

Engagement Notes: Verbatim Feedback
May 5, 2014 – South of River “Canada Day Community Conversation”
Client: Arts & Culture
(partially sorted into “topic areas” and by Concerns/Questions/Comments)

Concerns:

- Garbage dumping: can we have more garbage bins are in Chinatown? Similar to China Street Festival.
- The location of the Night market are is vague?
- Concerns from business in china town: parking and road closures.
- Local access to Oik Wan Place, Bowside Mannor and Wah Ying Place?

Questions:

- Can we see the traffic info in newspapers? No just traffic but also the Canada day program?
- Can we see it in different language (Cantonese, mandarin and traditional Chinese)?
- Is there a designed area for seniors? For senior residents in china town? (Sien Lok Park)
- Night market area on map. Where it is exactly?
- Will there be info on the “ideal places” to go to watch fireworks?
- Can a community reserve a place for elders?
- Can marshals at the road closures have handouts with information to give to public?
- How many check stops might benefit from bilingual volunteers?
- How will the volunteers be identifiable?
- Do we need a permit to set up something in front of our building (Chinese Cultural Centre), cul de sac area?
- How do we tell bus tours that the street access is limited for Canada day?
- How do we inform business about road closures?
- Can we have “directional information” on radio? Such as at 6pm you should heat to etc. And also an opportunity to thank the community for participation etc.
- Can we use radio 947 (Chinese radio) to advertise and put a PSA through them?
- Do you allow local access to 2nd ave? More specifically to Oik Wan Place, Bowside Mannor and Wah Ying place?
- When will the “app” be going up?
- What sorts of events are happening at the Eau Claire market?

Comments:

- Garbage was a problem in general over the last few years.
- Teresa will work on having more garbage bins available.
- Chinese Merchants society has not defined the area of the Night market yet.
- Need to communicate clearly where will the night market be.
- “Jody” should be contacted if the community wants to reserve an area for elders.

- Parking and road closures could/should be communicated to merchants in Chinatown in their language (info should be bilingual).
- City can tap into Calgary Chinese Merchant's Society to advertise/let people know what is going on with Canada Day event. (in print to, Bryan Wong). Communication channel should be from city to association to businesses.
- There could be bilingual translators to assist with translation at the check stops in Chinatown.
- Volunteers will be provided with a safety vest.
- Parking on 2nd avenue will be self controlled.
- We should be talking to restaurants in the area to find out if they have arranged bus tours from their restaurants for Canada Day.
- Is there is a conduit into Chinese community? Yes, 5 newspapers, we need to translate and distribute, Jennifer to work with Danny (www.chinatowncalgary.com)
- Radio 947 is a Chinese radio, we can use it to advertise.
- Do you allow local access to 2nd ave? More specifically to Oik Wan Place, Bowside Mannor and Wah Ying place? Comment: talk to Grace Su, Davaid Lam, Christopher Yip for Ying mantion. Ask info from Kit Coon from Calgary Chinese Merchants Association. Ben to follow up.
- www.calgary.ca/canadaday will have all the updates

Engagement Notes: Verbatim Feedback
May 7, 2014 – Bridgeland CA (North of River) “Community Conversation”
Client: Arts & Culture
(partial sort into “topic areas” and by Concerns/Solutions/Comments/Questions)

Concerns:

Traffic/Congestion:

- 7th Ave intersection closed but large vehicles still came in from 12 Ave and got stuck (could not turn around)
- On the traffic map of Crescent Heights (yellow-line) the access points/closures don't go far enough north.
 - o Should at least cover 8 Ave
 - o Should cover up to and direct to 12th Ave as it is wider/commercial and has better capacity “is the proper connector”
 - o 8 Ave is very narrow and not a good access route*
- Traffic counts were 20 – 30 thousand on 8th ave to Edmonton Trail (before), recent numbers have tripled. This is normal. But you're putting on an event and asking us to make this a connector route (on special events it is that much more congested)
- This is not a wide street (8th ave) even on normal days; this is not easy for emergency or service vehicles to use.
- Private property concerns; why was this site selected? Look at the money needed, prepare to block 8th ave or I'm prepared to canvas to stop it. This is not a closed off area; all the avenues going up there, all the way to 16th need to be closed
- Giving parking tickets doesn't work to solve safety/congestion problems
- Congestion problems (and therefore enforcement solutions) happen at different times in different areas (depending on zone/distance away from the fireworks viewing site) can be later 9:30-10:00-10:30pm
- Keep traffic out of neighbourhood. Partial closures last year didn't work.
- Lanes were a big problem. People used that because they couldn't get out because of closures
- Cars are a bigger risk than pedestrians

Waste/Garbage:

- Litter/garbage (especially in specific areas) that if not cleaned up immediately gets blown around by the wind
 - o (list)
- Not enough garbage/recycling bins or outhouses

Other:

- Not enough resources to manage properly
- Noisy long past 1AM
- Proper training of volunteers

Suggestions/Solutions:

Enforcement:

- Make sure enforcement is as visible in neighbourhoods as it is at Princes Island Park
- Visible presence of uniformed patrol (CPS, Bylaw, Security)

Traffic/Transportation:

- make sure a message board about road closure is put up at 12 Ave N to ensure large vehicles don't get stuck at 7 Ave intersection
- Let attendees (public at the event) know where they can park (both at barricades and before the event)
- After the event open up the road-blocks sooner to open up traffic flow (prevent the logjam effect which is what happens when closed)
- Consider pedestrians as more 'friendly' than cars (promote people walking or cycling in rather than driving).
- Shuttle: additional service along 12 Ave (taking people to & from event)
- Shuttle: from a further distance (i.e. parking lots at Southridge, Market Mall etc.)
- Bike locks/bike racks to promote cycling to viewing-site

Waste/Garbage:

- More garbage/recycling bins needed
 - o Place garbage cans all the way up/down Centre St. and at 'gathering places' (viewing site, shuttle stops, etc.)
 - o Crescent Road, McEwan Bluff, Rotary Park, Crescent Park
- Properly placed and best number of garbage/recycling facilities and Port-a-Potties
 - o Rotary Park: the bathrooms there are blocked and Port-a-Potties need to be set up there
- Post-event garbage pick-up needs to happen sooner after the event
- Make sure garbage/recycling and Port-a-Potties are visible so people will use them (i.e. street lights/lighting, signage/direction, etc.)

Communication:

- Better/more communication on the types of barriers and road closures
- More/better general communication about the details of the event, planning and process
- More communications to participants/attendees about what to expect, where things (garbage, recycling, shuttle, Port-a-Potties, etc.) are and how to behave

"Local Solutions":

- come up with local solutions that benefit the neighbourhood(s) make them more part of the hosting of the event (i.e. Rotary Park – band played after fireworks which calmed traffic and staggered departure times of people in the area; planning committee in the community working with the City; Local neighbourhood organizations can 'rent' or use their parking lots for income/fundraising; get local neighbourhood businesses on board with the event so they can benefit; community ownership/community benefit; walking-tour; BBQ fundraiser; beer garden; "what do we [community] want this event to look like?"; community volunteers; food-trucks;

Other:

- Vision for and planning of the event (i.e. 2 year, 5 year, long-term plans)
- Training attendees (public at the event)
- Consider other successful events: Folk Fest, Lilac Festival

- Global Fest (how are they successful, what can we learn? Can the Canada Day fireworks take place there?)
- Distributed or de-centralized fireworks displays in multiple locations rather than from only one location
- Bird sanctuary/natural nesting area near Center St. Bridge eco-system

Comments/Discussion:

- It is important to have 'residents-only' access in Crescent Heights
- Keep them [the fireworks] but manage it better
- Bylaw enforcement is highly visible on Princes Island Park
- Giving parking tickets/parking enforcement (not traffic or road closure enforcement) is reactive rather than pre-emptive/proactive (it does not solve the problems of congestion and traffic)
- Properly manage this event don't cancel/move it
- There needs to be different considerations as this neighbourhood is a residential not commercial space (as compared to other locations) – it is also not an 'enclosed site' like Princes Island Park or a commercial district
- Great community event! (Canada Day) There'd be more repercussions to cancelling it than keeping it
- There was noise and traffic until 1:00am (or after/later)
- We have a great view (in Crescent Heights) and I am happy to share it but the collateral damage should not be part of it (damage being more drastic from cars)
- 'Economic benefits' for neighbourhood versus 'quality of life' for residents
- Many of the pedestrians are residents of the area
- Many of the pedestrians are coming in from other places (i.e. with cars parked inside or outside the area)
- Fantastic event, world class, biggest issue is crowd management, traffic management, visual management – as in bylaw and cps, uniforms present, port-a-potties, lighted port-a-potties (visible supervision)
- Fireworks should be considered separate event with separate challenges.
- Community volunteers – "security" on shirts, trained properly
- Discussion as to whether beer gardens are a viable, feasible solution
- Bought house for quietness of the community but events [like these] are changing this; this is a
- New event that is cumbersome upon us...you're throwing this at us.

Questions:

- What is the risk, balance, trade-off, responsibility of/between private liability for a public event (i.e. property damage)? How is this reported and compensated?
- Why isn't our City Councillor here?
- Why was this location chosen rather than others? What was the 'study' or 'research' that happened and its results?
- Do you canvas neighbourhood after the event to assess property damage; a post mortem?
 - o City of Calgary response: use 3-1-1 feedback for that.
 - o Rebuttal: we called 3-1-1, sure it's logged but didn't get a call back
- Is it sustainable in this Area?