



Plus 15 Network Policy Update

What We Heard Report
May 10, 2018

Project Overview

The City of Calgary is undertaking a project to update the 1984 Plus 15 Policy. The Plus 15 Network is an integral piece of the transportation network downtown promoting the efficient movement workers and goods. Currently new Plus 15 connections are being built in an ad hoc manner. The network is also cited to have inconsistent hours of operation, way-finding challenges, and varying levels of security throughout the network.

Updating this outdated policy will allow The City to work with downtown stakeholders to help improve the network, its security, and overall experiences for all users. The updated Policy is expected to be presented to Council in the third quarter of 2019.

Engagement Overview

Public participation is an important component of the Plus 15 Network Plan. The findings from engagement will drive decisions to develop a Plus 15 Network Plan and Policy that is informed by the desires and priorities of the public.

The public survey was hosted online and ran from March 15 to April 5, 2018. It received 2,329 individual responses. The survey was promoted online, through social media, and through pop-ups in the Plus 15 network on March 21, which gave away nearly 800 flyers promoting the survey to the public using the Plus 15 system.

What We Asked

To capture a balanced understanding of stakeholder input, the project team focused on questions on identifying issues and opportunities related to the current operation of the Plus 15s. Specifically, the questions focused on how the bridges are currently used, what services or improvements might encourage people to use them more often, and how they could be improved overall.

We asked the following questions online:

- 1) How many times a week do you typically use the Plus 15 network in good weather conditions?
- 2) How many times a week do you typically use the Plus 15 network in poor weather conditions (cold/wet/snow)?
- 3) Thinking about your typical week, how many times do you use the Plus 15 network on weeknights (after 6 pm) and/or weekends?
- 4) In order of importance, what are the five main reasons you use the Plus 15 network?
- 5) Did we miss anything? Tell us if there are other main reasons you use the Plus 15 network.
- 6) Do you prefer using the Plus 15 network instead of using sidewalks and/or streets?
- 7) How do you typically access the Plus 15 network? Do you access from...
- 8) When you are on the street and trying to find a way into the Plus 15 network, what do you look for?
- 9) Please tell us what don't you like about using the Plus 15 network (if anything)?



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- 10) On a scale of 1 to 5, how easy is it to find your way through the Plus 15 network?
- 11) Do you ever look at the maps in the Plus 15 network?
- 12) Is it easier to find your way through the Plus 15 network when you can see the buildings or streets outside?
- 13) Please tell us how easy or difficult is it to understand the signs for the Plus 15 network?
- 14) How often do you typically use any of the open areas, seating space or outdoor gardens in the Plus 15 network?
- 15) In your experience are there are parts of the downtown that are missing Plus 15 bridge connections?
- 16) Please indicate the street and avenue where you think an additional Plus 15 bridge connection would be valuable.
- 17) Considering the options below, what types of changes do you suggest for the Plus 15 network?
- 18) What types of activities in the Plus 15 network would encourage you to use the Plus 15 on weeknights and weekends?

What We Heard

The survey gave insight into when and why people use the Plus 15 Network, what they enjoy about the network, as well as what aspects need improvement. It also asked questions around way-finding, amenity space, and what types of activities people would like to see in the network in the future.

Overall, the survey shows that weather plays a significant factor in how often people choose to utilize the Plus 15 system. For example, there was about twice the amount of responses for using the network more than 10 times per week in poor weather versus in good weather. Survey respondents also noted that they are much less likely to use Plus 15s during evenings and weekends, and that inconsistent hours of operation are a barrier to use of the network, which naturally diminishes access to and utilization during evenings and weekends.

Reasons for Using the Network

Beyond avoiding poor weather, the main reasons that people use the Plus 15 system is because it provides relatively direct routes, makes crossing streets easier, provides shopping/restaurants, and provides access to offices/places of work. Similarly, the majority of survey respondents (53%) noted that they access the network through office buildings, highlighting that is significant portion of the network connections and destinations are downtown office towers.

Users of the Plus 15 network also make use of the amenity spaces throughout the network, with over 40% of survey respondents noting that they use seating areas, gardens, and open spaces once a week or more. An additional 20% of respondents use these spaces one a month or more, indicating that public space within the network is valued and well utilized.

Navigation and Way-finding

In terms of way-finding and navigating the Plus 15 network, many people responding to the survey (53%) noted that they find the network “somewhat easy” to navigate. However, over 80% of those who find the network easy to navigate also noted that they use the network five times or more per week in poor weather, showing that there is a lot of familiarity with the network from the survey respondents. Of the survey respondents, 25% noted that it is “somewhat difficult” or “very difficult” to navigate the network.



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Although the majority of survey respondents do not seem to have significant issues navigating the Plus 15 network and are regular users of the network, over three-quarters of people indicated that they use network maps at least sometimes, which shows that even frequent users of the network require way-finding assistance at times, but also that way-finding and directional elements are well used in the network. Survey results show that most people find way-finding elements satisfactory, but few (19% of respondents) find that they are “very easy to use”.

Updates to the Network

Less than 1% of survey respondents noted that no changes to the network are required. The top two desired upgrades that people have for the Plus 15 network is for increased connectivity to more destinations, as well as consistent and longer operating hours – both of which were heard throughout the survey as current issues with the system. Respondents also noted that dead ends are an issue, which effects connectivity to destinations.

There is also strong desire to see an app to help with navigation and way-finding through the network. Improved signage was also noted as the fifth most desired improvement. Additionally, clear access points and clearer directions scored highly on the list of desired improvements. These numbers, combined with the amount of people indicating that they use signage to navigate the network and the “satisfactory” assessment of current signage, shows a need to improve way-finding elements throughout the network. The below image highlights common responses around what types of upgrades people would like to see to the Plus 15 system.

- For a detailed summary of the input that was provided, please see the [Summary of Input](#) section below.



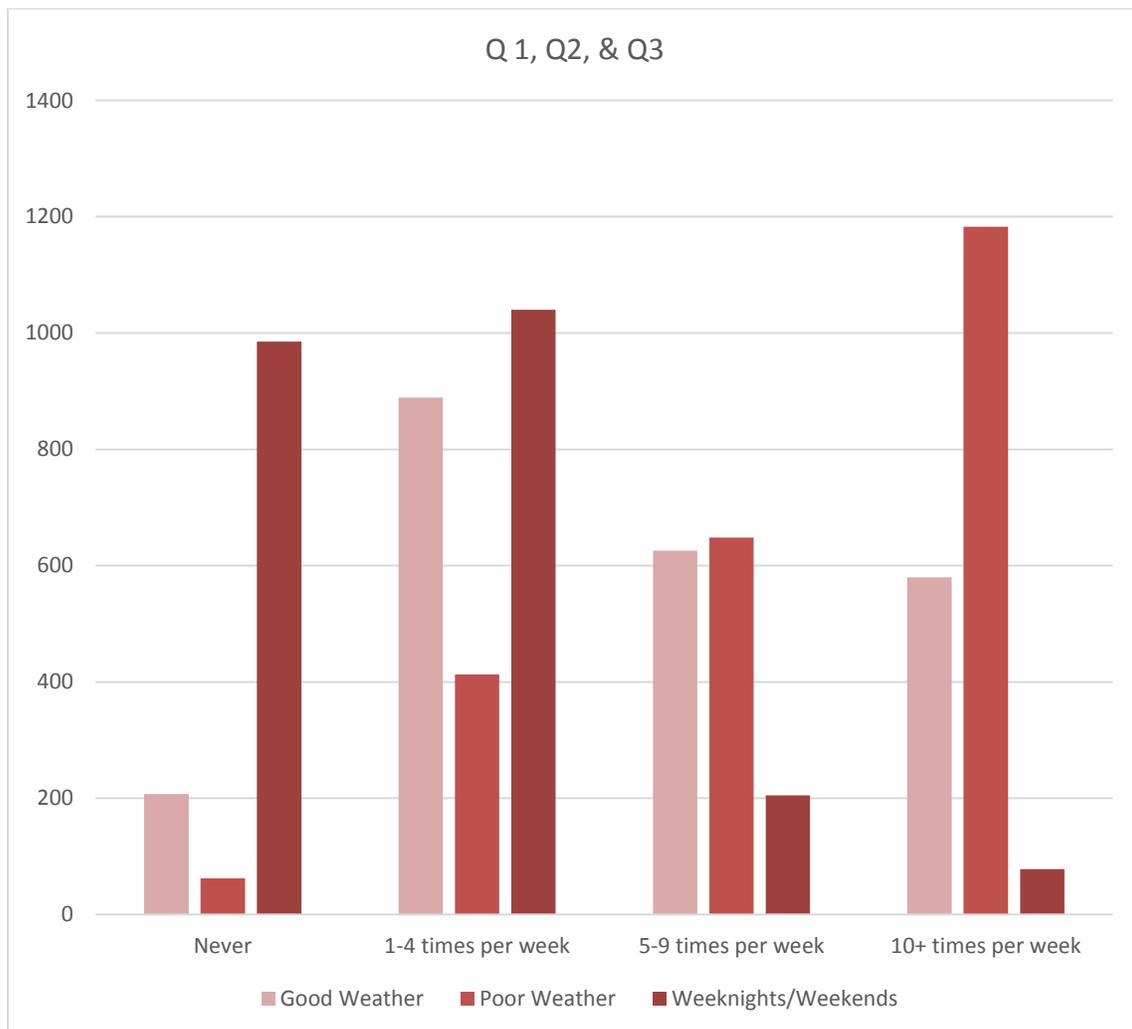
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Summary of Input

Questions 1, 2, & 3

- 1) How many times a week do you typically use the Plus 15 network in good weather conditions?
- 2) How many times a week do you typically use the Plus 15 network in poor weather conditions (cold/wet/snow)?
- 3) Thinking about your typical week, how many times do you use the Plus 15 network on weeknights (after 6 pm) and/or weekends?

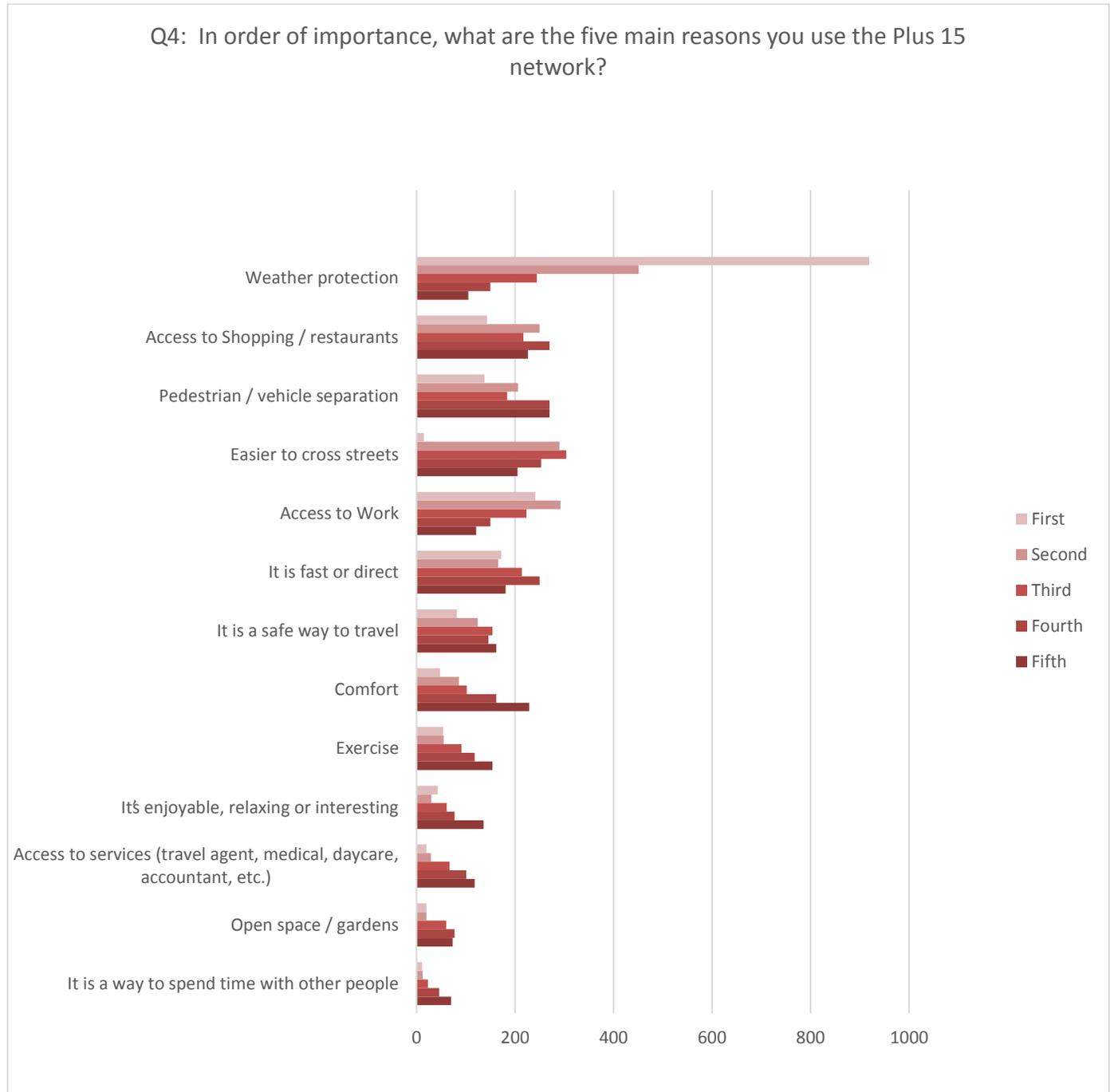




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Question 4: In order of importance, what are the five main reasons you use the Plus 15 network?





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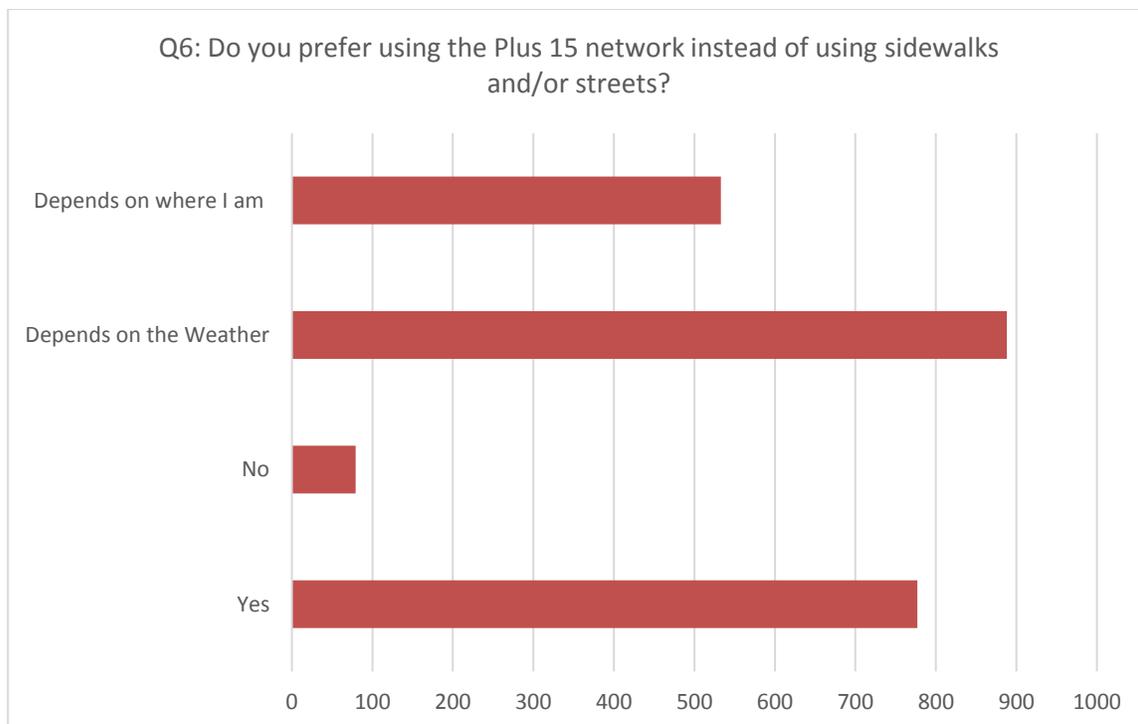
What We Heard Report
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Question 5: Did we miss anything? Tell us if there are other main reasons you use the Plus 15 network.

There were 320 comments ranging from access to food, shopping and entertainment to safety and personal appearance. The top three themes are noted below.

Theme	Detail
Accessibility	Comments included access to parking, transit, as well as wheelchair access and food, shopping, and entertainment.
Efficient / Convenient	Comments included avoiding traffic, waiting at crosswalks, simple to use and quicker than walking outside.
Arts and Culture	Access to theatre performances (Jack Singer, Arts Commons, CPO), architecture, public art, buskers, interesting stores.

Question 6: Do you prefer using the Plus 15 network instead of using sidewalks and/or streets?





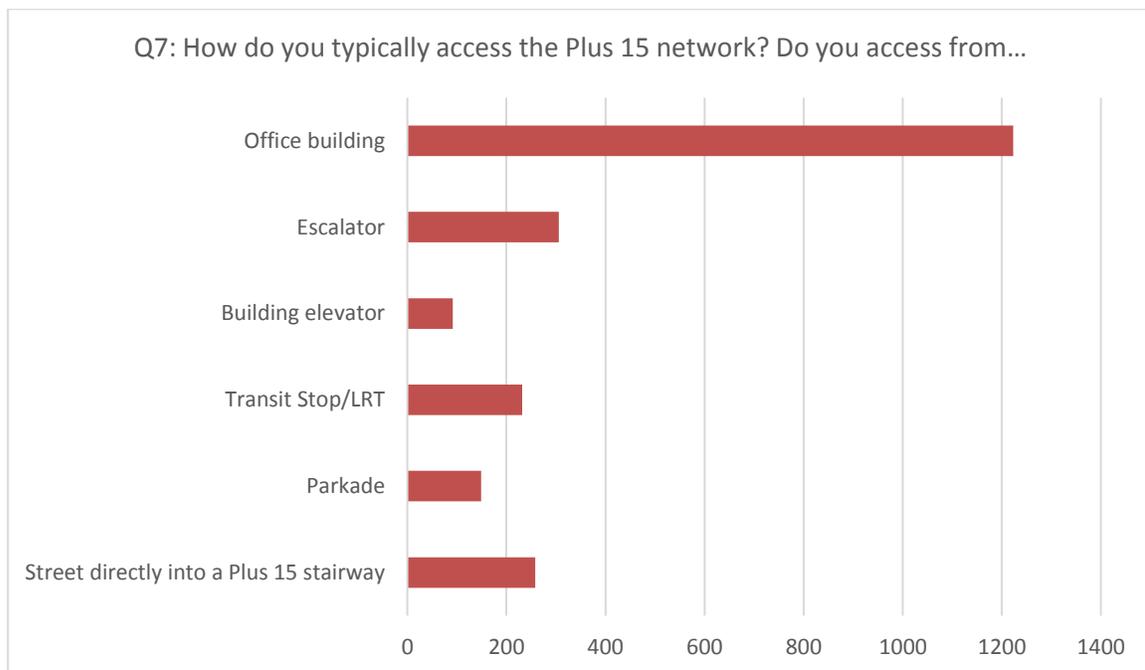
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Question 6 continued...

Theme	Detail
Weather	For many respondents, they will use the Plus 15s in poor weather. It's a nice option to have.
Efficient / Convenient	If the route is direct, connection availability, most will not use if it adds significant time to the commute.
Safety	Calgary streets are often not pedestrian safe, Separation from traffic and cyclists

Question 7: How do you typically access the Plus 15 network? Do you access from...



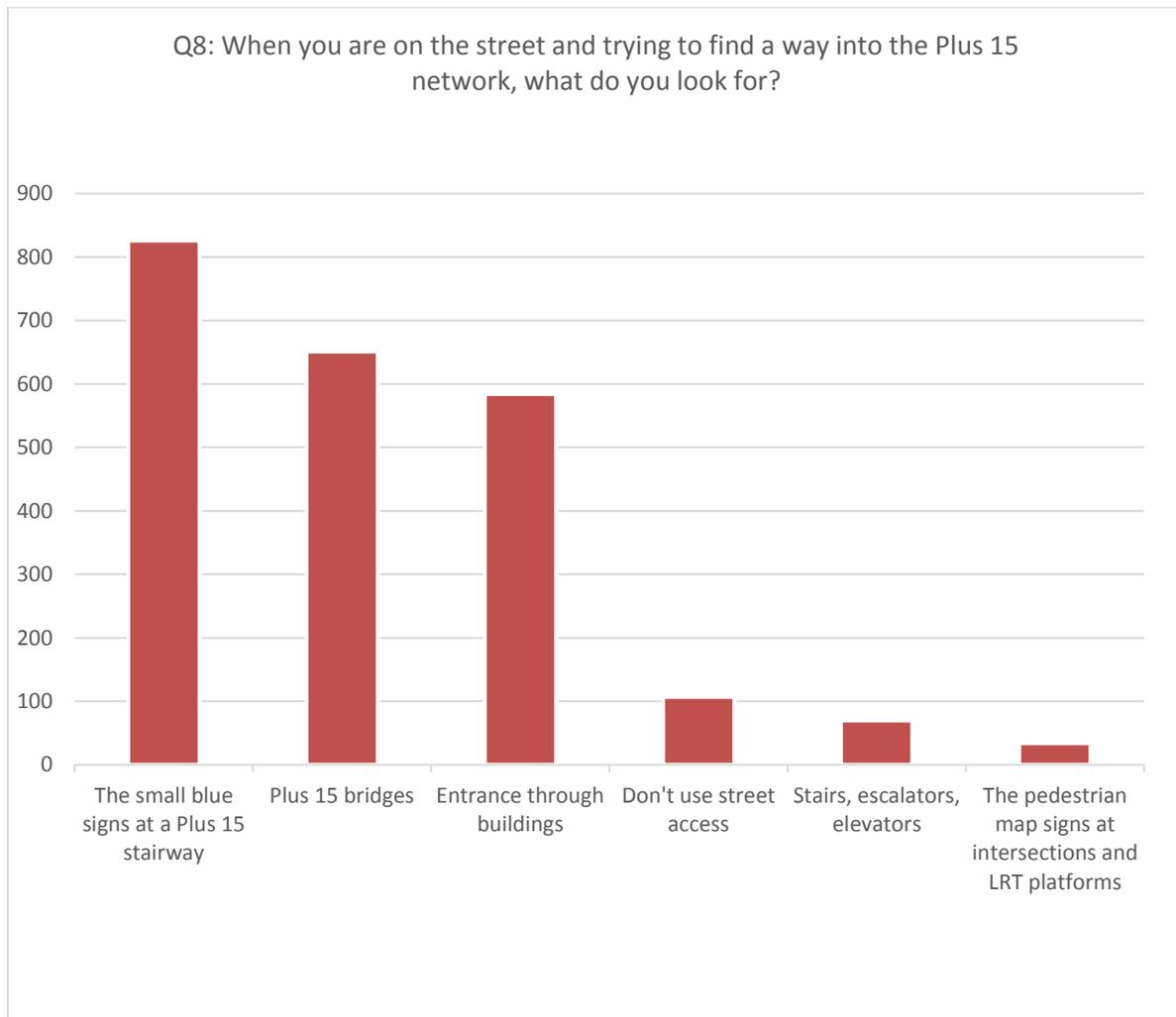
In the verbatim comments (42 responses), access from office buildings and the mall (specifically the CORE) were the top two responses. Additional specific mentions included hotels, Glenbow, Arts Commons, and the Harry Hays building.



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Question 8: When you are on the street and trying to find a way into the Plus 15 network, what do you look for?



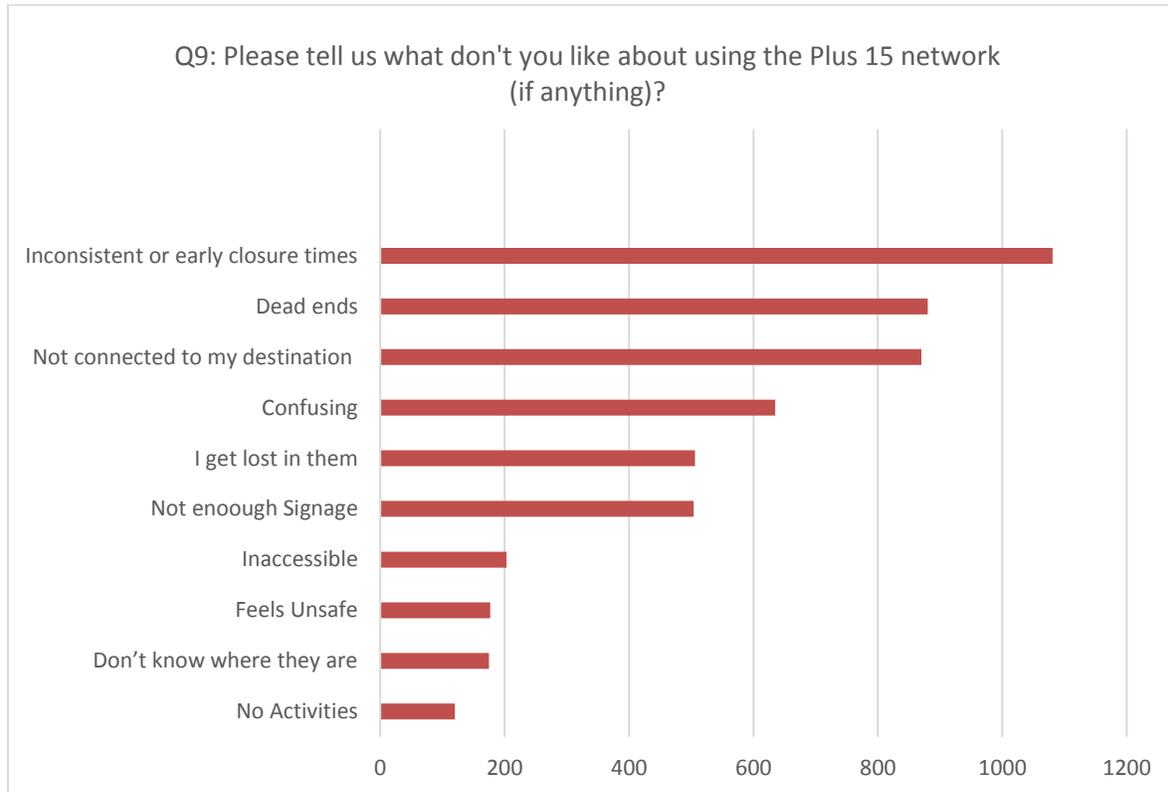
In the verbatim comments (20 responses), buildings and signage were the top 2 responses. Online map and preexisting knowledge were also mentioned.



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Question 9: Please tell us what don't you like about using the Plus 15 network (if anything)?



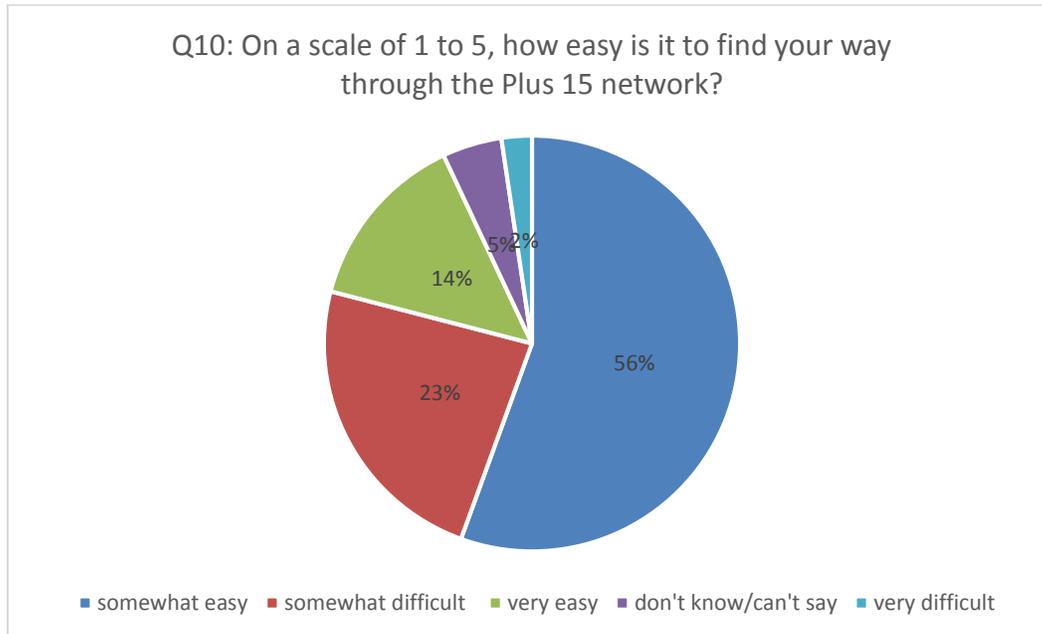
Theme	Detail
Access and Connectivity	Concerns are around dead ends due to construction and or locked, lack of connectivity (e.g.: library, belt line, Victoria Park), can take longer than walking on streets, and slow walkers.
Community	Responses cite concerns with panhandlers, fundraisers, marketers and religious groups, buskers, and the homeless.
Environment	Comments included inconsistent temperature, congestion, cleanliness, and over all lack of attractiveness.
Education (Confusing)	Signage, maps and apps are outdated and/or require prior knowledge to use (such as building names), and removal of digital maps.



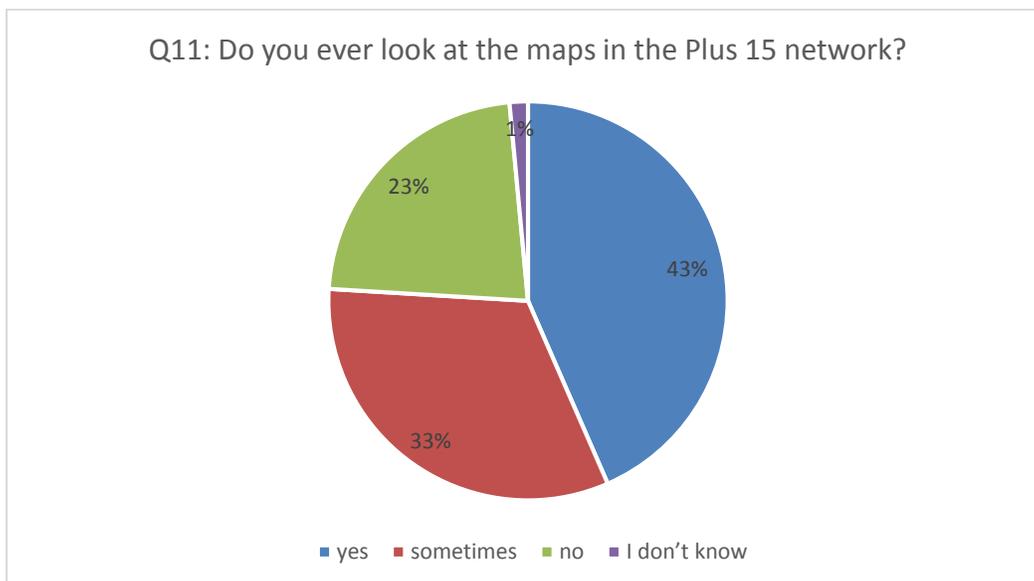
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Question 10: On a scale of 1 to 5, how easy is it to find your way through the Plus 15 network?



Question 11: Do you ever look at the maps in the Plus 15 network?

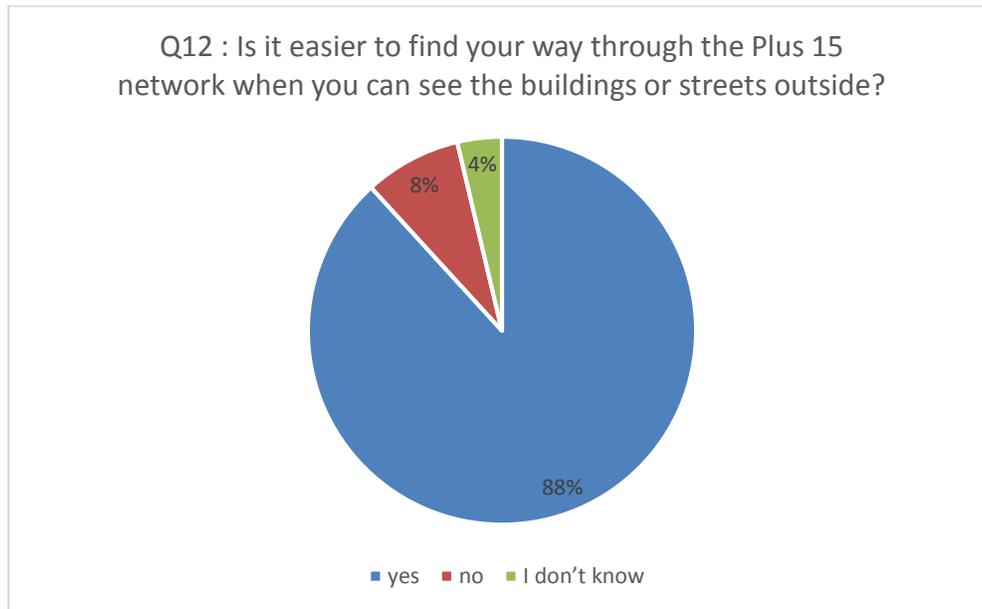




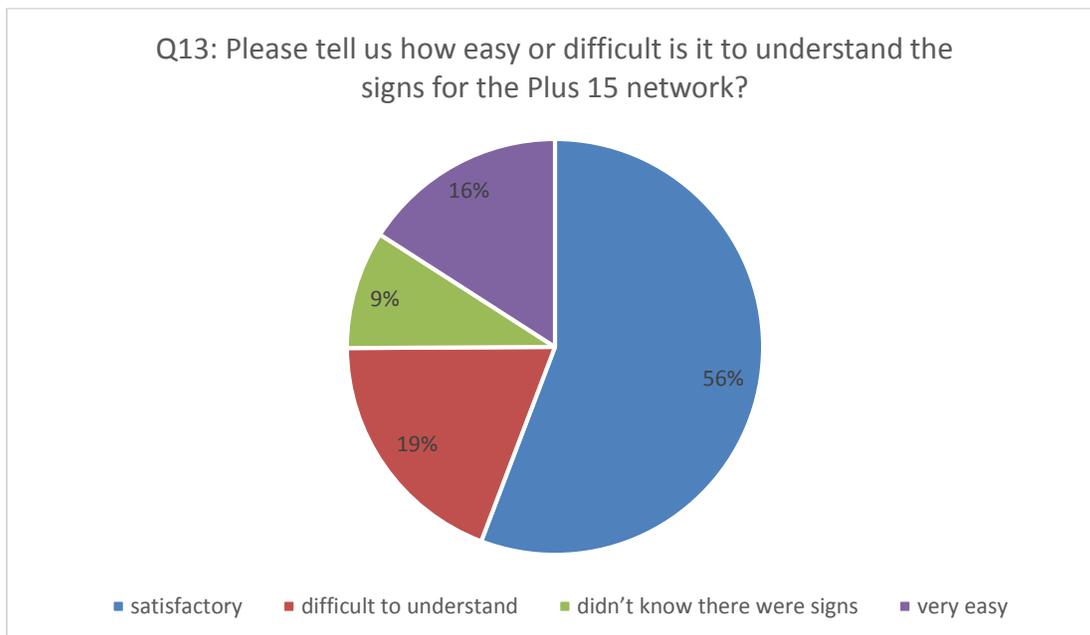
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Question 12: Is it easier to find your way through the Plus 15 network when you can see the buildings or streets outside?



Question 13: Please tell us how easy or difficult is it to understand the signs for the Plus 15 network?

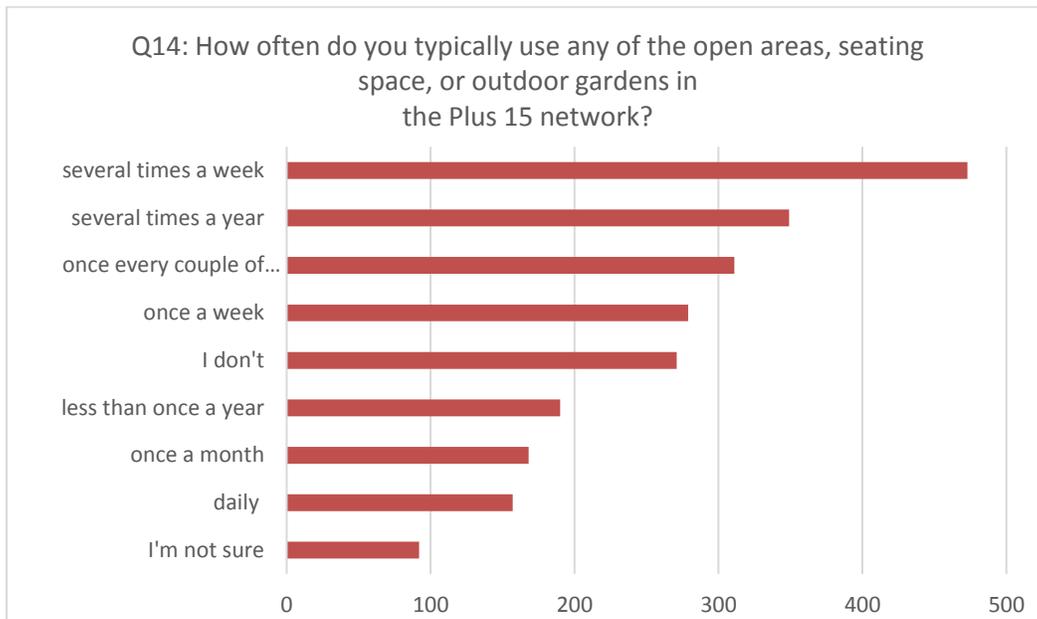




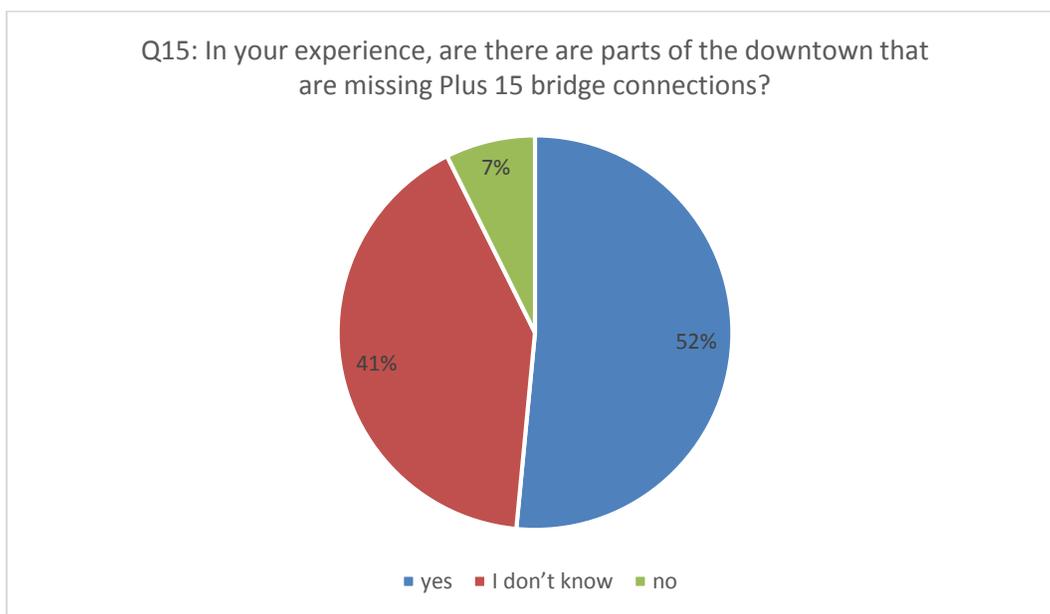
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Question 14: How often do you typically use any of the open areas, seating space, or outdoor gardens in the Plus 15 network?



Question 15: In your experience are there are parts of the downtown that are missing Plus 15 bridge connections?





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Question 16: Please indicate the street and avenue where you think an additional Plus 15 bridge connection would be valuable.

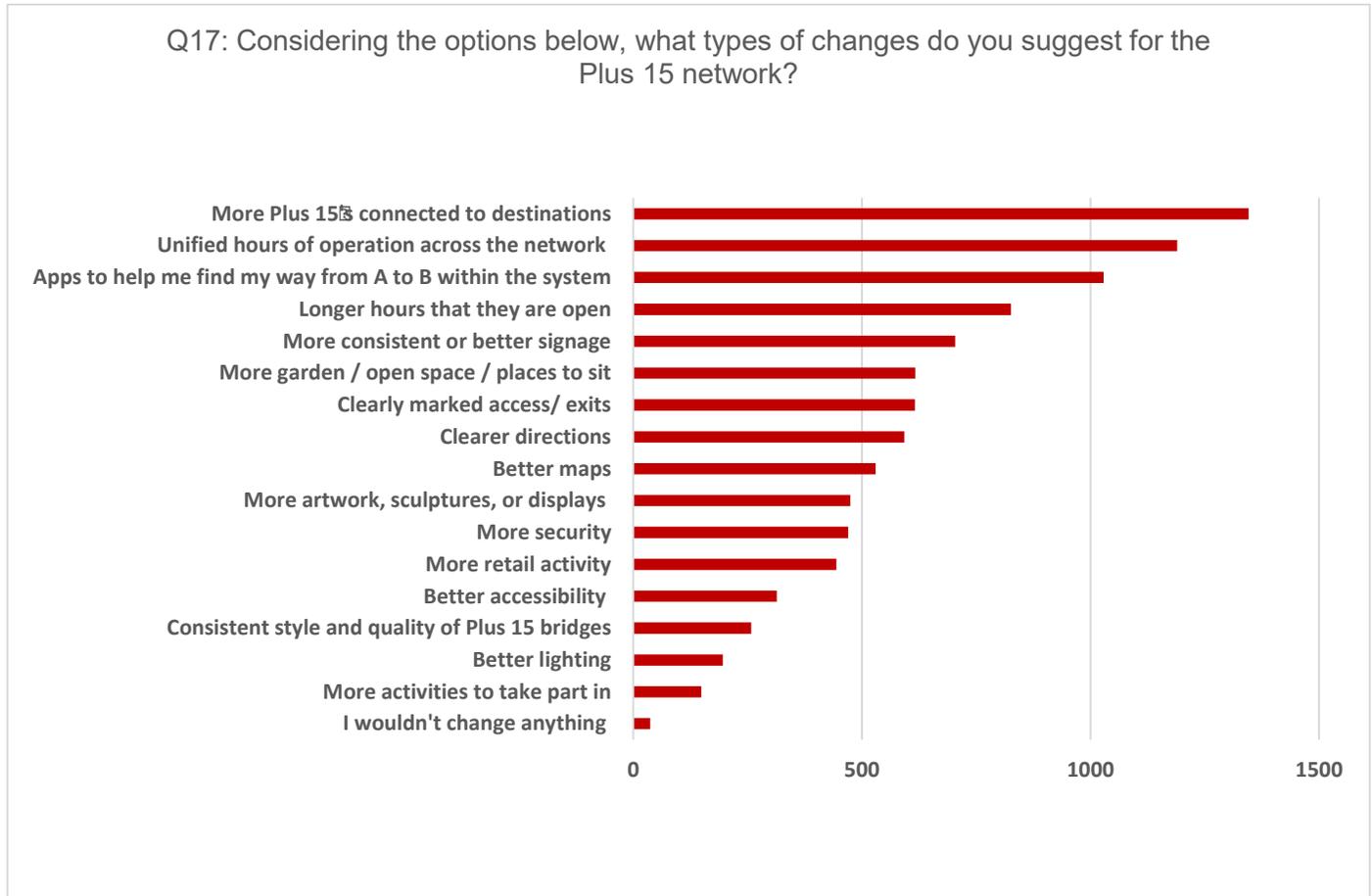




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Question 17: Considering the options below, what types of changes do you suggest for the Plus 15 network?



Theme

Detail

Access and Connectivity

Consistent open and closing hours, more connections (e.g.: hotels, Eau Claire, Greenline), fewer dead ends, wheelchair access

Community

Ban amplifiers (buskers); provide better busker entertainment; some would like to see buskers removed entirely. No offensive imagery (anti-abortion); Other concerns surround homeless, vagrancy and loitering.

Education

Pedestrian traffic signage, use google maps, interactive maps, directional signage (N, S, E, & W), and current (unofficial) app, is not usable.

Environment

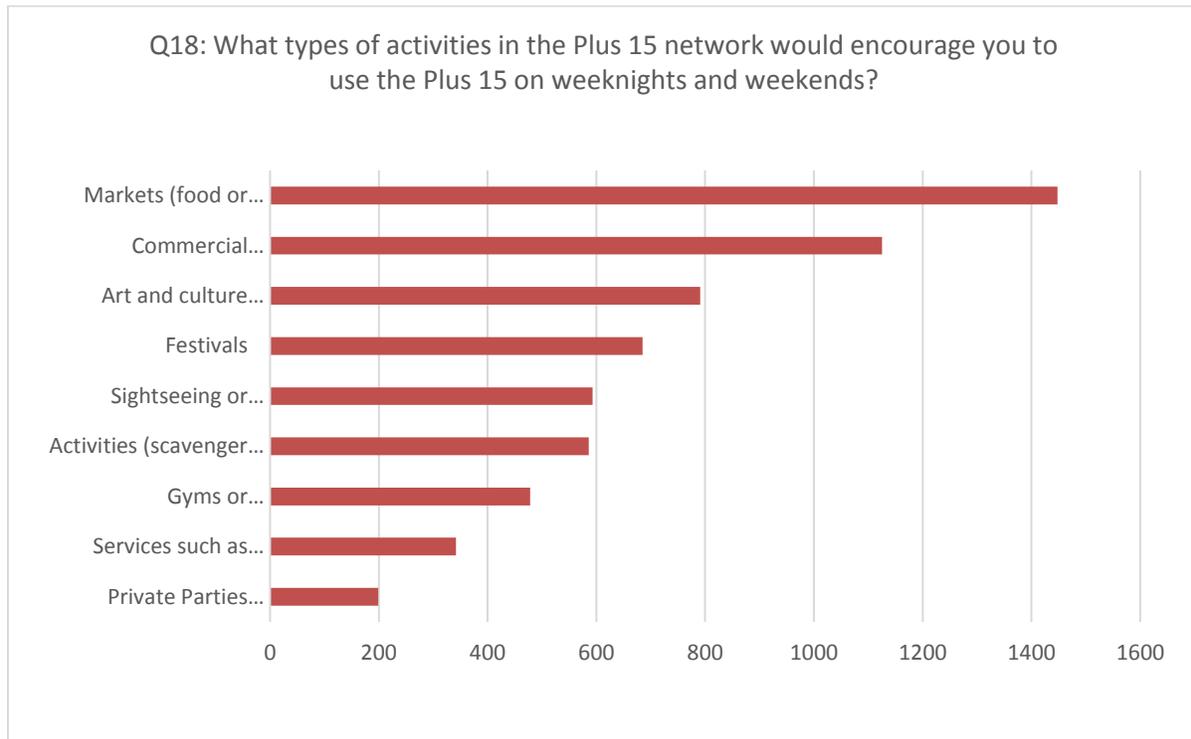
Consistent temperatures, better air circulation, more green spaces.



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Question 18: What types of activities in the Plus 15 network would encourage you to use the Plus 15 on weeknights and weekends?



134 comments. The majority of respondents would not use the Plus 15 network on the weeknights and weekends regardless of activities.

Theme	Detail
Wouldn't use	People who don't live downtown would not come downtown. They come down for special events but find the network not accessible or connected.
Accessibility	Longer hours for residents to use, more connections, open doors.
Life Balance	Family orientated activities and facilities, walking groups, pet access, 5 k runs.



Plus 15 Policy Review

What We Heard Report Phase Two
March, 2019

Project Overview

The City of Calgary is undertaking a project to update the 1984 Plus 15 Policy. The Plus 15 Network is an integral piece of the transportation network downtown promoting the efficient movement workers and goods. Currently new Plus 15 connections are being built in an ad hoc manner. The network is also cited to have inconsistent hours of operation, way-finding challenges, and varying levels of security throughout the network.

Updating this policy will allow The City to work with downtown stakeholders to help improve the network, its security, and overall experiences for all users. The updated Policy is expected to be presented to Council in the third quarter of 2019.

Engagement Overview

Public participation is an important component of the Plus 15 Policy Update. The findings from engagement will drive decisions to develop a Plus 15 Policy and supporting plans that is informed by the desires and priorities of the public.

Summary Phase One Engagement

Engagement with key stakeholder groups began in late November 2017. This included an *update lunch and learn* presentation to business owners, and an online survey sent to building owners regarding safety and security. In February of 2018, the project team held a workshop with building security professionals regarding Plus 15 safety and security. On March 20, 2018, the project team held a Plus 15 program visioning session with key stakeholders to establish a mission and vision for the Plus 15 Policy.

A public survey regarding the Plus 15 Network Study was hosted online from March 15 to April 5, 2018. It received 2,329 individual responses. The survey was promoted online, through social media, and through pop-ups in the Plus 15 network on March 21, 2018. Questions focused on how the bridges are currently used, what services or improvements might encourage people to use them more often, and how they could be improved overall.

The survey gave insight into when and why people use the Plus 15 Network, what they enjoy about the network, as well as what aspects need improvement. It also asked questions around wayfinding, amenity space, and what types of activities people would like to see in the network in the future.

Overall, the survey shows that weather plays a significant factor in how often people choose to utilize the Plus 15 system. For example, there was about twice the amount of responses for using the network more than 10 times per week in poor weather versus in good weather. Survey respondents also noted that they are much less likely to use Plus 15s during evenings and weekends, and that inconsistent hours of operation are a barrier to use of the network, that naturally diminishes access to and utilization during evenings and weekends.

<https://www.engage.calgary.ca/Plus15>



Plus 15 Policy Review

What We Heard Report Phase Two
March, 2019

Phase Two Engagement

In Person Engagement

The Plus 15 Policy Review team met with key stakeholder groups in fall 2018 and winter 2019 to discuss specific topics and issues. These groups included:

- Building owners, managers, and developers; and
- Special interest groups, including building security professionals, Conventions Calgary, Hotels Calgary, Tourism Calgary, Tourism Alberta, Arts Commons, Calgary Downtown Association, organizations working with vulnerable population groups (Calgary homeless foundation, Alpha house), Community Associations (Eau Claire, Downtown West Chamber of Commerce, BILD, NAIOP, BOMA, and CMLC).

The following were also present at the Engagement sessions:

- Bow Valley College
- Oxford Properties
- Trinity Place Foundation
- Stikemam Elliot
- GWL Realty Advisors
- Brookfield
- Morguard
- Quadreal
- IBI Group
- Fairmont Hotels
- Maple Leaf Property Management
- CTCC
- Colliers
- Marriot Downtown
- Calgary Telus Convention Centre
- Aspen Properties
- Century West Management
- H & R Reit

Topics for key stakeholder engagement included:

- Plus 15 Network Plan, including the network boundary, missing links, placemaking, wayfinding;
- Safety and Security Plan, including a Safety & Security Committee, hours of operation, enforcement, security infrastructure and resources; and
- Funding Strategy.

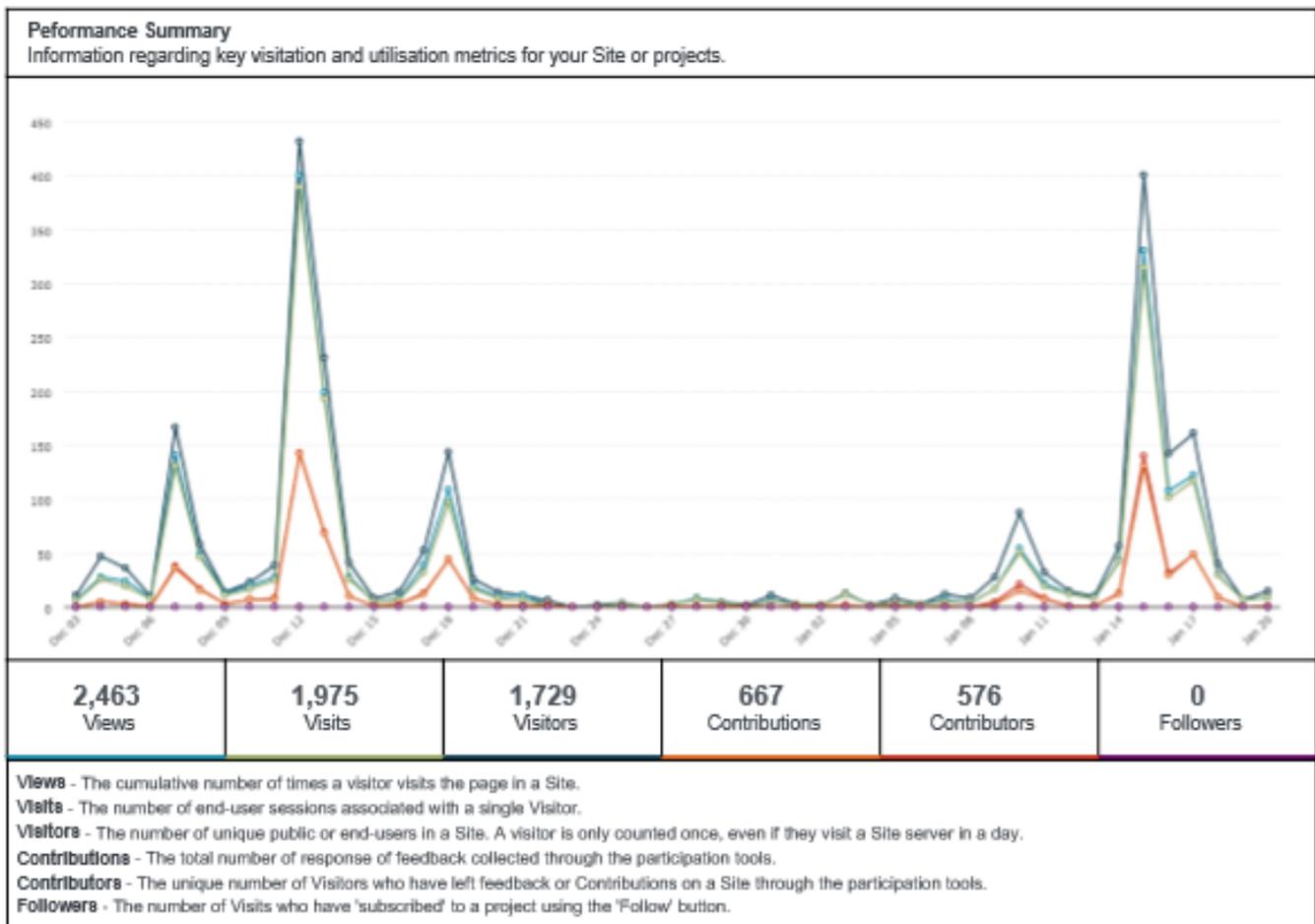


Plus 15 Policy Review

What We Heard Report Phase Two
March, 2019

Online Engagement

An online survey was made available from December 3, 2018 – January 18, 2019 on the Engage website. We had 667 unique visitors to the webpage and received 665 completed surveys. The survey was promoted online, through social media, and through pop-ups at City Hall on January 9, in the Plus 15 network on January 10, 2019 and January 16, 2019. The objective of this survey was to gather information on the potential development of a Plus 15 application (app).





Plus 15 Network Policy Update

What We Heard Report (Phase 2)
March 12, 2019

What We Asked

On Line Engagement

The Project Team asked the following questions to gather information surrounding the development of an app. The online survey ran from December 3, 2018 – January 20, 2019 on the

- 1) What amenities are most desirable for you to reach by Plus 15 Bridge? (select your top two choices)
- 2) In order of importance, what are the five main criteria that are important to you in determining when a new Plus 15 bridge link should be built?
- 3) Would you prefer having a wayfinding app for the Plus 15 network instead of the existing signs with static maps?
- 4) If a wayfinding app were to be developed, what components/elements would you like it to include? (select your top 5 in order of importance)
- 5) If a wayfinding app were to be developed, are there any other components/elements would you like it to include?

In Person Engagement

On December 11, 2018, we held a workshop with stakeholders (Safety and Security) with the objective of prioritizing goals for the overall *Safety Security Plan*. We presented stakeholders with the following table and asked to look at the adoption horizon as well as the goals and determine their importance and feasibility of timeline.

Goals	Security Infrastructure	Enforcement	Monitoring	Hours of Operation	Committee	Resources	Placemaking	Design
Short term (0-4 years)	- Help phones - Signage - Standards across the Network - +15 loitering signage	- Clarify roles and responsibilities - Define jurisdiction	- Core Com - Daytime resources	- Pilot hours - Weekend and Statutory holidays - Buildings at end of network	- Terms of reference - Formation of committee	- DI Training - DOAP team - Continuous CPS and Building Security meet-ups	- Criteria of accepted activities - Busking clarification - Regulation guidelines - Pilot	- CPTED principles for existing and future Plus 15s
Mid term (5-10 years)	- Infrastructure along easements (to prevent access to tenant space during off-peak hours) - Mass notification (speakers, audio, screens) - Integration with other systems - Central control	- Established above and continued sustainment	- Dedicated resources - Analytics	- Established above and continued sustainment	- Established above and continued sustainment	- Established above and continued sustainment	- Established above and continued sustainment	- Minimum standards
Long term (10+ years)			- Plus 15 patrols					



Plus 15 Network Policy Update

What We Heard Report (Phase 2)

March 12, 2019

On January 22, 2019, a workshop was held with stakeholders (CA's, BILD, NAIOP) where the following questions were discussed:

Q1: As part of the Plus15 Policy update, Administration is recommending Council expand the purpose of the existing Plus 15 Fund to include emergency maintenance (repairs) of existing Plus 15 bridges. Do you support this recommendation? Why or why not?

Objective: to determine support for expanding the Plus 15 Fund to include *Emergency Maintenance*.

Q2A: Please rank in order of importance your priorities for use of the Plus15 Fund. *Objective:* to gather feedback and establish what is most important to stake holders

- Missing Plus 15 identified by Plus 15 Network – cost sharing;
- Improvements Way-finding
- Improvements Security
- Place-making activities
- Lifecycle replacement of existing Plus 15 bridge
- Routine Condition assessments
- Emergency maintenance of existing Plus 15 bridges

Q2B: Is there anything else you would like to add?

Objective: to address any issues that may have omitted from the above question.

Q3A: Do you support the revised calculation for value 'C'? Why or why not?

Objective: to determine support for the revised calculation.

Q3B-C were based on finances and policy based procedures, therefore requiring factual responses, removing them from the engagement process. These questions were taken back to the office for further clarification.

Q4: What/Are there other funding sources we could explore for the Plus 15 network?

Objective: to create a listing for Plus 15 funding sources.

Q5A: As the Plus15 system is a collaboration between the City and Industry, is there value in holding regular meetings with the City to discuss Plus 15 matters (including providing feedback to the City on use of the Plus 15 Fund) going forward? Why or why not?

Objective: to decide whether or not to hold regular meeting with the City



Plus 15 Network Policy Update

What We Heard Report (Phase 2)

March 12, 2019

Q5B: Are there any other Plus 15 matters that you would like us to consider that have not been previously discussed? *Objective:* to add to list of action items/meeting themes. What We Heard

On Line Engagement

All of the feedback has been reviewed and a summary of input compiled to reflect the responses. These responses were then used to create high level themes.

Emergent themes from the comments were as follows:

- Citizens wanted easier routing options, better signage and barrier free accessibility in the Plus 15 Network
- Any app developed should be user friendly, multifunctional, high quality and data free
- Additional items for the app included but not limited to: points of interest, retail, food services and washrooms

For a detailed summary of the input that was provided, please see the [Summary of Input](#) section below.

In Person Engagement

A workshop was held on December 11 with *Safety and Security* stakeholders at the Calgary Public Library with the objective of prioritizing goals for the overall Safety Security Plan. We had 25 people attend this session.

- For a detailed summary of the input that was provided, please see the [Summary of Input](#) section below.

A workshop was held on January 22 with *Building Owners / Managers* at the Power Reception Hall in the Municipal Building, with the objective of prioritizing goals for the overall Safety Security Plan. Eleven people attended this session.

The group was evenly divided on whether or not the existing Plus 15 fund should include emergency maintenance of existing Plus 15 Bridges. Some felt that if the existing fund was available for this purpose, it could lead to lack of maintenance on behalf of the building owners while others felt owners could use this support. Use of the funds for this purpose should not super cede previous projects already in progress. A better definition of emergency maintenance was also recommended.



Plus 15 Network Policy Update

What We Heard Report (Phase 2)

March 12, 2019

- For a detailed summary of the input that was provided, please see the [Summary of Input](#) section below.

Next Steps

The Project Team held an information session on February 25, 2019 (Safety & Security) to present the draft of the Plus 15 Network Policy Update. The Plus 15 Network Policy Update will be brought to council in Spring 2019.



Plus 15 Network Policy Update

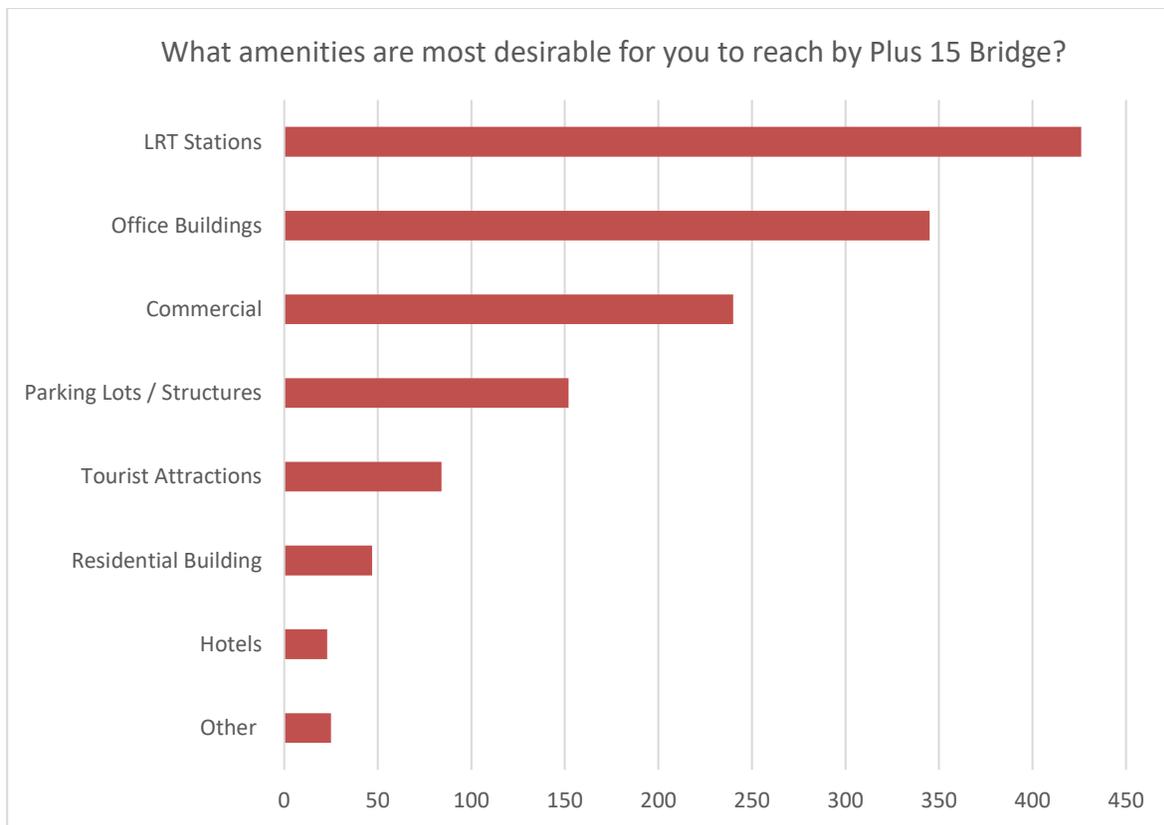
What We Heard Report (Phase 2)
March 12, 2019

Summary of Input

Online Engagement

The Project Team asked the following questions online to gather information surrounding the development of an app. The online survey ran from December 3, 2018 – January 20, 2019 on the Engage portal page (<https://engage.calgary.ca/Plus15>)

Question 1: What amenities are most desirable for you to reach by Plus 15 Bridge? (Select your top two choices)



Other amenities included access to the new library, bus stops, food establishments, retail, an indoor playground, and extending the network boundaries to include locations south of the CPR tracks as well as indoor track to the University of Calgary.

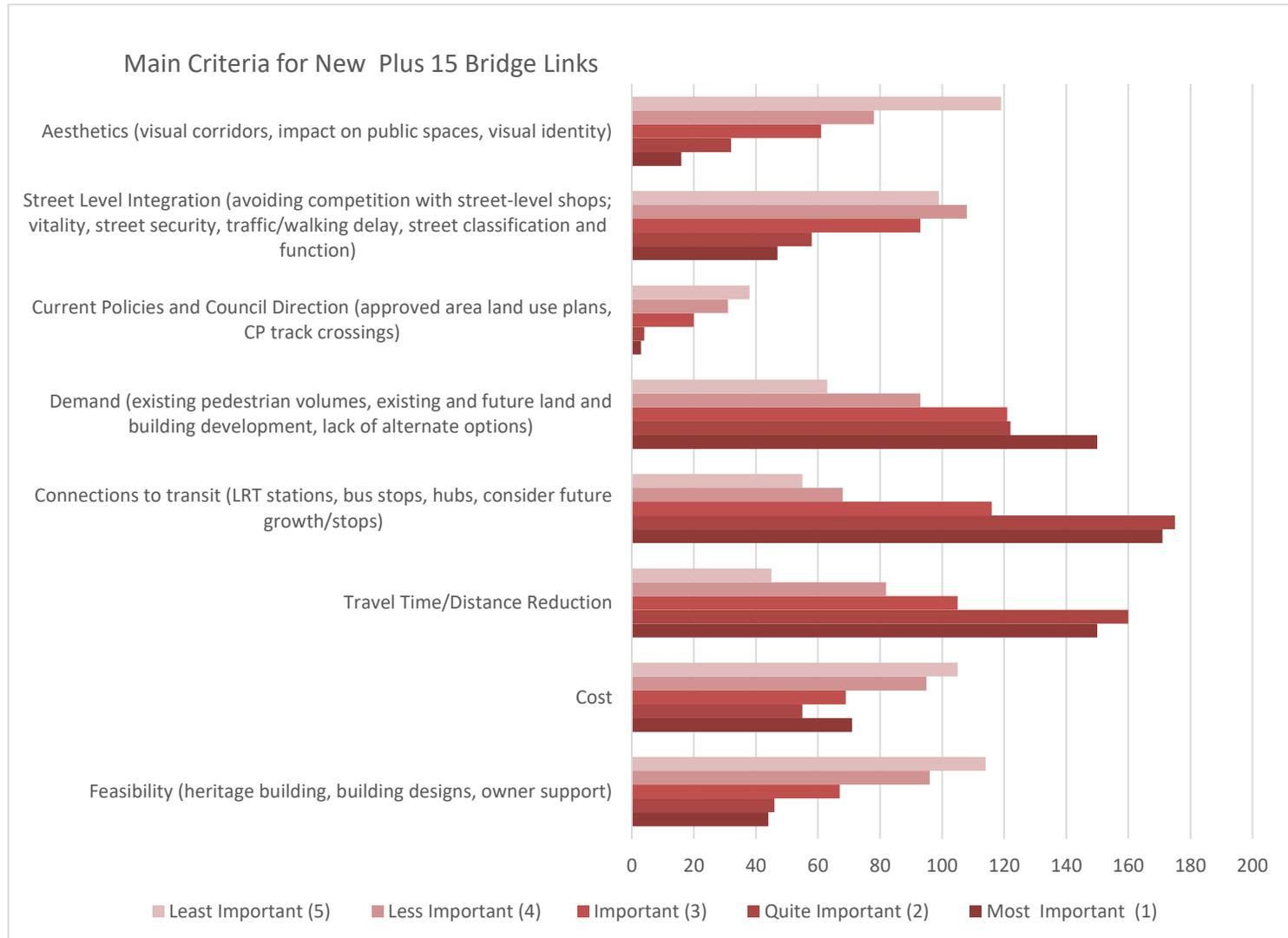


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What We Heard Report (Phase 2)

March 12, 2019

Question 2: In order of importance, what are the five main criteria that are important to you in determining when a new Plus 15 Bridge link should be built?



There were no verbatim responses allowed for with this question.

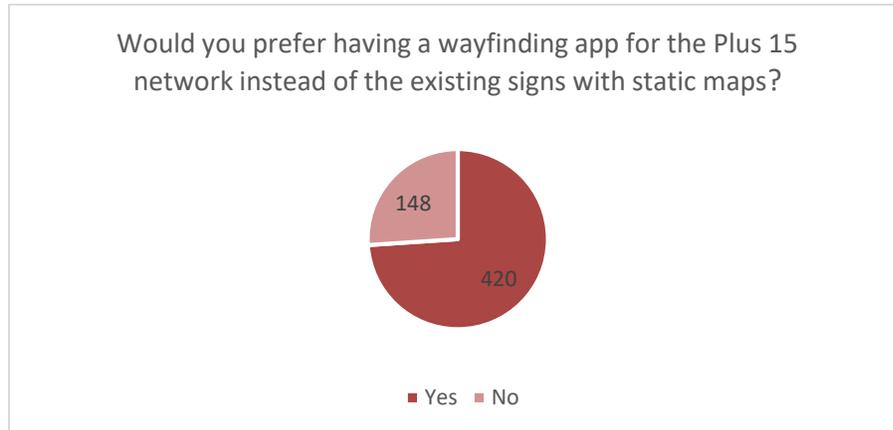


Plus 15 Network Policy Update

What We Heard Report (Phase 2)

March 12, 2019

Question 3: Would you prefer having a wayfinding app for the Plus 15 network instead of the existing signs with static maps?



Many respondents answered that there should be both an app and static signage regarding the Plus 15 network.

I think both are warranted, since tourists will benefit from the signs/static maps, as will casual users of the system.

I would like both an app but the signs are also great for those who might not be aware of the app or would not like an app. Many times I have seen it shows the sign that there is +15 but once you get in the building there are no signs indicating what stairs or elevator number you can press and how to go around to see the +15.

A combination of both would be ideal.

Others felt that instead of creating a brand new application, it could be achieved using a current mapping applications such as Google Maps.

Google Maps integration would be preferred to a stand-alone map.

Incorporate in Google maps.

Concerns about the sole use of an application centered around ease of use, wi-fi and data usage, and accessibility.

Both - the app is useful if you are able to get on it when you need it. Someone who doesn't use the +15 regularly wouldn't have it and may not have data to get it.

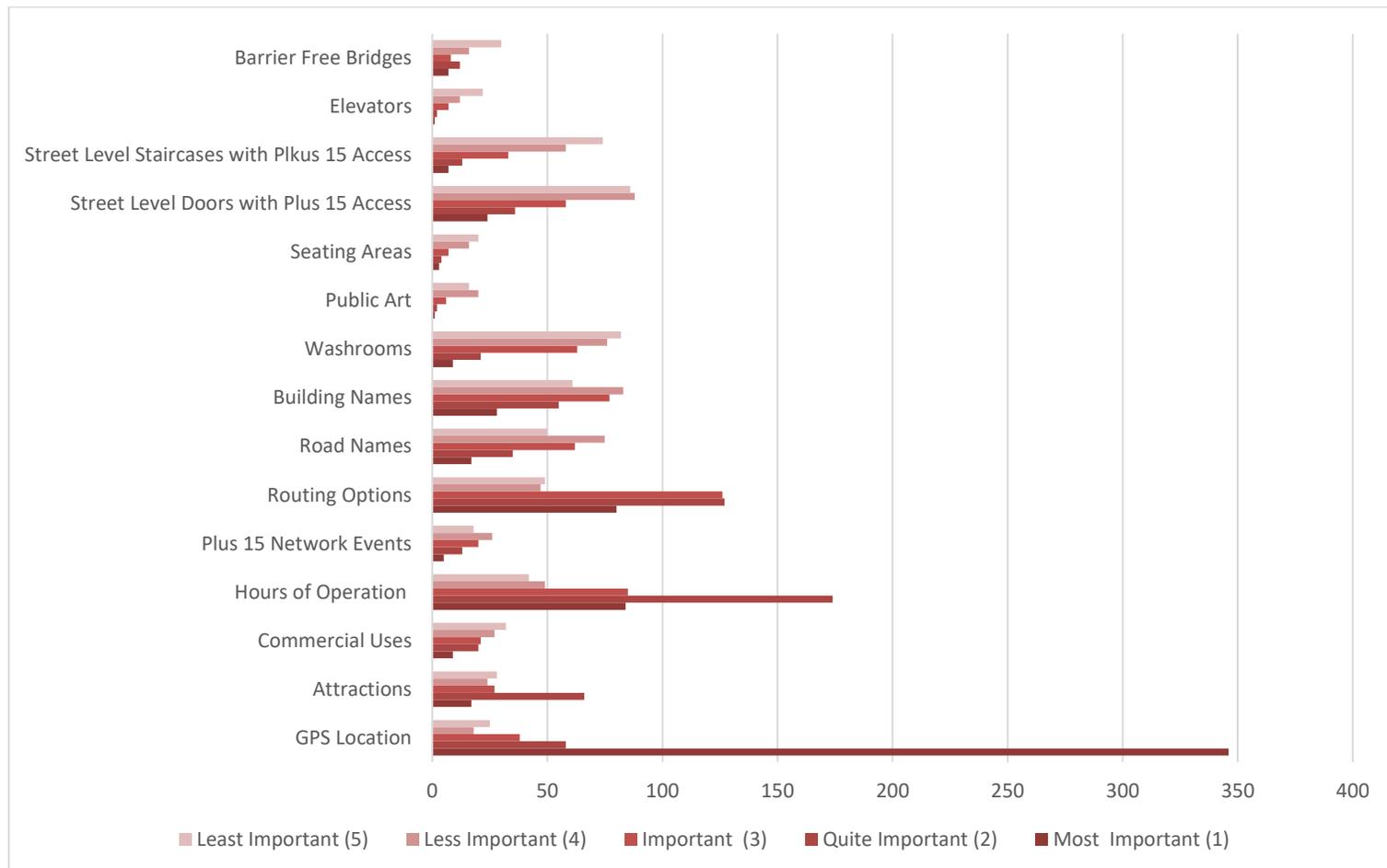
Both. Not everyone has access to a smart phone



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What We Heard Report (Phase 2)
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Question 4: If a wayfinding app were to be developed, what components/elements would you like it to include? (Select your top 5 in order of importance)



There were no verbatim responses allowed for with this question.

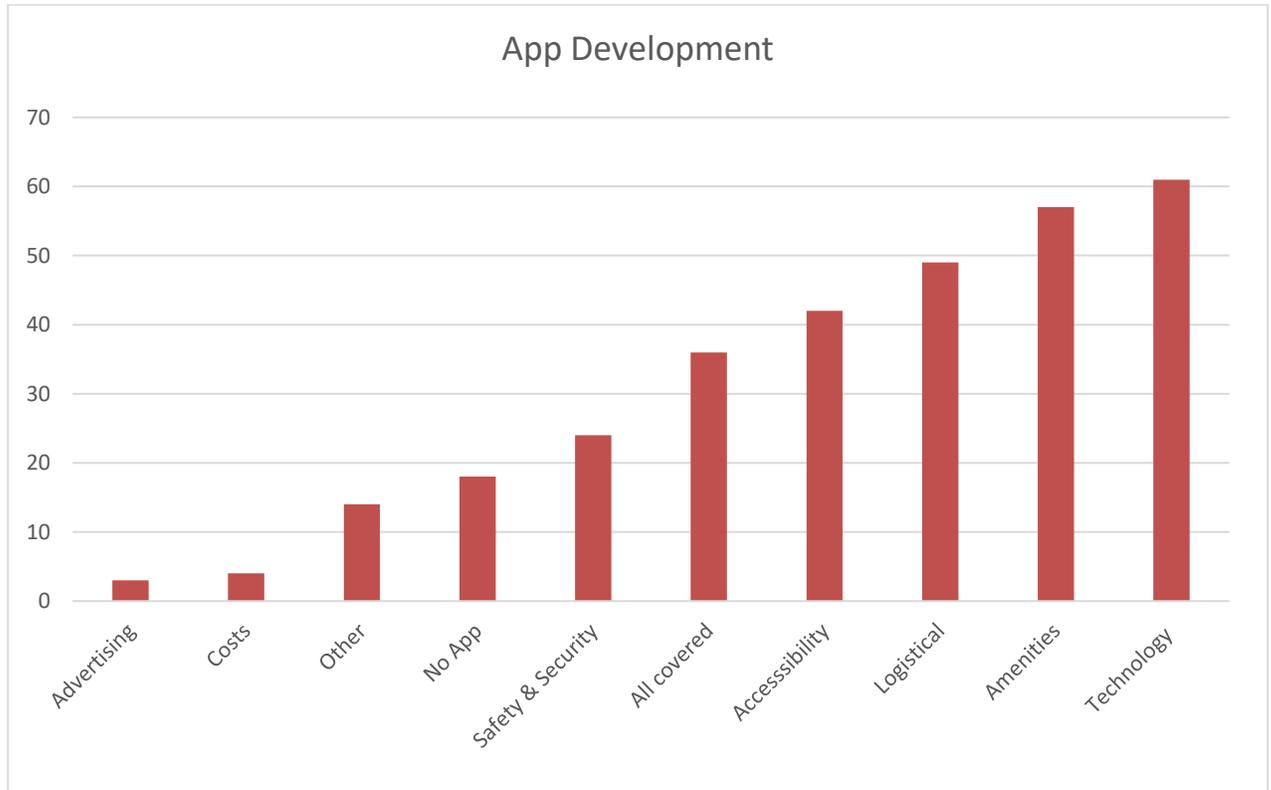


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What We Heard Report (Phase 2)

March 12, 2019

Question 5: If a wayfinding app were to be developed, are there any other components/elements would you like it to include?



Response analysis resulted in the following top themes and subthemes.

Theme	Subtheme	
Technology	Existing applications	Respondents suggested using Google Maps, Pin Drops and GPS.
	User Friendly	Respondents want the app to be easy to use and of high quality.
	Data Free/ Wi fi	There were concerns about access to wifi or not wanting to have to use data to access the information.
Amenities	Business/Building/Destinations	Recommendations for names of buildings, businesses, to be included and be searchable.
	Things to Do/Points of interest	Respondents wanted events, photo opportunities, public art to be available on the app as well as washrooms and seating areas.



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What We Heard Report (Phase 2)

March 12, 2019

Logistical	Routing Options (with comparable times) Integration with Calgary Transit etc. applications	Respondents want different routing options with times for each route as well as street level comparisons. Any app should be linked to other City Apps like Calgary Transit bus schedules, Calgary Public Library, etc...
Accessibility	Static signage / brochures General Access Barrier Free Accessibility (physically, linguistically, and virtually)	Respondents wanted static signage and brochures for tourists, people who do not have smart phones, or the data to support the use of the application. Access also accounted for hours of operation, closed bridges, and connections. Comments supported signage and apps be in different languages, audio directions, and easy to see.
Safety & Security		Respondents want to be able to report security concerns, maintenance needs, and call for help.

In Person Engagement

Below is a summary of responses received for the December 11, 2019 workshop.

A consensus of priorities for the Safety and Security plan was achieved amongst 25 stakeholders divided into five groups. They are as follows:

1. Committee
2. Hours of Operation
3. (A) Enforcement
(B) Infrastructure
4. Resources
5. Design

Stakeholder moved some of short term/midterm/long term goals but no consensus was achieved for adoption horizons or the time line.

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Plus 15 Network Policy Update

What We Heard Report (Phase 2)

March 12, 2019

Below is a summary of responses received for the January 22, 2019 workshop.

Q1: As part of the Plus15 Policy update, Administration is recommending Council expand the purpose of the existing Plus 15 Fund to include emergency maintenance (repairs) of existing Plus 15 bridges.

Do you support this recommendation? Why or why not?

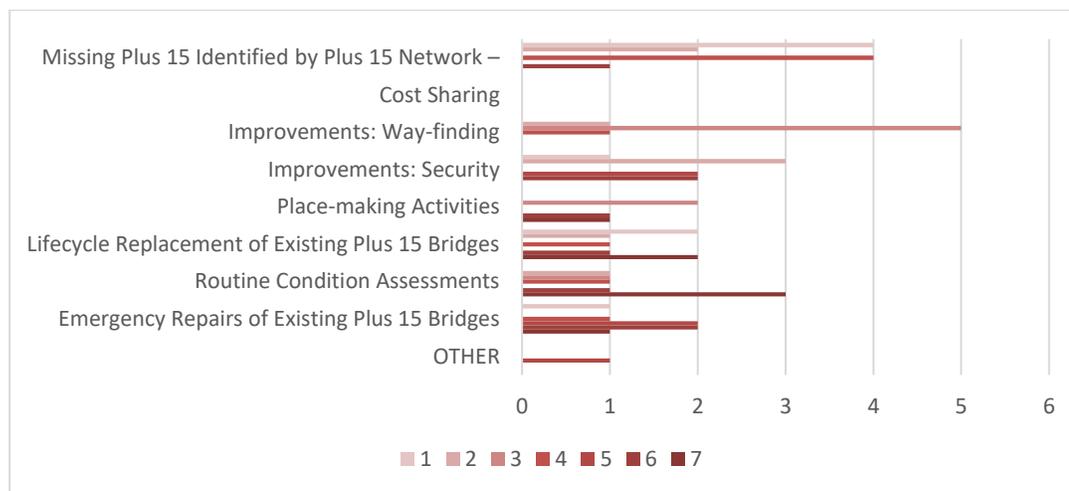
Support

*Public safety is of utmost importance.
The +15 needs to be protected proactively.*

Do not support

*It may lead to a lack of day to day maintenance.
The fund is not a reliable source.*

Q2A: Please rank in order of importance your priorities for use of the Plus15 Fund. Q2B: Is there anything else you would like to add?



NB: The ‘other’ comment pertained to the provision of accessibility signage for the Plus 15 network.

Q3A: Do you support the revised calculation for value ‘C’? Why or why not?

Support

[...] it is less expensive under the new, simplified formula [...]

Do not support

*It does not into account density.
Concerns about defining market values
Concerns about defining value ‘C’*



Plus 15 Network Policy Update

What We Heard Report (Phase 2)

March 12, 2019

Q4: What/Are there other funding sources we could explore for the Plus 15 network?

- Kiosks
- Events
- Charge space users
- Addition of vendors or increase in commercial space
- Private closures
- User fees
- Advertisements
- Exploration through established areas growth and change strategy

5A: As the Plus15 system is a collaboration between the City and Industry, is there value in holding regular meetings with the City to discuss Plus 15 matters (including providing feedback to the City on use of the Plus 15 Fund) going forward? Why or why not?

All stakeholders supported the recommendation of regular meetings with the city but would still like to have smaller focussed meetings. They also suggested alternate means of communications such as newsletters, email lists, etc... All felt that ongoing communication was imperative.

Q5B: Are there any other Plus 15 matters that you would like us to consider that have not been previously discussed?

Stakeholders would like to see a holistic review of other initiatives, a review of the Plus 15 program (to see what's working and what's not, and interim solutions due to the economic downturn.