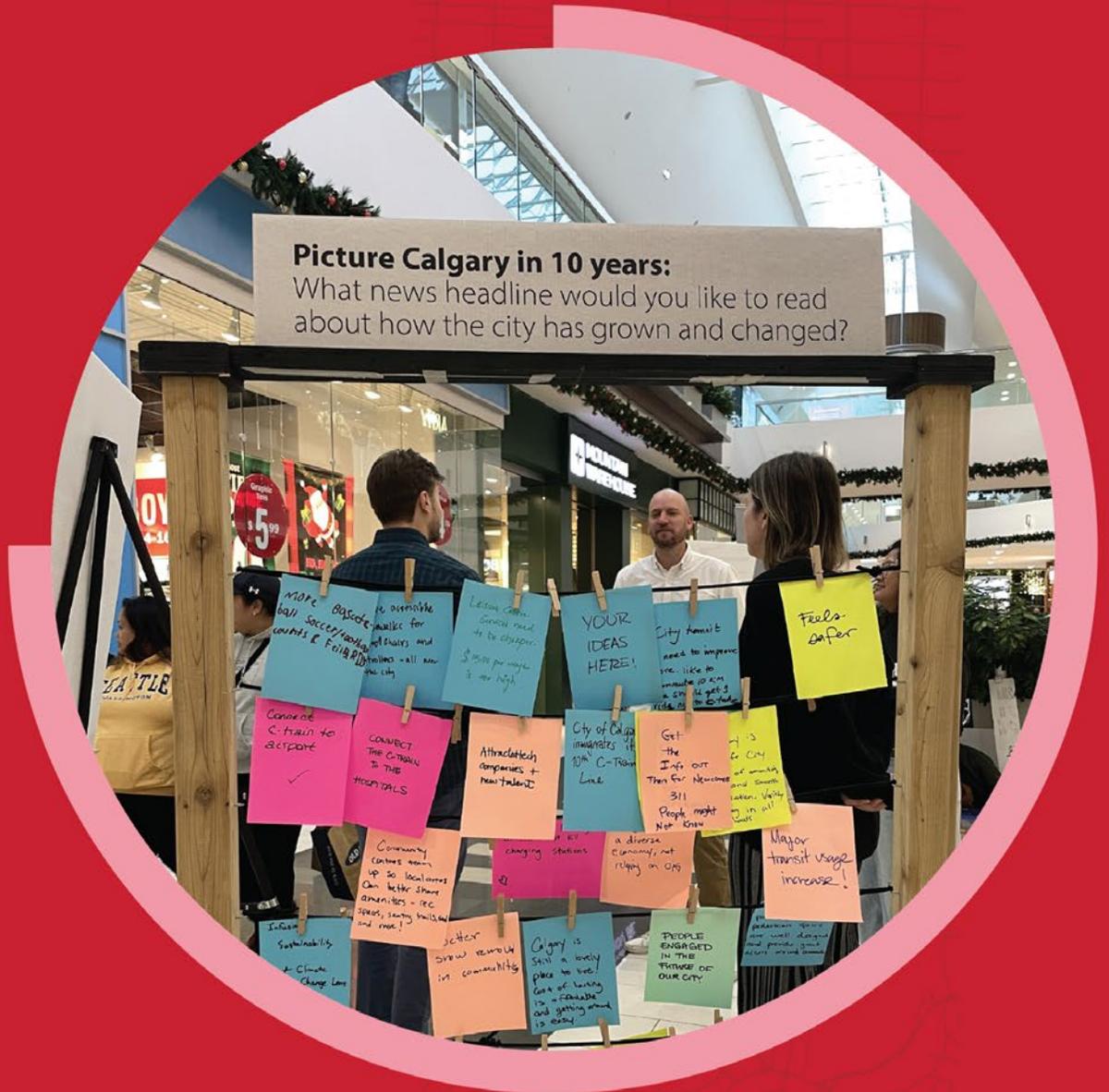


Figure 21: Response to demographic question asking the household income of the respondent.

## Appendix B

# Verbatim Comments and Quotes



## Appendix B – Verbatim comments and Quotes

Verbatim comments and quotes presented in this report include all feedback, suggestions, comments and messages that were collected online and in-person through the engagement described in this report. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with the City's Respectful Workplace Policy or Online Tool Moderation Practice, have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.