

A photograph of four diverse women of various ages laughing and smiling together outdoors. The woman on the far left is partially visible, wearing a pink shirt. Next to her is an older woman with short grey hair and glasses, wearing an orange zip-up jacket. To her right is a woman with long braids, wearing a maroon long-sleeved shirt. On the far right is a woman with short grey hair, wearing a yellow long-sleeved shirt. They are all looking towards the right and laughing heartily. The background is a soft-focus outdoor setting with trees.

**Calgary**



**My Forest Lawn Centre**

A hub for culture, community and recreation

**JUNE  
2022**

# **Phase Two Public Engagement What We Heard Report**

**b&a**



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## Land Acknowledgment

We acknowledge the traditional territories of the people of Treaty 7 region in Southern Alberta, which includes the Blackfoot Nation tribes of Siksika, the Piikani, the Kainai, the Stoney Nakoda First Nations tribes of Chiniki, Bearspaw and Wesley, and the Tsuut'ina First Nation. The City of Calgary is also homeland to the historic Northwest Métis and Métis Nation of Alberta, Region 3.



# 1.0 Project Overview

**The City of Calgary is creating a Master Plan that will guide the future development of a multi-use civic, recreation and cultural hub for the Greater Forest Lawn area. The Master Plan will provide a redevelopment roadmap that will reflect the needs and desires of the community through an extensive public engagement, planning and design program.**

The site includes 27.4 acres located between 14 Ave SE and 8 Ave SE, and between 47 Street SE and 52 Street SE. It is in close proximity to the City of Calgary's 17 Avenue Main Streets Initiative and the planned 52 Street SE BRT route.

The City has identified the need to invest in the redevelopment of several facilities located onsite or nearby, which are beyond their life expectancies or in need of expansion and optimization. These facilities include the Bob Bahan Aquatic and Fitness Centre, Ernie Starr Arena, the Forest Lawn Athletic Park, the Calgary Fire Department's (CFD) Fire Station 12 and the Forest Lawn Library.



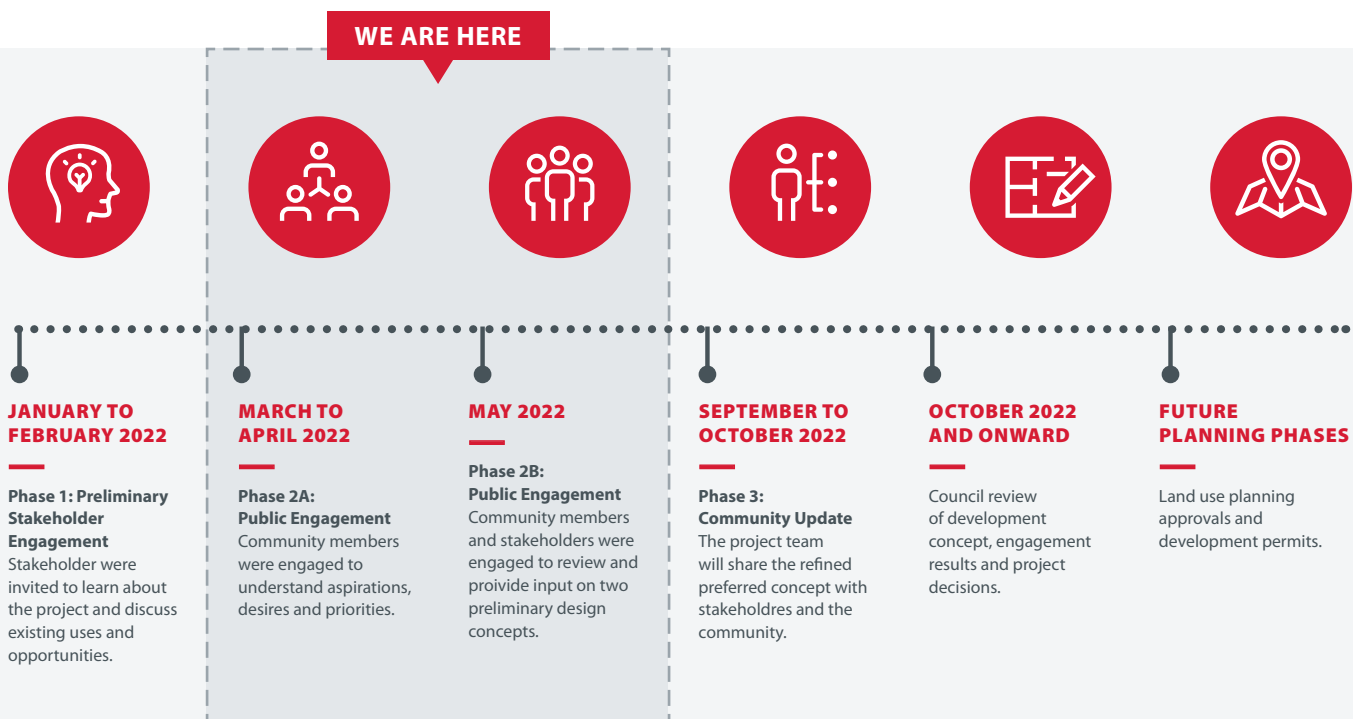
## What is a Master Plan?

The Master Plan will establish a long-term shared vision for the area to guide the future redevelopment of the site. The Master Plan will also:

- Identify prepared land and building uses and provide an optimal site layout for phased development;
- Guide future design, development and development permit application approvals; and
- Satisfy the vision of approved City land use policies.

The master planning process is the mechanism to develop a viable project budget which will be used to make budget requests for the 2023-2026 budget.

## Project Timeline



## Phase 1: Preliminary Stakeholder Engagement

From January to February 2022, The City of Calgary and the My Forest Lawn Centre consultant team engaged stakeholders to share information about the project and discuss existing uses, opportunities and desires for the site. A summary of What We Heard and What We Did as a result of this engagement can be found in **Appendix A**.

## 2.0 Phase 2 Public Engagement Overview

**From March to May 2022, the project team undertook a comprehensive public engagement program to understand desires, aspirations, priorities and preferences for a future recreation and cultural civic centre of the Greater Forest Lawn communities.**

Phase 2 Public Engagement was broken out into two sub phases:

- **Phase 2A (March To April 2022)**

Community members were engaged to understand aspirations, desires and priorities for the site. The feedback collected during Phase 1 Stakeholder Engagement and Phase 2A Public Engagement was used by the project team to prepare two preliminary design concepts, which were shared in Phase 2B.

- **Phase 2B (May 2022)**

Community members and stakeholders were presented two preliminary design concepts and were asked to provide their input to help the project team prepare a refined preferred concept, which will be shared with the community in Fall 2022.



**A key objective of this engagement program is to provide an inclusive and accessible engagement program that reaches a wide variety of demographics to ensure those unrepresented, or typically under-engaged groups are provided the opportunity to participate and contribute to the Master Plan process. A number of strategies were identified through the process to achieve this objective:**



- Leverage and build upon the City's relationships with local community groups, businesses, social service agencies, community partnership coordinators and community social workers to share information and provide input on stakeholder lists, outreach methods and tactics.



- Engage internal City departments to review and provide suggestions on stakeholder lists, outreach methods and tactics.



- Conduct early targeted stakeholder engagement to share information and help identify opportunities for broader community engagement .



- Engage Ward 9 Councillor Carra's office to raise awareness and promote engagement opportunities to its audience.



- Provide multiple opportunities over an extended period of time to ensure the maximum amount of participation .
- Ensure a variety of input collection methods, including online surveys, a variety of in-person events and sounding boards in key community locations.

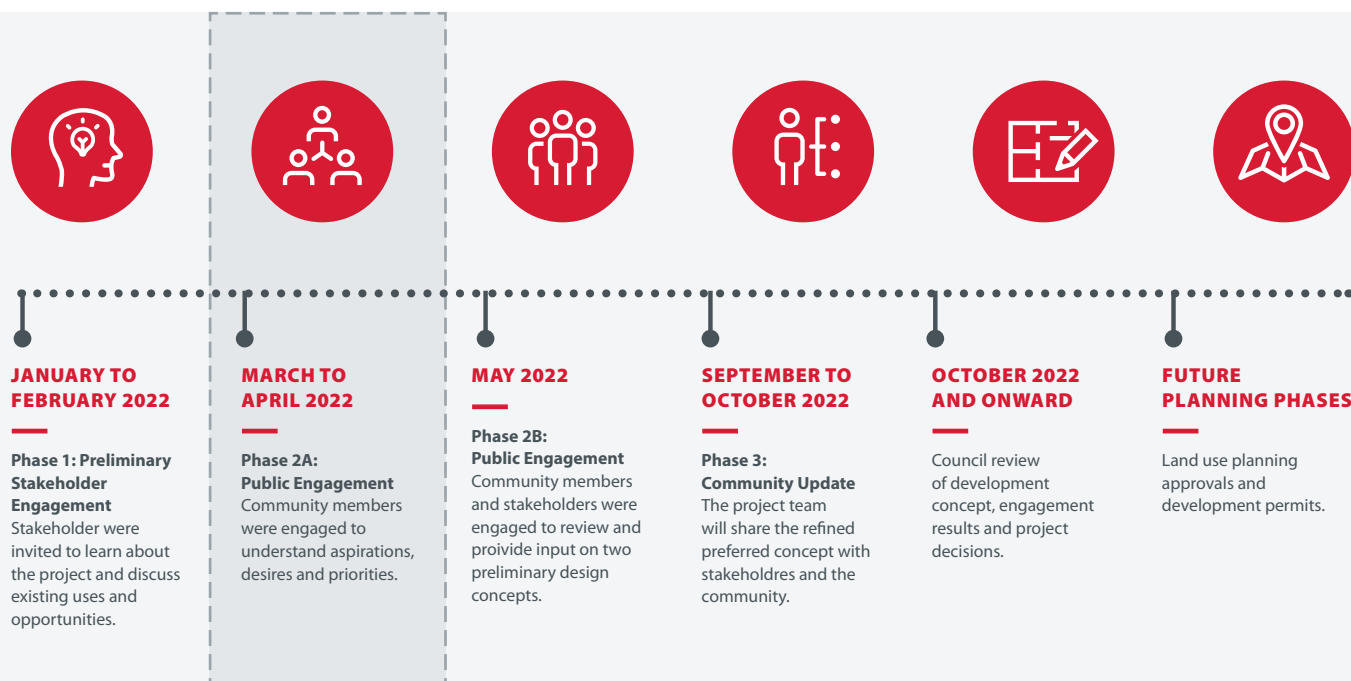


- Produce project materials and provide input collection methods in multiple languages.
- Retain Action Dignity to provide opportunities for various cultural groups to participate in workshops and engagement events in multiple languages.



- Meet community members where they're at to encourage participation at key community locations such as the library, the Alex Community Food Centre, Fuse 33 Makerspace, Bob Bahan Aquatic and Fitness Centre, and Ernie Starr arena.
- Ensure the local youth is engaged in the project by coordinating with local school boards and principals.

## 3.0 Phase 2A Public Engagement What We Heard & What We Did



### Phase 2A: Promotions

A variety of promotions were used to raise awareness about the project and encourage participation at public engagement opportunities, including:

- Project website | [www.calgary.ca/myforestlawncentre](http://www.calgary.ca/myforestlawncentre)
- Engagement banners in the community
- 11, 866 postcards delivered
- Translated one-pagers and surveys
- Email invitations to 270 Phase 1 stakeholders and community organizations
- City Newswire / Ward 9 News
- Road signs throughout the community
- Action Dignity promotions
- Social media posts and advertisements  
#MyForestLawnCentre
- Social media | Email to 500 contacts | Word of mouth
- Phone calls | Door knocking

See **Appendix A** for the list of Phase 1 project stakeholders.

# 5x

## Engagement Banners

300+ ideas generated

# 4x

## Pop Up Events

180+ participants and  
450+ ideas generated

# 230+

## Engagement Surveys

completed in English

# 70+

## Engagement Surveys

completed in Tagalog,  
Vietnamese and Arabic



# 44

## Participants

at three workshops with  
Vietnamese, Arabic and  
Filipino community members

# 225+

## Youth Engaged

1,200+ ideas generated

# 2

## Meetings

with 1) Greater Forest Lawn  
Social Service Agencies, and  
2) Neighbourhood Partnership  
Coordinators and Community  
Social Workers

# 12

## Bob Bahan Staff

surveys collected



## What We Did & Who Participated

Sounding Boards / Community Engagement Banners at Key Locations in the Community.

Location	Dates	# of sticky notes (does not reflect the number of ideas generated)
Bob Bahan	March 14 - April 11	275+
The Alex	March 22 - March 30	
Ernie Starr	March 13 - 22, 2022	
Library	March 28 - April 11	
Fuse 33	March 14 - April 11	

Pop-Up Events in the Community

Location	Dates	# of participants (does not reflect the number of ideas generated)
Bob Bahan	March 22, 2022	450+
The Alex	March 30, 2022	
Ernie Starr	March 13, 2022	
Library	April 2, 2022	

Surveys (hard copy and online)

Language	# of surveys collected (does not reflect the number of ideas generated)
English	234
Vietnamese	22
Tagalog	18
Arabic	32

## Workshops Coordinated Through Action Dignity

Community	Date	# of participants (does not reflect the number of ideas generated)
Vietnamese	March 19, 2022	44
Filipino	April 2, 2022	
Arabic	April 2, 2022	

## Student / Youth Engagement

Audience	Details	Date	Participation (does not reflect the number of ideas generated)
Forest Lawn High School	Workshop with three classes	April 6, 2022	~90 students
	Workshop with English Language Learner (ELL) class	April 6, 2022	~60 students
	Workshop with Indigenous Leadership Class	April 6, 2022	~20 students
	Engagement banner	March 22 – April 6, 2022	12 stickies
Jack James High School	Workshop with sports and leadership class	April 5, 2022	~44 students
	Engagement banner	March 22 April 5, 2022	4 stickies
Bob Bahan Youth	Antyx Arts workshop with youth from Bob Bahan	March 14, 2022	15 youth

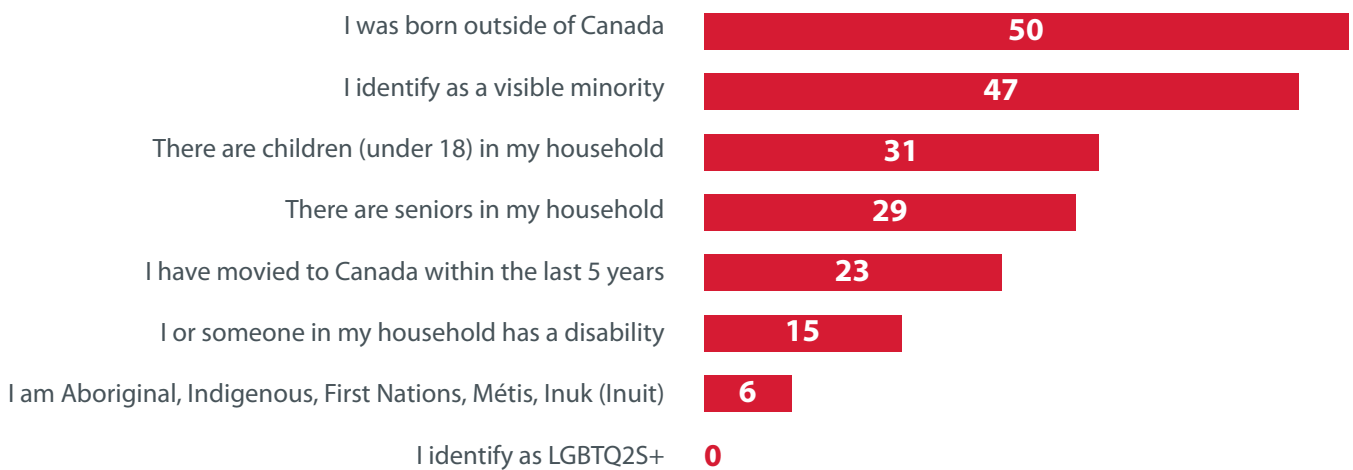
## Other

Audience	Date	Participation
Meeting with Greater Forest Lawn Social Service Agencies	April 14, 2022	<b>24 organizations in attendance:</b> <ul style="list-style-type: none"> <li>• CBFY</li> <li>• GBC Calgary</li> <li>• Victory Outreach</li> <li>• Calgary Library</li> <li>• Centre For Newcomers</li> <li>• 12CSI</li> <li>• CRA Outreach</li> <li>• WinsYYC</li> <li>• AWO</li> <li>• Sunrise Link</li> <li>• Momentum</li> <li>• BSF</li> <li>• Trellis</li> <li>• Making Changes</li> <li>• Launch Athletic</li> <li>• Service Canada</li> <li>• Hope Mission</li> <li>• Salvation Army Calgary</li> <li>• Families Matter</li> <li>• Next Step</li> <li>• Calgary Food Bank</li> <li>• NPower Canada</li> <li>• Mount Royal University</li> <li>• Immigrants Services Calgary</li> </ul>
Meeting with Neighbourhood Partnership Coordinators and Community Social Workers	April 19, 2022	7 attendees
Surveys completed by Bob Bahan Staff	April/May 2022	12 surveys completed
Meeting with Calgary Indigenous Relations Office	March 8, 2022	Input provided by IRO on Indigenous organizations and contacts to include in the project, and review of the project's approach to inclusive engagement and Indigenous relations.
Project introduction, engagement invitations and ongoing discussions with Urban Society for Aboriginal Youth (USAY)	March - May 2022	Ongoing
Outreach and engagement invitations sent to various Indigenous organizations and contacts.	January – May 2022	Ongoing

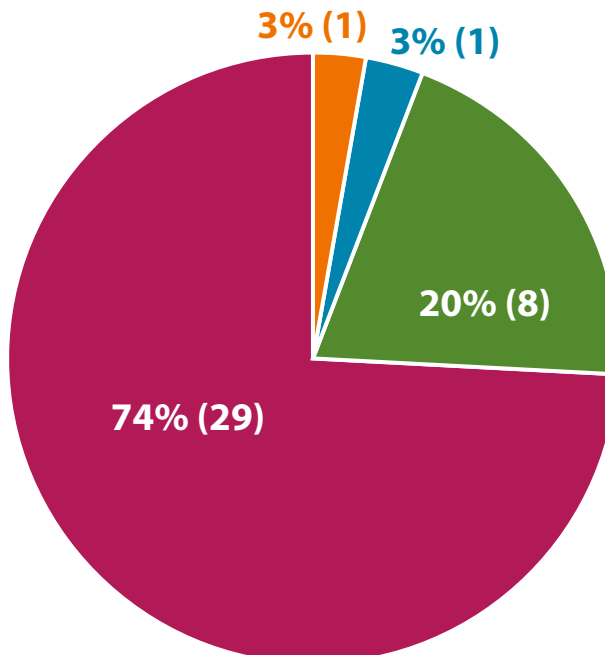
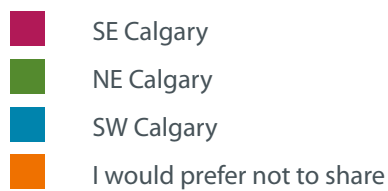
## Demographics

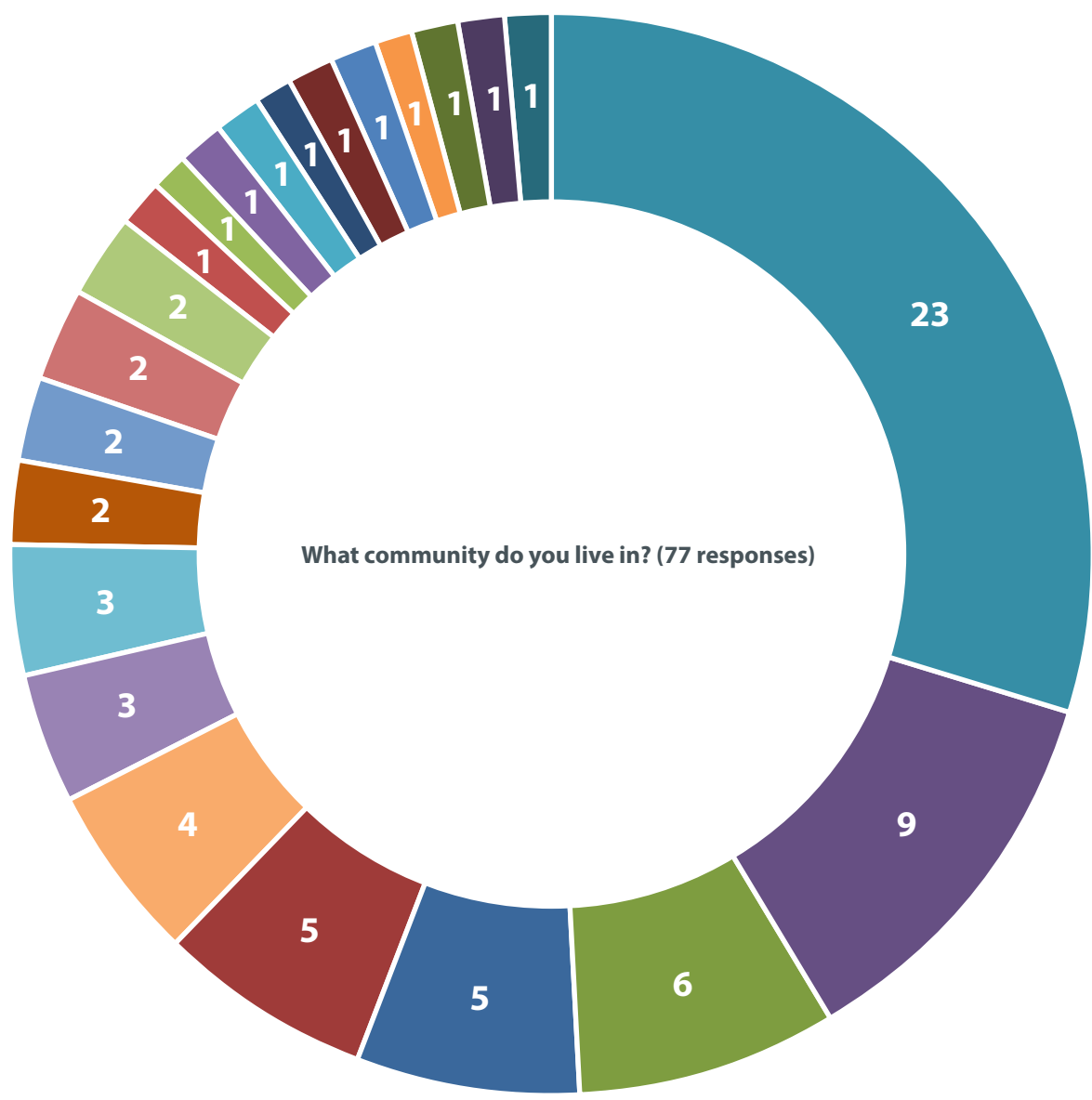
Survey participants were asked a number of demographic questions to help us better understand who we heard from. Please note that the demographic information within this section does not reflect the overall participation across Phase 2A, and only represents those who completed this portion of the online and hard copy survey.

### Select any that apply to you (201 responses)



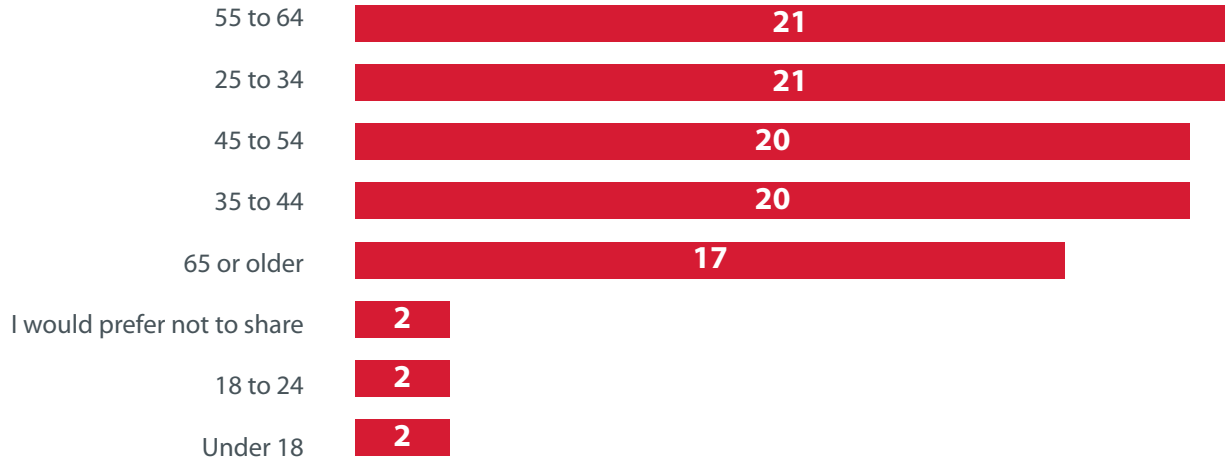
### Where do you live? (39 responses)



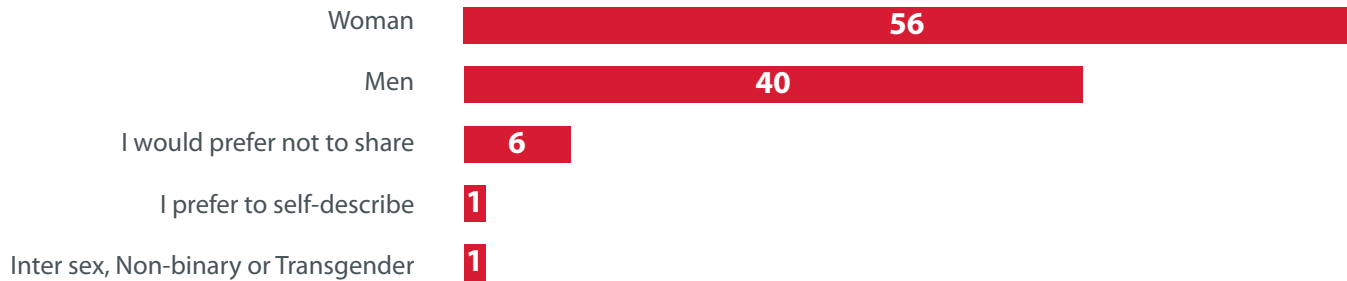


- |                                  |                      |                     |
|----------------------------------|----------------------|---------------------|
| Forest Lawn (23)                 | Abbeydale (2)        | Inglewood (1)       |
| Penbrooke (9)                    | Doverdale (2)        | Mackenzie Towne (1) |
| Whitehorn (6)                    | Rundle (2)           | Applewood (1)       |
| Forest Heights (5)               | Southview (2)        | Falconridge (1)     |
| Marborough (5)                   | Bridgeland (1)       | Renfrew (1)         |
| Albert Park/Radisson Heights (4) | Canyon Meadows (1)   | Silverado (1)       |
| Dover (3)                        | Crescent Heights (1) | Sundance (1)        |
| Erin Woods (3)                   | Douglasdale (1)      |                     |

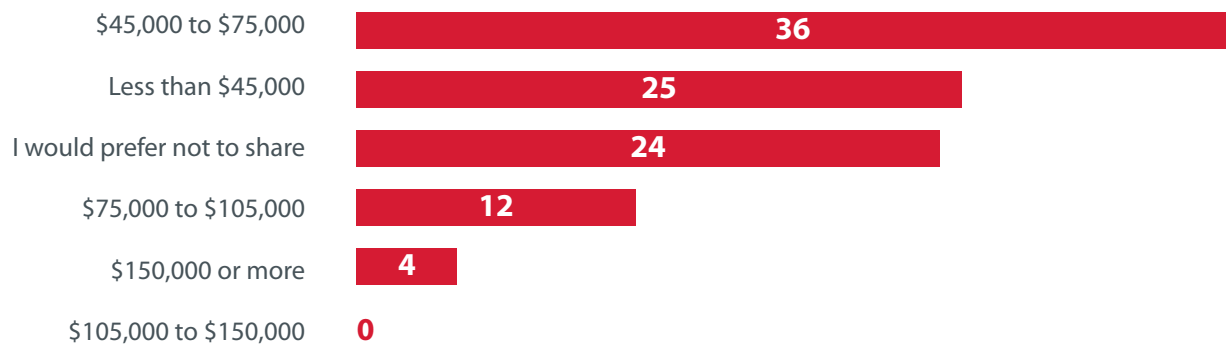
## Age Range (105 responses)



## Gender Identity (104 responses)



## Household Income (101 responses)



## What We Asked

In Phase 2A Engagement, the project team asked the community to share their aspirations, desires and priorities for the future site. The following is a list of questions we asked throughout all Phase 2 engagement opportunities.



### SITE USE

- How do you currently use the site?
- How frequently do you use the site?
- How do you typically travel to the site?



### USER EXPERIENCE

- When walking, is the site easy to access and do you know how to reach your destination?
- When driving, is the site easy to access and do you know where to park to reach your destination?
- When cycling, is the site easy to access and do you know how to reach your destination?
- When parking, is current access to parking at the site satisfactory?



### AREA CONNECTIONS

- The area connections are about how the site feels connected to the surrounding areas (e.g. High school sites, shopping complexes, residential neighbourhoods, 17 Avenue Corridor). Do you think the site is well connected to the surrounding areas?
- Do you have any ideas to improve site connections to the surrounding areas?



### ELIMINATING BARRIERS AND CREATING ACCESSIBLE, SAFE AND INCLUSIVE SPACES

- Do you or your family experience when living in, getting around, or participating in your community?
- Do you experience barriers when trying to access the existing facilities or other recreation and multi-use spaces and facilities? (physical, economic, social or psychological)
- How can we work together to eliminate the barriers you identified above for you to utilize the amenities on site?
- Do you have any ideas to ensure accessibility, safety, and inclusivity of indoor and outdoor spaces?



## PRIORITIES

- What facilities, activities and spaces would you like to see in a future recreation and cultural civic centre? What do you want to experience in this space?
- What are the top five most important aspects of the project you think need to be considered throughout the master plan design process?
- When you think of a future recreation and cultural hub, what's one thing you want The City to consider and why?



## INDOOR SPACES

- What current indoor services and/or facilities do you think are most important to be included in the concept design and why?
- What additional indoor services and/or facilities do you think are important to include in the concept design and why?
- Are there any examples of indoor spaces you've seen in Calgary or anywhere in the world that we should consider? Why?



## OUTDOOR SPACES

- What current outdoor services and/or facilities do you think are most important to be included in the concept design and why?
- What additional outdoor services and/or facilities do you think are important to include in the concept design and why?
- Do you have examples of outdoor spaces you've seen in Calgary or anywhere in the world that we should consider? Why?



## VISION

- What is your vision for the site?

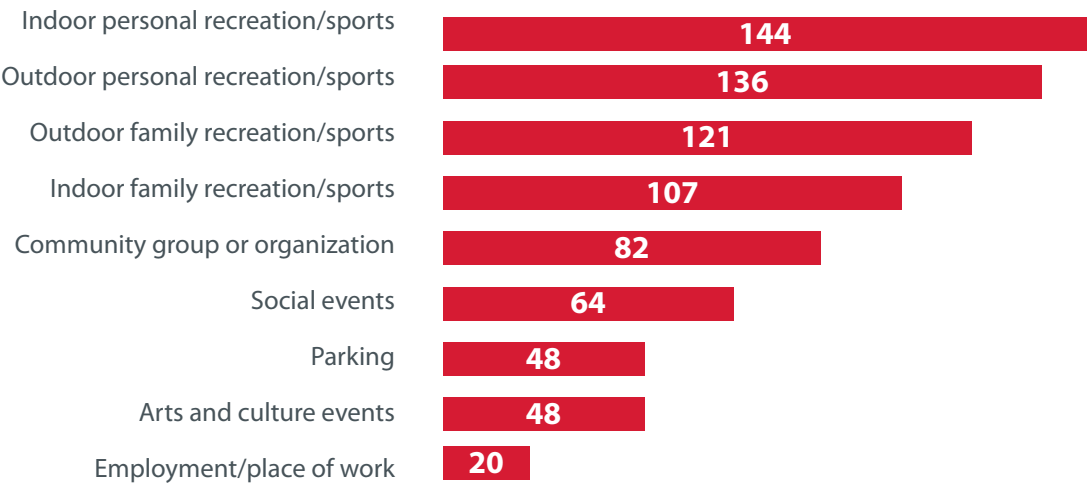
## What We Heard

**Quantitative** responses across all surveys collected (English, Vietnamese, Tagalog and Arabic) have been compiled and reported back together for the purpose of this overall summary of feedback received. For a summary of feedback broken down per language, please view **Appendix B**.

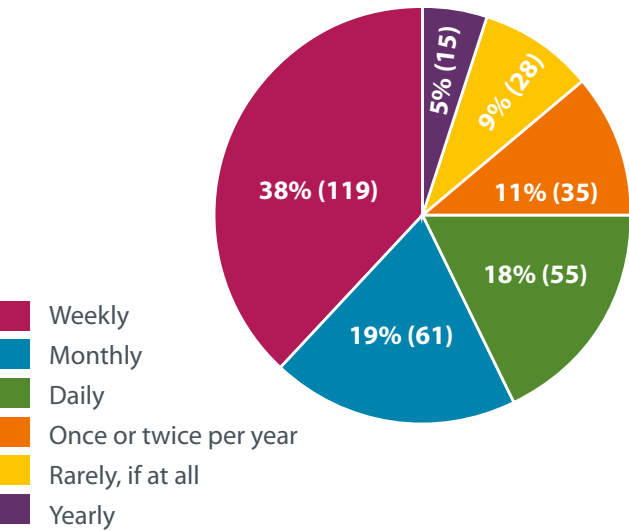
**Qualitative** responses across online and paper surveys, pop-up events, workshops, meetings and in-person events were transcribed, coded and categorized into a number of themes per topic for the purpose of this overall summary of feedback received. For a summary of feedback broken down per method of input, please view **Appendix B**.



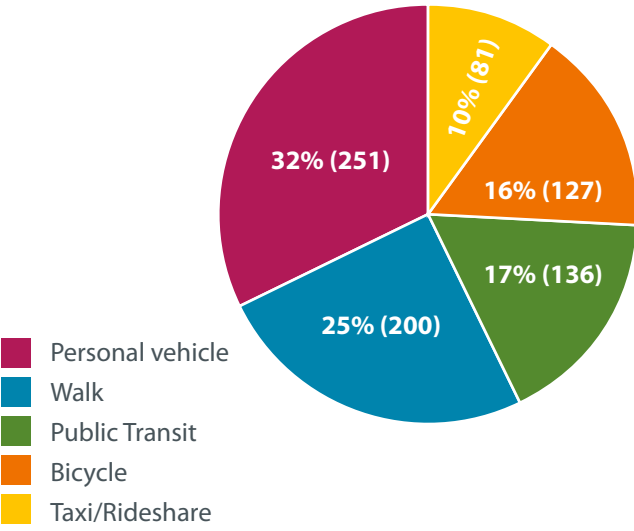
### Site Use How do you use the site? (770 responses)



How frequently do you use the site? (313 responses)



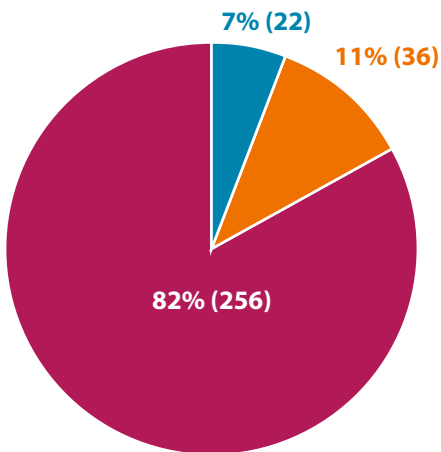
How do you typically travel to the site? (795 responses)





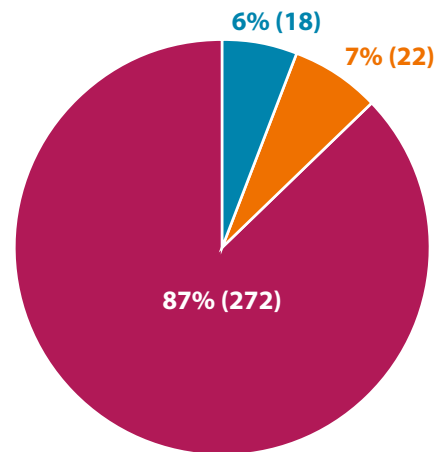
## User Experience

**When walking, is the site easy to access and do you know how to reach your destination?**  
(314 responses)



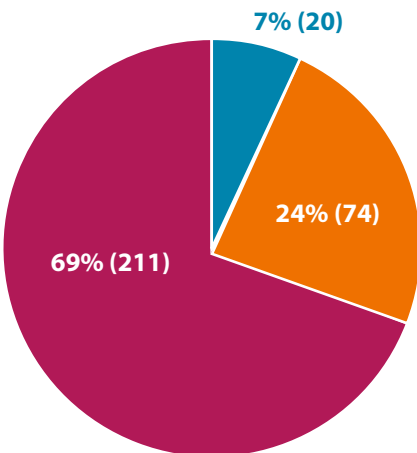
■ Yes ■ No ■ Unsure

**When driving, is the site easy to access and do you know where to park to reach your destination?**  
(312 responses)



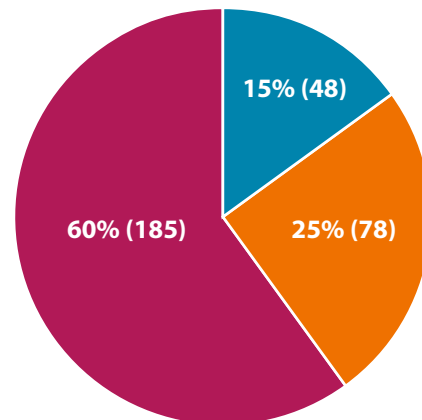
■ Yes ■ No ■ Unsure

**When cycling, is the site easy to access and do you know how to reach your destination?**  
(305 responses)



■ Yes ■ No ■ Unsure

**When parking, is current access to parking at the site satisfactory?** (311 responses)



■ Yes ■ No ■ Unsure



## Area Connections

Improving site connections  
within and to surrounding areas.

Theme Of Feedback	Example Verbatim Comments
Increase transit options/routes/times	<p>"The hard thing about living in this community is little hard for me to take a bus for high school. I know I can take the bus but have to take 1 train and 2 buses, which makes me late for school."</p> <p>"One challenge is the bus/ transit more specifically bus 58 it always crowded and you have to wait half an hour for another bus."</p> <p>"Sometimes transit takes long to arrive and causes roads to be slow."</p> <p>"Reaching a transit stop on either 44th or 52nd street is much too long. Thus, the majority of people drive as the bus route only goes in one direction!"</p>
Infrastructure improvements	<p>"Need well maintained pavement (parking lot and pathways)."</p> <p>"Fix pot holes and bumpy pathways."</p> <p>"Better up-keep of road surface surrounding area."</p>
Bicycle infrastructure and storage	<p>"Smart and anti-theft bike parking."</p> <p>"Provide safer bike connections to the Bow River."</p> <p>"Paved bike paths leading to the area. I don't think there's anything from 17th to the space so you have to ride your bike on the street."</p> <p>"Better bike network all the way to the LRT."</p> <p>"Pathways and bike path to better connect the site."</p> <p>"The 52 Ave corridor is all sidewalk - an integrated bike pathway system that leads to this central hub would improve connectivity."</p>
More signage	<p>"Put signs at the main entrances to demonstrate how to access the place,"</p> <p>"More signage, maps, areas marked out etc."</p> <p>"Post routes on signs."</p> <p>"More signage in different languages - it's in a space where it can easily be confused as a part of the school."</p>

Theme Of Feedback	Example Verbatim Comments
Provide safe and connected pathways and walkways with signage	<p>"A cleaner, well lit, and walkable direct route to 17th Ave."</p> <p>"Provide pathways and walkways throughout."</p> <p>"Walking/running path we know is safe."</p> <p>"Connect sidewalks and paths throughout the area."</p> <p>"You can't easily move between buildings. The lighting is poor or nonexistent. Pathways are poor or nonexistent."</p> <p>"Walking track / pathways - current pathways disappear / connect to nothing."</p> <p>"Overpass for pedestrians/cyclists over 17 Avenue directly south of the facility."</p>
Existing fencing limits site connectivity	<p>"Remove the fences and change the unused space to something welcome to all within the neighborhood."</p> <p>"Lots of fences so hard to tell where one is allowed to go."</p> <p>"Seems to be a lot of fences separating areas."</p> <p>"Remove the fences, show that it's a welcome space."</p> <p>"Right now, it's very closed off and not welcoming. Need to remove some fences, make use of green space that sits unused and add playgrounds."</p>
Connections between buildings	<p>"Connecting the library, pool, hockey arena would ensure that the space would be used and make everything accessible to residents."</p> <p>"Outdoor volleyball and badminton space because the theme of this connecting to the indoor portion of the same would be amazing continuity."</p> <p>"Interconnected facilities that are useful and designed for actual everyday use."</p>
Create connections between the schools and the site	<p>"We have to walk through snow and mud to get back and forth from schools to the site."</p> <p>"Nice paved pathways/connections to other schools/facilities so we don't have to walk through mud."</p> <p>"Pathways throughout the fields- they don't go to anything."</p>



# Priorities

Survey participants were asked to rank their top five priorities for the site out of a provided list of considerations. The following represents a visual representation of the weighted total of each priority across all surveys collected. 285 respondents (222 English, 30 Arabic, 18 Tagalog, 15 Vietnamese)



- |   |  |                                     |
|---|--|-------------------------------------|
| <div></div> Recreation and sports opportunities | <div></div> Parking                                    | <div></div> Cycling connectivity    |
| <div></div> Safety                              | <div></div> Walkability                                | <div></div> Transit connectivity    |
| <div></div> Parks and open space                | <div></div> Event/festival space                       | <div></div> Architecture and design |
| <div></div> Accessibility                       | <div></div> Entertainment opportunities                | <div></div> Housing                 |
| <div></div> Community gathering spaces          | <div></div> Passive space                              | <div></div> Community kitchen       |
| <div></div> Arts and culture opportunities      | <div></div> Sustainability and responsible development | <div></div> Shopping                |

## Top 5 Priorities Per Language of Survey Respondent.

English (222 respondents)	Arabic (30 respondents)	Tagalog (18 respondents)	Vietnamese (15 respondents)
<ol style="list-style-type: none"> <li>1. Recreation and Sports</li> <li>2. Safety</li> <li>3. Parks and open spaces</li> <li>4. Community gathering space</li> <li>5. Accessibility</li> </ol>	<ol style="list-style-type: none"> <li>1. Accessibility</li> <li>2. Arts and culture opportunities</li> <li>3. Entertainment opportunities</li> <li>4. Community gathering space</li> <li>5. Architecture and design</li> </ol>	<ol style="list-style-type: none"> <li>1. Community gathering space</li> <li>2. Arts and culture opportunities</li> <li>3. Accessibility</li> <li>4. Event/festival space</li> <li>5. Community kitchen</li> </ol>	<ol style="list-style-type: none"> <li>1. Accessibility</li> <li>2. Arts and culture opportunities</li> <li>3. Entertainment opportunities</li> <li>4. Community gathering space</li> <li>5. Architecture and design</li> </ol>



## Eliminating Barriers

and creating accessible, safe and inclusive spaces.

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Costs to access facilities and to participate in activities.	<p>"The local demographic is limited by economic and social barriers."</p> <p>"Not a lot of free options, so an outdoor skate park or outdoor stake rink would be perfect."</p> <p>"High price for admission."</p>	Provide affordable/free/reduced cost activities and programming.	<p>"Swimming needs to be more affordable."</p> <p>"Free programming for moms."</p> <p>"Have different price ranges for activities, according to income levels."</p> <p>"Like myself, there are many in this community who are low income, so it would be wonderful for the people of Forest Lawn to have access to anything built here. Low admission rates, or none at all if possible, would be an immense help to the disadvantaged people of this wonderful community."</p>

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Safety concerns.	<p>"It isn't set up safely, especially the large hills and tree area on SE side near 52 as it isn't visible from the street."</p> <p>"Because the area is old and less maintained, a lot of homeless people loiter and I don't feel safe walking on site to the recreational facilities."</p> <p>"I do not feel safe walking in the community at dusk."</p> <p>"The only challenge I face is safety concerns while taking transit at night."</p> <p>"Sometimes when I walk alone it's quite scary to walk alone in nights because I don't feel safe and the street lights are not very bright."</p>	<p>Increase safety on site with security, lighting and eyes on the street. Create safe outdoor areas and hang out spaces.</p> <p>Provide activities that draw healthy activities at different times of the day.</p>	<p>"Should be open visibility to different viewpoints."</p> <p>"Help buttons along the pathways to call for help."</p> <p>"Increased security presence."</p> <p>"Please increase safety and create walking areas that are more visible, more lighting, and make the area more engaging so it pulls more people to come and enjoy the space."</p> <p>"Clean up the area and get the help for those living in poverty, on drugs or alcohol. More police patrol to monitor activities in the area."</p> <p>"Improve safety at transit stops."</p> <p>"Firehall on site will provide sense of enhanced security."</p>

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Transportation barriers (walking, transit, biking).	<p>"Access to the site via public transportation is challenging"</p> <p>"Buses take too long - I'd want more buses."</p> <p>"Reaching a transit stop on either 44th or 52nd street is much too long. Thus, the majority of people drive as the bus route only goes in one direction!"</p> <p>"It's not very walkable. Sidewalks are narrow (especially with ongoing construction along 8th Ave next to the library. There's a lot of traffic and minimal crosswalks, so I feel unsafe both driving and walking along this route."</p> <p>"More bike lanes for the students to use because it's safer."</p>	<p>More transit options and routes, faster and more frequent buses and improved safety at transit stops. Improve walking and bicycle connections and safety by providing infrastructure.</p>	<p>"Possibly small buses in certain areas at times of special events."</p> <p>"If we had light bus transit available or Ctrain connection directly, that would be better."</p> <p>"Sidewalk medians between rows of parking so pedestrians don't walk in front of cars and it runs less risk"</p> <p>"Bike lanes, wheelchair and walk space to connect with surrounding communities."</p> <p>"I think by providing a safe way for all kinds of traffic will work well."</p>
Lack of information on facilities and programming.	<p>"We just need more information in the community."</p> <p>"Lack of information in the community."</p> <p>"We need more information in the community about services and programs available."</p>	<p>Increase civic engagement and promotions of programming in variety of languages. Improve signage outside and inside of the building.</p>	<p>"Implement community boards to highlight what is happening in different spaces."</p> <p>"Regular consultation with communities and feedback from communities."</p> <p>"Hold community events to educate and research needs."</p>

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Not feeling welcome.	<p>"The buildings on site are not welcoming."</p> <p>"Right now, the site is very closed off and not welcoming."</p> <p>"We need a space that feels inclusive to all cultures – this is currently lacking in the community."</p> <p>"The challenge that I have with my family is we don't understand all the english."</p> <p>"We face a lot of challenges to participating in adopting a new community. We didn't speak the English language and everything was hard for us."</p>	<p>Provide signage in various languages, and include cultural/ traditional spaces and art within the buildings.</p> <p>Consider all ages, genders and cultures in the design of the building.</p>	<p>"Incorporate food in the site, such as a community kitchen to bring people together."</p> <p>"Provide opportunities for people in the region to create art – getting them involved so that they feel like it is their space."</p> <p>"A big sign saying welcome in different languages."</p> <p>"A welcome booth with diverse staff."</p> <p>"Create an Indigenous centre with space for elders to come and teach kids about traditions and activities."</p> <p>"Provide a safe space for girls and women."</p> <p>"Create a friendly place for families, seniors and ethnic community members."</p> <p>"Right now it's very closed off and not welcoming. Need to remove some fences, make use of green space that sits unused and add playgrounds, nice new seating and tables."</p>

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Spaces are not accessible.	<p>"Finding activities I can participate in with my disabilities."</p> <p>"Physically, this area is not accessible for people who have disabilities."</p> <p>"Bob Bahn is not disability friendly. I am unable to access work-out / weight room due to stairs and I live in the area. I am forced to drive to other accessible fitness centers due to this issue."</p>	Create barrier-free, accessible facilities with ramps, elevators, handicap parking and other considerations for a variety of users.	<p>"More ramps around the space - accessibility is important."</p> <p>"Ensure sufficient handicapped parking near all buildings and amenities."</p> <p>"Make sure the places are wheelchair accessible and blind friendly. For example, have curb cuts at all intersections, that have raised yellow dots on them so I can cross safely. At all the marked intersections use audio that tells me which street is safe to cross. Beeping signals don't tell me anything. It is hard for blind folks like me to figure out where they are coming from."</p> <p>"Ensure that all signage within in buildings and parks are done in Braille and large raised print at eye level."</p> <p>"Include people with disabilities throughout your entire project's design process right from the start."</p>

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Insufficient parking.	<p>"Parking can be difficult to find, especially when there are programs at both Ernie Star and Bob Bahan Pool."</p> <p>"The parking lot of 52nd is shared by the city of Calgary facility, the park, tennis courts and the disc golf park. Therefore it can fill up quickly in the warmer months."</p> <p>"Parking lot isn't large enough, could use more parking, better more visible signage."</p>	Provide more parking.	<p>"More parking lot spaces, less street parking by parking lot entrance."</p> <p>"Ample parking would be needed. Let me clarify: FREE ample parking."</p>
Limited space and hours.	<p>"Limited times - hard to access activities due to work hours."</p> <p>"High demand for swimming and skating - can't get my kids into swim or skate lessons."</p> <p>"Increase space availability for programs - never any room."</p>	Expand service hours and increase programming.	<p>"I work nightshift, it would be nice seeing more hours available."</p> <p>"Longer hours, seven days a week to create access and demand."</p> <p>"Extend hours - especially on the weekend."</p> <p>"Hire more staff/expand hours of operation."</p> <p>"Pool to be open longer hours."</p> <p>"More swim and skating classes - no availability."</p>

Barriers or Challenges	Example of Verbatim Comment	Eliminating Barriers or Challenges	Example of Verbatim Comment
Cleanliness/ maintenance of the area.	<p>"You can't easily move between buildings. The lighting is poor or nonexistent. Pathways are poor or nonexistent."</p> <p>"We use the park, and often it is really dirty."</p> <p>"There are a lot of communities around with poor condition of back alleys, poor light, and walk paths, so there are frequent thefts, drug dealings, and other homeless people staying in those areas or frequently passing by. It makes the area feel unsafe for the people living there, and thus we are not able to make the most of the public recreational facilities close by. Please make our community one we can feel safe to walk around in at night."</p>	Maintain pot holes, pathways, sidewalks and crosswalks around the site.	<p>"Improve or install walkways and lighting."</p> <p>"Clean the park more frequently, provide more trash cans."</p> <p>"Improving lighting fixtures, and fix the alleys between the neighbourhoods."</p> <p>"Create cleaner and safer roads for cyclist - I've noticed a lot of garbage and debris flying around in this area that are not managed."</p> <p>"One thing that I hope the city do it is rebuilding the houses, roads, transit, and the streets, make things look new and fresh."</p>
Lack of things to do.	<p>"Finding activities to do on my free time."</p> <p>"Finding activities to do near by."</p> <p>"Just need more fun stuff to do."</p> <p>"Having a place to go socialize other than the afterschool program (for weekends and days off)"</p>	Expand service hours and increase programming.	<p>"The city might help with opening a gymnasium for students that is close to Forest Lawn because there are lots of students that like to play sports and like going to gyms."</p> <p>"Anything to entertain us."</p> <p>"A place for youth that you could go instead of your house."</p>

## Creating Inclusive and Welcoming Spaces.

Theme Of Feedback	Example Verbatim Comments
Provide seniors'-friendly areas, activities and programming.	<p>"Design the lobby space with seniors in mind – seating."</p> <p>"Programming for seniors and youth together for shared learning."</p> <p>"I want to see a place for seniors to hang out."</p> <p>"Seniors meeting place like the genesis centre in NE."</p> <p>"Seniors priorities - transportation within the community and socializing."</p> <p>"Senior friendly areas - the area has a lot of seniors."</p>
Create teenage-friendly hang out spaces and youth programming.	<p>"Create space for youth to be proud of."</p> <p>"The community around my house is very boring. There's nothing around us, just houses. Whenever I need to hangout, I must take the bus, train for around 1 hour. I like to go to café to study, or a food court. But there's nothing like that in my community."</p> <p>"I want games &amp; activities in my area so me and my friends can go out and have some fun."</p> <p>"City needs to invest in the area for the youth."</p>
Create spaces for young children and daycare facilities for parents.	<p>"More playground or indoor games space"</p> <p>"Age differences: people of different ages can participate in different age groups like babies, toddlers, children, other."</p> <p>"Child minding with programs."</p> <p>"Play centre for younger kids – warm – free – place to take kids year around."</p> <p>"Separate pool that is shallow for preschoolers to stand."</p> <p>"Child care – is there a program provider or space for it? Seton – or Rockyridge has a similar scale facility and child minding program for when you go to work out."</p> <p>"Emergency services need 24 hour day care/child care."</p>

Theme Of Feedback	Example Verbatim Comments
Design considerations.	<p>"Spaces need to pop - art and color to make people use it."</p> <p>"A welcome booth with diverse staff."</p> <p>"Colorfulness will help the welcoming of the space, maybe even encourage opertaing artwork or projects the kids have made while joining the activities around the spaces to show whats being done there."</p> <p>"Rooms that are peaceful, dark and include plants."</p> <p>"More relaxing places."</p> <p>"See through rooms."</p> <p>"Educational opportunities within the design of the area throughout."</p>
Create spaces that are welcoming for all cultures, abilities and demographics, and bring people together.	<p>"LGBTQ spaces, welcoming spaces."</p> <p>"Universal bathrooms and change rooms."</p> <p>"I think inclusion is very important, all cultures and socio-economic levels should feel included to reflect the good parts of the neighborhood."</p> <p>"Include historical accounts of the contribution of migrants in Greater Forest Lawn."</p> <p>"Art pieces from different countries represented in Calgary's demographics. This will also engage different ethnicities and embassies in the development of GFL."</p> <p>"Arts and cultural opportunities that bring the diversity of the community together. Learning about the rich music, art and cultures of the families in the area."</p> <p>"A place where people of all cultures and physical limitations can come and enjoy meeting, talking, entertainment, cultural activities. Learning about other cultures."</p> <p>"Create hang out spaces for women and girls."</p>
Remove the stigma in the community.	<p>"Forest Lawn needs to be revitalized and remove its negative connotation around this community. It is very disheartening that it's stereotype deters others from enjoying the space due to their safety."</p> <p>"Stop media discrimination within the community."</p> <p>"Will need to demonstrate that it is a safe place to be to remove perceptions."</p>



## Indoor Spaces

Most important current indoor services/ facilities to be included in the concept design.

Top Four Responses	Example Verbatim Comments
1. Swimming Pool, Hot Tub, Sauna	<p>"Swimming pool - scarcity of pools in Calgary."</p> <p>"The steam room and hot tub are highly used as a gathering space throughout all hours of the day."</p>
2. Library and Access to Technology	<p>"Ice surface -for recreation for all ages, indoor &amp; outdoor."</p> <p>"All that is available now: Library, swimming pool. parking, hockey arena, gym, soccer field - Calgary is growing and we need more space for families and youths to spend quality and healthy time."</p>
3. Gym/Weight Room	<p>"Swimming pool, rink, library, fitness center, hot tub, steam room."</p> <p>"Swimming pools, gyms, because these two services will increase the population of having customers."</p>
4. Hockey Arena	<p>"Access to computers at the library is a big one because most people can't afford home internet, scanners etc."</p>

Most important additional indoor services and/or facilities to include in the concept design.

Theme Of Feedback	Example Verbatim Comments
<p><b>Swimming pool</b> Most frequently mentioned:</p> <ul style="list-style-type: none"> <li>- Bigger pool</li> <li>- Hot tub, sauna, steam room</li> <li>- Accessible</li> <li>- Kids pool</li> <li>- Showers and change rooms</li> </ul>	<p>"Updated sports facilities would be nice, Bob Bihan is pretty old."</p> <p>"The pool is overcrowded, outdated, there are no senior or family areas."</p> <p>"Separate pool that is shallow for preschoolers to stand."</p> <p>"Kid-friendly pool (exciting, fun, calm and clean)."</p> <p>"Beach style pool - shallow to deep."</p> <p>"Bigger pool for public swim."</p> <p>"Lifts to get in/ out of pool for wheelchair\ elderly swimmers."</p> <p>"Hot tub and sauna are important."</p>

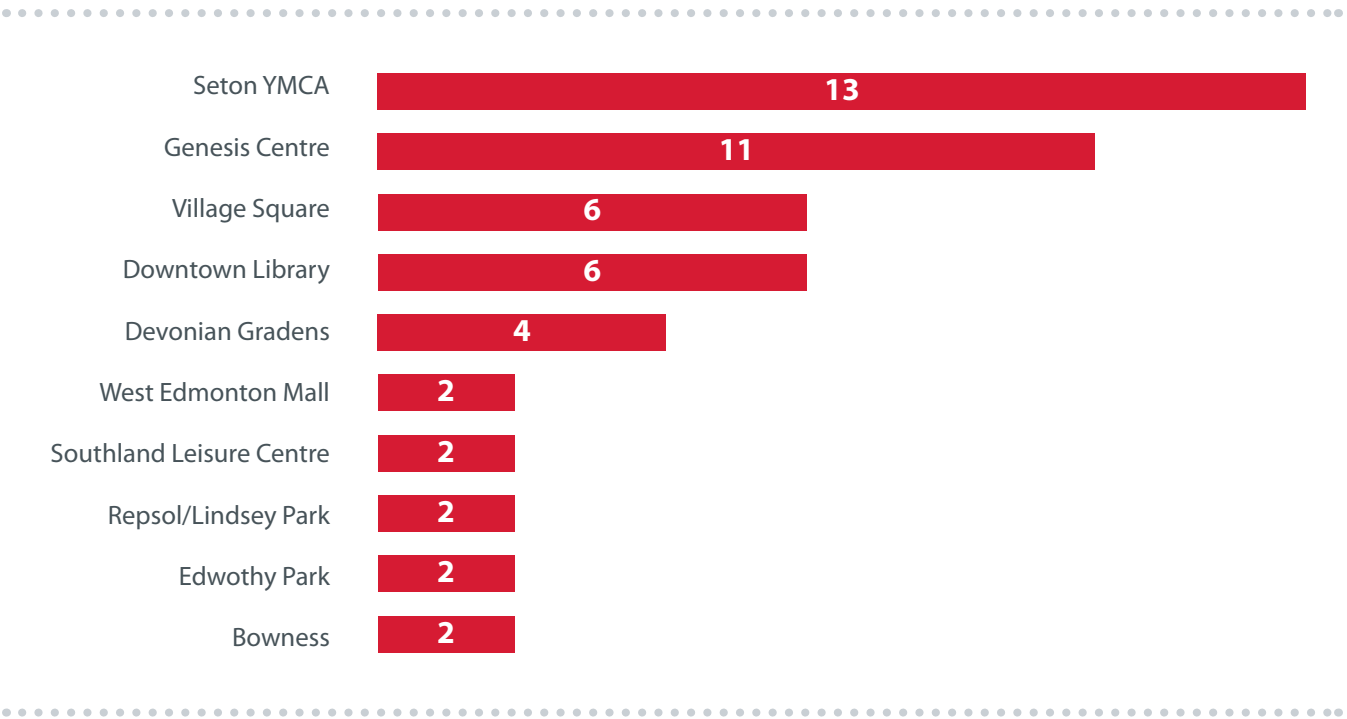
Theme Of Feedback	Example Verbatim Comments
<b>Sports and Activities</b> Most frequently mentioned: <ul style="list-style-type: none"> <li>- Basketball</li> <li>- Badminton</li> <li>- Running/walking track</li> <li>- Volleyball</li> <li>- Gym equipment</li> <li>- Yoga/dance/martial arts studio</li> <li>- Indoor soccer</li> <li>- Beach volleyball</li> </ul>	<p>"Fully equipped fitness facility and indoor basketball courts."</p> <p>"An indoor walking track- i think this is important or this will help ensure these with mobility issues and elderly can walk or jog with ease during the icy seasons"</p> <p>"Indoor facilities for basketball and badminton."</p> <p>"Dance studio, Why? Dance exercise/Zumba for healthy activity."</p> <p>"I think that in some future they can set up an athletics centre because I like to play sports and I don't know any centre near by."</p> <p>"In the future I think the community must have more recreation places such as: gym, swimming pool, and Tim Hortons. The one thing I think the city should consider is the stadium include gym, basketball, badminton, pool."</p> <p>"Activities that appeal to multiple age groups, more sports courts (Volleyball, Martial Arts)"</p> <p>"Free walking track inside with weights and clock."</p> <p>"Beach volleyball connected to swim facilities - only beach volleyball is far away."</p>
<b>Library and technology</b>	<p>"Library, I like to read and I think a nice modern library will encourage people to study and read more."</p> <p>"Forest Lawn Library is too small for Student can comfortably enjoy their free time."</p> <p>"Make the library here bigger. More people will have a safe space to hangout and study."</p> <p>"Considering this library is one of the most use libraries in the city I feel like the library should be bigger and better so the classes can be offered so the kids spaces so there's lots of different things to do."</p> <p>"Bigger library with more computers and access to technology."</p> <p>"A place for technology please."</p> <p>"A lot of adults that need access to computers (printing, forms, applications)."</p> <p>"For me personally I'd like a place those closer to this community to study. There is a library nearby however it often gets kind of loud after school. It's also rather small and I find myself going to central library to study when I don't want to study by the one near Forest/ School library."</p>

Theme Of Feedback	Example Verbatim Comments
<b>Food spaces</b>	<p>“Cooking class-food brings people together.”</p> <p>“Need for a common food area/space where food can be bought and served and or made.”</p> <p>“Community kitchen - cooking, culinary arts and teaching, freezedryer, rare items.”</p> <p>“Providing a cooking class that involves food from around the world.”</p> <p>“Kitchen for community gatherings.”</p> <p>“Social space with concessions that connect to other spaces.”</p> <p>“Food brings people together - provide a space for different organizations/ churches to prepare food.”</p> <p>“Concession stand.”</p>
<b>Rentable/bookable/ multi-purpose and flexible community space</b>	<p>“Community rooms to use for free.”</p> <p>“Board rooms for programs and games.”</p> <p>“Many rooms for meetings and cultural gatherings.”</p> <p>“Multipurpose rooms.”</p> <p>“Fully accessible multiple rooms.”</p> <p>“Bookable meeting spaces.”</p> <p>“Rentable space for businesses.”</p> <p>“Bookable meeting spaces and bookable classrooms.”</p> <p>“Recreational classroom space.”</p> <p>“Multipurpose digital space.”</p> <p>“Multipurpose gathering space is always in demand for all ages – spaces available beyond regular programming – eg. Afterschool programs – still need other space for additional activities.”</p> <p>“Quiet spaces, meditation rooms, quiet reading spaces.”</p>

Theme Of Feedback	Example Verbatim Comments
<b>Arts/music/ performance space</b>	<p>"Exhibit of the history of GFL and the Contribution of BIPOC."</p> <p>"A place for artists where they can be themselves."</p> <p>"More places to do art around the city because many people express themselves through art."</p> <p>"A place for people to experience hands on art like painting classes, clay making, sewing, etc."</p> <p>"Arts and cultural opportunities that bring the diversity of the community together. Learning about the rich music, art and cultures of the families in the area. Painting and crafting opportunities both indoor and outdoor."</p> <p>"A music section. An engaging art section. Dance...all excited at the possibilities."</p> <p>"Multi space for shows...an artist variety space would be great."</p>
<b>Cultural/ Indigenous Centre</b>	<p>"Space for 100+ people for traditional events such as smudge and pow wow."</p> <p>"House for elders to come and teach kids about traditions and activities."</p> <p>"A place for community held activities and traditional practices and festivals."</p> <p>"Have indigenous centre inside of the community centre inside of the community centre for students who want to learn about teachings or want to sit down and talk to elders about their culture. Giving them access to learn about it if they don't, or giving them access to learn about it more."</p> <p>"Having a space for any race and religion."</p>
<b>Sustainable and green design</b>	<p>"Green design - Heat pump, solar power, low carbon, green outdoor design."</p> <p>"To prevent waste it may be good to send the excess fruit, and veggies to places in the community that serve people in need like the Alex Community Food center, The Alex Health Center, Clifton Manor, and Sunrise Community Link."</p> <p>"Sustainable energy (PVs, geothermal, nuclear?)"</p> <p>"Sustainable/green design."</p> <p>"Consider upcycling the design - sustainable element is important."</p>

Community hang out spaces	<p>"Board game or table top activity games where people can just sit and play."</p> <p>"There are no fun games to play or activities to do so I am at home most of the time."</p> <p>"Places for socializing...chess, game centre for adults and children."</p> <p>"Special spaces with games - not planned activities (i.e. table tennis)."</p> <p>"Program to play / activities - ping pong, air hockey, arcade, photo booth."</p>
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Examples of indoor spaces in Calgary or anywhere in the world for the design team to consider.



Other single responses include:

- Baker Park
- Cardel Centre
- Coquitlam Family Centre
- Cranmore Park
- Cross Iron Mills
- Cultural Awareness Centre, Regent Park Toronto
- H2O Center in Kelowna
- Kinsmen Sports Centre
- Olympic Park
- Quarry Park Leisure Centre
- Ralph Klein Centre
- Stage area at New Horizon Mall
- Stampede
- Westman Village Vancouver
- William Watson Lodge



## Outdoor Spaces

Most important current outdoor services/ facilities to be included in the concept design.

Top Four Responses	Example Verbatim Comments
<p><b>1. Disc golf course</b></p> <p>a. The Disc Golf Association and many participants expressed the desire to keep the disc golf course. Should the disc golf course be displaced, there is a strong desire that the City to support its relocation to a nearby area. (See Phase 1 WWH Report for Disc Golf Association responses)</p> <p>b. Some community members felt that the disc golf area could be better utilized for the civic and recreation facility</p>	<p>"How can we make designers integrate 9 or 18 hole disc golf around the site?"</p> <p>"Frisbee golf - okay, but not a lot of people play. How can we share the space?"</p> <p>"Disc golf needs a new location before it is displaced."</p> <p>"At a time where many people are lacking social connection, this disc golf course offers just that - a hub of connection where anyone can show up and be welcomed."</p> <p>"The Forest Lawn Disc Golf course provides an excellent, cheap, and enjoyable activity for all members, young and old in our community."</p>
<p><b>2. Baseball diamonds</b></p> <p>a. Calgary East Little League (CELL) and some community members expressed the desire to keep all ball diamonds and expressed concern about a general shortage of ball diamonds across the city. (See Phase 1 WWH Report for CELL responses)</p> <p>b. Some community members commented that baseball is not a popular sport within the community and they would be okay to see the number of diamonds reduced.</p>	<p>"Hate to see the north ball diamond and soccer field go."</p> <p>"Ball is cheap and about the kids - provide free registration to those who can't pay."</p> <p>"Concern about loss of any baseball diamonds."</p> <p>"Don't get rid of ball diamonds."</p> <p>"Baseball diamond and soccer field need upkeep and nets and maintenance - muddy/destroyed."</p> <p>"Baseball - have one diamond, not multiple."</p> <p>"Baseball is not a super popular sport in the community – diamonds are usually used by teams that rent out those spaces."</p>

Top Four Responses	Example Verbatim Comments
<b>3. Green spaces</b>	<p>"Green space for community events, sports and cultural events."</p> <p>"Greenspaces and soccer/rec amenities for community."</p> <p>"Walking space and family space for summer time."</p> <p>"it's nice to have a large green space near my house."</p> <p>"There are a lot of elderly people who use the pool and green space, making sure they have enough spots is important as well."</p> <p>"The entirety green space."</p>
<b>4. Tennis courts</b>	<p>"Love to see more tennis and basketball courts outside for people to utilize."</p> <p>"Tennis courts must stay."</p> <p>"Tennis, frisbee golf - they bring people from around to encourage fitness."</p>

## Most important additional outdoor services and/or facilities to include in the concept design.

Theme Of Feedback	Example Verbatim Comments
<b>Outdoor sports</b> Most frequently mentioned: <ul style="list-style-type: none"> <li>- Basketball courts</li> <li>- Soccer field</li> <li>- Baseball</li> <li>- Track and field</li> <li>- Lawn bowling</li> <li>- Tennis courts</li> <li>- Gym equipment</li> <li>- Skating</li> <li>- Fieldhouse</li> <li>- Beach volleyball</li> </ul>	<p>"Baseball and soccer are very important."</p> <p>"New baseball quad field with 40,60,90 foot basepaths. Lights for night games."</p> <p>"Lawn bowling is cheap - everyone plays."</p> <p>"Outdoor rink - don't even need boards."</p> <p>"The space which side by side with 8 ave and Jack James is where many kids and soccer teams play soccer or baseball. So I think it will be perfect to have a better field in there!"</p> <p>"Field house for sports equipment storage."</p> <p>"Changerooms and washrooms for outdoor rink and facilities."</p> <p>"All in one space for lawn bowling, golf/putt 'n pitch, frisbee golf, practice cricket."</p> <p>"Love to see more tennis and basketball courts outside for people to utilize."</p> <p>"More tennis courts - not enough for all schools and big use by locals."</p> <p>"Our school doesn't have a proper space for track and field."</p>

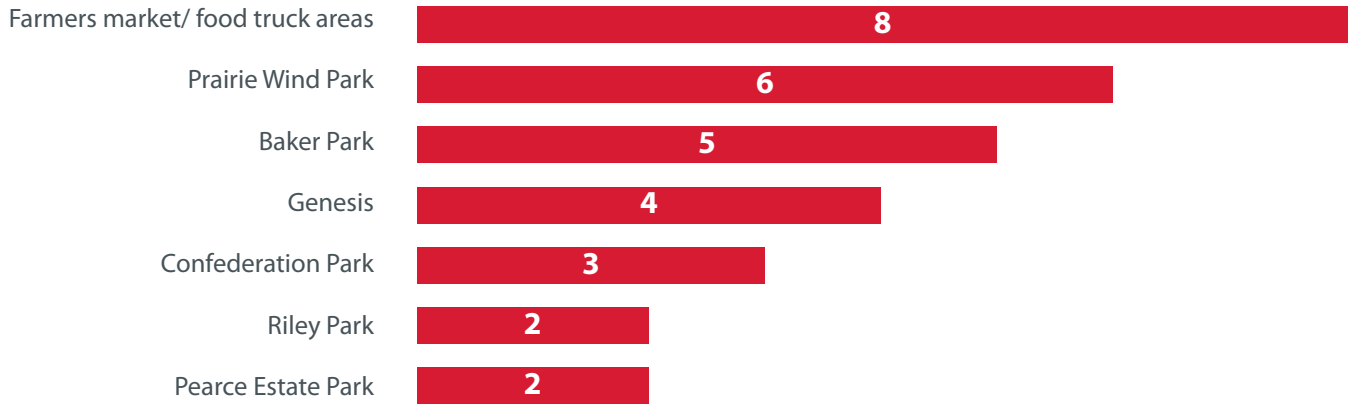
Theme Of Feedback	Example Verbatim Comments
<b>Amphitheatre/music/cultural event space</b>	<p>"Covered gazebos for music/other events."</p> <p>"Outdoor roofed multi-use pad for concerts, sports, roller skating."</p> <p>"Stage area for presentations, powwow, dancing, etc."</p> <p>"Outdoor events of a smaller scale (intimate park areas suitable for musicians, art in the park, or theatre in the park)."</p> <p>"Large area for like a farmers market/flea market."</p> <p>"If there was space for a small farmers market during the warm months, that would attract people. Fresh local produce and local products would be appreciated."</p> <p>"Food trucks because it would be more convenient to buy food on the spot rather than travelling."</p> <p>"Round space for pow wow events."</p> <p>"Large outdoor space for cultural events."</p> <p>"Cultural spaces - performance and gatherings."</p> <p>"Outdoor tipi."</p>
<b>Skatepark</b>	<p>"Skatepark... not only because I want to learn, but there's like only one big skatepark in Calgary and it's so far! And hard to get to if you're not from that area. It'll motivate and inspire those to get out and try something new. More activity grounds centre. Please make things fun!"</p> <p>"Skatepark so people can have an option to develop a hobby/ become more productive."</p> <p>"Skateparks for kids to learn skateboarding and for people to meet/hangout."</p> <p>"Skate and pump park. Kids need a place to go to do these."</p> <p>"Skatepark because it doesn't cost anything to use a skate park and everyone in the community can enjoy a skate park."</p>

Theme Of Feedback	Example Verbatim Comments
<b>Green spaces / natural areas</b>	<p>"Lots of green space to gather, play."</p> <p>"Park, pathways, connect to nature with trees to make it beautiful."</p> <p>"Fruit trees/edible landscapes throughout (plum, cherry, fruit bushes, low maintenance)"</p> <p>"Wildflower gardens, nativity areas, animal sculptures, species native to area."</p> <p>"Keeping or improving local plant life. Plant room and outdoor spaces."</p> <p>"Park with trees - access to nature is something everyone needs."</p> <p>"More nature (trees, shrubs, flowers, walking paths) to encourage outdoor activity, connect with nature, exercise and meeting neighbours."</p> <p>"The south east part of this area is already gorgeous. It is my hope expanding or enhancing the natural beauty of this area would be considered. Areas where families can get in touch with nature in an educational way."</p>
<b>Garden / green house</b>	<p>"Garden with shade with seating area."</p> <p>"Bigger community garden."</p> <p>"Planting flower beds, bushes, trees. Green up the green space with a special added touch."</p> <p>"Add beautiful community garden and play space with natural materials."</p> <p>"Greenhouse - not just community garden - part of the school, donation to the Alex. CBE horticultural component - partnership with the community."</p> <p>"Move the sacred medicine garden over hopefully – need water access for gardens."</p> <p>"Nature has healing powers. The cost of food is rising. People can grow their own veggies and fruit, as well as make connections with others in a community garden. Some of the plots in the garden should be free for people with low incomes to grow veggies and fruit in."</p> <p>"An accessible green house. So people with and without disabilities can grow their own fruits and veggies."</p>

Theme Of Feedback	Example Verbatim Comments
<b>Walking / biking paths</b>	<p>"Walking trail with dog bags + trash bins + compost."</p> <p>"Walking path that is circular - not a sidewalk."</p> <p>"Treed walkways."</p> <p>"Bike and active transportation focused."</p> <p>"It would be beneficial to include a running track around the facility that can also be used by neighbouring schools."</p> <p>"I want to have an area where we can exercise ( walk )."</p> <p>"Bike paths and smart bike racks."</p> <p>"Antitheft bike parking."</p>
<b>Park amenities</b>	<p>"Tables, chairs, firepits for playing dominos, eating, etc."</p> <p>"Picnic area with BBQ pits."</p> <p>"Fire pits/picnic sites to beat the cold weather."</p> <p>"Better lighting and pathway lighting."</p> <p>"Water fountain for drinking water."</p> <p>"Rest station (food trucks, water station, etc)."</p> <p>"Fire pit, outdoor spaces - shelters around the area."</p> <p>"Outdoor washrooms are needed."</p> <p>"Concession and lighting for sports."</p>
<b>Splash park / outdoor pool</b>	<p>"Water park for younger kids."</p> <p>"I would love an updated community outdoor pool."</p> <p>"A spray park would be awesome! Great for all ages."</p> <p>"Splashpark sounds nice. Similar to valleyview with attached playground fenced."</p> <p>"Spray park there really isn't one close by but Dover is quite congested."</p> <p>"Splash park is an awesome idea! We need something for the kids that's closer than Prairie Winds for those who can't travel far due to many reasons."</p>

Theme Of Feedback	Example Verbatim Comments
<b>Outdoor seating</b>	<p>"Use bowl shape to build natural seating areas."</p> <p>"Nice seating areas such as the one in Kensington off memorial and 10th. Space for a community garden."</p> <p>"Seating capacity should be kept in mind to allow lots of spectators."</p> <p>"Shaded seating areas"</p> <p>"Benches close to activities."</p>
<b>Additional playgrounds / play areas</b>	<p>"Accessible playgrounds."</p> <p>"Preschool kids/playground areas."</p> <p>"Actual good parks with big slides."</p> <p>"More playgrounds, including inclusive ones"</p> <p>"Bigger playground park."</p> <p>"Playground needs to be cleaner."</p> <p>"Obstacle course for all ages, adjustable (permanent on site)."</p>
<b>Multi-use / multi-seasonal spaces</b>	<p>"Outdoor rinks that can be used as basketball courts in the summer."</p> <p>"Convertible space for outdoor rink."</p> <p>"Multi season facilities (outdoor pool, splash park, fire pits)."</p> <p>"Multiuse space that's fenced off and safe."</p> <p>"Southview CA has an outdoor rink that turns into ball hockey year round."</p> <p>"Seasonal outdoor sports opportunities."</p>
<b>Dog friendly areas</b>	<p>"Dog walking route for walkers."</p> <p>"There are a lot of dog owners in this community, with not many places to go."</p> <p>"A dog park including a wading park for the dogs."</p> <p>"A fully fenced, small dog (25lbs and under) only off leash dog park. (The only small dog park I'm aware of is in Airdrie; Calgary has plenty of off leash parks, but none that are safe for little dogs)."</p> <p>"A dog-friendly spray park."</p> <p>"A more dog-friendly site. This area of the city is sorely lacking in dog-friendly spaces"</p>

## Examples of outdoor spaces in Calgary or anywhere in the world for the design team to consider.



## Other single responses include:

- Art/graffiti cultural wall in Oakland
- Bow River
- Carburn Park
- City hall bike paddock
- David Richardson Memorial disc golf
- Glenmore Grand Moorpark
- Inglewood Bird Sanctuary
- Kamloops, MacArthur Island
- Kinsmen Sports Complex Edmonton
- McKenzie Towne Park
- Meadows Place in Edmonton
- Olympic Plaza
- Outdoor Volleymall
- Parkallen Neighbourhood in Edmonton



## Vision

Participants were asked to share their vision for the site.  
The following are examples of verbatim comments received.



"Beautiful space facility with a lot amenities for everyone in the community: inclusive, accessible, affordable, friendly, multicultural and safe place to go. A place where peace and harmony exist among the people who uses the facility."

"A place of multicultural community where everyone enjoy, get along, and live with peace and harmony. A place with beautiful space full of different medium of art."

"A place for everyone is a place for all."

"A facility where you can express your craft and have fun being yourself with family and friends."

"A community center that fosters relations between people of different age/ethnicity/religion."

"Embrace the Canadian multicultural environment and combine the outdoor activities."

"An inclusive, friendly, welcoming space where all members of community, regardless of skin colour, feel welcomed and belonged." "Inclusive, modern, convenient and affordable space for all."

"A beautiful attraction that include human services, food services, arts, culture, sports and free access to all residents."

"A community based facility that is inclusive for all ages, cultures abilities and walks of life."

"To be an inclusive and diverse space for Forest Lawn. There are so many different people in here and we need to include them in this site."

"A space where my kids can play I can have a coffee with friend we can all utilize space."

"All inclusive and open to people from diverse backgrounds, where everyone can feel safe and inclusive, open for community."





## What We Did

The following is a summary of how the feedback received during Phase 2A Public Engagement directly influenced the preparation of the two preliminary design concepts, which were presented to the community during Phase 2B.



### IMPROVING SITE CONNECTIONS

- ✓ Connectivity through and around the site is a key objective of the Master Planning process and the preliminary design concepts illustrate vehicle connections, pedestrian walkways/pathways and bicycle connections. Additional details about configuration of connections and proposed signage will be determined as the project progresses.
- ✓ Feedback received on transit options/routes/times has been shared internally with the City and will be considered through the design process.



### PRIORITIES

- ✓ Throughout the preparation of the preliminary concepts, the project team referenced and aligned design decisions with the top priorities identified by the community (Recreation and Sports, Safety, Accessibility, Arts and Culture Opportunities, and Community Gathering Space).

### ELIMINATING BARRIERS AND CREATING ACCESSIBLE, SAFE AND INCLUSIVE SPACES



- ✓ Creating accessible, safe and inclusive spaces is a key objective of the Master Planning process. Both preliminary design concepts reflect spaces for all ages, cultures and abilities.
- ✓ Details surrounding cost of programming will be determined during future planning processes, however this feedback has been shared with the City departments and will be considered throughout the project.
- ✓ Lighting is a key element of creating safe spaces and will be considered throughout subsequent detailed design processes.
- ✓ The preliminary design concepts have been prepared to ensure open sightlines between buildings and outdoor spaces to ensure visibility throughout the site.
- ✓ Both preliminary design concepts include spaces that are intended to welcome all ages, genders and cultures, including:
  - Community kitchen
  - Cultural/Indigenous Centre
  - Lobby and cultural exhibition space
  - Performing arts theatre
  - Multi-purpose indoor and outdoor spaces
  - Universal bathrooms
  - Strategic placement of buildings and outdoor spaces to create welcoming and safe spaces throughout the site



- ✓ Signage, art and building design elements will be determined through future planning processes, but this feedback has been captured and shared with the design team.
- ✓ Accessibility will be considered throughout the design process to ensure barrier-free facilities for all age and abilities. More input will be collected on creating accessible spaces during the detailed design phase.
- ✓ Both preliminary design concepts reflect parking spaces that would be sufficient for the amount of expected vehicle and bicycle parking, as per City standards.

## INDOOR SPACES

- ✓ The preliminary design concepts illustrate building footprints that provide the opportunity for the following spaces:
  - Larger swimming pool and hot tub
  - Maintenance of Ernie Starr Arena
  - Group exercise rooms
  - Children's program spaces
  - Wet/dry studio
  - Community kitchen / food space
  - Larger community library with community rooms and technology
  - Spectator facilities
  - Multi-court gymnasium with walking track
  - Rentable/bookable/multi-purpose rooms
  - Performing arts theatre
  - Cultural lobby and exhibition space
  - Office / service space



## OUTDOOR SPACES

- ✓ Creating flexible, multi-purpose and multi-seasonal outdoor spaces is a key objective of the Master Planning process.
- ✓ The preliminary design concepts illustrate the opportunity for the following spaces:
  - Larger swimming pool and hot tub
  - Maintenance of Ernie Starr Arena
  - Group exercise rooms
  - Children's program spaces
  - Wet/dry studio
  - Community kitchen / food space
  - Spectator facilities
  - Multi-court gymnasium with walking track
  - Rentable/bookable/multi-purpose rooms
  - Performing arts theatre
  - Cultural lobby and exhibition space
  - Office / service space
- ✓ The preliminary design concepts reflect opportunities for many free and/or low cost sports.
- ✓ Ball diamonds      ✓ Disc golf
- ✓ Sustainability and green design will be considered through the Master Planning process and subsequent processes.
- ✓ The City does not anticipate this area to include an off leash dog park, however walking paths will be suitable and encouraged for walking dogs on leash.

# 4.0 Phase 2B Public Engagement What We Heard



In May 2022, the project team presented two preliminary design concepts to encourage further discussion and dialogue around various site layout options, benefits and trade-offs, and key considerations for the future recreation and cultural centre. Community members were invited to a Walking Tour in partnership with Jane’s Walk on Saturday, May 7 where they reviewed information about the project and were encouraged to participate in a guided or self-guided walking tour where they provided input on the two concepts.

Spraypainting, hip hop dancing and music by Antyx Community Arts and refreshments by EthniCity catering made for a lively, fun and exciting community event.

## Phase 2B: Promotions

- Project website | [www.calgary.ca/myforestlawncentre](http://www.calgary.ca/myforestlawncentre)
- Social media posts and advertisements
- Email invitations to 270+ stakeholders and community organizations
- Translated posters
- Road signs throughout the community
- Ward 9 news



## 70+

Guided  
walking tour  
participants

## 30+

Self-guided  
walking tour  
participants

## 18

Feedback  
booklets  
completed

## 50+

Comments  
on Boards



## What We Did

Five stations were set up around the site to share a perspective of the two concepts and key considerations at each key location. Participants were encouraged to provide feedback in their walking tour booklet, on sticky notes at each station, or by asking questions and providing their comments directly to the walking tour guide or project team member at the station.

Project information and guided tours were available in Vietnamese, Arabic, Tagalog and French.

~45

Participants  
English Tour

~15

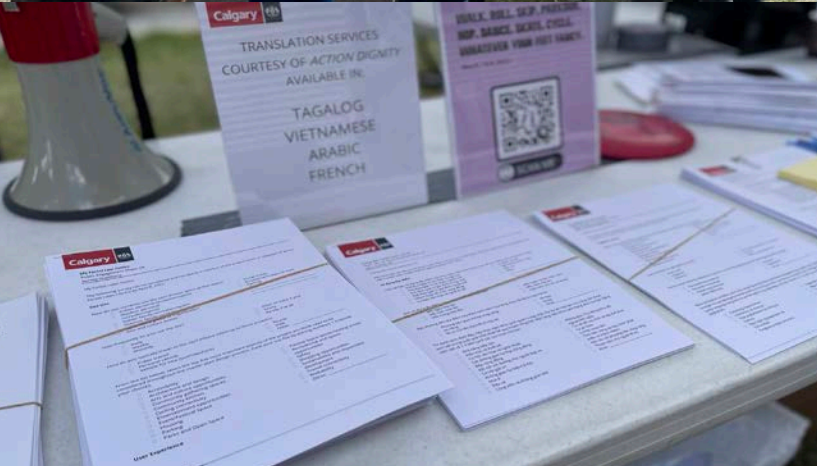
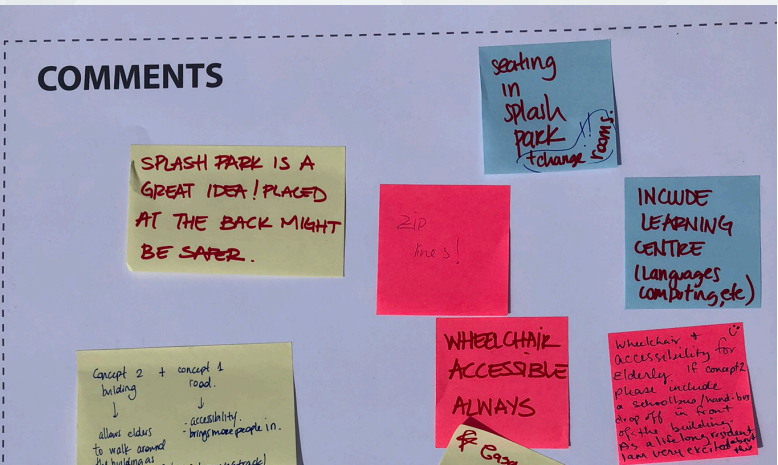
Participants  
Vietnamese Tour

~10

Participants  
Persian Tour

~30

Participants  
Self-Guided Tour

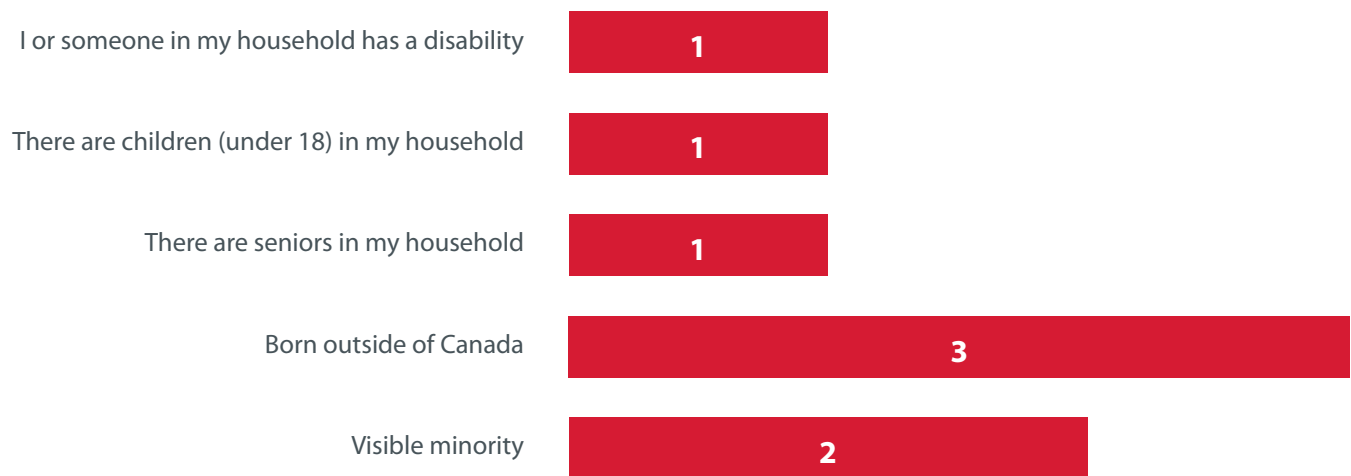


## Demographics

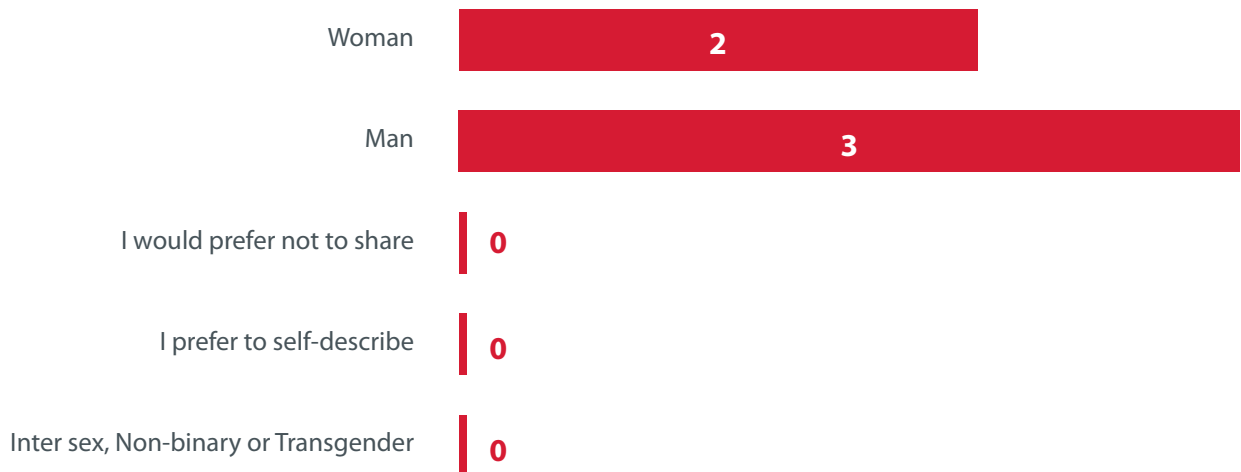
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**Of the 18 community members who completed survey booklets, six (6) shared their demographic information.**

**Select any of the following that apply to you.**

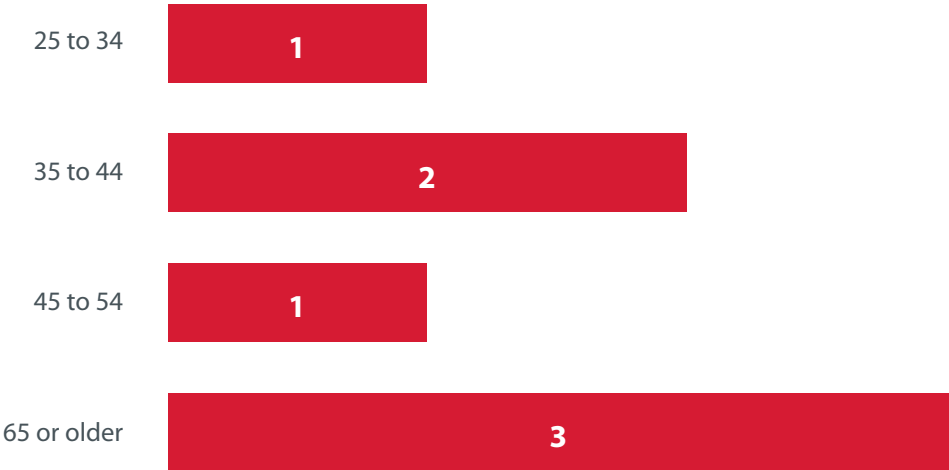


**Select the option that best describes you.**

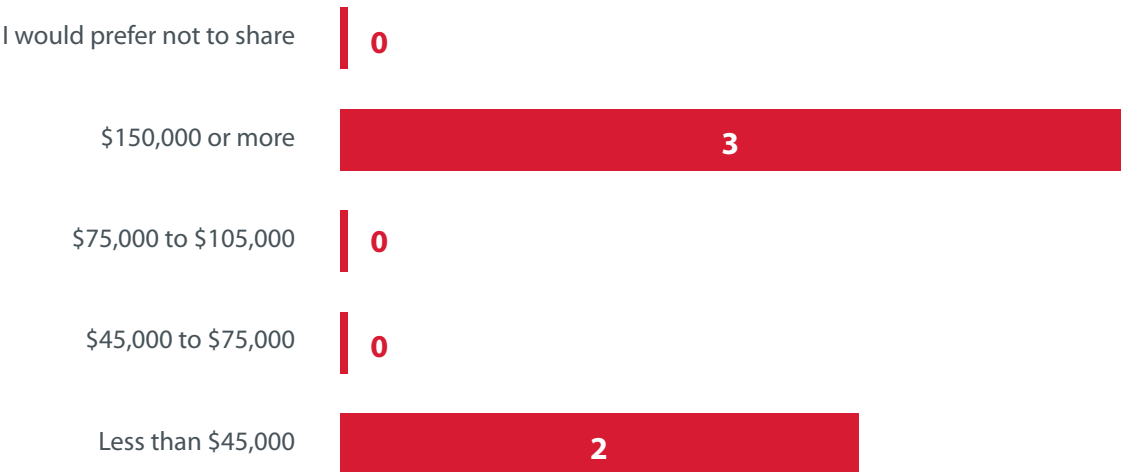


Of the 18 community members who completed survey booklets, six (6) shared their demographic information.

What is your age range?

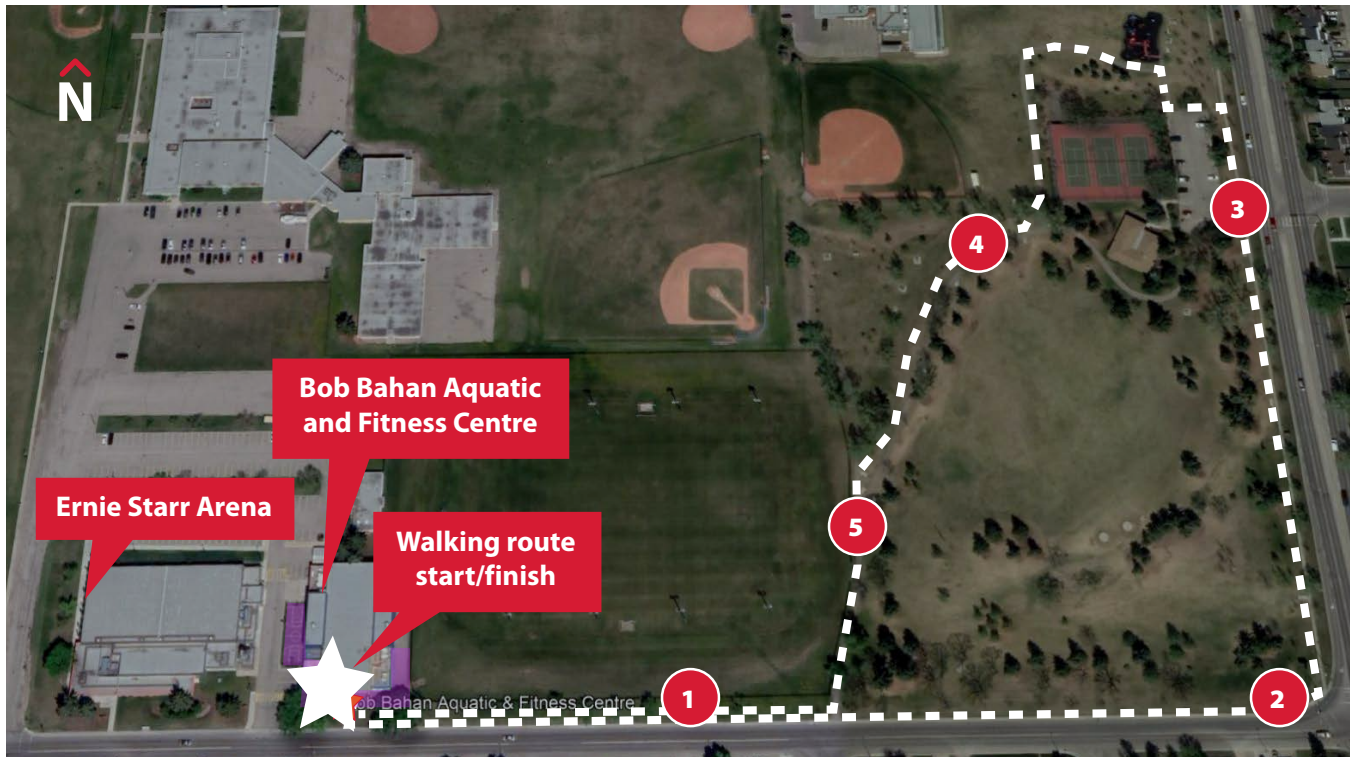


What is your total annual household income before taxes?



## What We Asked

During Phase 2B, the project team presented two preliminary examples of how the site could be laid out and wanted to know from the community what they liked and didn't like about each concept at five stations along the site. The feedback received through 2B will help the project team refine a preferred concept over the summer.

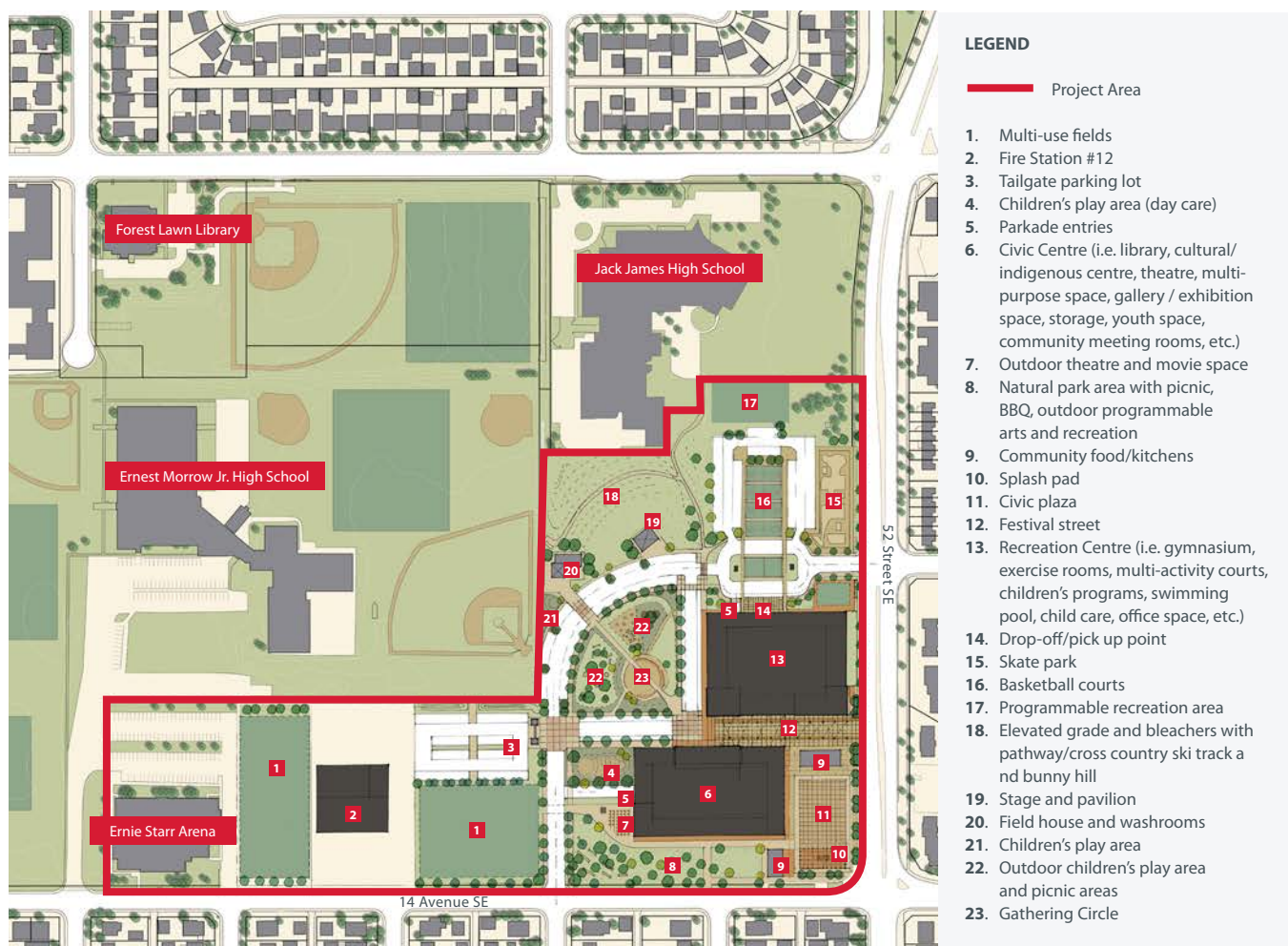


- 1 Fire Station #12
- 3 The Main Entrance
- 5 The South Entrance

- 2 The Prominent Corner
- 4 The Central Hub

## Draft Concept Plan #1

- Hardscaped civic plaza located at the corner of 52 Street and 14 Avenue SE
- Festival Street separating Civic and Recreation buildings
- Flat site with buildings located adjacent to 52 Street and 14 Avenue SE
- Civic Centre located south of Recreation Centre
- Vehicular access with drop-off and pick-up points through the site
- Landscaped berm with integrated bleachers for natural amphitheater/performance space
- Leverage natural topography of berm for tobogganing hill
- Skate park located adjacent to 52 Street S.E. and beside basketball courts

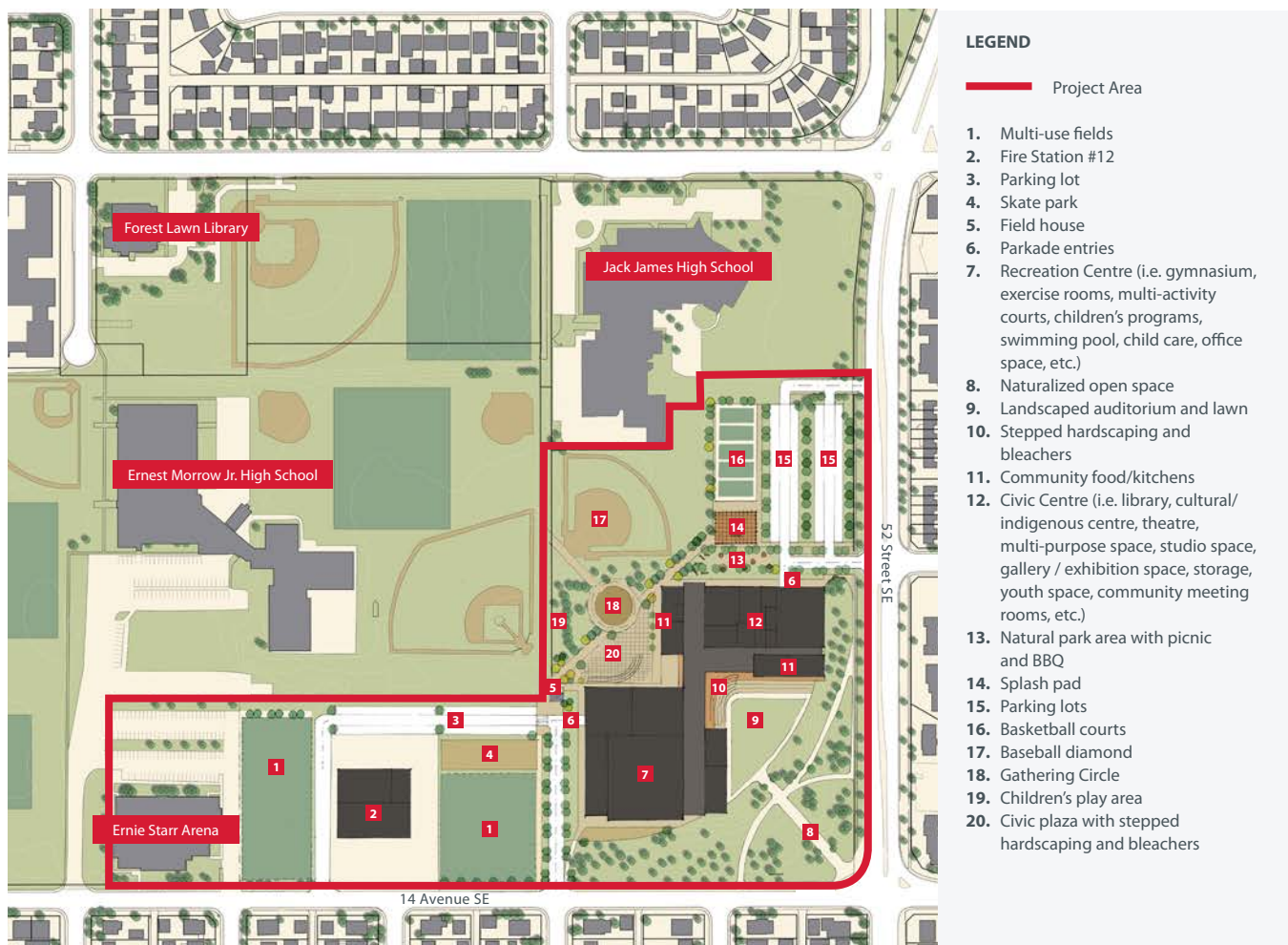


▼ Precedent imagery explored for consideration

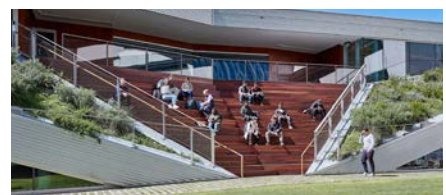


## Draft Concept Plan #2

- Civic plaza located internally on the site
- Stepped bleachers with landscaped auditorium and lawn for performance space
- Recreation and Civic Centres connected, with no festival street
- Naturalized open area with significant grade changes at corner of 52 Street and 14 Avenue S.E.
- Civic Centre located north of Recreation Centre
- No through road and emergency access only
- Maintain existing baseball diamond
- Skate park located adjacent to fire hall, separate from basketball courts




▼ Precedent imagery explored for consideration



# What We Heard

1

Fire Station #12

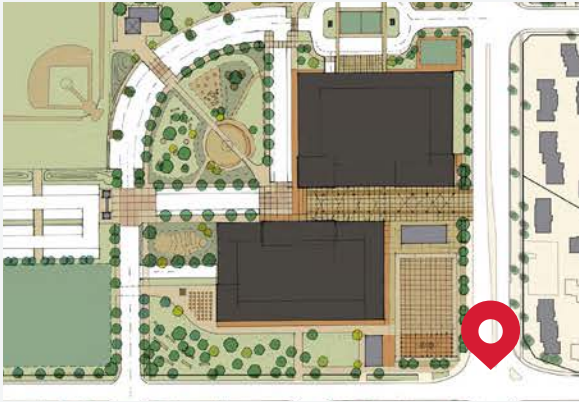


Concept 1 Comments	Concept 2 Comments
<ul style="list-style-type: none"><li>• Like the tailgate parking lot (4)</li><li>• Like the visibility of this plan (2)</li><li>• Seems more focused on entertainment</li><li>• Like the festival street</li><li>• Provides good visibility</li><li>• Bring the skate park from concept #2 to concept #1 plan. To reduce potential of graffiti</li></ul>	<ul style="list-style-type: none"><li>• Don't like the skatepark by basketball &amp; the street (2)</li><li>• Like the location of the skate park (2)</li><li>• Seems more focused on sports</li></ul>

## General Comments

- Better utilize the little mixed-use field beside the pool

## 2 The Prominent Corner



### Concept 1 Comments

#### Like:

- Festival street (3)
- The road provides accessibility and brings more people to the site
- The building
- Green space
- Civic Centre
- Splash park
- Overall like this concept
- Visibility
- Community kitchen

#### Don't Like:

- Move the splash park to the middle of the plaza or away from the intersection for safety (6)
- Prefer placement of skatepark from Concept 2 (move it on Concept 1)

#### Other:

- Provide seating and change rooms in the splash park area

### Concept 2 Comments

#### Like:

- Green space (buffers noise from traffic) (2)
- Plus 15 (avoids ice/slipping in the winter) (4)
- The building allows elders to walk around the building as exercise
- Parking
- Potential off leash dog park area
- Swimming pool
- Food/kitchen

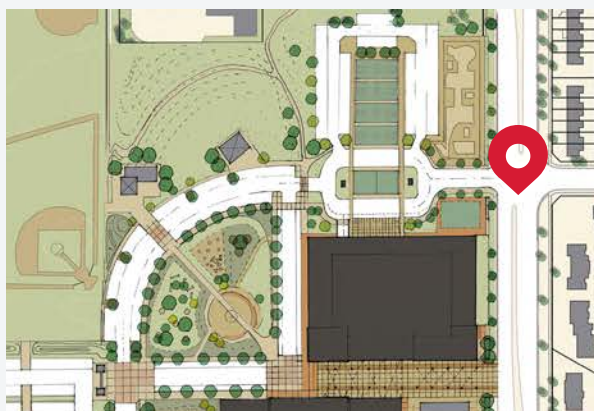
#### Don't Like:

- Do not need "dead mile" space here
- Take out #8 and #9 green spaces
- Ampitheatre not visible from street (potential safety issue)
- Lack of a volleyball court

#### Other:

- Include a schoolbus/handibus drop off in the middle of the building

### 3 The Main Entrance



#### Concept 1 Comments

##### Like:

- Prefer concept 1 (2)
- Prefer this concept because of the sports for winter and summer
- Prefer this option because of the stage, pavilion and elevated grade
- Prefer this option because of the festival street
- The skate park at the front will look amazing
- Accessibility for wheelchair access
- Multiple entrances
- Location of courts
- Police station for access
- #22 outdoor children's play area

##### Don't Like:

- Limited parking
- Put baseball diamond in 18 and 19 (elevated grade and bleachers with pathway/cross country ski)
- Dislike #18 all together - unnecessary use of space

#### Concept 2 Comments

##### Like:

- Diverse in terms of culture (2)
- More parking

##### Don't Like:

- Parking space placement and distance (2)
- Only one entrance
- Loss of disc golf

##### Other:

- This concept is more for arts and culture through more open space

## 4 The Central Hub



### Concept 1 Comments

#### Like:

- Like the Indigenous gathering circle (4)
- Green area for plants/nature lovers to walk around (2)
- Two entries/exits for cars to avoid loitering
- Active corners
- Multipurpose parking lot
- Like the street/parking
- Open natural sight lines

#### Other:

- The road should have a bike lane and be closed to all light vehicle traffic except handibuses, school buses and tours.
- Support the road, but close it to cars
- Create a +15 between the civic centre and recreation building

### Concept 2 Comments

#### Like:

- Prefer this location for the splash park
- Strengths are green space and baseball

#### Don't Like:

- No connections other than walking (2)
- Parking lot too big

#### Other:

- Add street festival space and some gazebos for outdoor spaces

5 The South Entrance



Concept 1 Comments

**Like:**

- Picnic tables
- Lots of entrance & exits
- City transit to eliminate more parking
- Support festivals here

Concept 2 Comments

**Like:**

- Stronger concept

**Don't Like:**

- Lack of picnic tables

## General Comments on the Two Concepts

The following is a list of general comments received throughout the walking tour event, not specific to any one concept.

### ACTIVITIES

- Activities for women (gym/swimming) (2)
- Like there is a skate park in both plans
- Figure skating
- Cricket ground
- Want indoor volleyball
- Zip lines

### SPACES

- Need a private meeting room in the library should be placed
- Covered/underground parking
- A safe place to leave your pets for a while
- Indoor playground
- Include learning centre (computers, etc.)
- Need an off leash dog park

### BARRIERS

- Current use of pool - impossible house are barrier - 7 days a week
- Hockey rinks - \$ for ice team barrier
- Free things for kids being displaced
- Tailor to all age groups

### ACCESSIBILITY

- Provide wheelchair accessible pathway (3)
- Indoor pool with wheelchair access (2)
- Walking path important to older generations (2)
- Wheelchair/stroller access

### EXISTING USES

- Can disc golf be integrated in the design / don't get rid of disc golf (10)
- Do not support getting rid of frisbee golf, open space and toboggan hill
- Disc golf and tobogganing for little kids

### SECURITY AND CPTED

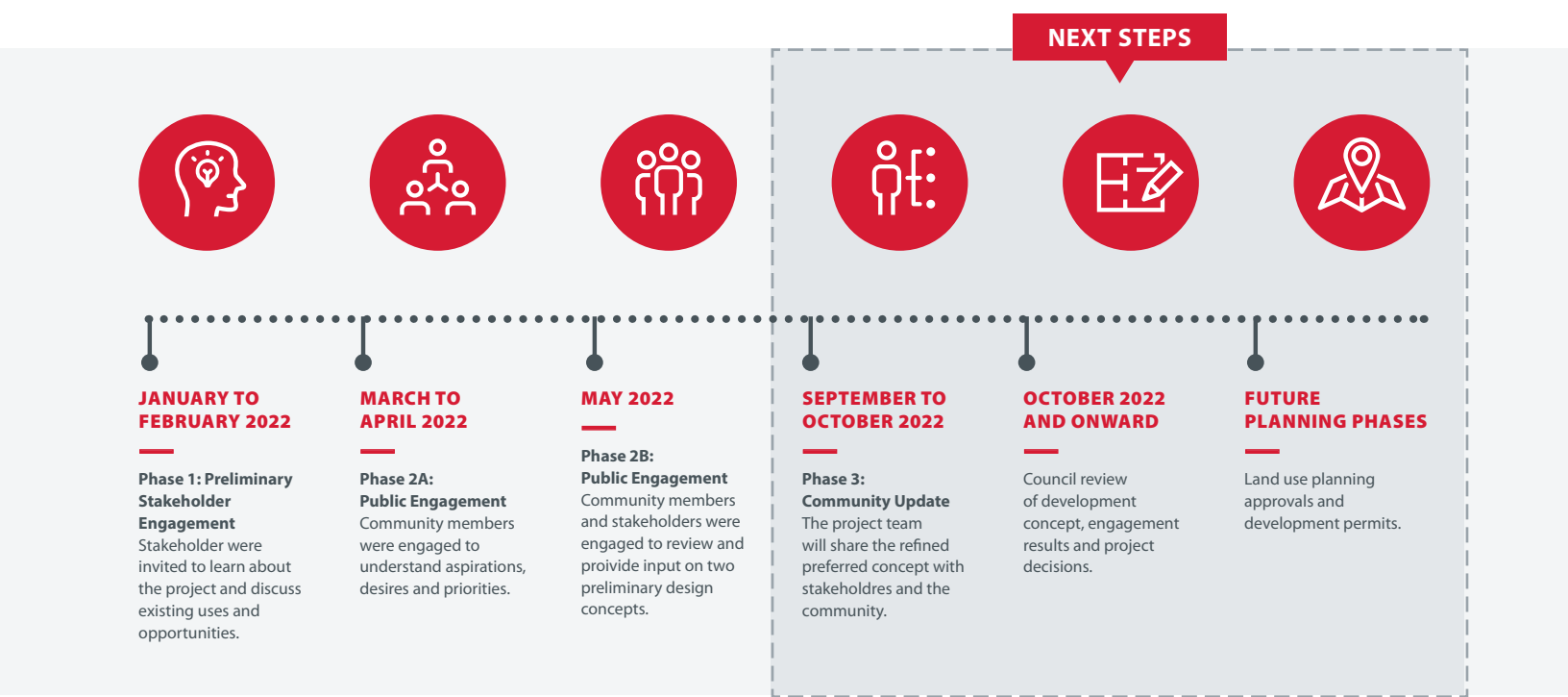
- Security and CPTED principles are key
- Ensure both plans stay to the 2ft/6ft rule for trees and shrubs suggested w/CPTED
- Talus security roll shutters for security/anti-graffiti, aesthetics, protecting glass and reducing carbon footprint with substantial energy savings

### OTHER

- Integrate both concepts
- There are no City facilities in the North Central – should build there.
- Ellison Park is under utilized and could use amenities

# 5.0 Next Steps

The project team will review the feedback collected during Phase 2B, which will help the project team prepare a refined preferred concept, which will be shared with the community in Fall 2022.





# **Appendix A**

## **Phase 1 Engagement What We Heard / What We Did**

# **Appendix B**

## **Phase 2A**

### **Engagement Summaries**

- 1) **Pop-Up Events and Engagement Banners Feedback Summary**
- 2) **English Survey Feedback Summary**
- 3) **Vietnamese Survey and Workshop Feedback Summary**
- 4) **Tagalog Survey and Workshop Feedback Summary**
- 5) **Arabic Survey and Workshop Feedback Summary**
- 6) **Forest Lawn High School Feedback and Design Worksheets**
- 7) **Jack James High School Feedback and Design Worksheets**
- 8) **Bob Bahan After School Youth Workshop Feedback Summary**
- 9) **Bob Bahan Staff Survey Feedback Summary**
- 10) **Neighbourhood Partnership Coordinators and Community Social Workers Feedback**