



Local Area Plan engagement during the COVID-19 Pandemic Targeted Stakeholder Survey | FINAL Results

This survey was sent to 140 recipients including working group members and community associations' representatives across the four active local area plans: [Heritage Communities](#), [Riley Communities](#), [Westbrook Communities](#) and [West Elbow Communities](#). In total, 77 people responded to the survey.

Some high-level takeaways from the survey include:

Overall, 60% of survey respondents agree that their local area plan should move forward with engagement. When comparing responses by project, sentiment differs by project as follows:

- Heritage Communities, 79% strongly or somewhat *agree*
- Westbrook Communities, 68% strongly or somewhat *agree*
- West Elbow Communities, 64% somewhat or strongly *disagree*
- Riley Communities, 56% somewhat or strongly *disagree*

When comparing responses between stakeholder groups, the sentiment differs as follows:

- Individual community members, 72% strongly or somewhat *agree*
- Development industry representatives, 86% strongly or somewhat *agree*
- Business owners or business improvement area representatives, 75% strongly or somewhat *agree*
- Community associations representatives, 59% somewhat or strongly *disagree*

Despite whether they agree or disagree with engagement moving forward on local area plans, 67% of respondent's state they feel prepared to participate in online engagement and 80% indicated they would likely participate if the projects were to move forward online.

The majority of respondents indicated a preference for online tools that are more interactive and allow for two-way dialogue with the ability to learn from others perspectives and ask questions. They also indicated a preference for feedback windows to be extended to allow people more flexibility to participate at a time that suits their needs. Social media, community signage and mailed notices were identified as the top communications tactics for promoting input opportunities.

Detailed responses on the survey were as follows:

1. Respondents indicated they were sharing their perspectives as an ...

Individual community member	53%
Local business owner	2%
Community association representative	29%
Development industry representative	9%
Other: <ul style="list-style-type: none"> • Business Improvement Area representative • CA Staff 	6%



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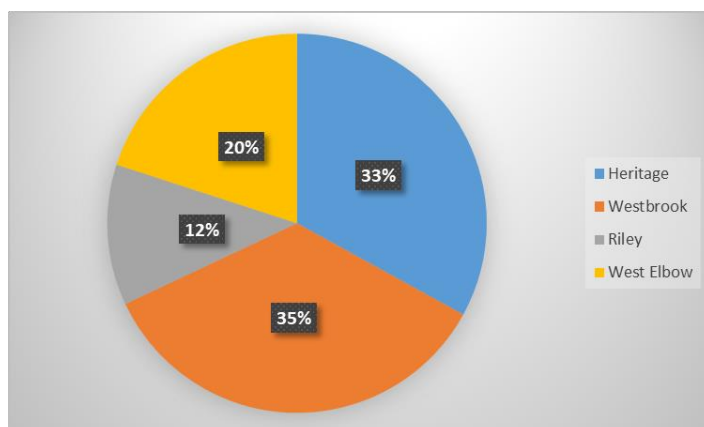
2. Respondents indicated they were from the following communities ...

Acadia	Glendale	Marda Loop	Scarboro
Bankview	Haysboro	Mission	Shaganappi
Beltline	Hillhurst / Sunnyside	Mount Royal	South Calgary
Chinook Park	Hounsfield Heights/ Briar Hill	North Glenmore Park	Southwood
Cliff Bungalow	Kelvin Grove	Richmond/ Knob Hill	Spruce Cliff
Elbow Park	Killarney/ Glengarry	Rideau Park	Westgate
Erlton	Kingsland	Roxboro	West Hillhurst
Glenbrook	Maple Ridge	Rosscarrock	Wildwood

* We received responses from 32 out of 38 active LAP communities

3. 86% of respondents indicated that they were actively involved in their communities' local area plan prior to COVID-19.

4. Respondents indicated they had been involved in the following local area plans.



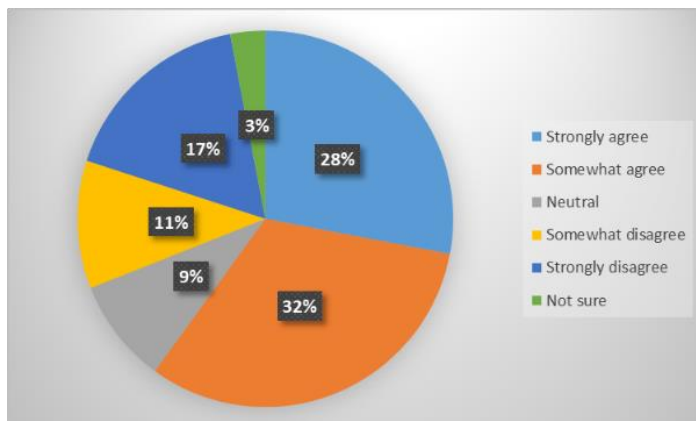
- Westbrook. 35%
- Heritage, 33%
- West Elbow, 20%
- Riley, 12%

5. 80% of respondents indicated they were members of a project working group

6. Responses to “Do you agree or disagree with the City engaging online on projects like your local area plan and initiatives not related to COVID-19 during this time” were as follows:



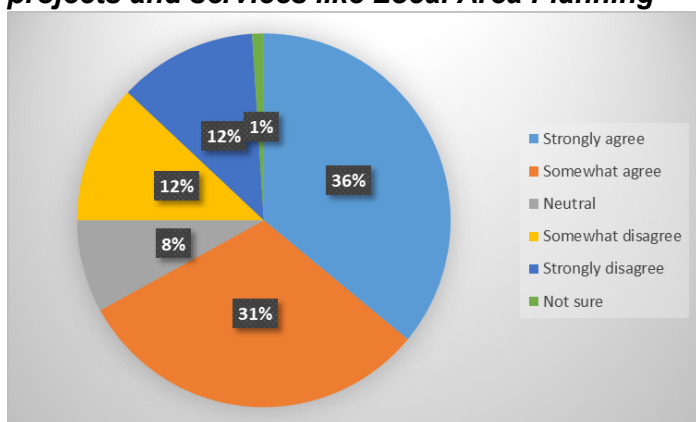
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- Strongly agree – 28%
- **Somewhat agree – 32%**
- Neutral – 9%
- Somewhat disagree – 11%
- Strongly Disagree – 17%
- Not sure – 3%

Participants were asked to provide us with their reasons why, for the above question, and responses can be found in the [appendix here](#).

7. This is how respondents told us they felt about the statement *“During the COVID-19 pandemic, I feel prepared to participate in online public engagement on City projects and services like Local Area Planning”*



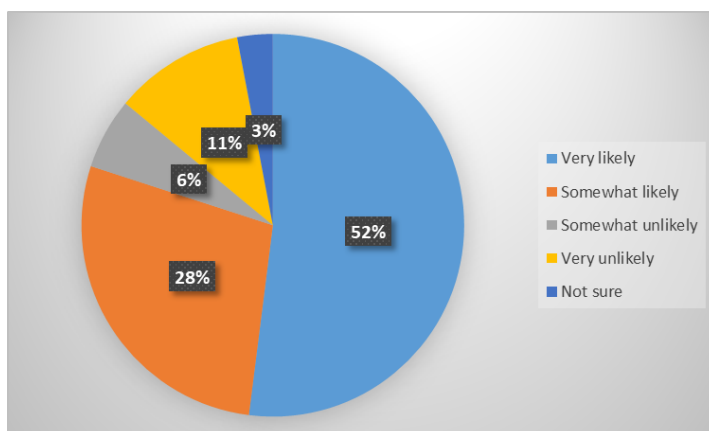
- **Strongly agree – 36%**
- Somewhat agree – 31%
- Neutral – 8%
- Somewhat disagree – 12%
- Strongly Disagree – 12%
- Not sure – 1%

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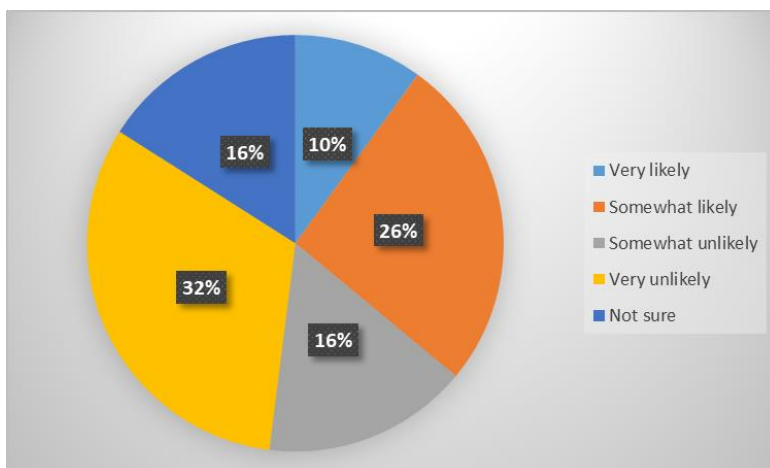
8. Responses to “*How likely or unlikely are you to participate in City engagement activities during COVID-19 for local area planning (whether online, in writing or by phone)?*” were as follows:



- **Very likely – 52%**
- Somewhat likely – 28%
- Somewhat unlikely – 6%
- Very unlikely – 11%
- Not sure – 3%

Participants were asked to provide us with their reasons why, for the above question, and responses can be found in the [appendix here](#).

9. For those representing an organization, responses to “*How likely or unlikely do you think your stakeholders/ community members are to participate in City engagement activities during COVID-19 for local area planning (whether online, in writing or by phone)?*” were as follows (20 out of 51 respondents answered this question)



- Very likely – 10%
- Somewhat likely – 26%
- Somewhat unlikely – 16%
- **Very unlikely – 32%**
- Not sure – 16%

Participants were asked to provide us with their reasons why, for the above question, and responses can be found in the [appendix here](#).



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10. Responses to “How would you or the organization you represent, prefer to engage with The City on local area planning during COVID-19?” were as follows:

Online discussion forum	16%
Online survey	14%
City website for information	8%
Contacting a City staff by phone	4%
Contacting a City staff by email	6%
Telephone conference (participants can ask questions)	8%
Online webinar or video conference (participants can ask questions)	20%
Watch pre-recorded video presentation, on my own time	10%
Watch live stream or telephone town hall (ability to listen/ watch only)	7%
Using translation and interpretation services (e.g. multi-lingual staff, 311)	0%
Not interested in engaging	4%
Other: Please specify: <ul style="list-style-type: none"> • Mail • Blogs • Postponement / delay • Signs in parks 	3%

11. Responses to “What would make City engagement activities on local area planning most effective and engaging during COVID-19 for yourself or the organization you represent?” were as follows:

Provision of translated materials in other languages	0%
Access to background informational materials	7%
Opportunity for learning through online presentations and videos	10%
Short and concise background information on issues	8%



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Opportunities to ask questions and hear from subject matter experts directly	13%
The ability to hear from and engage with other participants (real time via telephone or webinar interaction)	11%
The ability to hear from and engage with other participants (own your own time via web based online discussion forum)	9%
The ability to provide input through phone or in writing, by mail	4%
The opportunity to hear from various perspectives on an issue	11%
Additional time to review materials and provide comment	10%
The ability to join the consultation from a mobile device	2%
The ability to participate in activities that are time-independent (completed on your own time)	7%
The ability to participate in activities that are time-specific (participate at a scheduled time)	5%
Not sure	1%
Other: Please specify • Postponement / delay	2%

12. Responses to “What other ideas do you have to ensure public engagement that is virtual-only is effective?” were as follows:

- A process that closely mirrors opportunities afforded by face-to-face events, which includes two-way information and feedback sharing.
- Make sure that the engagement received is actually local - keep responses from bots and trolls out of the discussion
- Small, 15 people max gatherings with a community rep and industry rep for respective Communities
- I don't believe virtual online only engagement will be effective at achieving the required engagement for projects of this scale.
- I think that an online engagement session could be interesting. For example, having a presentation by City staff where participants email questions before hand and the engagement staff answer them.
- Allow ample time for members to respond, ask questions and participate if the live timing doesn't work.
- Share a roadmap. Circulate one item at a time. Have it easy to go back and review all of the material. Have the staff host conference call with small groups.



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- A place to see / capture community member concerns (like MightyBell), however the negative comments always seem to make up the majority of this arena unfortunately
- No additional idea - I am used to using Zoom for both personal and professional purpose, and it works great.
- Keep it time independent as far as possible with all the background info available online for input. Perhaps a web forum where people can react to each other's responses in a concise manner (set a character limit like Twitter)

Ten sample responses have been listed above, for more detailed responses, please visit the [appendix here](#).

13. Responses to *“What is the best way to invite people to participate in any engagement activities that go ahead for local area planning during the COVID-19 pandemic?”* were as follows:

Social Media channels	17%
Posters throughout the community	8%
Subscription based e-newsletter	10%
City website	7%
Through my Community Association	15%
Through my Councillor	2%
Mailed notice	18%
Signage throughout the community	18%
Not sure	0%
Other - Please specify: <ul style="list-style-type: none"> • Phone all stakeholders • Respect • Email • Video • More time • Postponement 	3%

14. Responses to *“What other ideas do you have to ensure our communications and promotions are effective?”* include:

- Shared as widely as possible, across multiple channels, both digital and traditional
- Anything by phone would need to be limited with respect to # participants.
- You could use the MYID info to confirm the impacted stake holders



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- In normal times we would like to see city staff come out to the community to answer questions - like a town hall. I am not sure how you would get a similar experience online. You need to be able to hear other people and react to other questions and concerns.
- Promotions geared towards a younger population. We need to get our younger residents at the table
- The Engage Unit does a great job of employing best practice outreach strategies! Keep it up.
- Reach out to the media to advertise engagement opportunities
- Continue with 'What We Learned' feedback reporting, I think that's important for participants to feel heard.
- Provide information that is easy to post on our website.
- Incentives like a discount code to a local cafe or restaurant that is still open during the pandemic. This would help support local business and more people are likely to share the opportunity with others and participate themselves.

Ten sample responses have been listed above, for more detailed responses, please visit the [appendix here](#).

15. Responses to “We recognize that virtual engagement, whether online or otherwise may be difficult for some people to access. We will be taking steps to help make our engagement activities more inclusive. What are your ideas for how virtual engagement can be more inclusive?” were:

- Inclusion of more traditional methods (mail, telephone) for those that prefer it.
- Provide support to enable access for all, internet and physical device
- Ensuring support prior to event to ensure bugs are worked out. I'm not really tech savvy and hate to miss or delay meeting due to this.
- For those without internet access/familiarity we will need other options (telephone).
- Online is a complement to other ways to engage, not an adequate method unto itself.
- A simple email survey I think would be easy enough for people to fill out, not unlike this one.
- ASL and closed captioning are really important
- Lending tablets or laptops to group members that do not have access. Recorded material - that can be distributed at a later date to all email list.
- Ensure that any online engagement includes an option for telephone participation so that people with limited internet access can still participate
- Ensuring that digital materials are accessible and legible on all devices (everyone has a phone, not everyone has a laptop or desktop), links to print materials for folks who want to minimize screen time.

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16. Responses to “How would you rate your level of familiarity with online tools?” were as follows:

	No familiarity	Some familiarity	High familiarity
Video Conferencing	6%	28%	66%
Online Surveys		28%	72%
Document Sharing	6%	28%	66%

17. Responses to “In order to mitigate potential project timeline impacts, do you think The City should continue virtual engagement activities on local area planning through the upcoming summer months?” were as follows:

Yes, online engagement should continue through the summer	44%
No, online engagement should be paused through the summer	42%
Not sure	6%
Other responses: <ul style="list-style-type: none"> Timelines should be extended Groups that are active should move forward. Those that haven't started should be paused. Indifferent. No one knows what summer will look like I support engagement continuing but so not believe that the project should conclude or be finalized remotely 	8%

Demographic information from survey respondents

Age

Under 18	0%
18 to 24	2%
25 to 34	23%
35 to 44	23%
45 to 54	23%
55 to 64	14%
65 or older	11%
Prefer not to share	3%

Gender

Identify as a man	44%
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Identify as a woman	58%
I would prefer not to share	6%
I prefer to self-describe	2%
<ul style="list-style-type: none"> X 	

Other demographic information provided

I am Aboriginal, Indigenous, First Nations, Métis, or Inuk (Inuit)	0%
I identify as a visible minority	11%
I identify as LGBTQ2S+	6%
I was born outside of Canada	14%
I have moved to Canada within the last 5 years	5%
I have children in my household	38%
I have seniors in my household	11%
I consider myself someone with a disability	3%
I have someone in my household with a disability	5%
Other (please specify)	7%
<ul style="list-style-type: none"> This is not relevant I am a born and raised Calgarian I think these questions are offensive I live alone I don't subscribe to the intersectionalism of religion 	

Appendix of detailed responses from survey

Question 6. "Do you agree or disagree with the City engaging online on projects like your local area plan and initiatives not related to COVID-19 during this time" reasons why.

- Broadens the opportunity for meaningful engagement at a distance
- I see no reason why the same activities cannot take place online.
- If the work was important in 1st place, it still is
- I believe the residents of the various communities involved should have a say and online seems to narrow the playing field for participation.
- Greater ability to achieve consensus with in person meetings and collaboration.
- I think engagement will be ineffective during this period and this will result in needing to re-do the engagement.



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- I don't think that engagement should be limited to face-to-face meetings. There are many ways in which feedback can be ascertained from community members in online formats. In many instances this could be an opportunity for representatives to reach out from other community members to see how they feel about certain issues.
- Online works just fine. Video conferencing has become more of the norm during COVID-19.
- often online does not allow the detail discussion behind answers to questions, and for something like long term land use details / technical / community history matters - the discussion is important - it is how our community residents have managed/accepted the significant change achieved to date
- We are halfway towards our goal for the Westbrook communities project and we can easily continue the work online
- Diminished work day lots of time to review material. Can easily do this over a computer
- I think it's a good idea, however I am concerned that it could be misconstrued as avoiding 'proper' engagement.
- The in-person engagement sessions were great, and a lot of the benefits were found through participant-participant discussions
- The online engagement is not the same as in person and communities will not feel heard in the same way, and therefore may be less pleased with the outcome. In the scope of a global pandemic and Calgary hit particularly hard in the province, many community members are involved in the active response or have relatives impacted by the virus. Pausing this process until things are less acute with COVID-19 seems appropriate.
- We need two way conversations to better understand differing points of view.
- My sense is that the primary input-gathering phase for the new Westbrook local area plan was completed prior to the Covid-19 interruption. Not sure what sort of engagement activities were planned for the remaining working group meetings, but I would think it should be possible to continue from this point with an online format. Would like to see the development of the new Westbrook local area plan continue apace and be completed and implemented in a timely manner.
- Online eliminates the ability to discuss the plan in person, and hear the opinions/positions of the community representatives.
- I don't see this being as important as ensuring base planning services are restored and maintained (applications, DPs engagement on individual applications).
- I think these initiatives should still move ahead. I'm not sure what the resistance would be to them not going ahead. I'm mindful that COVID-19 could be around for a long time and we should still move ahead with digital engagement when possible. My only reason for not selecting 'strongly agree' is if focusing on local community engagement distracts the City from efforts to protect people from COVID-19 and stop people from spreading it.
- I only get a bit hesitant that because of people's range in technology use they may not be as likely to contribute. But if we can accomplish everything online that we would have otherwise accomplished in person then this is a good option.



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- I think community members feel overwhelmed at this time and disengaged from their neighbours. They need to be able to discuss community concerns with each other to gain perspective and formulate a position. That's just not possible right now. And people are being asked to participate in far with much virtual technology, let's not pile on with this important work as well. I myself am terribly weary of multiple hours of on-line meetings/engagement each day for work commitments. And would depend on the format utilized. It needs to be genuine, inclusive, informative and varied.
- I think the continued development and engagement for the areas are important and as it takes a long time and effort to collect info, the sooner we continue, the faster the possible changes to the community will happen.
- Generally it is far better to engage in person as not everyone has the capacity or capability to understand information virtually and will not be able to contribute suitably
- It is an essential project
- Residents are very stressed and preoccupied dealing with home schooling children, working from home and coping with the job & financial uncertainty. Their main concern is the health and welfare of their families. This is a crisis and it is not a time when people are able to focus on anything other than the basics. They do not have the time, energy, motivation or capacity to focus on issues that look too far into the future and consultation at this time is inappropriate and would not clearly represent the views of the main population.
- If it can be done online and members have the ability and technology to join, I don't see why it would stop. Aspects may be more difficult to do online so those may have to wait.
- I agree with it because it's beneficial for the area to have local area plan completed within the time frame. My concern is about the delivery and organization of the online engagement process. If it's well-thought and everyone can participate equally, then it's great.
- hard to get the same quality of engagement online
- Based on the complexity and diversity of working group member views that includes group work I think it is necessary to do sessions in person.
- It is a challenge to engage meaningful online. Many residents are not familiar with online communication. Too many unknowns at this time. Too much risk that online engagement could be abused by special interest groups. Too difficult to know who is engaging. No good chance of interaction and discussions between stakeholders.
- online sessions are appropriate for information sharing but are not appropriate for public engagement on issues that propose sweeping change as they do not allow sufficient public dialogue
- It's fine with me to keep the work going through online activities.
- It seems like it's the lowest risk way to still get good data
- We don't know how long this will last and we can't expect the world to stop operating. It feels like we are now in a new normal and it's time to adapt
- E-tools exist to facilitate this change with the added benefit of you being able to generate quantitative data on responses.



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- I don't think we should be stopping important work and we have the means to continue this online
- I believe in employing digital and distanced outreach strategies to keep project timelines moving. In my professional experience, a combination of traditional print and online strategies casts a wider net for feedback than in-person events. Not everyone will agree with this statement, as some folks prefer an in-person experience. I think the City should continue to engage communities and allow us to participate, but with my children doing online schooling now, my computer time is very limited
- I don't think residents will be very engaged at this time, primarily because the Elbow Communities project was just starting. I think it would be better to postpone the start of this project to the fall or winter, when the future is a little more clear and people are somewhat back to normal.
- Somewhat agree because some of the in person brainstorming to come up with diverse solutions cannot be recreated online.
- Community Engagement is very important. Everyone is busy dealing with very important issues right now. Planning g matters can wait until COVID passes. We can then re-engage to make sure everyone can engage. Ideally we can do a dual in-person and oline engagement.
- I believe that the key 'in-person' activities are complete for the Heritage Communities Plan update, and the remaining tasks can be completed just as well in an online setting. The challenge will be getting feedback from less outgoing people, and keeping the very outspoken people in check.
- keeps these important initiatives moving, adds normalcy to life
- The level of engagement that the city has done on this and other initiatives has been insufficient and inadequate and online engagement will necessarily be less substantive than effective than past engagement has been. Also, as a CA rep who struggles to engage our residents, try as we might and as much as we would like it to because it would decrease our volunteer workload by a huge amount , we know that online only engagement simply doesn't do the job. It is literally important to get in people's faces especially for something as important as this initiative
- It would be nice to proceed with the plan, before we all forget what we've already done. I think the structure would possibly be difficult, because we have full group portions that could work as a lecture, and small groups that would probably work well. Although I had a good experience with a group of 3 online, a group of 11 was less productive, to the point that I would avoid a repeat of the experience.
- I am not sure whether the results would be as constructive as being in person
- I think volunteering is a premium at this time if those involved are caregivers for children or ill. I think it is good not to loose momentum and perhaps this is a welcome distraction. Just depends on commitment I suppose
- Not sure what the question meant?
- Timelines may need to be adjusted and some new considerations added perhaps due to covid 19



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- I think the local area planning is important work that needs to be completed to help the City continue to grow, which needs to occur now more than ever. I would be happy to provide feedback through online forums or conferencing. I think the Westbrook area has a lot of potential for local new businesses and intensification of the inner City, all of which will help to meet MDP objectives and create neighbourhoods people are happy to spend time in.
- People have time to contribute which is a good thing but there are also people going through a difficult time and we should be sensitive to this.
- if we were already up and running we could reasonably do stuff via online methods. however starting an engagement process this way will be extremely difficult and so unproductive as to be worthless.
- I think the engagements should be in person to be more relevant. The dialogue at live meetings is valuable and educational for both sides.
- Not sure how long COVID19 will last.
- Yes essential to get input from community instead of ramming Master Plan through
- Engagement is needed on projects, and projects can't be delayed indefinitely. I prefer face-to-face elements, and do not want things rushed, but there are tools to move things forward.
- Considering the importance of the decisions, Community members are unable to participate as they normally would as there are other things on their minds during Covid pandemic.

Question 7. “During the COVID-19 pandemic, I feel prepared to participate in online public engagement on City projects and services like Local Area Planning”, reasons why:

- Dependent on the most up to date information being provided by the City
- I am informed.
- Depends on timing and what's expected
- As stated prior I don't feel the few (committee members) should have a greater say in things. The online/phone process narrows the field and committee collaboration.
- I think engagement will be ineffective because of so many other priorities and uncertainties
- I think we all have a little extra free time right now. Why not now?
- It won't be an issue.
- the important piece that makes me hesitant - individually fine but relevant to the neighbourhood where I live and have knowledge of - concern - the working group is a small sample of residents - and their voices / opinions unless put to a more broader resident engagement risks a very rocky road going forward- asking for recommendations on the broader map - there are parts of this area I have never set foot in
- I'm comfortable using videoconferencing and online tools to work with others
- Only a fraction of the public has the virus. Everyone else can work
- Participating from the safety of my own home/space makes me feel safe
- While I'd prefer in-person, I'm just happy that my voice is heard
- I will if it proceeds, but am also active in the Covid-19 response efforts while educating children at home, as many others are, so would prefer a pause at this time.



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- We need the ability to have two way face to face conversations to allow us to have better understanding of differing points of view.
- I am generally comfortable with online engagement. In my experience online engagement is no less effective than in-person engagement.
- It eliminates the ability to hear and discuss the community positions in person.
- CAs and key volunteers have more pressing things to do in supporting their communities. Including sustaining themselves and their families. This is not urgent business.
- I don't personally have any barriers to participating online for this process. I would hope the process would be adapted appropriately to a digital platform so that we don't have a lesser experience or lighter engagement than other communities.
- My current situation allows me to continue to contribute from home as before.
- Time constraints are even tighter at this time, supporting elderly and ill family members and support kids' on-line learning.
- As almost everything these days is online, it will not be difficult to still give our perspective. In fact, some may be more honest, or be able to take time to fully explain an idea or concept using an online tool.
- While covid is around, it is alright to continue with online engagement. As things are slowed down, there is a 'captive audience' who will be able to give their full attention to the matters
- The project is in the semi-final stages and should be completed. We can participate by means of Zoom or Teams or an equivalent media.
- This is a very stressful time and to be forced to deal with issues that are not related to the 'crisis' we are attempting to manage increases the stress level. I'm not in a position where I can concentrate on planning issues of any sort since I'm in crisis management mode at the moment.
- I have the technology.
- I have a great Internet connection and personal laptop, quality headset - successfully working from home.
- In person face to face is always better when possible to accurately understand nuances of content and response. But I understand that this process cannot be delayed infinitely. It would be a compromise. I worry that we might end up with different result than if we met in person. Concerned things might be rushed thru.
- I like the in person process
- Online could be done but not my preference. Based on the complexity and group nature of the engagement I think in-person engagement is a superior way to do the engagement. It will be difficult to capture perspectives of all online.
- Online platforms are not conducive to robust public engagement
- I have access to the technology needed to continue online
- I've participated in online feedback before and find it adequate.
- I have a few additional stressors with home schooling children but as long as you make participation flexible I can manage
- As long as my children are at home, using the computer for their school work, I don't have a lot of time to participate in online engagement



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- Projects like this just seem of lower priority given everything else that is currently going on.
- Again, the online engagement cannot replace the in person brainstorming. But, if this could be recreated by using technology, I am agreeable to online engagement to continue the project.
- Busy with child care
- Remarkable things can be done with screen sharing and video conferencing, I feel the plan will suffer for a long delay far more than for using online tools.
- Everything I am currently doing is online based, so why not this
- Given that current opportunities for citizens to engage in city initiatives are limited and also of limited effectiveness as a concerned citizen and CA rep I have to take any and every opportunity afforded to me to try and make both my voice as a resident and the voice of my community as a CA rep heard
- I am still committed to the project and would like to see it to its completion, but would rather we do a good job, rather than a quick job.
- To continue in some way, if this is our only option if we do not meet in person
- I will make the time if given enough notice
- Online takes some time to get used to and based on previous sessions, I'm not sure how it would happen. Not sure I would 'actively' participate.
- I have internet access and can join a virtual meeting if one is held
- I have the time and the technology to participate.
- again it's about having or not having relationships already built and providing a basis for videoconferencing
- group discussions are important and difficult to handle online by individuals
- Due to technical difficulties it's easy to miss important comments.
- Yes, not sure why the Wuhan flu should have on feedback
- There are a lot of competing priorities right now, but that is often true. Online might make it easier to participate when things are so busy in my work.
- Though many of us may not be working, pressures on individual for many are higher than pre-Covid. Participation would be challenging.

Question 8: “How likely or unlikely are you to participate in City engagement activities during COVID-19 for local area planning (whether online, in writing or by phone)?” reasons why.

- It's important to maintain progress in advancing local area planning work since it is often a lengthy process as is
- It matters.
- If I've committed to something I follow through
- I am trying to provide useful input but I don't think we should be continuing planning activities during COVID19
- Same response as above. More free time to put towards this right now.



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- Active participant
- I have a responsibility/ commitment made as the CA rep, and am very concerned that for a community that has had little voice in the past (in part due to our demographics) -that history does not repeat itself.
- I was very engaged in the Westbrook communities work prior to COVID-19 and I would like to continue with my role in that project
- Bored. Need stimulus
- Honestly, I'm struggling to pay attention to much of anything these days, but I'd try
- more likely to participate to online than other forms
- If it proceeds that will be our only opportunity for input so I feel some responsibility to my community.
- I still be live we need face to face conversations. Online does not cut it.
- When I joined the Westbrook working group I committed to make myself available for the duration of the engagement project. I intend to uphold that commitment.
- Ability to hear and reflect on various views in extremely limited.
- As above. Not a priority during a global economic and pandemic crisis.
- No barriers to participation
- Participating in this working group is important to me and I would not want to lose the momentum we have going on the project.
- Very limited time resource at this time, plus it's very difficult to gather feedback from my fellow community members so that I can represent their views accurately.
- I think online would be best as it gives the participant time, unlike a phone call and post takes too long. I am in an industry that may be getting back to work sooner than others so the other ways of engaging would be difficult.
- The work needs doing and as things are slower during covid, I have the time (without much distraction) to apply myself to an online interface
- Again, the work requires completion and it is essential to the City Planning philosophy
- I don't have the time. I also resent the fact that I'm forced to take the time to complete this survey. I'm filling this out in hopes that the City will stop pushing projects forward that are not appropriate to be working on right now. The City is trying to push projects through in hopes that nobody will notice. It is clear that the City has no intention of 'engaging' community in regard to the Guidebook or Local Area Plans and simply want to continue their process of forcing their agenda onto communities. Unsuspecting residents will get through the crisis and the City will have forced all sorts of their agendas through without anyone realizing it is happening because they are just simply not able to cope with planning projects at the moment.
- I want to be involved
- I'd love the project to keep going
- No matter the timing this is a very important process and responsibility.
- Depends how long we would have to be on the phone, maybe a Zoom option?



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- I think it should be out on hold until group interaction can resume. Also based on covid I think some aspects of what was being proposed in a pre-vivid world needs to be revisited to ensure it still meets people's views and expectations.
- Same reasons as listed above, but if we are forced to keep going I will try my best to engage and represent my community.
- There are competing factors - I have kids at home and a parent in long-term care
- I still think this is important and would prioritize getting to meetings or doing work online
- I care about city engagement and want to keep participating.
- Not a whole lot going on otherwise
- I have internet connection, can choose when I complete any tasks, and made a commitment to follow this engagement process through to the end.
- I've committed to this Local Area Planning Initiative and would like to provide feedback on the draft and proposed plans. The review work that is left in the Heritage Communities Plan lends itself well to digital platforms.
- I feel the local area planning engagement is very important for residents but I just don't know how I could fit it in at this time
- I will be as engaged as possible.
- I think it is important to continue with city projects that were already started before the Covid 19 issue started.
- Long term planning is not a priority right now for me
- I've enjoyed participating in the group and would like to continue in whatever mode possible.
- Have time
- Same as previous answer
- I will take part, but feel that writing only would be the least productive because of the lack of feedback amongst the group members.
- To be engaged
- Because if the work is continuing in design, it is important to remain involved
- Just not sure.
- I joined the group to get the important work done. I remain committed
- I think it's an important project and I will make the time for it. Being at home gives me more flexibility to address this project as well.
- As long as my current situation remains stable I can contribute.
- I would make the effort for online... phone and written input us useless
- I do not want to feel that my opinion and views on this important topic are ignored
- It's important to participate
- Why community feedback would not be encouraged during the Wuhan flu
- It's important. It's part of my job.
- Home schooling, caring of older parents, kids with asthma, not working, not qualifying for social assistance, investments and cash flow down.



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Question 9: For those representing an organization, responses to “How likely or unlikely do you think your stakeholders/ community members are to participate in City engagement activities during COVID-19 for local area planning (whether online, in writing or by phone)?” reasons why:

- Many people are frantically busy responding to this crisis
- We have been meeting virtually for all of our community meetings, I see no reason as to why we wouldn't meet about this.
- There is an education component requiring a discussion - most of the engagement has not allowed discussion - best yet was the Crowchild trail expansion in particular to community impacts - where ideas were posted and if ruled in /or out for final inclusion the reasons - analysis was given - summer is difficult even without crisis
- Everyone wants to return to normal
- The BIA members are mostly small businesses just trying to stay alive, they aren't going to care much about development or planning right now
- I strongly believe we need face to face conversations. Online does not work very well. I have participated in many online meetings and they are just not the same as face to face.
- As above. Not important in the context of current events.
- The most common response when I ask that question in my community is that people feel overwhelmed.
- There will still be a lot of people not able to work so it gives them something important to focus on.
- Economic conditions have made it difficult for the average citizen to focus on much beyond where their next mortgage payment is going to come from
- Older population. General caution
- Many residents are not familiar with online communication. A lot of residents have more urgent things on their mind either with kids at home or caring for elderly parents or very concerned for their own health. Too many unknowns at this time.
- The community associations are not doing much right now (shutdown), and so engagement with residents is even lower. Our neighbourhood already has low engagement, so I feel it would be best for us to postpone until things are a little closer to normal routine.
- In the short term they are focused on health, family and finances. If this issue continues long term and this situation is normalized and there are no second or third waves of the epidemic, some are more likely to participate, but I cannot say most.
- As previously mentioned, try as we might to engage our residents online our success in this regard remains limited and we continue to find that we need to literally get in front of them to get them to pay attention. We are continuing to expand our online engagement but honestly it just isn't there yet and if we aren't there yet with our residents the City definitely is not either
- Not sure



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- We have seen engagement decrease on our social media and also memberships are threatened with Covid as KGCA not seen as essential service to those needing to make choices for where they put their money. So voice may be more diluted
- This topic has struck a nerve and many community residents are upset and very interested in this topic
- The flu shouldn't make anyone less participatory unless they are hospitalized
- My stakeholders are businesses who will be fighting for survival over the next many months. I can't see this being a priority. Having said that, online options might help as they provide more flexibility than in-person attendance at specific times.
- Unable to rally as a community together.. Most do not know what is happening and unaware of the issues.

Question 12: Additional responses to “*What other ideas do you have to ensure public engagement that is virtual-only is effective?*” were:

- We'll make it work.
- I don't think it will be as effective for communities and will come across as being rushed and the City really just wanting to check a box, rather than being appropriately responsive and sensitive during a health pandemic. I think this will over represent opinions of some Calgarians, while excluding other voices.
- Zoom type of sessions
- To date the engagement process for the Westbrook local area plan has been very 'directed' -- the participants have been given relatively narrow topics to discuss and specific tasks to complete. At some point I hope there will be opportunities to raise and discuss other topics and issues relevant to the redevelopment of the Westbrook district communities.
- Please make our existing policy documents available on city search engines. We do have open applications, and developers have indicated they can't find documents without coming to us. We should not be gatekeeping existing City policy that should be made available by the City.
- My main concern is the engagement between community members. I want to hear from experts and also other community participants. However, I don't want to get stuck listening to other community members who have a bone to pick with the City drone on for too long. Everyone should have a chance to put forward their opinion but within some constraints including time limits. I think interaction needs to be moderated and facilitated which is why I don't like forums. I am more self-conscious when I contribute online and am not as forthcoming. My preference is surveys like this to provide feedback, but I also enjoy building ideas off of other people.
- the cities pedestrian strategy input online allowed a discussion/ debate - reasons why or why not are significantly important the Crowchild trail was a successful engagement with significant exchange of ideas over versions of proposals - with input from public and responses from technical experts



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- Open ended questions asked to participants after viewing backgrounders or participating in a web presentation. Sometimes in virtual sessions it's hard to "be heard" or participate depending on the audience. So as long as we each get input options through independent follow up methods I think this can be effective.
- I don't think the focus should be looking for solutions to continue on in a virtual-only format. Community members are not indicating an interest in addressing this issue at this time. May be a good idea to give them a break.
- Wisely chairing such a venture will determine how effective it will be. It can also be done by reducing the number that participate. This can be accomplished by various selected members participating and then have them share with other team members separately. For example on the Heritage Projects with some 35 members and 5 or so Communities, one member can represent a team of 7 others.
- How can you expect people who are in crisis to deal with issues that are not going to be on their radar? You cannot force this to be on people's radar. Are you simply trying to say that you 'engaged' community through this survey so that when you push through your agenda you are able to justify it? It actually quite despicable that you are attempting to push this through during this time. Businesses are closed, people are concerned with how to survive financially, they are emotionally drained and you continue to tax their time and energy by sending surveys, emails and information when it should simply be POSTPONED.
- I have no ideas. This is not an area I know a lot about.
- Zoom
- Obviously Covid impacted the project schedule. It has for everything. I think it should be postponed and revisited in the Fall when groups can potentially meet in person. I don't think a virtual approach will be effective with some of the people who are participating.
- I find it difficult to vision a meaningful virtual engagement that would include all residents from all age groups and diverse backgrounds.
- We are in the middle of a global pandemic. We do not know what the long term impact of COVID 19 will be. It is foolish to press ahead with yesterday's plan.
- Do short engagements so that people can focus on one task/topic then return for another task or topic when the have time. Don't plan for people to be at their computers longer than an hour.
- Targeted phone calls would be helpful
- Having engagement flexible and having options available for those that are not tech savvy
- Ensuring adequate numbers from the selected communities participate so that meaningful and representative input is gathered. As I understand it, the Heritage Communities Working Group had already completed the vast majority of hands-on info gathering.
- I think everything above is great. Just plan to accommodate those with limited online software.



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- Perhaps tutorials for participants in advance of an event on any new tech so folks who are less tech-savvy can familiarize themselves and effectively contribute when the event runs.
- There needs to be an understanding that this is a hard time for certain demographics (for example families with children or seniors) more than others, and so the perspectives of those entire groups can easily be missed. Any engagement undertaken before schools and daycares re-open risks being skewed towards an older, empty-nest demographic, or a childless demographic.
- not applicable
- I am not sure now is the time for virtual engagement for long term planing. At risk people are very likely to be missed because HSCA and other community associations are sending out the monthly magazine.
- Communication is slightly more difficult online vs. in-person, as such I believe that pre-reading (homework) for future sessions will be key to ensuring that input from participants is relevant.
- short sessions, very specific topics to cover. instead of 1, 3 hr session, perhaps 4, 1 hr sessions.
- Simply don't do it. Just wait until the pandemic is over. There is no need to do any of this now
- If we use a new technology, or app, please set up a testing time, so that the first meeting is not wasted getting people to log in and adjust their lighting, sound and the ambient noises.
- Not sure
- "Provide a series...so that there is something people can look forward to and schedule more than once. Maybe offer a 'Lunch and Learn' kind of idea. Maybe offer it 2 times for each series? Provide quick 10 min interviews with businesses affected by the change to hear their perspectives. 'Join us next week when we talk to Himalayan restaurant to hear their views'. - could illustrate buyin by local businesses and provide a promotion for local 'in partnership with x, we have interviewed....' That way, the business gets tagged and all their followers will tune in to the interview to increase awareness.
- Use students! Not sure exactly how but use the schools as a way to 'learn about the process of development' or 'notice street safety' and then the students and parents learn about the project. Piggy back on coffee chats associations are already having via churches or senior centres...'this week at our coffee chat, we have a guest from mainstreets to tell us about how they are making things more inclusive for our community' etc."
- Can't think of anything
- Virtual real time meetings
- Send material to each participant in advance so we can prepare. Powerpoint, activities, materials required etc.
- Ensure adequate access for virtual-only tools in the community.



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- having participated in business via video conferencing for years I can confidently say that previous in person relationships even t the most basic level are essential for effective work via video or other online platforms
- Ensure that the decision makers at city hall are present and engaged in the virtual meetings.
- Use communication channels that are less likely to have technical difficulties
- Don't rush. Virtual engagement can't fully (or equally) replace traditional/personal engagement for some members of the public.
- Need to get back to some representation of normal so the community can communicate and understand what the issues are and the need to participate.

Question 14: Additional responses to “What other ideas do you have to ensure our communications and promotions are effective?” were:

- Town halls
- timing -not during normal vacation periods, engage local to area plan sub community parts & major activity /TOD zone boundary, detail behind the recommendation(s) - clear understanding that this is a 20 year recommendation - expected to be reasonably accomplishable in that time frame? (age of current buildings) - tell community where change is planned what specific public realm improvements will be the 'reward' for embracing the change. - open an transparent - communicate and own recommendations as they relate to land use change categories - don't pretend that outcomes are up to change if they largely are a given"
- Things that encourage or assume more movement outside of people's homes are not as appropriate at this time. If families are self-isolating for 14 days, they are going to miss community signage and posters.
- Not sure why suggestions for communicating local area planning issues are raised in a survey that asks if engagement on policy is critically important during a global crisis. Suggest that it feels like a pre-ordained outcome is desired. Also note that this communication has been directed largely to existing working group members, and not to CA boards who will eventually need to evaluate outcomes. The manner in which the survey has been gather is not transparent.
- To ensure all demographics see it I think a mailer is effective as well as social media
- Email reminders to participants
- Any type of 'engagement' when people are unable to meet in person will be ineffective. If you conduct any type of the suggested 'engagement' and communication suggested above it will be flawed and will NOT be statistically accurate. You will waste your time and efforts and residents will simply argue in the future that your 'engagement' process was inadequate.
- Mail outs notices could also be great
- Require ongoing engagement in order to continue participation
- I think you guys are missing the mark. It seems like you want to push forward to retain schedule. That is not the current reality and time is required for impacts of covid to pass. I



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think the schedule should be delayed and revisited in the Fall involving working group participants.

- Very few people know about the guidebook or the proposed new MDP. There has been insufficient public engagement. There needs to be robust public dialogue.
- Use multiple channels to make people aware
- Blast as many channels as possible to capture a widest representation of age/gender/income/etc. Even within electronic communications, there are a lot of options that would be much lower costs than physical mailouts.
- Standalone web site
- community association newsletter (typically), though they are suspended for now as well
- Phoning stakeholders directly.
- Lots of posters and mailers in addition to local signage
- community association monthly magazines
- To be effective you need to actually listen to the feedback you receive and incorporate into the initiative. Honestly, most of the time the planners believe they know best and simply aren't interested in doing so and don't. Even more importantly you need to make communities and residents decision makers in the process and not simply solicit feedback from them and then go away and make the decision internally.
- I'm assuming you mean engagement with the larger community, beyond the working group. Aside from huddling at home, we walk in the heritage communities and some across Anderson. If this is common, no one who lives outside the area, but normally works within it, will have an opportunity to know that there is any engagement activity, unless they go looking for it. Could your notifications cross the borders into the next communities in order to catch a few more of them?
- Not sure
- Partner with other virtual events! Use hubs like bike pathways, dog parks, open fields. Places where people are going for social distance but can stop and read.
- Use a variety of means. Not everyone hits up the city website regularly and a lot never use social media. Best to post in various different ways
- Email is still one of the best ways to ensure I can schedule the project.
- Radio
- Be sure to actually communicate! Many people who attended the Riley communities meeting for example and who should be on your emailing list are not receiving information and that meeting was pre pandemic. How are we to have faith things can and will be done better during the pandemic.
- communication must be concise and explain the impacts of the proposed changes
- Notify early
- Some of your stakeholders have their own email lists (like Marda Loop BIA), make use of our channels. Visible signage in the community to cue people to find more online. How about posters with QR codes to connect directly? In business districts look for empty storefronts for displays.



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- This is important to the community. Allow the time for buy-in.

Question 15: Additional responses to “We recognize that virtual engagement, whether online or otherwise may be difficult for some people to access. We will be taking steps to help make our engagement activities more inclusive. What are your ideas for how virtual engagement can be more inclusive?” were:

- IN this day and age you would be VERY hard pressed to find people who do not have, at minimum, a mobile phone, even within marginalized populations. However, this is not true for seniors, who are the least likely to be connected electronically. Physical signs within communities, phone numbers to call, perhaps actually mailouts within the specific communities with older demographic?
- possibly local library engagement sessions of smaller groups specific to the sub parts of the Area plan, and the groups need to have all the reps from a specific community have a discussion about the community where they live.- as opposed to adjacent communities telling other communities what the plan for that part of the area plan should be - this perspective has not been captured in the workshops to date
- Recorded videos and interactive material should be adequate
- I think everyone in our working group has the technical skills to participate in an online meeting. I suggest having a dedicated moderator in addition to any facilitator who can mute the ones who don't know how to mute themselves, and answer questions via chat.
- It definitely will be hard for some people to access. I guess offering phone as well as computer based opportunities, for those who do not have a computer device, sufficient wifi capacity, or the understanding on how to participate with a videoconferencing platform. Still I think people will be missed.
- Providing information that we easily can share with our community.
- No ideas at this time. Very challenging issue.
- We go back to engagement basics. Successful and transparent engagement has: A legal framework. Who is really affected under the MGA; the City Charter? What legal challenges exist in an policy framework (RCs are a great example, CAs shouldn't skate over those; another is existing policy, especially if recent). Who is affected beyond the legal requirement? Many a CA executive has be tossed because a development's committees opinion became an interest. Around community members .What is an interest? Why? Is it attributable to anyone? Or no one? Do different interests need different/more intensive engagement? (Crowchild had 2 parallel processes – one for adjacents; one for everyone else affected, the process was the best we've seen) Agree on an engagement strategy to address interested parties. Understand others interests, and listen. But work with the most affected first. Align those with the biggest interests to a common purpose. Refer to common objectives articulated through policy to help. Let interests have control of their own engagement, let them explain their understanding of the trade-offs to those that don't agree. Be transparent around dissent, and make sure they are heard.



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- I personally don't face any barriers. Is there a way for community association buildings to open with internet access and laptops that are cleaned between users and spaced apart? Offering non-virtual offerings for those who just don't have that as an option at all. Lending out Calgary Public Library devices to individuals who do not have their own.
- None come to mind other than ensuring it is a stand-alone platform not social media based (ie not something like Facebook live where the person needs to participate in that platform to participate)
- I think we are going to find people will feel overwhelmed with the amount of virtual activities they are engaged in every day. Adding more to that just seems tone-deaf.
- The choices already given are all that are available at this time, I believe
- Perhaps a paper package could be mailed out for written input that is returnable by post
- This is absolutely ludicrous that you are pushing this forward and actually believing that you will be able to say that you carried out effective 'engagement' when people are dealing with a crisis. Would Fort McMurray City Council be asking their citizens to fill out surveys and engage in virtual sessions during the flood or after the fires a few years ago? NO. That would be ludicrous. Well....so is this!
- Maybe have some materials that can be received in the mail, the community member can fill out their thoughts and mail it back in.
- Select different choice of mediums for communication, different modes of delivery - synchronous and asynchronous.
- Make it easy for less techie people
- I think respect toward the situation needs to be respected and delay the working group until a time group interaction can again occur. I would like to see the outcome of the last session and where the city is. I think the City also has to provide some tools and capability for community working group members to engage directly with their communities.
- I find it difficult to vision a meaningful virtual engagement that would include all residents from all age groups and diverse backgrounds.
- Virtual engagement is not inclusive -delay these important seasons until there can be in-person public engagement
- Offer different times to participate
- Have the project team available for phone calls given not everyone is savvy online
- Online seems generally geared towards a younger demographic which I think is really important for planning the future. Find opportunities to get youth more involved!
- Ensuring that digital materials are accessible and legible on all devices (everyone has a phone, not everyone has a laptop or desktop), links to print materials for folks who want to minimize screen time.
- The engagement needs to be flexible enough to allow participants to contribute on their own time, with longer deadlines to allow everyone to fit it in to their household schedules.
- It won't be inclusive because I don't think older people are generally able to access technology easily.



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- Allow stakeholders to call subject matter experts to ask questions about complicated policies and projects. Allow in person engagement where there is social distancing.
- Many people do not have access to digital equipment or Internet. The digital divide is a big problem. I would defer long term planned engagement and focus on short term DP and LUB applications which affect a smaller slice of the community
- The group already has an online presence, so we can be fairly confident people should have internet access, however everyone may not have strong internet. Any presentations should be taken care to not change slides very quickly, avoid trying to play video over the teleconference, and assign as much information as a pre-read (homework) as reasonable to ensure that people without strong internet are able to download and read this information on their own time beforehand... rather than rely on it coming through during a teleconference.
- call in access, online virtual, and an open online forum for 1-2 weeks afterwards
- The way things work in our community these days they simply can't be sufficiently inclusive. The city should definitely start working harder towards virtual engagement but it is not there yet and virtual engagement should not be depended upon for initiatives - especially ones as important to communities and residents as Local Area Growth Planning. This survey is a great example in of itself of the fundamental problem with the engagement that the city conducts. You have a desired outcome in mind and you structure the engagement opportunity to get to that result. In this case you have a desired outcome of virtual engagement and have structured this engagement as if virtual engagement is already decided upon and solicit feedback on that basis. In this instance virtual engagement for these types of initiatives is not and should not be a foregone conclusion!
- If technology is an issue, could the small number of people with inadequate equipment or wifi take part spread out in a large room in one of the community centres?
- Not sure
- Seniors are not online. Many of them are better on the phone. In this case mailouts are better. Maybe use CA's to find out if they have been doing any outreach in their communities that might be able to access seniors. Find out their needs and make sure they have the project phone number? I think maybe an opportunity to call a conference number to listen in might work. But poster the community is good for awareness and local businesses shop windows.
- No idea
- Most people, in fact almost all have cell phones and a computer. Virtual should not be an issue for anyone in this modern world
- A combination of phone in and digital conferencing would likely capture everyone.
- Public notification using printed materials
- without tech it's pretty hard
- We can't force people to be engaged. If communication is clear, honest and seen by the majority of residents then they will participate if they are interested.
- Provide various channels for the engagement.



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- Not sure that is even important as long as the feedback is coming from community members
- Can equipment be provided for those who lack it, e.g. at a Library? How about buddy-system coaching for members of the public who need such assistance?
- Time to get back some sense of normal.