

## **Annual General Meeting: What We Heard**

At our Annual General Meeting (AGM) on September 26, 2017, we took the opportunity to listen to community members. This was a chance for community members to tell us what they love about Crescent Heights, what could be improved, and what we as a community association (CA) can be doing to address those concerns. This is our summary “What We Heard” report based on that event. We’re always listening – send us an email at

[info@crescentheights.ca](mailto:info@crescentheights.ca) to share with us your thoughts or concerns (we always appreciate a “kudos” too if you think we’ve done well – keep in mind we’re all

volunteers!). Thank you to all those who attended the AGM and took the time to share your feedback. To view the full report please visit our website at [crescentheightsyyc.ca](http://crescentheightsyyc.ca). The comments boiled down to a few key themes:



### **Improving the walkability of our community**

This was the main topic of the comments we received. People love that our community is so walkable, and it’s what attracted many to the community, but traffic, noise, and safety concerns detract from that walkability. People suggested improving Centre Street and Edmonton Trail with more street trees, a bike lane, increased on-street parking, and eliminating the lane reversal. On our residential streets, we heard that more sidewalks and traffic calming are needed where they are missing. We also heard that measures

need to be taken to ensure bushes are not encroaching on sidewalks, and sidewalks are smooth and have curb ramps to ensure that they are universally accessible. For most of these concerns, the CA has no direct role, but can play a role in educating residents and advocating on their behalf to the City.



When it comes to walking and traffic concerns, 3-1-1 is your best tool. We encourage all residents to report, report, report. What gets measured gets done, and 3-1-1 is the City’s main way of monitoring issues. It’s critical to let the City know about overgrown bushes, cracked sidewalks, and safety concerns. The City can’t be everywhere – they rely on us as residents to be their “eyes on the street”.

For concerns related to traffic safety and enforcement, it's also important to log a "Traffic Service Request" online with the Calgary Police Service (CPS). CPS allocates resources to known concerns, so it's important to let them know where there is a problem.

We are also looking for residents to join our traffic committee so that we can advocate more strongly on behalf of the community. Traffic Director Chandra Thomas can assist in applying for a traffic calming project, requesting a crosswalk be designated as a "pedestrian crossing corridor" to have rectangular rapid flashing beacons (RRFBs) installed, or requesting a temporary installation of a "Speed Limit Observation and Warning System trailer" (SLOWS trailer); however, the initiative needs to come from the locally-affected residents. Contact her at [traffic@crescentheightsyyc.ca](mailto:traffic@crescentheightsyyc.ca) to let her know that you're interested in getting involved or submitting a request to the City.

### **Diversity and People**

Many people love that Crescent Heights offers a mix of people and housing, local businesses, and is a children-focused community. Residents commented that we could work together to learn about the amazing things in our community, and engage minorities and Calgary Housing residents. There were also suggestions around making it easier to meet people, combatting isolation, building a community hub, building a strongest social media presence, and building a sense of shared values throughout the community. The CHCA is working hard to accomplish all these things through our Engagement Committee. We are including restaurant reviews and resident profiles in our newsletter so that we can learn more about each other and our community, we are working hard to engage residents that we don't always hear from, we are hosting events that bring the community together, and we are exploring ways to make the community hall more of a hub that serves the community. We have already significantly ramped our social media presence – follow us on Twitter, Facebook, and Instagram to stay in the loop! To get involved with the Engagement Committee, contact [jennifer@crescentheightsyyc.ca](mailto:jennifer@crescentheightsyyc.ca)

### **Nuisance and Crime**

Concerns were raised about noise in the community, drug use, trash, visitors to the community, and the Canada Day festivities. It's important to reflect that, as an inner-city community with amazing views and amenities, a certain amount of noise and visitors to the community are inevitable. However, Calgary citizens have the right not to be disturbed by noise, particularly after 10 PM. For any noise concerns, please contact the police non-emergency number 403-266-1234, and report any ongoing concerns to 3-1-1. For any crime in progress, please call 9-1-1. As far as the Canada Day festivities, we would like to communicate concerns back to the City – please contact us at [info@crescentheightsyyc.ca](mailto:info@crescentheightsyyc.ca) to share your thoughts. This past year, we organized an event - the Canada Day Chalk Festival – to celebrate the Centre Street closure and make the most of a traffic-free day. Litter is an ongoing concern in the community and we would like to schedule regular litter clean-ups as a CA. We'll need community members to commit as volunteers to make this happen. Please email us at [info@crescentheightsyyc.ca](mailto:info@crescentheightsyyc.ca) to sign up.



Rapid rectangular flashing beacon ("RRFB")

## **Amenities**

Residents love our beautiful parks, views, trees, and wildlife. Suggestions were made to better animate our parks by adding exercise equipment, more plantings, seating, features, lighting, signage, water fountains, and a community sports program for kids to make the parks work for kids as well as adults who prefer quiet enjoyment of our parks. The CA will commit to working with Parks to determine the feasibility of implementing these ideas, and explore what we can implement as a community with support and/or permission from the City.