



Event Community Impacts Engagement Executive Summary Summer 2022

Project overview

The City of Calgary, as directed by the 2022 May 17 [Notice of Motion: Developing Municipal Event and Landmark Special Policy Areas](#), wants to better understand what issues or concerns communities are dealing with related to major outdoor events so we can provide the support they need. We want to hear from residents who live in and around communities where major outdoor events take place, where unintended gatherings or unplanned travel congestion can result, and from all Calgarians who attend these events.

Along with hearing from impacted communities and event attendees, we also wanted to connect with event organizers to understand how they interpret the issues and concerns and talk about what can be done to ensure successful events in all Calgary communities.

Using what we learn, The City will develop strategies and tactics to provide needed supports and services to mitigate community impacts.

Engagement overview

For the project, an online engagement opportunity was offered from 18 July to 8 August 2022 on engage.calgary.ca/eventimpacts. We connected with 580 participants online, receiving 547 contributions during engagement. Additionally, the project hosted four in-person/virtual engagement sessions with event organizers and affected community associations.

At a high-level perspective, the feedback collected produced the following most common themes:

Noise concerns - Respondents feel that increased noise in the community is the biggest issue caused by major outdoor events.

Garbage concerns - Respondents had concerns with the amount of litter / garbage left behind in the community after events.

Traffic congestion and traffic control concerns - Respondents shared their concerns about traffic congestion and traffic control in the community during/after an event.

Parking concerns - Respondents shared concerns about parking when attending a major outdoor event.

Public nuisance / intoxication - Respondents mentioned they had concerns with public nuisance behavior and the intoxication of event attendees.

It is recommended to read the what we heard report in its entirety to get a fulsome understanding of all the feedback received for the project.

Next steps

The results of what we heard from citizens and event organizers during engagement will be shared with City Council as an attachment to the 2022 September 27 briefing at the Community Development Committee.



Report Back: What We Heard Summer 2022

Project overview

The City of Calgary, as directed by the 2022 May Notice of Motion: Developing Municipal Event and Landmark Special Policy Areas, wants to better understand what issues or concerns communities are dealing with related to major outdoor events so we can provide the support they need. We want to hear from residents who live in and around communities where major outdoor events take place, where unintended gatherings or unplanned travel congestion can result, and from all Calgarians who attend these events.

Along with hearing from impacted communities and event attendees, we also wanted to connect with event organizers to understand how they interpret the issues and concerns and talk about what can be done to ensure successful events in all Calgary communities.

Using what we learn, The City will develop strategies and tactics to provide needed supports and services to mitigate community impacts. This report will be part of a presentation to City Council in September 2022 including what we've heard from citizens and event organizers.

Selected communities and scope:

Crescent Heights as well as the communities surrounding and near Scotsman's Hill, Prince's Island Park, Millennium Park, Prairie Winds Park, Elliston Park, and the Red Mile (Beltline neighbourhood at 17th Avenue S.W.) have been initially selected because they annually host or are near major outdoor events. The residents of the communities surrounding Scotsman's Hill, the Red Mile, and City parks we've mentioned, are encouraged to provide their feedback as well as everyone who may attend major outdoor events.

What did we do and who did we talk to?

Online public engagement took place for three weeks (July 18 to August 8, 2022) on engage.calgary.ca/eventimpacts. We were looking to hear from residents who may be impacted by these events, event attendees, as well as event organizers. The project was communicated through social media, email, and bold signs, and we connected with 580 participants online, receiving 547 contributions during engagement.

A communications plan was developed to inform citizens of the project and direct people to our web site to provide their feedback. We advertised our online engagement using:

- 14 bold signs placed throughout affected communities and at high-traffic intersections for three weeks
- Paid social media advertisements and campaigns on Facebook, Instagram, Twitter, and Next Door
- Email to affected Community Associations
- Email to event organizers



The following is approximately how many individuals we reached through all channels during engagement:

- Facebook (impressions) = 39,062
- Next Door (impressions) = 611
- Instagram (impressions) = 64,071
- Twitter (impressions) = 22,096

Targeted engagement sessions:

We hosted four in-person/virtual engagement sessions on:

- July 28, 2022 (Event Organizers)
- August 2, 2022 (Event Organizers)
- August 9, 2022 (Community Associations)
- August 10, 2022 (Event Organizers)

These sessions were targeted towards affected community associations and event organizers. The intent of these sessions was to understand community association and event organizer perspectives as they related to the impacts of major outdoor events in Calgary. In total there were nine people in attendance at these sessions.

Strategic consideration was given when planning the session dates and times. As such, we reached out to community associations and event organizers prior to planning the session(s) to work with their schedules to ensure that we were able to connect with as many organizations as possible.

What we asked

To streamline the responses in our online engagement (July 18 – August 8, 2022) and understand the different perspectives of our target audiences, we split our engagement questionnaire into three categories: residents, attendees, and event organizers.

Residents

1. What community do you live in?

2. How close do you live to a major outdoor event site?

- Within a block
- Within the broader community

3. Have you received communications from The City of Calgary about events in your community? If so, how have you received them?

- Postcard or mailed notice
- Sign or poster in the community
- Direct mail
- Subscription email/newsletter
- Social media
- I haven't received any communications from The City about events



- Something not listed here

4. List major outdoor events that you know about that happen in or near your community that may create issues in the community for you or your neighbors?

5. Do people travel through your community to attend an event? If yes, are there any issues or concerns as a result? If you have multiple concerns, put one in each of the fields below.

6. What support can The City provide to address these issues? If you have multiple ideas, please put one in each field below.

Attendees

1. What are some events your have attended in a Calgary community, other than your own?

2. What do you do to be a good guest or neighbor if you are travelling through a community or are in a community for a public event?

3. What are the issues or concerns you notice when travelling through a community for an event?

4. What can people do to be a good guest/neighbor when attending events in a Calgary community?

5. What could event organizers do to address issues and concerns of residents? If you have multiple ideas, please put one in each field below.

6. What could The City do to address issues and concerns of residents? If you have multiple ideas, please put one in each field below.

Event Organizers

1. What event or organization are you responding on behalf of?

2. Please list any nearby communities your even might impact?

3. What considerations or actions does your organization take to minimize the impact of people traveling through nearby communities to attend your event? What actions do you take to minimize issues related to travel congestion? If you take multiple actions, please put one in each field.

4. What could The City do to help address major outdoor event impacts on nearby communities? If you have multiple ideas, please put one in each field below.

Targeted engagement sessions:



The following questions were asked at our in-person/virtual targeted engagement sessions hosted on July 28, 2022, August 2, 9 and 10, 2022:

Event Organizer Questions:

- What considerations or actions does your organization take to minimize the impact of people traveling through nearby communities to attend your event? What actions do you take to minimize issues related to travel congestion? What success have you seen? What remains a challenge?
- What could The City do to help address major outdoor event impacts on nearby communities?
- What improvements to our current support programs for major outdoor event planning could be made to benefit your organization?

Community Association Questions:

- Describe the impacts that major events have on your community?
- What are the things that the Community and The City has done recently to try to minimize or reduce those impacts?
- What has worked?
- What else could we try?

What we heard

Below are graphs that have been generated from the data related to the engagement question format. The results are meant to demonstrate trends for further consideration.

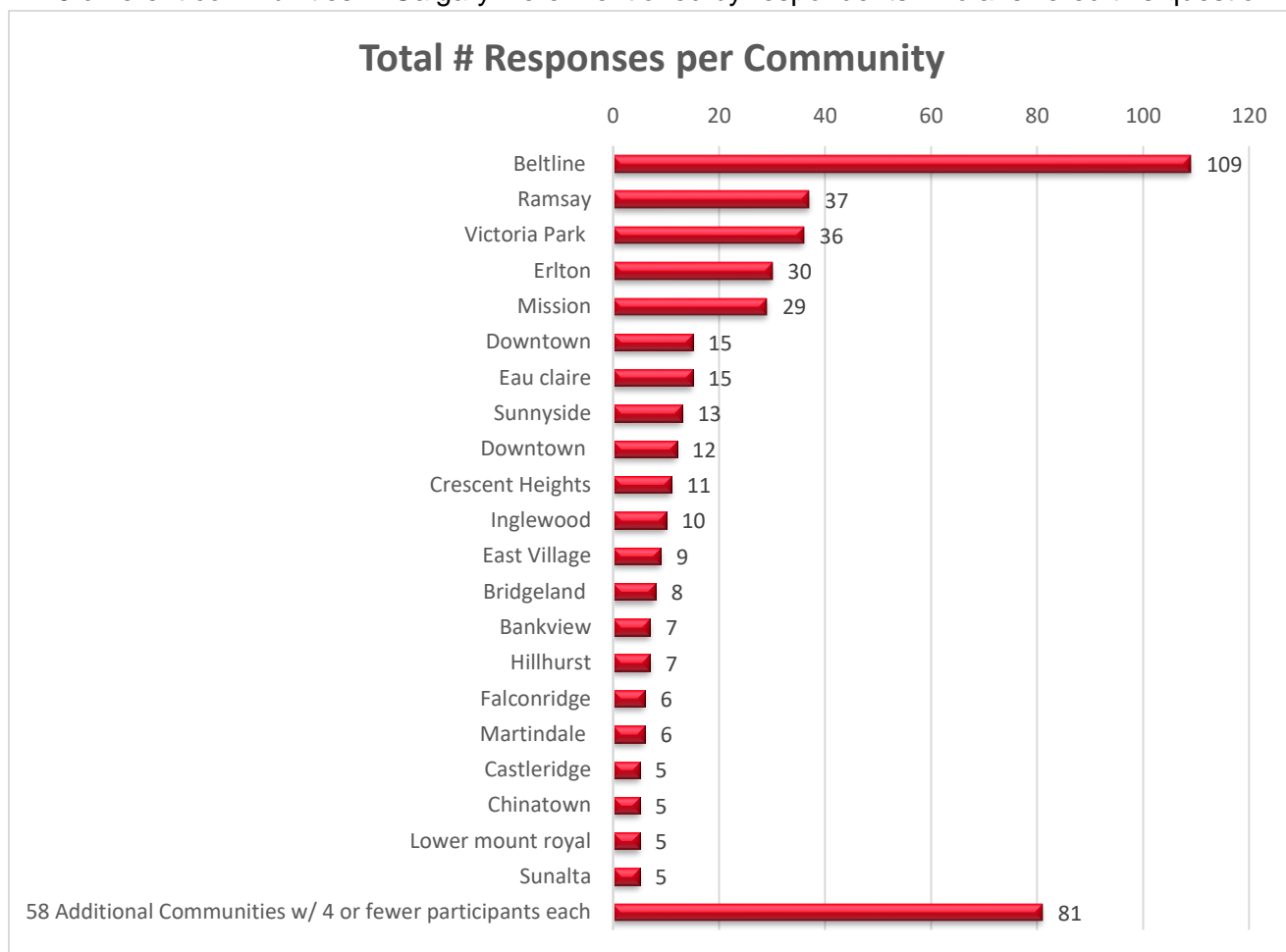
We have summarized the main themes that were most prevalent in the comments received for each open-ended question that we asked. Each theme includes summary examples of verbatim comments. The comments shown are the exact words input by participants. To ensure we captured all responses accurately, the verbatim comments have not been altered. For the sample comments shown below, in some cases, only the portion of a comment that spoke to a particular theme was utilized. A comprehensive list of all verbatim comments in their entirety is included in the "Verbatim comments" section at the end of this report.

Summary of online input

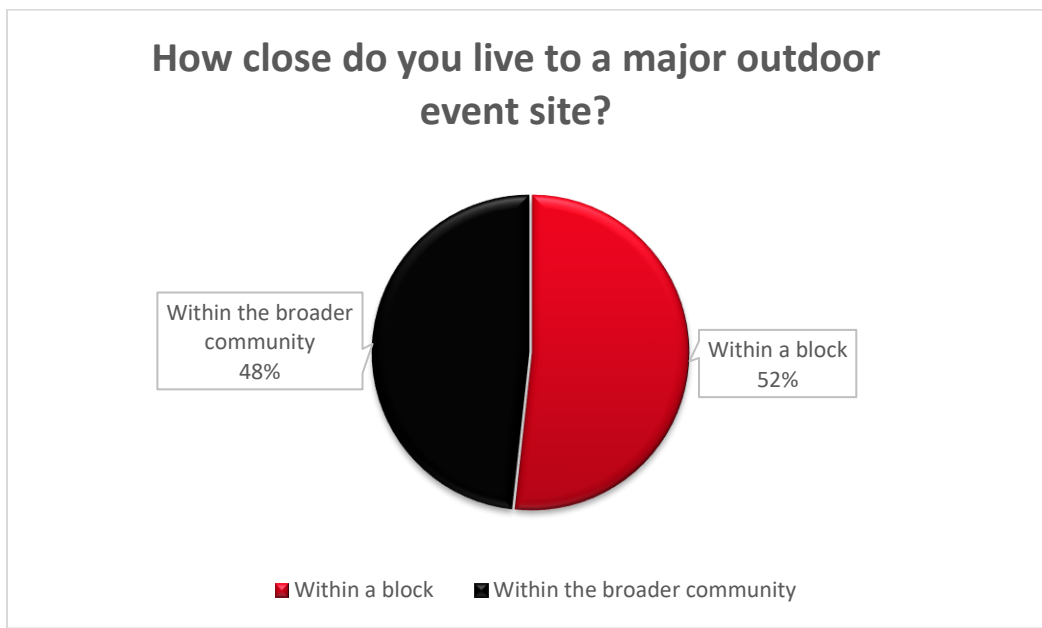
Residents

1. What community do you live in?

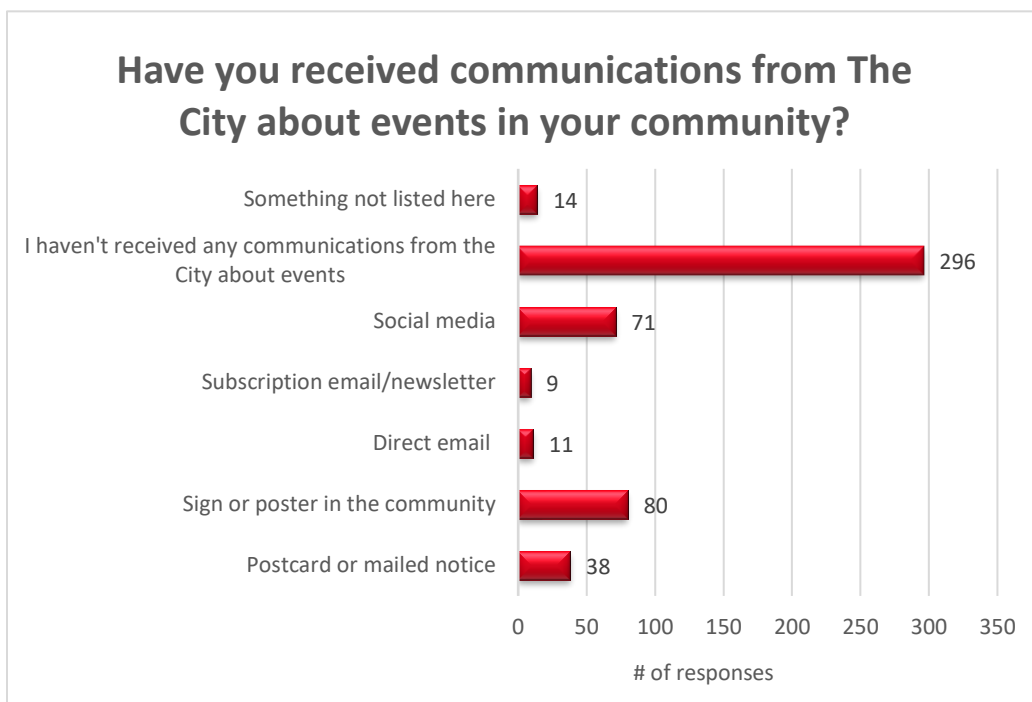
- 79 different communities in Calgary were mentioned by respondents who answered this question.



2. How close do you live to a major outdoor event site?



3. Have you received communications from The City of Calgary about events in your community? If so, how have you received them?



4. List major outdoor events that you know about that happen in or near your community that may create issues in the community for you or your neighbors?

- There were 43 unique outdoor events mentioned by respondents. The top ten major outdoor events mentioned that may create issues in the community were:

1	Calgary Stampede
2	Badlands Music Festival
3	Lilac Fest
4	Calgary Flames hockey games
5	Folk Fest
6	Canada Day fireworks / Canada Day celebrations
7	Prince's Island Park / Eau Claire events
8	Shaw Millennium Park events
9	Protests
10	Red Mile events

5. Do people travel through your community to attend an event? If yes, are there any issues or concerns as a result?

Theme:	Explanation and sample verbatim comments:
Noise	<p>Respondents feel that increased noise in the community is the biggest issue caused by major outdoor events.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Noise - music from events, patrons attending events and increased emergency services". - "Yes. Loud partying at night". - "Noise - I have to get up very, very early for work. By the time that the bars get out and things finally quiet down, my alarm is going off for work".
Parking concerns	<p>Respondents had concerns with not being able to find parking (for those who live in the community) but also with event attendees not respecting the existing rules for where parking is permitted.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Lack of parking for residents within 1 km of park". - "People park on my street even though there are signs that say not to do so". - "There are no parking restrictions for visitors of this. The neighborhood, including the alleys are FULL & then swarmed with drunk people after".



Theme:	Explanation and sample verbatim comments:
<p>Litter / garbage</p>	<p>Respondents had concerns with the amount of litter / garbage left behind in the community after events.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Trash, litter, and broken glass left in the neighbourhood”. - “The HUGE mess and tons of garbage that people leave behind while travelling to and from stampede. The neighbour hood is markedly dirtier after”. - “Streets get very dirty with trash, cans, etc.”.
<p>Traffic congestion</p>	<p>Respondents sited concerns with the amount of traffic congestion in their community during/after an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Cars flooding into the area to watch fireworks from the top of the hill, blocking roads for emergency services”. - “Increased traffic due to thousands of people in attendance and no good exit strategy”. - “Excessive vehicle traffic causing highly restricted vehicle access to enter/exit the roadways in and out of the Inglewood area”.
<p>Public nuisance / intoxication</p>	<p>Respondents mentioned they had concerns with public nuisance behaviour and the intoxication of event attendees.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Drunk people walking through the streets”. - “Street harassment, sexual harassment, physical violence”. - “increase in mischief and noise”.
<p>Traffic rerouting / road closure concerns</p>	<p>Respondents had concerns with traffic rerouting and road closures.</p> <p><i>Traffic rerouting concerns</i></p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Confusion over route and timing of closures”. - “detours to accommodate road closure (i.e., for Lilac Fest, 4 ST SW between Elbow Drive and 17 AV SW is closed), moving traffic to side streets”. - “Inefficient traffic rerouting. Frustrated motorists were driving recklessly in front of homes and disregarding one way/no entry signs on 32 ave/22 st.”.



Theme:	Explanation and sample verbatim comments:
	<p><i>Road closure concerns</i></p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “They block off our roadway so we can not even drive to access our parkade”. - “Major roads in and out of area completely blocked off”. - “17th avenue closure, during the festival we are locked in! For those who work nights, we can’t come home until the street is open”.
<p>Speeding / reckless driving</p>	<p>Respondents are concerned with cars that speed and drive recklessly in their neighborhood when there are major outdoor events happening.</p> <p><i>Speeding vehicles</i></p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Not following speed limit”. - “Drivers leaving the venue are driving erratic and high speeds going east on 12th Ave SW.”. - “Speeding through the side streets”. <p><i>Reckless driving</i></p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Once the light turns green, racing begins well above the speed limit as they roar down the street - 17th Ave SW”. - “People do not follow traffic signs in this area of the neighbourhood. Constantly running stop signs and creating really dangerous situations”. - “...street style Fast & Furious cars that make 17 Ave SW a speedway at night”.

6. What support can The City provide to address these issues?

Theme:	Explanation and sample verbatim comments:
<p>Noise mitigation / enforce noise bylaw</p>	<p>A large portion of respondents feel that implementing noise mitigation techniques and enforcing the noise bylaw may help keep noise from major outdoor events at a more acceptable level.</p> <p>Sample comments:</p>



Theme:	Explanation and sample verbatim comments:
	<ul style="list-style-type: none"> - “Enforcement of noise bylaws/complete stoppage at 12:00 not “50 % reductions” because even 50% is too loud”. - “...Maybe direct the stage/speakers away from the community.” - “Require noise monitors in the area to record and ensure compliance.”
<p>More bylaw / police presence</p>	<p>Respondents feel there needs to be more police and/or bylaw presence in the community during major outdoor events.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “There could be better uniform presence at intersections near Stampede during busy times to manage pedestrians and cars dropping people off everywhere.” - “Put more police in the neighbors at these times. Station them at entrances to major entrance of residential areas.” - “Bylaw officers or peace officers frequenting the area at night, to monitor rowdy people and get them to move along or arrest or fine them.”
<p>Increase parking / traffic enforcement</p>	<p>Respondents feel that there should be an increase to parking/traffic enforcement during major outdoor events.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “More monitoring of driving and parking violations.” - “enforce a zero tolerance to speeding along 17 ave sw with camera tickets.” - “Make all barriers temporary and manned 9am-11pm in order to allow residents easier coming/going.”
<p>Earlier end time / curfews for events</p>	<p>Respondents feel that major outdoor events need to end earlier/have a curfew.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Shut down beer/party tents at midnight or earlier.” - “There should be some regulation of how late and loud sound can be contradicted during these events.” - “Have the noise curfew be 12 am and not have an inconsiderate extension for stampede.”
<p>Alternate location for the event</p>	<p>Respondents feel that major outdoor events should be moved to an alternate location where they are less disruptive to local residents.</p> <p>Sample comments:</p>



Theme:	Explanation and sample verbatim comments:
	<ul style="list-style-type: none"> - “Move the tent to a location away from dense residential living.” - “No concerts near residential buildings.” - “Minimum radius from residential and music festival or move venue.”
More signage / information / awareness about the event	<p>Respondents feel that there could be better signage, information, and awareness of major outdoor events taking place in their community.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “advance notice to residents” - “Signage should be posted around communities that are affected with exact dates of the event including set up and take down.” - “Extra signage especially during fireworks/ night events. Not just spiller road but also on 10th street.”
More garbage & recycling bins / better clean-up post event	<p>Respondents feel that there could be more garbage/recycling bins placed near major outdoor event sites. Additionally, there is a desire to have better clean-up post event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “More garbage cans, more frequent trash removal.” - “More prompt response from Calgary Parks on cleaning litter after events.” - “Dedicated crews for community clean-up in real time, not “the next day.”

Attendees

1. What are some events your have attended in a Calgary community, other than your own?

- There were 31 unique outdoor events mentioned by respondents. The top eight major outdoor events attended by people were:

1	Calgary Stampede (grounds, fireworks, parade)
2	Canada Day Fireworks / Canada Day Celebrations
3	Folk Fest
4	Lilac Festival
5	Global Fest
6	Calgary Flames Games
7	Fireworks
8	Night Markets

2. What do you do to be a good guest or neighbor if you are travelling through a community or are in a community for a public event?

Theme:	Explanation and sample verbatim comments:
<p>Don't litter / pack out your garbage</p>	<p>Respondents indicated that the best way to be a good guest when attending an event is to not litter and to make sure to take your garbage/things with you when you leave.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "I make sure all the garbage I have goes to the proper bins." - "I keep all trash with me if no garbage's are readily available." - I ensure that what I bring in I bring out with me (trash, etc.)
<p>Use transit / taxi / ride share / bike or walk to the event</p>	<p>Respondents felt that it helps to use transit, taxis, ride shares, bike/walk to an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "if i am in walking distance, i will walk. If it's too far away I consider taking public transit if it's accessible." - "Not take the car, and instead bike, take transit, or walk to the event." - "Take transit to decrease traffic and parking issues." - "I use transit or uber."
<p>Respect parking restrictions</p>	<p>Respondents feel it is important to respect parking restrictions in the community.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Parking in designated areas that do not affect the people who live there." - "I park legally where signage does not prohibit it....". - "observe parking restrictions."
<p>Respectful behaviour /respect private property</p>	<p>Respondents indicated that it is helpful to use respectful behaviour and to respect private property when attending an event in the community.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "I walk as quietly past these homes after stampede/event, respectfully, leave no garbage and once I get to my car I make no noise/loud music leaving." - "Respect private property, and public spaces."



Theme:	Explanation and sample verbatim comments:
	- "Be respectful of residents especially when parking or travelling through a neighbourhood at night."
Keep noise down	<p>Respondents felt that it helps to keep noise down when travelling through a community to attend an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Keep noise level down and be respectful of residents." - "I am as quiet as i need to be. not excessively loud." - "Be quiet and courteous."

3. What are the issues or concerns you notice when travelling through a community for an event?

Theme:	Explanation and sample verbatim comments:
Parking concerns	<p>Respondents shared concerns about parking when attending a major outdoor event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Blatant disregard for parking areas..." - "not enough parking..." - "No parking and some private agent making money for parking."
Garbage / litter	<p>Respondents shared concerns with the amount of garbage / litter left behind after an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "...not enough trash bins for events." - "...Litter. Often there is a major footprint left on the community. Lack of options for trash compost." - "Extra litter."
Traffic congestion	<p>Respondents shared their concerns about traffic congestion in the community during/after an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Congestion, especially after the event is done." - "...too many vehicles; lack of proper traffic directing." - "Traffic. Specifically, the lack of qualified staff who are knowledgeable and competent at controlling traffic at intersections."



Theme:	Explanation and sample verbatim comments:
Noise concerns	<p>Respondents shared their concerns about elevated noise levels in the community during/after an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "...high noise levels..." - "High traffic noise, danger to pedestrians. Noise away from the event." - "not everyone is quiet and considerate of the people who live in the community."
Transit access / wait time for transit / transit safety concerns	<p>Respondents shared their concerns about transit access, transit wait times, and transit safety concerns.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "The wait for the trains, congestion on the trains, trains too full, trains don't run late enough." - "public transit stations have become disgusting and scary." - "no public transport accessible"
Drug use / intoxication	<p>Respondents shared their concerns about the drug use and intoxication of people at outdoor events.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "there can be an increase in drunk/high people and further police presence on foot would be appreciated." - "People Being over served at stampede all the time. AGLC should be more involved." - "...Drunk people urinating and vomiting in sidewalks and on buildings."

4. What can people do to be a good guest/neighbor when attending events in a Calgary community?

Theme:	Explanation and sample verbatim comments:
Respectful behaviour	<p>Respondents indicated that it would be helpful to use respectful behaviour when attending an event in a Calgary community.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - "Treat the community with the same respect you'd expect for your own." - "Generally, show respect to the residents of the community and peoples homes."



Theme:	Explanation and sample verbatim comments:
	- “Be aware that their actions affect the community - and that little things added with others doing it can create a big effect.”
Don’t litter	<p>Respondents indicated that not littering is helpful when attending an event in Calgary community.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Don't leave garbage behind.” - “Leave no trace.” - “Pack in, pack out garbage. Local garbage bins quickly overfill. Not a big deal to keep your wrappers in your pack...”
Keep noise down	<p>Respondents suggested that keeping their noise down when attending an event in a community is important.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Respect quiet hours.” - “...No late-night screaming/noise.” - “don’t create a noise nuisance in a residential area.”
Use transit / ride share / walk or bike to the event	<p>Respondents felt that it would help to use transit, taxis, ride shares, bike/walk to an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Use public transit or shared rides to ease the parking situation.” - “...Travel via transit active modes...” - “Respect the parking by taking transit or walk/bike to the community.”

5. What could event organizers do to address issues and concerns of residents?

Theme:	Explanation and sample verbatim comments:
Improved garbage collection / clean-up protocols	<p>Respondents feel that there should be additional garbage/recycling bins provided near event sites, as well as an improved clean-up process during and post event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “more garbage bins - make sure they are cleared when full.” - “Have a clear plan for clean up, including small things that can be done during an event (e.g, emptying garbage cans regularly, set up and break down if tents efficiently, etc.).”



Theme:	Explanation and sample verbatim comments:
	<p>- “All food trucks and food stalls should have their own garbage collection on premise so that the public cans bins and others aren’t the only ones dealing with the mess.”</p>
<p>Provide shuttles / additional transportation options to events</p>	<p>Respondents indicated that providing shuttles and additional transportation options to get to an event would be helpful.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Event organizers could work with the city to ensure public transit is able to support the event.” - “Calgary Transit can either add more cars during peak hours to accommodate more people to and from events, these trains can also run more frequently.” - “Event organizers could provide more bike infrastructure and incentive to use public transit. Could Stampede pair up with Calgary transit to offer discounted fares? Limit parking lot.”
<p>Better communication / signage</p>	<p>Respondents feel that there could be better communication to the community about the event, and improved signage at the actual event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Advance warning of length of event in area.” - “More resources that provide information on the event taking place via social media/mail/websites.” - “signage for road closures should be well before the detour itself.”
<p>Improved traffic control</p>	<p>Respondents feel that there needs to be improved traffic control on event days.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Develop better traffic and pedestrian movement plans. Work on this through better site planning and utilization.” - “effective and efficient traffic control - entry points or encouraging other modes of transportation or giving a map to public with available parking spots.” - “Better traffic management in general. Have officers at street lights to allow cars and pedestrians to leave large events more efficiently. The congestion forces people 2 drive through residential area.”
<p>Sufficient parking</p>	<p>Respondents feel that there needs to be sufficient parking provided for events.</p> <p>Sample comments:</p>



Theme:	Explanation and sample verbatim comments:
	<ul style="list-style-type: none"> - “Arrange for assigned parking areas where available.” - “If parking at the site is problematic, arrange for shuttles to a separate lot elsewhere (e.g., GlobalFest shuttles to Marlborough Mall).” - “Ensure parking does not inconvenience local residents.”
Ensure access to public washrooms	<p>Respondents feel that event organizers need to ensure that there is adequate access to public washrooms.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Providing clean washrooms for public use.” - “Ensure there are enough washrooms and that folks don’t face time or cost barriers to access them - while somehow ensuring safety.” - “Add more washroom areas in more locations.”

6. What could The City do to address issues and concerns of residents?

Theme:	Explanation and sample verbatim comments:
Variety of transportation options available	<p>Respondents felt it was important for event attendees to have a variety transportation options available to them to get to and from an event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “If parking restrictions are implemented, work with organizers to arrange for temporary parking areas or city-supported shuttle services.” - “Offer shuttles, but more frequently than global fest, waiting in the rain with kids is miserable.” - “Run trains later and more frequently.”
Sufficient parking	<p>Respondents feel that there needs to be sufficient parking provided for events.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Don’t restrict parking, provide it.” - “Reduce parking rates at city parking facilities with reasonable proximity to the events.” - “Better allocated parking areas.”
Bylaw / police presence and enforcement	<p>Respondents indicated their preference for more bylaw and police presence / enforcement near event sites.</p> <p>Sample comments:</p>



Theme:	Explanation and sample verbatim comments:
	<ul style="list-style-type: none"> - “Have bylaw officers on-site to enforce laws/bylaws around littering, public disturbances etc. if needed.” - “have more foot/cycle police in the outskirts of the area an hour before an event ends and up to an hour after an event ends.” - “More patrol to prevent issues rather than always responding afterward.”
<p>Traffic control and mitigation</p>	<p>Respondents feel that there needs to be improved traffic control and mitigation on event days.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Work with event planners to provide better transportation plans and implementation.” - “Offer training to organizers on how to direct the flow of traffic; or provide trained personnel to do this job at no cost or limited cost to the organizer.” - “Traffic direction at problem intersections/pedestrian crossings, create one way flow on some streets to move traffic efficiently.”
<p>Improved garbage collection / ensure cleanliness</p>	<p>Respondents feel that there should be additional garbage/recycling bins provided near event sites, as well as ensuring cleanliness during and post event.</p> <p>Sample comments:</p> <ul style="list-style-type: none"> - “Put more temporary garbage bins.” - “Place more garbage and recycling bins surrounding stampede park (during stampede).” - “speedy clean up following the event.”

Targeted engagement sessions:

Summary of community association input

At the community association in-person engagement session on Aug. 9, 2022, we asked specific engagement questions that were designed to help the project team understand more about the impacts that outdoor events have on affected communities so that we can provide the supports needed.

Below is a summary from this conversation. Due to the personal and, in some cases, confidential information disclosed by participants at the session, all personal identifying and confidential information has been removed.



1. Describe the impacts that major events have on your community?

Traffic:

- Lots of people come up to the hill to view fireworks
- No traffic control, can turn into a free for all
- Residents not being able to get out of their home
- Safety incidents, emergency vehicles not being able to access

Noise:

- Buses, limos, strobe lights
- Disrespect of being in a neighbourhood

Public not cleaning up after themselves:

- Garbage
- Urination
- Just leaving things behind in general

2. What are the things that the Community and The City has done recently to try to minimize or reduce those impacts?

- City has looked into making a special policy for Scotsman's Hill but it's been shelved for some time
- City has an events management traffic plan
- Dialogue with The City, coordinate getting parking plans, etc.
- Ward 9 does call with Roads, CPS, etc.

3. What has worked?

- Ongoing dialogue with The City, coordinate getting parking plans, etc.
- The events management traffic plan
- Ward 9 call with Roads, CPS, etc.

4. What else could we try?

Policies:

- Creating a special policy for major outdoor events
- A master plan for the community
- Having clear roles and responsibilities defined in writing

Roles / Communication:

- Shared mission/vision/purpose
 - Establish purpose and remind everyone why we're doing this
- Clarity of roles

- Making sure everyone in the City and community association know what to do
- Better communication
 - Don't overpromise and under-deliver
 - Educate the community instead of just saying no or not doing it,
 - Communication should be bumped up so everyone is on the same page and understands

Permanent Traffic Calming:

- Speed bumps for vehicles/motorcycles that race
- Angle parking that could narrow roads
- Possible one-way streets
- More three-way stops that force people to stop
- Or any other innovative solutions!

Summary of event organizer input

At the event organizer in-person/virtual engagement sessions on July 28, August 2 and 10, 2022, we asked specific engagement questions that were designed to help the project team understand more about the perspectives of event organizers regarding the issues and concerns created by major outdoor events in communities. We also wanted to understand what is currently being done to mitigate these issues and concerns and what can be done in the future to ensure successful events in Calgary communities.

Below is a summary of these conversations. Due to the personal and, in some cases, confidential information disclosed by participants at the session, all personal identifying and confidential information has been removed.

1. What considerations or actions does your organization take to minimize the impact of people traveling through nearby communities to attend your event? What actions do you take to minimize issues related to travel congestion? What success have you seen? What remains a challenge?

Minimizing impacts of people travelling through the community:

- Work with the Calgary Police Service
- Inform community of road closures using social media, community letters, etc.
- Warning people this is road is closed x to y, take this alternative route
- Safety for patrons across highways, using traffic control, etc.
- Traffic control to guide people out of the community

Notifying the community:

- Span of four by five, 20 blocks are notified of the event
- Some just given notification
- Some get two free tickets per household
- Direct communication (clears up rumours, works well)

- Through BRZ, Community Associations, Condo Associations, etc. then they communicate to residents
- In-person (meetings, lunch) and virtual
- Emails in-between meetings
- Ongoing communication
- Communicate on an as needed basis

Successes/what's been working:

- Ongoing communication with City departments
 - Figuring out solutions
 - Being open and honest about resources
- Parking patrol
 - Checking alleyways, etc.
- Been sending people up the hill to clean garbage
- Free shuttle buses

Challenges:

Sound mitigation, control decibel levels:

- On a cloudy dark day, the sound will be 10 times louder
- Worked with sound engineers
- FM systems have been better with directing sound to audience
- Work very closely with City bylaws

Parking concerns:

- Community saying there's nowhere to park
- "I can't park in front of my house"
- Community parking program? Do we restrict parking?
- Calgary Parking Authority indicates the streets aren't reserved for residents

Power issues:

- Generators have fumes, noisy, go against environmental policies
- Large artist with large sound system, there are peaks for audio levels
- Wind and other power can't handle the peaks
- Try to utilize environmental-friendly generators
- Haven't been able to solve the peak problem
- Increase shore power available, could decrease 60% of generators

Pathway closures:

- Map only showed road closures
- Challenges with skateboard park, the way the fencing went up and people walking through site, we could've done a better job with redirecting the people

- One person complains and there's a lot of weight for that one person
- #1 complaint: pathway closures
 - Dogwalkers, cyclists, immediately vocal
 - Advising that to the public as soon as possible
 - Maybe signs up two weeks prior, not two days
 - Road app but not cyclist app
 - Detour pathways may be confusing

People not being notified:

- Getting to certain residents, because some are difficult to deal with
 - Given pamphlets and signs
 - Maybe they choose to ignore it?
 - Maybe they are just stubborn?
- Notification of bike lane and pathway closures
- Signs getting moved/ignored
 - Then cars get towed and people say they weren't aware

Reach out to community associations:

- Some are not as active
- Some shut down for summer
 - Most are volunteer work
 - How committed are they?
 - Summer vacation?
- What's the time needed to communicate to them so that they have enough time to give to the community?
- Maybe people follow the communication association more than The City

2. What could The City do to help address major outdoor event impacts on nearby communities?

City messaging:

- General website with more information
- Timely communications
- Make sure there aren't any surprises
- Social media presence/awareness

Signage:

- On pathways
- On roads
- Onsite signage
- What's coming, what's happening
- Pre-made sign inventory
- Visual aspect of signage
- Stockpile signs



Garbage cans/port-o-potties:

- On park/site
- Around site

3. What improvements to our current support programs for major outdoor event planning could be made to benefit your organization?

- As a for-profit event, we feel not as supported as non-profits
- Provide a higher subsidy, and be flexible on use of City resources
- More grants for small scale events
- More help from Calgary Police Service with traffic/crowd control
- Being swift and helpful with requests is important for us
- Would like to feel more engaged and consulted on infrastructure designs
- More short power, help the City's green initiative and organizer costs
- New infrastructure for bars, etc.
- Plumbing, electrical available for use from City parks

Next Steps

The results of what we heard from citizens and event organizers during engagement will be shared with City Council as an attachment to the briefing on 2022 September 27 at the Community Development Committee.

Verbatim comments

Please refer to the [Appendix](#) for a comprehensive list of all verbatim comments input by participants on engage.calgary.ca/eventimpacts. The comments have not been edited in any way, including content, spelling, grammar, etc. The only exception to this includes the presence of profanity or personally identifying information, which has been redacted and indicated in brackets.