



Engage Resource Unit

Research and Engagement Library // Document Overview

Document Overview

Project Name: **Egert's and Greenview Off Leash Park**

Document Type: What we Heard Report

What is an Engagement Plan or Strategy ?	What is a What we Heard Report ?	What is a Final Summary Report ?
<i>A document that outlines the objectives for conducting engagement, who we planned to engage with and what engagement activities were planned.</i>	<i>A document that outlines the feedback that was heard through an engagement process.</i>	<i>A document that describes the purpose for engagement, who we talked to, and how their input was used by The City to help make decisions.</i>
Why are we engaging?	To identify the importance of minimizing user conflict and to encourage sharing of parks and open spaces in an atmosphere of respect for park rules and fellow park users.	
What stakeholders are involved?	City Wide (Internal and External)	
What are we talking to stakeholders about?	Options for changes to both Egert's and Greenview Parks from large amount of off-leash to small amount of off-leash in these parks.	
When did this engagement happen?	2012-2013	

Parks Response to Calgarians

Egert's and Greenview Off-leash parks

The City of Calgary's Off-Leash Area Management Plan (OLAMP) outlines procedures for establishing, managing, and operating off-leash areas. The plan identifies communities with off-leash service gaps and opportunities to enhance or improve existing sites.

In the spring of 2012, as part of OLAMP, new signs were erected in existing off-leash areas including Egert's and Greenview Parks. Many of these parks included designated off-leash areas for as long as 20 years or more. However, the signs prompted questions from nearby residents regarding current boundaries, as well as complaints about compliance with rules and bylaws.

Due to the variety of activities in Egert's and Greenview Parks it was determined that engagement would focus on these two parks. The OLAMP clearly identifies the importance of minimizing user conflict, to encourage sharing of parks and open spaces in an atmosphere of respect for park rules and fellow park users.

Engagement



In response to resident concerns, The City of Calgary Parks implemented an engagement process outlined in the Off-leash Area Management Plan. City staff from both Parks and Animal & Bylaw Services attended a Ward meeting and organized public engagement opportunities from September to December, 2012. This included an open house and a survey that was available both in hard copy and online.

Feedback

We heard from a variety of park users, pathway users and nearby residents. Thank you for providing us with very useful comments. It is very clear from the comments received that positive steps are required for both Egert's and Greenview Parks. Overall, the comments received presented a very balanced response. There are no clear trends favouring on or off-leash. It is very clear is that targeted education, information and enforcement would alleviate the majority of the concerns and issues raised throughout this engagement period.

We asked you...

Residents were asked to rate several options for changes to both Egert's and Greenview Parks. Options ranged from a large amount of off-leash to a small amount of off-leash in these parks. For each option, pros and cons were presented including the amount of conflict between park users and potential impacts to current users of the park – including dog owners, cyclists, joggers, walkers, playfield users and others.

What we heard...

The patterns of preference were analyzed after all responses were received. The analysis shows a clear polarization between the options people preferred. Clearly, half of respondents preferred the largest amount of off-leash possible. The other half of respondents preferred the least amount of off-leash possible.

OUR RESPONSE

The City's response is a compromise based on what people value about parks, and the kinds of experiences they expect. An action plan will be implemented this spring. The goal is to ensure a quality park experience for all park users. Details of the plan are outlined in the charts below. In order to meet the goal of providing a high-quality, positive and enjoyable park experience for all park users, we looked at the consistent themes raised by ALL respondents.

Consistent themes identified by all park users...

One of the clear messages conveyed throughout this exercise is that Calgarians love their parks for many different reasons. All park users play a role in the enjoyment of the parks we share. Respect for fellow park users and knowledge of the rules will result in a happy, healthy and safe experience for everyone. The feedback received revealed consistent themes raised by ALL respondents. These themes are grouped into two tables noted below.

VALUES

1. Location of off-leash areas
 - Pathway use and safety
2. Size of off-leash areas
3. Value of the park to the community
 - Multiple uses, including playfield and playground use

PARK USER EXPERIENCE

1. Signage and improved information about rules and bylaws
 - Park user compliance
 - Awareness of on and off-leash areas
 - Dogs out of control / leaving the park
 - Park cleanliness
2. Education and Awareness
3. Enforcement

Will the boundaries of on and off-leash be changed?

Yes. Our response includes changes to on and off-leash areas. Details explaining the changes can be found in [Our Response](#), including a [Map](#).

When will changes take place?

The changes to Egert's and Greenview Parks will be implemented and in effect in May, 2013. We will inform park users through the Calgary.ca website, with temporary signs and through community newsletters when the changes take effect.

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OUR RESPONSE

Table #1 - VALUES

WHAT WE HEARD	OUR RESPONSE
<p>It is important to recognize the value of these parks within the community for all users</p> <p>Location of off-leash areas Pathway use and safety</p>	<p>Boundary changes to reduce conflict and provide for fun and safety for all park users as well as nearby residents.</p> <p>*See MAP, sign images and photos</p> <p>Egert's Park</p> <p>Parks has reviewed the on and off-leash areas and is implementing boundary changes. One large area will remain off-leash at the north end of the park, with another at the south end. The north end is a large flat area suitable for running and playing, and there is enough space for others to enjoy the park in the surrounding areas. Both of these areas can be accessed easily from north or south, and are connected by a new on-leash central portion.</p> <p>For the comfort and safety of park users, a narrower area in the centre of the park will be designated on-leash. This area is closer to many residences, so an on-leash designation will decrease conflict along the pathway in this area.</p> <p>This new on-leash area will prevent out of control dogs from leaving the park and impacting nearby residences. It will also ensure greater safety for pathway users, and will prevent accidents where off-leash dogs may leave the park onto the nearby road and residences.</p> <p>For the safety of off-leash pets, improved fencing at the south end near McKnight Avenue and 4th Street will be enhanced in off-leash areas to allow for continued, safe enjoyment of the park by dog owners.</p>

WHAT WE HEARD It is important to recognize the value of these parks within the community for all users	OUR RESPONSE Boundary changes to reduce conflict and provide for fun and safety for all park users as well as nearby residents. *See MAP, sign images and photos
	<p>Greenview Park</p> <p>Parks has determined that all of Greenview Park will become on-leash. The park is a small greenspace nestled amongst housing units. This greenspace is currently used primarily by families and children.</p> <p>There is a nearby off-leash park (Thornccliffe) that can be used by dog owners wishing to allow their pets a safe and enjoyable time – without compromising the activities and enjoyment of the smaller, confined space at Greenview Park.</p> <p>Confluence Park is another off-leash alternative only minutes away by car.</p>
<p>Size of off-leash areas</p>	<p>Egert's Park</p> <p>As noted above, there will continue to be two large, open, off leash areas for the enjoyment of dog owners bringing their pets to the park for fun and exercise.</p> <p>The size of the off-leash areas will still afford dogs space to run and play.</p>
<p>Value of parks to all users, multi-use areas that everyone can enjoy – including playfields and playground use.</p>	<p>Egert's and Greenview Parks</p> <p>Both parks will continue to provide enjoyable experiences to all users.</p> <p>Egert's will remain a fun and safe place to meet neighbours and socialize while taking part in a variety of activities. The boundary changes for Egert's Park will balance user needs to ensure an improved experience for everyone.</p>



WHAT WE HEARD	OUR RESPONSE
<p>It is important to recognize the value of these parks within the community for all users</p>	<p>Boundary changes to reduce conflict and provide for fun and safety for all park users as well as nearby residents.</p> <p>*See MAP, sign images and photos</p> <p>Greenview will continue to serve park users in this area as a place to play and meet friends and family.</p> <p>Improved signage and changes to boundaries will clarify uses of these parks so that all park users can enjoy their activities without conflict.</p>



Table #2 – PARK USER EXPERIENCE

WHAT WE HEARD	OUR RESPONSE
<p>It is important to ensure a high-quality, positive park experience for all users.</p>	<p>Compliance by park users, improved new signs, and ongoing education and enforcement will help to ensure compliance and awareness of the rules and bylaws.</p>
<p>Role of Park Users</p>	<p>Signs, rules and education are tools and reminders for people using parks. It is up to park users to be in the know about the parks they enjoy.</p> <p>When park users know and respect park rules and bylaws it helps to keep parks safe and enjoyable for everyone.</p> <p>A list of resources and online information is provided below.</p>
<p>Signage and improved information</p>	<p>Egert's Park</p> <p>New, improved signs will be erected in the park. These signs will show park users a map of the park with clearly defined on and off-leash areas. Signs will provide more clear information for park users and will be strategically located.</p> <p>Large signs will be at major entry points, with smaller signs along the pathway to serve as reminders.</p> <p>Improved signage will alleviate conflict in multiple use areas. Awareness of the changes to the on and off-leash boundaries will help increase compliance with rules and bylaws.</p> <p>Greenview Park</p> <p>Off-leash signs will be removed to identify the park as on-leash. Notifications will be posted indicating there are nearby off-leash parks for their enjoyment (Thorncliffe Park is walking distance from Greenview and Confluence Park which is minutes away by car).</p>

WHAT WE HEARD	OUR RESPONSE
<p>It is important to ensure a high-quality, positive park experience for all users.</p> <p>Seeking compliance by all park users – raising awareness</p>	<p>Compliance by park users, improved new signs, and ongoing education and enforcement will help to ensure compliance and awareness of the rules and bylaws.</p> <p>Egert's and Greenview Park</p> <p>Increased education and communications will raise awareness of existing rules and bylaws by dog owners and by all park users.</p> <p>When park users respect these rules, it will result in a positive park experience for everyone.</p> <p>Increased communications efforts will remind park users that they should know and respect park rules.</p>
<p>Enforcement of existing rules and bylaws</p>	<p>Continued enforcement will occur, to ensure ongoing compliance by all park users.</p> <p>We know that enforcement reminders to park users will increase their compliance. Our goal is to encourage people to respect and obey the rules and bylaws for the long-term. When people act positively to keep parks healthy, happy and safe – everyone wins.</p>

How can I help?

Please know and respect park rules and bylaws. Information is currently available at the following locations:

- Dog owners are provided with rules and bylaws when purchasing a dog license
- On the Calgary.ca website
 - Link to Responsible Pet Owner bylaw
 - Link to Pathway Safety rules
 - Link to Park rules (general rules)
- Respect fellow park users
- Pick up your garbage and clean up after your dog

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Thank you

The City of Calgary, Parks, thanks everyone for their participation and feedback during this public engagement period for Egert's and Greenview Parks. Valuable lessons we have learned can be applied across the City to ensure that everyone enjoys our beautiful parks and green spaces.

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