

Please use this form to send your comments relating to Public Hearing matters, or other Council and Committee matters, to the City Clerk's Office. In accordance with sections 43 through 45 of Procedure Bylaw 35M2017, as amended. The information provided may be included in written record for Council and Council Committee meetings which are publicly available through [www.calgary.ca/ph](http://www.calgary.ca/ph). Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to Public Hearing Matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 636, for the purpose of receiving public participation in municipal decision-making. Your name, contact information and comments will be made publicly available in the Council Agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

* First name	Connie
* Last name	Cooper
Email	cooper.constance@gmail.com
Phone	403-402-4643
* Subject	Inglewood Pool closure

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

The demographic of Ramsay has changed. There are many young families living in Ramsay. We have lived here for 40 years and had over 40 children, largely under the age of 6 on Halloween. This is unprecedented. The populations of Inglewood and Ramsay, in keeping with city planning are becoming more dense. Inner city taxes should be applied to inner city amenities as continuing to grow outward is NOT sustainable.  
 This pool is especially suited to the need of people with physical handicaps as there are stairs to facilitate entry. As one of several seniors with joint issues who use the pool, loss of the pool will greatly impact our health.  
 We need an updated and advertised facility that suits the needs of the residents. There is already a lack of amenities in the city centre.

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name: Tim  
\* Last name: Dietzler  
Email: dietzler@telusplanet.net  
Phone: 4032426884  
\* Subject: Budget reductions

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)  
Please attempt to reduce the budget and cut costs so that taxes can be reduced.

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Jane  
\* Last name Thomas  
Email janebox34@shaw.ca

Phone

\* Subject Beltline Pool Proposed Closure

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)  
Submission for the Beltline Pool Proposed Closure. Please let me know if this submission meets your requirements.

**Submission to Calgary City Council on Proposed Closure of Beltline Recreational Centre January 2020 by Jane Thomas**

**Proposed Beltline Pool Closure**

The Beltline Pool should be kept open and be supported by the City of Calgary in Beltline's mission to foster health, exercise and abundant social interaction for the Beltline neighbourhoods, the City of Calgary as a whole and visitors and tourists to our city who use this facility.

For over 25 years I've enjoyed deep water exercises, tai chi, line dancing, rehabilitation and rich social interaction (freedom from isolation) at Beltline's pool and fitness centre. I am very concerned that this could end for me because Beltline is being asked to shoulder more than its share of the city budget or close its doors. Over the years I've done classes at Beltline with working adults, martial artists, teenagers, retired seniors, school children, tourists and visitors to Calgary travelling on business. The deep water programme is exceptional. The tai chi/qi gong programme has strengthened my body and spirit. Participating in classes with all ages from all different cultures has been an amazing experience and education. Access to the Beltline is facilitated by at least 4 buses (3, 17, 449, 7) if needed. It is a safe, friendly neighbourhood, well-lit and easily accessed by walking to the Pool any time of day. I have walked to Beltline for years in all seasons and all weather conditions. It enhances my daily life.

As to budget it is not fair that Beltline Community should shoulder more than its fair share of the city budget for 2020 or face

**Submission to Calgary City Council on Proposed Closure of Beltline Recreational Centre January 2020 by Jane Thomas**

closure. I would recommend the following formula to illustrate that keeping Beltline open is possible:

A budget shortfall of \$800,000 (communicated by City in recent meetings) could easily be covered for both Beltline (and Inglewood) pools from a household city-wide perspective for approximately \$1.64 annually per household using the formula (\$800,000 divided by the estimated number of households per year in the city or \$0.13 per household per month). So I would support an appropriate increase in cost per user for Beltline programmes which would be a fair share of Beltline Pool's 2020 tax burden.

Why would we think of knocking down a well-used and valuable community fitness and recreation centre in a neighbourhood with one of the highest walkability factors and transit supported areas in Calgary? Why take away such an amazing pool and recreation centre right in the heart of Beltline that complements other landmarks and services like the Sheldon Chumir acute care centre, Memorial park, all of our diverse restaurants and entertainment services. We must promote Beltline Pool's proximity to medical care, parks, cultural heritage and entertainment services. And Beltline is a huge support for our Calgary downtown.

All budget decisions and investigation of the huge value of Beltline Pool to the success of Calgary as a city must be taken.

Dear Councillors and Mayor Nenshi,

I am writing to ask you to keep Inglewood Pool open. I understand that the City is facing a financial crunch, but ask that you consider the benefits this pool provides to residents rather than solely focussing on the cost. There are many public services which cost money that is not fully recoverable – but those services add to our quality of life, our connection to each other, and our feeling of community. I am willing to pay the extra taxes needed for you to keep the pool open. I have a hard time believing that if you put it to a vote, most Calgarians would support closing a pool that likely costs them a few cents or dollars each to keep open.

>Inglewood pool is a place where children learn to swim, families play, seniors keep active and connected, and sports groups gather for syncro and kayaking. Our family has used the pool for close to 15 years now. My children have done their swim lessons there, our school uses the pool for swim lessons, and we regularly attend the family swim on weekends. My youngest daughter recently completed a swim lesson last month and I was unable to register her in the November/December session because it was full.

I understand that the City has been unable to find alternatives for a number of the programs that run through the Inglewood pool (such as the swimming group for disabled swimmers). I also attended the City's session in the fall and heard from these groups about why the Inglewood pool suits their needs perfectly as a small pool, and how difficult it is for them to find an alternative. This pool is therefore a valuable asset to many beyond the residents of Inglewood/Ramsay and surrounding areas.

Finally, the reports that the City based this closure on are based on some problematic assumptions about surrounding pools that are close substitutes for Inglewood Pool. The reports state that there are other "comparable" pools in our catchment area so the loss of Inglewood pool is not significant, pointing to the Repsol Centre and the Eau Claire YMCA. I disagree. Repsol is a training facility and their pool is meant for swimming laps. There are few amenities to make it fun for families. Other than the small warm pool that is good for very young children, the pool is not set up for a family swim like Inglewood. It is a cold pool and not enjoyable to play in. Unlike Inglewood Pool, it does not have with floaties, balls, slides, swinging ropes, and a climbing wall. It is also expensive, costing close to \$30 for a family to swim, whereas our family gets in for less than \$10 at Inglewood family swim on the weekends.

Similarly, Eau Claire's YMCA is not a good option. It requires driving downtown, finding and paying for parking, and again paying close to \$30 for a family to swim. That is a very different experience than attending our local pool.

I do not think closing our pool is a "least harm approach" or an approach that maintains front line services. Nor is our established community one where a partner-operated service is likely to come

in to replace Inglewood pool. In fact, a community partner, the new YWCA, came to Inglewood hoping to use the City operated pool.

In closing, Inglewood Pool may not be the most utilized pool in the city, but it is a unique pool that is used, needed and loved by our community. I hope the City can continue to find a way to fund this valuable service.

Thank you, Rosalia Nastasi

Inglewood Resident

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Rosalia

\* Last name Nastasi

Email

Phone 4032665230

\* Subject Inglewood Pool

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)  
Please see attached letter.

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

* First name	Mary
* Last name	Rozsa de Coquet
Email	mary@rozsafoundation.org
Phone	403-606-9257
* Subject	Arts Funding

Submission to City Nov 25, 2019 Budget Deliberations

Reasons to support arts and culture:

**Business Economy**

Issue: Tax Revenue. The arts attract skilled labor and foster business development.

Issue: New Revenue Streams. Together with Tourism Calgary, the arts can create a successful winter strategy to attract new dollars.

**Social Economy**

Issue: Failing mental health and social isolation. The arts promote mental wellness and social cohesion.

Issue: Inequality and exclusion. The arts are implementing new indigenous strategies and programs to include disabled individuals.

Further cuts to arts and culture will deny the city and citizens these benefits, And have no material impact on the millions of dollars in savings the City is seeking.

In your ward, speak with integrity when you say, "I support job creation, good mental health and strong inclusive communities".

For your ward, vote against further cuts to the arts.

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)



**INGLEWOOD COMMUNITY ASSOCIATION**

**1740 24 Ave SE**

**Calgary, AB**

**T2G 1P9**

November 20, 2019

**TO: Mayor Naheed Nenshi, Council**

The Inglewood Community Association is deeply disappointed in the recommendations to close the Inglewood pool. Our community members and those of the surrounding communities attended every engagement possible to show our support, and the value of the Inglewood pool to our communities and to Calgarians.

We continue to fight for our pool, and submit the following recommendation to the Mayor and City Council.

**Option 1**

*Engage a not-for-profit or other third party organization to take over operation of the Inglewood pool, until such time as a new recreational facility is built in Historic East Calgary.*

**Option 2**

*Provide bridge funding to continue operations for 5 years while improving community based programming.*

These options recognize that the pool is integral to the social well-being of the community and the users of the pool, takes into consideration increased densification and population growth, and attempts to reduce the costs of running the pool and to improve its operations in a significant way. We believe, in particular, that option one deserves to be attempted, should be sent out for tender immediately, and should be reviewed after a two year period.

We look forward to working in collaboration with the City in a new approach to maintaining the pool as economically as possible as an important community asset. We know that the best long term solutions happen when government and community work together towards a common goal.

Sincerely,

Phil Levson  
President, Inglewood Community Association  
403 510-0406

**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: [EXT] Fair Calgary Community Voices submission for 2020 Budget Readjustments  
**Date:** Wednesday, November 20, 2019 12:48:32 PM  
**Attachments:** [FCCV letter to City Council Nov Budget Readjustment.pdf](#)

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**From:** Fair Calgary [mailto:faircalgaryvoice@gmail.com]  
**Sent:** Wednesday, November 20, 2019 11:49 AM  
**To:** City Clerk <CityClerk@calgary.ca>  
**Cc:** Fair Fares <fairfarescalgary1@gmail.com>  
**Subject:** [EXT] Fair Calgary Community Voices submission for 2020 Budget Readjustments

## **Fair Calgary Community Voices Recommendations to City Council Regarding the Sliding Scale November 2019**

Fair Calgary Community Voices (FCCV) is a collaborative of citizens living on low-income, community organizers, and service providers advocating for affordable, accessible transportation for all. We are part of larger initiatives that work on poverty reduction and building strong communities. We are encouraged that City Council has adopted the principle of “do the least harm” for its 2019-2022 budget adjustments.

Band A in the Sliding Scale did something that has never happened before. It mobilized more than 67,000 people who were living in poverty, allowing them to purchase a reliable, predictable pass so they could secure work and remain employed, access much needed programs and services, visit family and friends and attend places of worship.

FCCV believes that the recommended fare increase to Band A will cause harm to people struggling to live on less than \$12,000.00 per year. This 250% increase will once again put a transit pass out of reach for most people living in extreme poverty. When we shared the proposed increases to the sliding scale with the community, there was concern that they could no longer afford the pass if these increases were implemented, or that they would have to take from their already limited income so they could afford the pass at the new price.

FCCV is very pleased that the Province of Alberta has renewed its funding partnership with the City of Calgary by providing \$4.5 million for the Sliding Scale. The City of Calgary and the community advocated strongly to the Province to continue their funding for the Sliding Scale and now the community is asking the City to renew their portion of this funding.

**FCCV is Calling on the City  
to Match the Province’s \$4.5 million Contribution to the Sliding  
Scale.**

**Additionally, we are requesting that the City invest \$2.0 million  
to make up the shortfall in the program,  
in order to avoid unaffordable increases to the Sliding Scale.**

In 2017 the City and Province partnered together to create the Sliding Scale, sharing the social responsibility for this important program. We believe a continued funding partnership would be a promising step forward and could open the door to other funding partnerships between the City and Province such as affordable housing initiatives.

Respectfully Submitted

The Alex  
Calgary Ability Network  
Disability Action Hall  
East Village Seniors Association  
Enough for All  
Fair Fares  
Hilary Chapple, Member of the Client Action Committee  
Women's Centre of Calgary  
Vibrant Communities Calgary





## Fair Calgary Community Voices Recommendations to City Council Regarding the Sliding Scale November 2019

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Enough for All

Fair Fares  
Hilary Chapple, Member of the Client Action Committee  
Women’s Centre of Calgary  
Vibrant Communities Calgary



**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: [EXT] Inglewood Pool  
**Date:** Wednesday, November 20, 2019 3:37:07 PM

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-----Original Message-----

From: Ray Johnson [<mailto:raywj67@gmail.com>]  
Sent: Wednesday, November 20, 2019 2:25 PM  
To: City Clerk <[CityClerk@calgary.ca](mailto:CityClerk@calgary.ca)>  
Subject: [EXT] Inglewood Pool

Please support the continued operation of the Inglewood Pool and the wonderful swimming lessons for young children. It would be extremely sad to see this facility closed. Please do NOT close it.

I am in favour of having my taxes increased to support the Inglewood Pool. Thank you Ray Johnson

266 Riverview Park SE

Sent from my iPhone

**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: [EXT] Re: Public comment regarding the 2020 Adjustments to the One Calgary Service Plans and Budgets  
**Date:** Wednesday, November 20, 2019 3:40:15 PM  
**Attachments:** [Letter - Public comments to City re 2020 municipal budget \(revised\).pdf](#)

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**From:** Calgary River Communities Action Group [mailto:[contact@protectcalgary.com](mailto:contact@protectcalgary.com)]  
**Sent:** Wednesday, November 20, 2019 3:12 PM  
**To:** City Clerk <[CityClerk@calgary.ca](mailto:CityClerk@calgary.ca)>  
**Cc:** Tony Morris <[tmorris@fasken.com](mailto:tmorris@fasken.com)>; Brenda Leeds Binder <[bleedsbinder@yahoo.com](mailto:bleedsbinder@yahoo.com)>  
**Subject:** [EXT] Re: Public comment regarding the 2020 Adjustments to the One Calgary Service Plans and Budgets

Apologies, there is one small revision to our submission. Please use the attached letter to replace our previous submission.

Much appreciated,

Erin Fahey on behalf of CRCAG

On Wed, Nov 20, 2019 at 1:36 PM Calgary River Communities Action Group <[contact@protectcalgary.com](mailto:contact@protectcalgary.com)> wrote:

In response to the City's invitation for public comment on the 2020 Adjustments to the One Calgary Service Plans and Budgets, please see the attached submission from the Calgary River Communities Action Group.

If you have any questions, please reach out by replying to this email or to [info@crcactiongroup.com](mailto:info@crcactiongroup.com).

Thanks,

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**Calgary River Communities Action Group**

Calgary, Alberta

e: [info@crcactiongroup.com](mailto:info@crcactiongroup.com)

[www.protectcalgary.com](http://www.protectcalgary.com)





November 20, 2019

*SENT VIA EMAIL*

City Clerk's Office  
Mail Code #8007  
P.O. Box 2100, Station M  
Calgary AB Canada T2P 2M5

**RE: Public comment regarding the 2020 Adjustments to the One Calgary Service Plans and Budgets**

Since the recent release of the provincial budget by the newly-elected United Conservative government, our organization has worked to understand its implications to the numerous flood mitigation projects slated to protect Calgary. Of significant concern is the serious reduction in the Alberta Community Resilience (ACRP) funding allocation for Calgary, from \$150 million to \$69 million. This will no doubt impact many of the local area projects the City had planned.

Calgary River Communities Action Group (CRCAG) is a non-partisan advocacy organization of approximately 1,000 members who were impacted by the June 2013 flood that devastated the City of Calgary. CRCAG's mandate and information about its efforts to advocate for upstream flood mitigation can be found at [www.protectcalgary.com](http://www.protectcalgary.com). Since its inaugural meeting in 2013, CRCAG has worked collaboratively with the municipal, provincial and federal governments to raise awareness of issues impacting its membership and to advocate for the protection of Calgary and southern Alberta from flooding by flood mitigation infrastructure.

In our view, the province has essentially made the decision that much of the City's flood defense on the Bow River will be major upstream mitigation and not local area mitigation such as berms.

While CRCAG supports new upstream mitigation projects to keep the huge volumes of water out of the City entirely, completion of an upstream project on the Bow River is at least a decade away. And given our experience advocating for the Springbank Off-Stream Reservoir project (SR1) on the Elbow River, an upstream project on the Bow River could well be several decades in the future; meaning local area mitigation could be the only mitigation in the foreseeable future. Therefore, it is imperative that the local flood mitigation projects planned for Calgary proceed to completion.

Calgary will receive its final ACRP allocation of \$15 million in two payments: \$5 million in 2019 and \$10 million in 2020. Once this amount is paid the ACRP grants to Calgary will total

\$69 million, which is \$81 million less than previously committed. In our discussions with City representatives, we've been informed that the final ACRP payments will contribute to two projects that had previously been approved for funding in 2019: the Downtown Flood Barrier and the Upper Plateau Separation Project.

While we've been given assurances that the City is committed to completing the construction projects already underway and to completing the design and engagement work on the Sunnyside Flood Barrier and Bowness Flood Barrier projects, we also understand that more action beyond that will depend on the City's capital budget.

Since flood mitigation and resilience for Calgary has been identified as one of Council's top priorities, we urge the City to allocate the necessary funds in the municipal budget to move its planned mitigation projects forward to completion, despite the absence of provincial funds.

Thank you for your attention this very important matter and we would be pleased to speak with the City at any time about it. To connect, please email us at [info@crcactiongroup.com](mailto:info@crcactiongroup.com)

Sincerely,

A handwritten signature in black ink, appearing to be 'C. Di...', with the word 'for' written below it.

CRCAG BOARD OF DIRECTORS

**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: [EXT] Calgary Municipal Budget Deliberations-Flood Mitigation Needs Highest Priority  
**Date:** Wednesday, November 20, 2019 3:38:54 PM

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-----Original Message-----

From: Eric Hobson [<mailto:hobsongonefishin@gmail.com>]  
Sent: Wednesday, November 20, 2019 1:14 PM  
To: City Clerk <[CityClerk@calgary.ca](mailto:CityClerk@calgary.ca)>  
Cc: Susan Wigmore <[sdwigmore@shaw.ca](mailto:sdwigmore@shaw.ca)>; [info@crcaactiongroup.com](mailto:info@crcaactiongroup.com)  
Subject: [EXT] Calgary Municipal Budget Deliberations-Flood Mitigation Needs Highest Priority

Hello,

My name is Eric Hobson and I have lived with my wife, Susan Wigmore, in Elbow Park for the past 15 years. I have now dealt with the flood of 2005 and 2013 and have prepared to defend our property, again, when the next flood occurs. Not if, when!

I have worked in Calgary for the past 40 years and have been fortunate in helping to grow many Calgary based companies, that employed thousands of people and produced millions of dollars of tax revenues for this City, the Province and the Country.

I have lived through seven oil and gas pricing cycles so I fully understand the financial pain that Calgary and Alberta are now suffering.

But the real threat that to this City and Province is the retention of the talented people that are needed to get us through these rough times and diversify our economy in order to mitigate the risk of this cycle repeating itself over and over again.

Without a place to work, bring up your family and give them a stable community in which to live, Calgary and Alberta will never be able to retain or attract the talent that is needed to create this stability.

The risk of flooding when added to all the risks facing our City and Province has become a major deterrent to the retention and attraction of these talented people. Without these people there will be very little investment forthcoming to Alberta or Calgary and no amount of cutbacks will save us from the inevitable decline.

Our priority has to be to make this City and Province a place where people want to invest, work and live!

Lack of flood mitigation puts all our past efforts and future plans at risk.

Please give the SR1 and Bow River Flood Mitigation Projects your highest priority. What could be more important!

Kindest Regards,

Eric Hobson and Susan Wigmore  
3918 4th St SW  
403-243-5320

**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: YWCA Calgary Submission Municipal Budget 2019-2022  
**Date:** Wednesday, November 20, 2019 3:39:51 PM  
**Attachments:** [YWCA Calgary Submission Municipal Budget 2019 2022 11.19.2019.pdf](#)

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**From:** Nesreen Ali [mailto:[NAli@ywcacalgary.ca](mailto:NAli@ywcacalgary.ca)]  
**Sent:** Wednesday, November 20, 2019 2:57 PM  
**To:** City Clerk <[CityClerk@calgary.ca](mailto:CityClerk@calgary.ca)>  
**Cc:** Office of the Mayor <[TheMayor@calgary.ca](mailto:TheMayor@calgary.ca)>; Carra, Gian-Carlo S. <[Gian-Carlo.Carra@calgary.ca](mailto:Gian-Carlo.Carra@calgary.ca)>; Spicer, Heather <[hspicer@calgarypolicecommission.ca](mailto:hspicer@calgarypolicecommission.ca)>; Chief Mark Neufeld <[chiefneufeld@calgarypolice.ca](mailto:chiefneufeld@calgarypolice.ca)>; Duckworth, David <[David.Duckworth@calgary.ca](mailto:David.Duckworth@calgary.ca)>  
**Subject:** [EXT] YWCA Calgary Submission Municipal Budget 2019-2022

Good afternoon,

On behalf of Sue Tomney CEO YWCA Calgary, please accept the attached submission for consideration as part of the Municipal Budget 2019-2022.

Should you have further questions please do not hesitate to reach out.

Best Regards,

**NESREEN ALI**

Government Relations Manager

T: +1 (403) 750-2519

1715 17 Avenue SE Calgary AB T2G 5J1

[NAli@ywcacalgary.ca](mailto:NAli@ywcacalgary.ca)



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November 20, 2019

City Clerk's Office  
City of Calgary  
Mail Code #8007  
P.O Box 2100, Station M  
Calgary, AB T2P 2M5

Dear City of Calgary City Clerk,

**RE: Submission Municipal Budget 2019-2022**

Please accept the following submission regarding the City of Calgary Municipal Budget. We are pleased to provide our feedback on the value of collaboration and support for Calgary Police Services.

As the City's largest serving women's serving agency with over a century of experience, A core focus of our services is providing sustainable solutions to women, men and their families to end the cycle of domestic violence. Since the beginning of 2019 more than half of the homicides in Calgary were a result of domestic violence – this issue can only be tackled through partnerships between police, social services and Calgarians.

We know hard decisions need to be made to create a sustainable financial future for the City. However, we are concerned about cuts to police services which could negatively impact the fruitful partnerships Calgary Police Services (CPS) have built with community partners.

YW Calgary and the surrounding community benefits greatly from the support of CPS through two key programs:

- Partnering with CPS through the Domestic Conflict Response Team (DCRT), by providing staff to respond to police calls that involve domestic violence. The YW/CPS responded to 559 domestic violence calls as part of DCRT (Attachment 1).
- We benefit greatly from the support of Community Resource Officers, who act as a critical liaison to the broader CPS membership. The CROs we collaborate with are thoughtful, caring and supportive members who make a world of difference in creating a safer, more inclusive Calgary.

It is our hope that when considering cuts to municipal operations, that essential funding for police services, including programs like these remain a top priority for funding. Our ongoing collaboration with CPS is essential to creating a safe and inclusive community that ultimately sees an end to domestic violence.

If you have further questions please contact Nesreen Ali, Government Relations Manager (403) 750-2519 [nali@ywcalgary.ca](mailto:nali@ywcalgary.ca) if you have any further questions.

Regards,



Sue Tomney  
**Chief Executive Officer**  
**YWCA Calgary**

Attachment: Domestic Conflict Response Team Summary

**cc:** Mayor Naheed Nenshi, City of Calgary  
Councillor Gian-Carlo Carra  
Heather Spicer, Executive Director Calgary Police Commission  
Chief of Police Mark Neufeld  
David Duckworth City Manager

INTERVENE

EMPOWER

LEAD

## Domestic Conflict Response Team: Summary

### Background:

- In 2018, the Calgary Police Services (CPS) approached YW Calgary to join the Domestic Conflict Response Team (DCRT) program. This collaboration was supportive by the Calgary Domestic Violence Collective (CDVC). The initiative pairs an YW case manager with a CPS member and together to respond to domestic violence calls.
- The objective of DCRT is to reduce the long-term impacts of violence on families in Calgary by diverting them from other systems (i.e. the Courts) and create a safer community.
- DCRT achieves this impact by employing early intervention and prevention tools to reduce the risk of harm and increase the safety of the family, and facilitate referrals to broader community support systems.

### Target Population:

- This program is open to adult clients and their children who have experienced domestic violence. The program serves those who identify as victims or perpetrators of domestic violence.

### Delivery Model – Partnership Approach:

- This partnership approach leverages the strengths of the YW and CPS to ensure that clients have a positive experience as they build resiliency. The partnership includes:
  - Two YW case managers provide clients with information, referrals to appropriate community services, psychological support, and safety planning.
  - The CPS members engage in investigations, provide court accompaniment and preparation, and offer emotional support.
  - Voluntary in nature, clients may discontinue their involvement with the DCRT program at any time and may re-engage with DCRT at their discretion after their file is closed.

### Outcomes:

- Since beginning in 2018, the DCRTs have responded to 559 domestic violence calls.
- Demand for this programming continues to be strong with clients regularly using the prevention services to maintain improve their family relationships.



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FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Linda

\* Last name Jamieson

Email

Phone

\* Subject 2020 Budget

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

The mayor and council need to lead by example. If you are expecting the City employees to take wage freezes you need to take a roll back in your wages and benefits to equal those of your counterparts in Alberta and across Canada. Council needs to quit wasting money on useless studies such as speed reduction in residential communities because there is no way you can monitor them. Stop adding art into road projects as when one is driving 80 K or more no one is seeing them. Stop doing stupid project such as BRT/Max, the green line, etc. We the taxpayers have NO more money to give you in the form of taxes, etc. Yes, it is time to look at contracting out services such as "Garbage" pickup. The companies out there could do it more efficiently and wouldn't pay to store plastic food containers. I could go on however I am sure you are receiving the same feedback from the other citizens of Calgary.



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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Robert  
\* Last name McAuley  
Email bobmca@shaw.ca  
Phone 4038091871  
\* Subject 2020 budget

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

Given the 5 year decline in the Alberta economy, and specifically the Calgary economy, it is well past time for some serious effort on spending reduction by City Hall. Most energy companies have cut about 25% of their staff. How about a 10% reduction in City staff? Cut all salaries by 5%. Eliminate second and third pensions and bonuses for simply retiring. Eliminate spending on gifts for each other and for employees. Stop paying for ads telling us to turn down the thermostat to save the planet. That topic is more than covered by other agencies. Try being business friendly for a change, I see too many "for lease" and "going out of business" signs in this city. I see shuttered shops in Market Mall and Chinook mall, in numbers I have never seen before in 30 years here. Remember: taxpayers are like sheep: they can be sheared every year but skinned only once. You have been making us bleed. Stop it.

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Matthew

\* Last name Hicks

Email trainboysd40@gmail.com

Phone

\* Subject Inglewood snd beltline pools

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)  
To keep things short, one of the great draws of our inner city neighbourhoods are the peoximity to amenities. Having a pool accessible is part of that. It feels extremely unfair to take our facilities away to pay for those in endlessly expanding and expensive suburbs.



## Public Submission

City Clerk's Office

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

* First name	Murray
* Last name	Lytle
Email	mblytle@gmail.com
Phone	4032471716
* Subject	Budget deliberations

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

I get that it can be difficult to find areas to cut because \$ often mean people which means jobs lost. No one likes to be the grim reaper. However, the people of Calgary in the private sector are used to losing their jobs and few are able to absorb continuing tax increases. In a budget as large as that of the City of Calgary a 25% budget cut over three years can hardly be impossible and I call on Council to do what they and everyone else knows needs to be done.

# KEEP CALGARY STRONG

November 20, 2019

Dear Mayor Nenshi and City of Calgary Councilors,

#KeepCalgaryStrong is a growing coalition of organizations and Calgarians that support the principle set out by City Council: cuts in the operating budget should do the least harm to Calgary's most vulnerable and poor. We believe that if budget cuts are necessary, they should not compromise access to jobs, safety, education, health care and the social participation of those most dependent on City services. We respect the financial challenges confronting City Council and understand that recent decisions by the Province have done the city no favors. We find the principle of "doing least harm" is most critical in guiding decisions and establishing priorities. Any cuts in supports and services for those who are already vulnerable will only increase stress and trauma. Demands on community resources and support networks will only go up, not down. Losing needed City services for the less fortunate will weaken, not strengthen, our community.

Specifically, we ask that city council

- **Maintain current transit services and fare structure (Concerning 330,000 Calgarians)**  
Specifically, we ask that you preserve the low-income sliding scale pass at the current rates. The 66 000 people living on less than \$13 000 a year who have benefited from the Band A pass are telling us that the 250% increase in cost is not something they can afford. We also ask that no further decreases in service hours be made as transit is a life-line for so many Calgarians to get to work, school and services.
- Reconsider the proposed cuts to affordable housing, community social workers, and other social services like libraries. These services make our city resilient and livable and are a life-line for the whole community, not just the 122 000 Calgarians living on low-incomes.

It is said that one can judge the vibrancy and strength of a community by how it supports its most vulnerable members; how effectively it brings them into greater participation with civic life. We support your stated commitment to build a strong and resilient city by doing the least harm to our most vulnerable citizens. We believe these requests will help you keep our city strong and vibrant. We look forward to addressing council on November 25<sup>th</sup>. We welcome the opportunity to work together toward our shared goals.

#KeepCalgaryStrong was initiated by the Calgary Alliance for the Common Good. It is a collaborative of organizations and individuals who share resources, knowledge and the commitment to work together to ensure Calgary's vulnerable citizens are protected from the consequences of City cuts.

Sincerely,

The Alex; Joy Bowen-Eyre; [jbowen-eyre@thealex.ca](mailto:jbowen-eyre@thealex.ca)

Beth Tzedec Congregation, [rabbi@bethtzedec.ca](mailto:rabbi@bethtzedec.ca)

Calgary Alliance for the Common Good Ryan Andersen [ryan@calgarycommongood.org](mailto:ryan@calgarycommongood.org)

Calgary Climate Hub, Joe Vipond, [jvipondmd@gmail.com](mailto:jvipondmd@gmail.com)

Calgary Inter Mennonite Church, Dale Taylor, [daletaylor.home@gmail.com](mailto:daletaylor.home@gmail.com)

Calgary Interfaith Council, Rabbi Shaul Osadchey [rabbi@bethtzedec.ca](mailto:rabbi@bethtzedec.ca)

Calgary Reads; Steacy Collyer; [steacy@calgaryreads.com](mailto:steacy@calgaryreads.com)

Canadian Poverty Institute, Derek Cook, [derek.cook@ambrose.edu](mailto:derek.cook@ambrose.edu)

Christ Church (Anglican) Elbow Park, Rev. David Pickett, [Rector@christchurchcalgary.org](mailto:Rector@christchurchcalgary.org)

Community Kitchen; Sundae Nordin; [snordin@ckpcalgary.ca](mailto:snordin@ckpcalgary.ca)

CUPS; Robert Perry; [RobertP@cupscalgary.com](mailto:RobertP@cupscalgary.com)

The DI, Sandra Clarkson, Sandra Clarkson [sandrac@thedi.ca](mailto:sandrac@thedi.ca)

Disability Action Hall, Colleen Huston, [actionhall@calgaryscope.org](mailto:actionhall@calgaryscope.org)

Eritrean-Canadian Community Association, Tesfamicael Ghebrehiwet <[tesfa@shaw.ca](mailto:tesfa@shaw.ca)

FreshRoutes, Anna Johnson, [freshroutesyyc@gmail.com](mailto:freshroutesyyc@gmail.com)

Further Education Society; Elaine Cairns; [ecairns@furthered.ca](mailto:ecairns@furthered.ca)

Generation Indigenous (GENi), Joe Plant, [genindigenous@outlook.com](mailto:genindigenous@outlook.com)

ATU Local 583, Neil McKinnon, [vicepresident@ATU583.com](mailto:vicepresident@ATU583.com)

Human Elements Canada, Matt Youens, [matt@humanelements.ca](mailto:matt@humanelements.ca)

Institute for Community Prosperity, Walter Hossli, [walter.hossli@gmail.com](mailto:walter.hossli@gmail.com)

St. Laurence Anglican Church, Rev. Anna Greenwood-Lee, [rector@stlaurence.ca](mailto:rector@stlaurence.ca)

The Leftovers Foundation, Lourdes Juan, [lourdes@rescuefood.ca](mailto:lourdes@rescuefood.ca)

Momentum, Courney Mo, [courtneym@momentum.org](mailto:courtneym@momentum.org)

Sustainable Calgary, Celia Lee, [celia@sustainablecalgary.org](mailto:celia@sustainablecalgary.org)

St. Thomas United Church, Karen Kavanagh, [karenkavanagh80@gmail.com](mailto:karenkavanagh80@gmail.com)

Temple B'nai Tikvah, Rabbi Mark Glickman, [markglickman@comcast.net](mailto:markglickman@comcast.net)

Vibrant Communities Calgary, Franco Savoia, [franco@vibrantcalgary.com](mailto:franco@vibrantcalgary.com)

Women's Centre; Susan Gillies; [susan@womenscentrecalgary.org](mailto:susan@womenscentrecalgary.org)

Bill Phipps, [bfhipps@shaw.ca](mailto:bfhipps@shaw.ca)

Bob Hawkesworth, [bob@hawkesworth.com](mailto:bob@hawkesworth.com)

Aida Nciri [aida.nciri@gmail.com](mailto:aida.nciri@gmail.com)

Mary Anne Schleinich [mschleinich@gmail.com](mailto:mschleinich@gmail.com)

Susan Wood, [susanwood125@outlook.com](mailto:susanwood125@outlook.com)

Walter Hossli, [walter.hossli@gmail.com](mailto:walter.hossli@gmail.com)

Franco Savoia, [fsavoia@shaw.ca](mailto:fsavoia@shaw.ca)



November 20, 2019

To Calgary City Council:

Calgary is famous for its entrepreneurial spirit and being home to companies that have shaped Canada's economy while driving the growth and prosperity in this city, and there is a need to safeguard this for the future.

This current economic landscape is at a critical point for many companies and is a threat to the vibrancy of the business community and the quality of life for all Calgarians. As a city, we must adapt to the new economic reality to further support Calgary in its continued quest in becoming the leading centre for business and a place of opportunity for all citizens.

Meaning, we must be well positioned to respond to any economic change such as the recent decline of the Oil & Gas Industry in Calgary. As already proven, we need new/additional policies that are agile in nature and which will not be as drastically affected by the economy or any one business sector. Prioritizing expenditures and continuing efforts to cut operational spending are both welcomed actions that City Council has taken to help local businesses. However, taking a direct approach in addressing the increases to non-residential property owners as a result of declining market values in the downtown is needed now more than ever. We fully support reducing the municipal non-residential to residential tax rate ratio to transfer some of the tax load **from 15,000 non-residential accounts to over 500,000 residential accounts**.

There aren't simple solutions to resolve complex challenges like downturn in the energy sector, redefining economic resiliency for Calgary or the resulting historic high, downtown office vacancies & declining values; but we urge Councillors to take action by:

1. Transferring a portion of the municipal property tax load from non-residential to residential properties in 2020 that will give see **zero dollar increase** to non-residential property tax,
2. **Distribute the tax burden more fairly to ensure that 20% of the revenue stream (businesses) are no longer saddled with over 54-55% of the operational budget.** We would encourage that you **further reduce the ratio to 52:48 (Res:NR) this year and beyond that over the next two years to 55:45.**
3. Continue the current efforts to reduce operational spending by the City to ensure a -0.5% to 0.0% increase in the operational budget.

Taking these actions would help local small businesses in a transitioning economy while mitigating the impact on hard-hit businesses just outside the downtown core along 17th Ave SW.

The data has proven time and time again that the current method and distribution of the tax burden is not sustainable; especially in times of economic hardship. Asking 8000 business owners (of which **3250 are small businesses with less than 4 employees**) to shoulder a \$250 Million dollar tax revenue shortfall is not equitable and will only **devastate the very citizens you are looking to protect, further.** Our BIA in particular has suffered more than most given the disruptions endured from construction (however necessary) and we need strong, decisive action from Council to survive. We cannot stress that more needs



to be done to ensure Calgary's competitiveness as a business-friendly city and it starts with you at Council coming together to do what's right, fair and equitable for businesses. Asking residential homeowners to shoulder **an additional \$11-15 a month, some of which is likely to be subsidized, is a reasonable ask of Calgarians** when doing so, **saves** businesses from going under. **It's important to note, it's these very operations who also employ your constituents.**

By addressing the non-residential property tax issue now, Council can continue to build a business-friendly, sustainable environment, paving the way for businesses of all sizes to drive Calgary forward and create opportunities for all citizens to prosper.

Sincerely,

A handwritten signature in black ink that reads 'Esther Kelly' in a cursive script.

Esther Kelly  
Executive Director  
17th Avenue Retail & Entertainment District BIA

CC. 17th Ave BIA Board of Directors, City Manager- David Duckworth, CFO -Carla Male

**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: [EXT] Flood mitigation  
**Date:** Thursday, November 21, 2019 8:45:20 AM

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**From:** Jessica Simon [mailto:1jessimon@gmail.com]  
**Sent:** Wednesday, November 20, 2019 6:32 PM  
**To:** City Clerk <CityClerk@calgary.ca>  
**Cc:** Ward11 - Lindsay Seewalt <WARD11@calgary.ca>  
**Subject:** [EXT] Flood mitigation

In light of provincial cuts I understand the city is facing tough choices. Please do everything you can to make up the funding for the city's flood mitigation projects. The city's first priority has to be to keep its citizens safe. Flood mitigation must not be delayed or deferred. Another flood will devastate our economy even more.

Thank you

Jessica Simon  
317 37 Ave SW calgary (ward 11)  
T2S0V3

**From:** [Barbaatar, Davaa](#)  
**To:** [Public Submissions](#)  
**Subject:** FW: [EXT] Public submission for the Inglewood Pool Closure  
**Date:** Thursday, November 21, 2019 8:45:35 AM

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**From:** Sarah Hop [mailto:[hop.f.sarah@gmail.com](mailto:hop.f.sarah@gmail.com)]  
**Sent:** Wednesday, November 20, 2019 10:39 PM  
**To:** City Clerk <[CityClerk@calgary.ca](mailto:CityClerk@calgary.ca)>  
**Subject:** [EXT] Public submission for the Inglewood Pool Closure

Please see email and attached letter below. I have been unable to use the calgary.ca public submissions form and my email to the below address was also returned to sender. Hopefully this letter can still be submitted for council consideration.

Thank you,

Sarah Hop Fernhout

[hop.f.sarah@gmail.com](mailto:hop.f.sarah@gmail.com)  
(587) 229-8295

Begin forwarded message:

**From:** Sarah Hop <[hop.f.sarah@gmail.com](mailto:hop.f.sarah@gmail.com)>  
**Date:** November 20, 2019 at 10:28:46 PM MST  
**To:** [public.submissions@calgary.ca](mailto:public.submissions@calgary.ca)  
**Subject:** **Public submission for the Inglewood Pool Closure**

I have been unable to submit my letter through the Calgary.ca public submission form, after several attempts today. Specifically, I am unable to indicate that I understand the freedom of information paragraph and cannot, therefore submit my form. Please find instead, my submission below:

Re: The Closure of the Inglewood pool

I am a mother, living in Inglewood with 3 small children. We moved here 7 years ago, choosing this neighborhood because we believe, that the long neglected inner city way of life, is undergoing a resurgence. We believe in inner city communities and see densification as a necessary part of a sustainable future for all cities. Densification, for us, includes the idea of the 10 minute walkable neighborhood. This urban planning concept, highlights the benefit of a community that is able to reach a wide range of goods and services, by foot, in 10 minutes or less. As a believer in smart urban densification projects, like the 10 minute neighborhood, I am particularly disheartened about the city's choice to consider closing the only year round recreational facility in our inner city community, the Inglewood pool.

When I learnt that the city was choosing to close the Inglewood pool, I was shocked. I could waste time in this letter arguing for the importance of my children's swimming lessons and lane swim times. I could complain that the lack of perceived importance of our pool, has resulted in frigid water and early evening closures, both decisions directly affecting the usage of the facility. But I would instead like to speak to the broader issues that are concerning me; the functionality of a dense neighborhood and the social implications that will affect our city if we remove city run recreation facilities from inner city neighborhoods.

As Calgary city council continues to push Inglewood towards rapid densification, why are they also deciding to make our community less functional? Recreation facilities are important for physical health, of course, but they are also important for mental health, they decrease social isolation and help provide people with a needed greater sense of community. And, the ability to access affordable community recreation facilities, is an important and valuable way for cities to decrease harmful activities and crime.

Consider the country of Iceland. I am sure many of you are familiar with the fundamental changes that country implemented to curb alcohol, drug and crime rates in their teen aged population. Much of this was achieved through recreation centers with after school programming for their youth. They gave their teenagers an organized focus for their after school activities and saw, in turn, an amazing transformation in their country. They made organized recreation facilities, a focus point in their communities, as a way to solve deeper societal issues and benefitted from this decision.

We love living in Inglewood and are happy to see the changes being made to our community. But we also would like the council to pause a moment on this particular decision. Instead of weighing the cost, weigh the benefit that recreation facilities have on communities and individuals, both functionally and socially. Please choose to make our community stronger.

Thank you for your time and consideration.

**Sarah Hop Fernhout**

[hop.f.sarah@gmail.com](mailto:hop.f.sarah@gmail.com)

(587) 229-8295



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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Katherine

\* Last name Harwood

Email kgcharwood@gmail.com

Phone

\* Subject Budget Adjustment deliberations

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

Good afternoon,  
I would like to note that I am in favour of my taxes being increased. I understand all the essential services that the City provides and I believe municipal government is the most efficient level of government. The City and all employees are doing an awesome job, providing excellent services and I do not think more people should be laid off. I do not want essential services cut. I also understand that Albertans are among the lowest taxed in the Country. I think it is my duty to pay for the services we receive and I think that we are currently not taxed enough. So please do increase my taxes.

Thank you for your consideration.

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name: Jessica  
\* Last name: McCarrel  
Email: kaffee@kaffeeklatsch.ca  
Phone: 4039194479  
\* Subject: 2020 Budget

To the City Council and Committee:

As a citizen of Calgary, I ask you to protect our most vital public services while making the 2020 budget.

In the past, City Council chose to spend enormous sums on four facility projects rather than fund essential services like public transit. Using scarce public resources on projects that generate private profits, and which many citizens cannot themselves afford to utilize, is an erroneous and unfair decision.

In June, Council unanimously voted to give businesses \$71 million in rebates, while cutting \$60 million in essential services. These short-sighted cuts compromise programs and services that Calgarians, particularly the most vulnerable among us, rely on. The further 5% cut to City services that is being proposed would be a devastating blow. These services (including recreation) are a vital investment that benefit all citizens.

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

Currently, the City has nearly \$670 million tied up in these four projects; over 90% of that for the arena and the BMO Centre. I strongly advise Council to reconsider these investments. These are not major priorities.

Additionally, I support the approved 3.03% homeowner tax increase to see City ser-



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vices maintained and public sector jobs secured.

We can't afford to go backward in communities like ours. I ask our Councillors to reconsider this austerity agenda; further cuts along with the erosion of community services will drive more families and individuals into hunger, illness and homelessness.

It's up to Council to find better ways to spend wisely and invest in our future. I hope you'll stand with me.

Warm regards,

Jessica McCarrel

Please use this form to send your comments relating to Public Hearing matters, or other Council and Committee matters, to the City Clerk's Office. In accordance with sections 43 through 45 of Procedure Bylaw 35M2017, as amended. The information provided may be included in written record for Council and Council Committee meetings which are publicly available through [www.calgary.ca/ph](http://www.calgary.ca/ph). Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to Public Hearing Matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 636, for the purpose of receiving public participation in municipal decision-making. Your name, contact information and comments will be made publicly available in the Council Agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Rebecca

\* Last name MacDonald

Email rebecca\_macdonald@hotmail.com

Phone 587-222-3885

\* Subject Beltline Pool Closure

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

As a young, car free family living in the Beltline, the Beltline Y Is the most affordable and accessible option for recreation near to us. It would leave us without other options as we are unable to increase our family budget to access other further or more expensive facilities. Keeping the Beltline Y open is an important decision to ensure that the Beltline remains a vibrant, healthy accessible and affordable community.

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\* I have read and understand that my name, contact information and comments will be made publicly available in the Council Agenda.

\* First name Bill

\* Last name Wakefield

Email

Phone

\* Subject 2020 Budget

The issues facing City Council are of your own collective making. It has been suggested for several years now that Calgary doesn't have a revenue problem. It has a spending problem. That continues to be the case and the leadership, or lack thereof, coming from the elected body of this city is stunning.

Calgary City Council should not interpret the recent Provincial budget and associated cuts as a license or permission to pass whatever costs, whether real or perceived, to Calgary taxpayers. Rather, Council needs to make the tough decisions and CUT SPENDING.

\* Comments - please refrain from providing personal information in this field (maximum 2500 characters)

To that end, rather than the now all-too-familiar fear-mongering that accompanies any discussions of budget cuts, a real concerted effort should be undertaken by administration, at the direction of Council, to seek out the real fat in the city budget. No one, aside from City Council and administration it seems, believes that necessary spending cuts need to come from front line services such as police and fire and that any suggestion to the contrary is inflammatory at best.

Council should lead by example and could start by cutting your own pay and should absolutely do something about your pension plans, plural. As well, there are less and less defined benefit pension plans in the workplace and action should be taken to sunset the existing DB plans while moving to defined contributions for new hires. It's



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outrageous that some at the City of Calgary are entitled, in some cases, of up to three pensions. Fixing this would contribute considerable savings going forward. It's not the answer today but it's a start and certainly a better option than continuing to go to the taxpayer ATM.

Enough is enough. Make do with what you have. Learn how to say 'no'. Not every pet project needs to be approved nor should they be. Take real action, make the difficult decisions, and resist the urge to take the easy way out...again...in hitting taxpayers for more money.