



Phase 2: Develop and Present Growth Concept Community Input Summary

Project Overview

The WillowRidge Community Association (WRCA) has \$2 million in initial funding from The City of Calgary's Joint Use Coordinating Committee (JUCC) for a recreation growth and/or redevelopment project. Before making any decisions, the WRCA is conducting a community engagement process to understand the community's needs and determine how best to use the funds.

Community Engagement Process

The community engagement process is taking place in two 'rounds.'



The project goal is to develop a community-endorsed growth plan that serves current residents but also contributes to ongoing community viability by attracting young families to the area. According to The City of Calgary's 2011 Community Profiles, more than half of the residents in Maple Ridge and Willow Park are aged 45 and up.

At the time of the JUCC agreement in 2012, soccer enrollment was increasing and several tens of thousands of dollars per year were leaving the community for indoor soccer rentals. Gymnasia topped the list identified by the 10-year Strategic Plan for Sport Facility Development and Enhancement. As a result, the WRCA proposed to use the JUCC funding for a gymnasium. Since then, soccer enrollment has declined and the Trico Centre for Family Wellness has announced expansion plans including a gymnasium.

In Phase 1 of the Community Engagement Process, the discussion at the first stakeholder meeting in March 2014 encouraged the project team to investigate the possible use of JUCC funds to improve the current building, and remain open to ideas other than a gymnasium for consideration. Through that meeting and a subsequent online survey, the community indicated the funding would be better spent to renovate or upgrade the existing building. The Community Association Board of Directors proceeded on that basis.



Phase 2: Develop and Present Growth Concept

Tenant/Stakeholder Survey

After reviewing and analyzing the public input from Phase 1, the project team asked existing WRCA tenants and key stakeholders to complete an online survey to provide additional detail about how the building could be improved. Tenants were asked which components of the building were functioning well, which were not functioning well, and if they had specific suggestions or concerns about improving the facility.

The survey was available from August 10 – September 15, 2014. There were nine (9) respondents and they identified the following areas for improvement:

- Storage
- Heating and cooling (HVAC)
- Accessibility
- Layout
- General upgrading
- More multi-purpose rooms
- Signage
- Sound proofing

Stakeholder Meeting #2

On September 15, 2014, 10 stakeholders attended a second meeting to discuss the results of the engagement process to date and talk about possible building improvements in specific detail. The project team used the feedback from the discussion to develop a draft facility improvement plan that addressed as many of the opportunities identified by tenants and stakeholders as possible.

Public Open House and Online Feedback

A public open house was held at the WillowRidge Community Association on Saturday, September 27, 2014, from 10am-2pm. There were 22 attendees (Maple Ridge (15), Tenants (4), Acadia (2), Willow Park (1)) and 11 feedback forms submitted. Community members could also provide feedback at willowridge.ca from September 27 – October 12, 2014. An additional 21 feedback forms were collected online, for a total of 32 feedback forms.

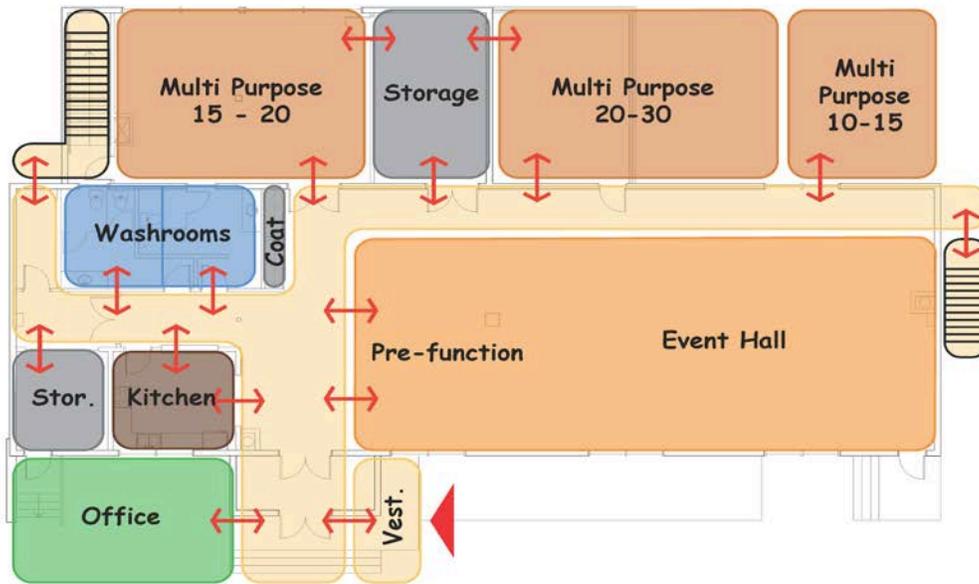
The open house and online survey were advertised in the September issue of the WillowRidge news, on willowridge.ca, on road signs throughout the community, and via email. A project team also attended the Community Association's Movie in the Park event and handed out business cards with the open house and online feedback details. This input summary outlines the community input about the proposed facility improvement plan.



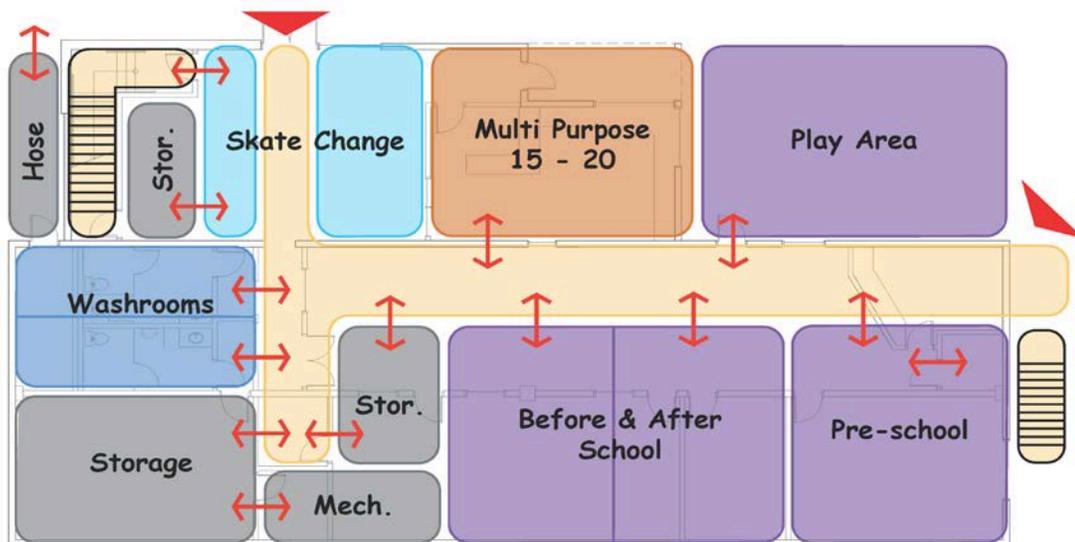
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Proposed Facility Improvement Plan



Main Floor



Lower Floor



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A public open house was held Sept. 27, 2014 at the WRCA.

What do you like about the proposed facility improvement plan?

Respondents generally supported the proposed layout, specifically citing the following aspects most frequently:

- Additional meeting rooms / space (11)
- Office moved upstairs (6)
- Efficient use of funds / improving existing building instead of rebuilding (6)
- Improved flow / function (4)

Do you have suggestions or comments to improve the proposed plan?

Respondents provided several suggestions and comments, listed below in order of frequency:

- No suggestions / like the proposed plan (5)
- Improve building exterior / curb appeal (4)
- Small kitchen needed on lower level (2)
- Include patio or outdoor space (2)
- Child-sized washrooms (2)
- Small kitchen needed on lower level (2)
- Storage is still lacking (2)
- Prefer option 2 (2)

Does the proposed plan reflect the feedback you provided?

- Yes (8)
- No (8), but of those, one indicated the plan was okay and another said heating and cooling was important to them and couldn't be reflected on the plan
- Somewhat (2)



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Do you have any further comments regarding the facility improvement plan?

Six (6) respondents said they did not have additional comments, and of those, two (2) further specified they support the proposed layout. Two respondents (2) indicated they appreciated the engagement opportunity.

A few respondents suggested a new facility layout with the following features:

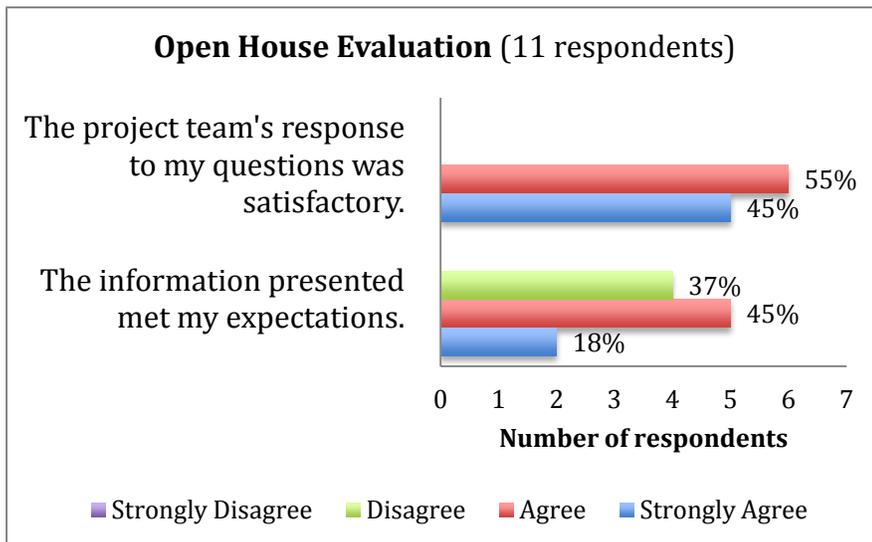
Upper level:

- Turn main hall east-west to accommodate 150+ people (4)
- Central staircase/kitchen (facilitate renter cleaning) (3)
- Move office and entrance to create more storage (3)
- Move end staircase to expand multi-purpose room (3)
- Expand washrooms (3)
- Move storage outside office and create additional multi-purpose room (3)
- More windows (3)
- Accommodate janitorial closet (3)

Lower level:

- Move preschool to the east side and provide galley kitchen (4)
- Add area with fridge, sink and counter for community events (4)
- More windows on the south side (4)
- Provide a large space for active/loud activities with no pillar (3)
- Combine mechanical/machine rooms (2)

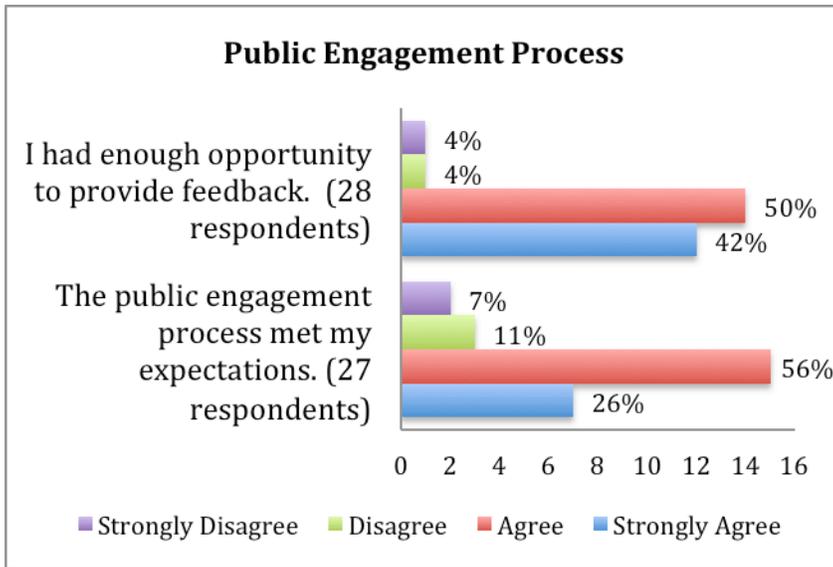
Open House Evaluation



Overall, open house attendees were satisfied with all respondents (11) *Agreeing* or *Strongly Agreeing* the project team was able to answer their questions. Over half thought the information presented met their expectations.



Public Engagement

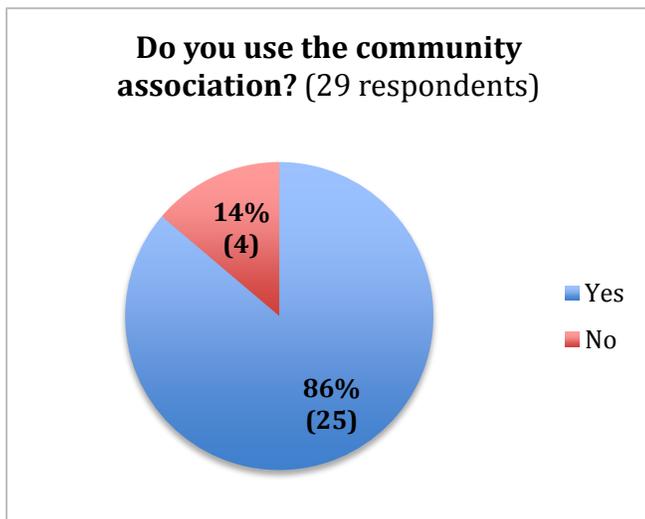


Most (92%) respondents thought the public engagement process provided enough opportunity to provide feedback. Additionally, 82% of respondents said the engagement process met their expectations.

Do you have any further comments regarding the public engagement process?

- Job well done (7)
- WRCA Board and office staff should have been consulted earlier (4)
- More than one option/concept (2)
- More than one day/time for open house (2)
- Appreciate opportunity to provide feedback online (2)

Demographics



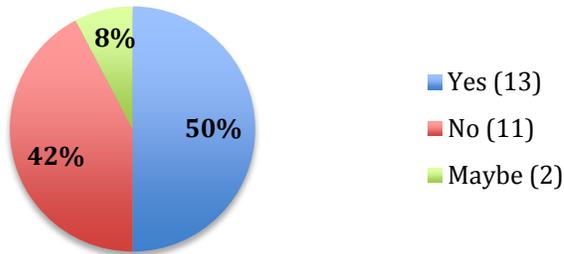
Most respondents (85%) were community hall tenants or staff.



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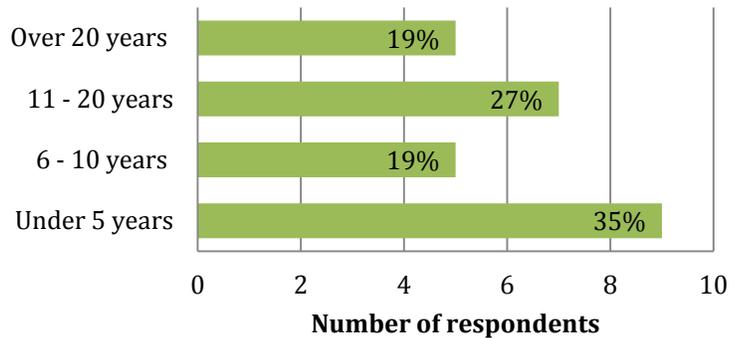
Would you consider volunteering or donating money to this facility improvement project? (26 respondents)



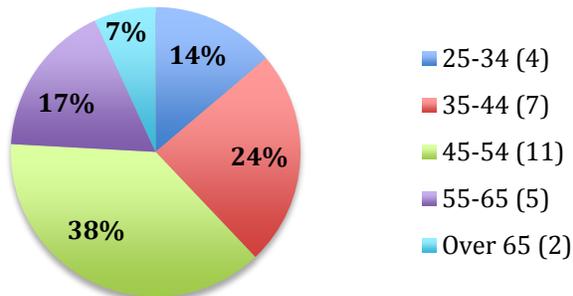
Exactly half of respondents would consider volunteering or donating money to this project.

More than half of respondents have lived in the community less than ten years.

How long have you lived in Willow Park/Maple Ridge? (26 respondents)



What is your age? (29 respondents)



Over half (62%) of respondents were between the ages of 35 and 54, and most were female (79% or 23).



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Conclusions

- Most of the 22 open house attendees were from Maple Ridge (15).
- A total of 32 feedback forms were submitted, 11 at the open house and 21 online.
- Respondents would still like to see some improvements to the proposed plan and made a number of suggestions.
- Overall, respondents were satisfied with the open house and community engagement process.
- Over three-quarters of respondents use the community hall regularly.
- Half of respondents (13) would volunteer or donate money to the facilities improvement project.

Next Steps

The proposed plan will be presented to the WillowRidge Community Association Board of Director's at the next meeting for comment. The project team will also approach the JUCG to seek approval on the new direction. Once a recommended layout has been determined the project team will inform stakeholders and the community and begin a feasibility study.



Open house attendees discussing the proposed facility improvement plan.