



Attachment 5 – Public Consultation and Engagement Process

June 2013



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Public Consultation and Engagement Process

For the past year, Fire Rescue Services has carried out a program of consultation and research with the community of Rossdale about the viability and concerns inherent in repurposing Fire Station 21 as a possible site location for a permanent river rescue crew.

Community Profile

Rossdale, one of the oldest neighborhoods in the city, is a community of approximately 845 people living as far North as Rossdale Road, as far East as 100th street, as far South as 94th avenue and as far East as 106th street.

The neighborhood has a number of historic buildings, including the Rossdale Generating Station, Donald Ross School and the Rossdale Brewing and Malting Company.

Rossdale is also home to Fire Station 21, a de-commissioned fire facility that until the late 1990's, was the Fire Rescue Services Training Academy. Because the facility hosts a boat launch, the site has been used as the home and launching point for the River Rescue boat.

Consultation Engagement Timeline and Activities

May 2nd, 2012 – Chief Ken Block met with the Rossdale Community League Executive (RCLE) to discuss the concerns around re-commissioning Station 21. At this meeting, the RCLE was informed that a community consultation and research process, comprised of a telephone survey with the community as well as focus groups, would be undertaken in the coming months to assess Rossdale residents' concerns and attitudes toward a re-commissioning the site for limited use.

May 7th, 2012 – A letter from Chief Block was mailed to all households in Rossdale informing them of the consultation efforts in the community conducted concerning the possible re-commissioning of Station 21, and provided a timeline for all consultation activity. The letter also invited written feedback from residents and provided an email address for those submissions.

May 15th, 2012 – A second letter was mailed to all households in Rossdale reminding residents of the telephone survey and providing them with details that allow them to call or email Leger to make arrangements to take the survey if they were not home when Leger called.

May 15th – 28th, 2012 – Telephone survey was conducted with Rossdale residents. Leger Marketing was hired to complete the survey. Calls to approximately 450 households yielded 86 responses, with 55% of residents supporting the re-purposing and 35% of residents opposed. A full report from the Leger telephone survey is attached to this summary.

May 24th, 2012 – Call-in response window closes.

June 19th – 20th – Three focus groups of approximately 5-9 Rossdale residents each were conducted at Leger Marketing's offices. Focus group participants were selected from residents who expressed interest during the telephone survey in being part of the groups. One focus group favored residents close to Station 21, the second was comprised of community members who have lived in Rossdale for more than 20 years, and the third group was a general group mixing residency tenure and location within Rossdale. Leger's full report detailing the focus groups is attached to this summary.

August 20th, 2012 – Chief Ken Block and Community Services GM Linda Cochrane present to the City Of Edmonton Community Services Committee with an update on the proposed purposing of Station 21.

December 2012 – A letter is mailed to the RCLE informing them that, pursuant to City of Edmonton bylaws, Fire Rescue Services is undertaking location reviews at various sites for a future river rescue facility, providing timelines for these reviews and outlining how and when the RCLE will be involved and updated. The letter indicated that a broader range of sites beyond just Station 21 would be assessed for their suitability as a river rescue site. A commitment was made that the process would be as transparent as possible.

February 25th, 2013 – A letter is sent to the RCLE updating them about a change in the review timeline outlined in the December 2012 letter and proposing a mid-April meeting with the RCLE to go over the findings of these site location reviews by consultation Klohn Crippen Berger (KCB).

April 17th, 2013 – Chief Ken Block meets with the RCLE to provide full copies of the KCB report ranking possible site locations. KCB was present to provide additional comments and to answer questions regarding their work. A timeline for the completion of the studies and a final recommendation City Council was also discussed.

April 19th, 2013 – Letters from Chief Ken Block detailing the findings of Phase I (and where material concerning Station 21 can be found on the city website), the timeline for moving forward to a final recommendation and a telephone number to provide feedback are delivered to households in Rossdale.

May 7th, 2013 – Chief Ken Block responds to a letter from RCLE President Lynn Parish containing a critique of the KCB Phase I report and concerns with the April 19th letter delivered to the Rossdale community.

May 30th, 2013 – Chief Ken Block meets with the RCLE to provide full copies of the draft and a presentation of the Environmental Impact Screening Assessment and Site Location Study prepared by KCB. Discussion around the EISA and the project as a whole ensues with the RCLE. A list of ways to mitigate the concerns of the community league is developed for the consideration of Fire Rescue Services. That list, as well the summary of significant concerns raised by the community league over the course of the last year, is provided at the end of this summary document.

June 6th, 2013 – Open house for Rossdale residents to allow them to provide information about the site location process, the justification for the final recommendation of Fire Rescue Services, and how a repurposed fire station might affect the community. A summary report of the concerns and expectations expressed by attendees in this session can be found in the Appendix 4.

Week of June 10th – Letters prepared and mailed to Rossdale residents informing them of the Community Services Committee non-statutory public hearing and how they can participate.

June 25th, 2013 – City of Edmonton Community Services Committee non-statutory public hearing.

July 17th, 2013 – City Council to consider final recommendation of Fire Rescue Services.

Appendices

Appendix 1 – Final Leger Report on Rossdale Telephone Survey

Appendix 2 – Final Leger Report on Rossdale Community Focus Groups

Appendix 3 – Report on Consultation with the Rossdale Community League Executive

Appendix 4 – Summary of Discussion from June 6th Open House

Appendix 1 Final Leger Report on Rossdale Telephone Survey



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Leger
MARKETING

Rossdale Fire Station
Calder Bateman
Research Study
June 2012

Canada

Toronto
Edmonton
Calgary
Ottawa
Montreal
Quebec City

USA

Philadelphia, PA
Tampa, FL
Denver, CO

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Leger
MARKETING

Rossdale Fire Station
Calder Bateman
Research Study
June 2012

We are proud to present you with this research report, which was produced under the stringent quality standards of our company and those of the Marketing Research and Intelligence Association (MRIA). We are confident that this report will address your concerns and we hope to have the privilege of serving you again in the near future.



Jean-Marc Léger
President

The largest
Canadian-owned
marketing research
and polling firm

CONTEXT AND OBJECTIVES



CONTEXT AND OBJECTIVES

objectives
context
objectives



CONTEXT AND OBJECTIVES

86 phone interviews were conducted with residents of Rosedale as part of the Consultation Process. Further research will be conducted at a later stage.

In June 2012, Calder Bateman contracted Leger Marketing to conduct a survey of Rosedale residents regarding the reopening of the Rosedale Fire Station.

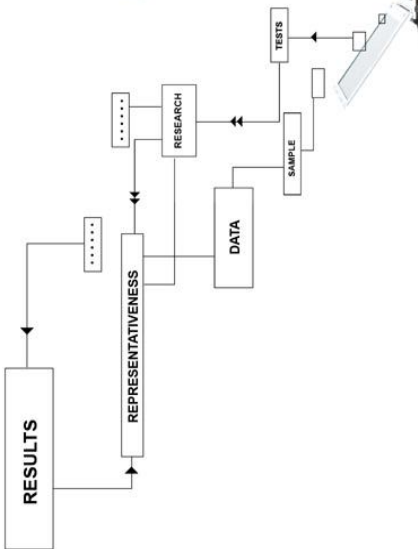
Research is required to provide ...

- Baseline data on residents' support that will compliment further consultations
- Identification of reasons for supporting or opposing the project
- Considerations to be taken into account regarding the Rosedale Fire Station

A notification letter about the study was mailed to all households by the City of Edmonton prior to Leger Marketing's phone study. Furthermore, another letter with Leger Marketing's toll free number was provided to residents. Also, residents were provided an email address to which they could send additional comments to the City of Edmonton.

Interpretation of results...

The results presented in this study are just one piece of the consultation process. Further research and consultation will be conducted.



RESEARCH METHODS



RESEARCH METHODS

Data Collection

- 86 phone interviews were conducted with Rossdale residents.
- Data collection took place between May 15 and May 31, 2012.

Target Respondents

- Residents of Rossdale area in Edmonton.

Statistical Reliability

- As a neighbourhood census, a margin of error is not reported (margin of error accounts for sampling error).

Questionnaire

- A structured quantitative questionnaire was designed in consultation with Calder Bateman.





KEY INSIGHTS

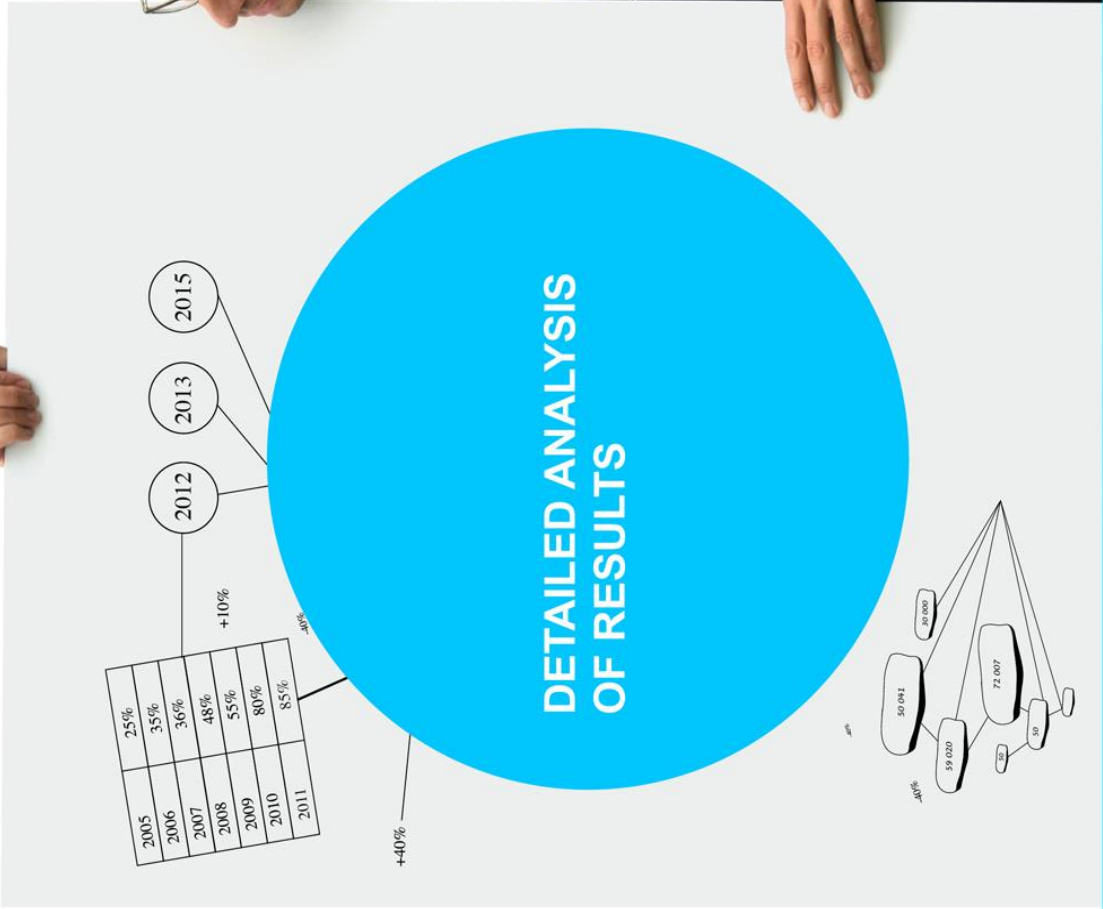
Over half (55%) of Rossdale residents support reopening the Rossdale Fire Station, including four-in-ten (38%) who strongly support it. Just over one third (35%) are opposed, including about one-in-four (27%) strongly opposed.

Support for opening the Rossdale Fire station is greater among residents who live North of 97th Avenue (80% support, 13% oppose), as well as among those residents who rent their dwelling and those who live in multi-family dwellings. Opinions are mixed among residents living South of 97th Avenue (41% support, 45% oppose), with strong opposition (35%) outweighing strong support (25%).

Residents who support the reopening frequently mention positive aspects related to the fire station being close by or in a central location with quick access to the river as reasons for their support.

At least half of those who oppose reopening the Rossdale Fire Station mention noise disruption and increase in traffic as reasons for their opinion.

Among aspects to be considered if the station is reopened, Rossdale residents most frequently mention noise and traffic issues. Other issues mentioned include having more information about the service, hours of operation, community safety issues, and using an appropriate road.





OVERALL SUPPORT FOR RE-COMMISSIONING THE ROSSDALE FIRE STATION



■ Strongly oppose
 ■ Somewhat oppose
 ■ Have a neutral opinion on this issue
 ■ Somewhat support
 ■ Strongly support

Because of the amount of traffic that would be in the neighbourhood and the noise it will create.

Because I don't think it is appropriate to have a fire station in a residential area with access to only residential streets and not commercial streets.

Because it would introduce sirens down a very quiet residential street. If I lived on that street I would find that difficult to deal with

Because it is a good location for the city. They can take lots of routes from this area. (central location) it is by the river

Because we need one. There are lots of young people moving into the area and there are kids. They did not bother before. I am glad that they will move back.

Most logical for the fire river rescue.

Over half (55%) of Rossdale residents support reopening the Rossdale Fire Station, with four-in-ten (38%) who strongly support it. Just over one third (35%) are opposed, including about one-in-four (27%) strongly opposed.

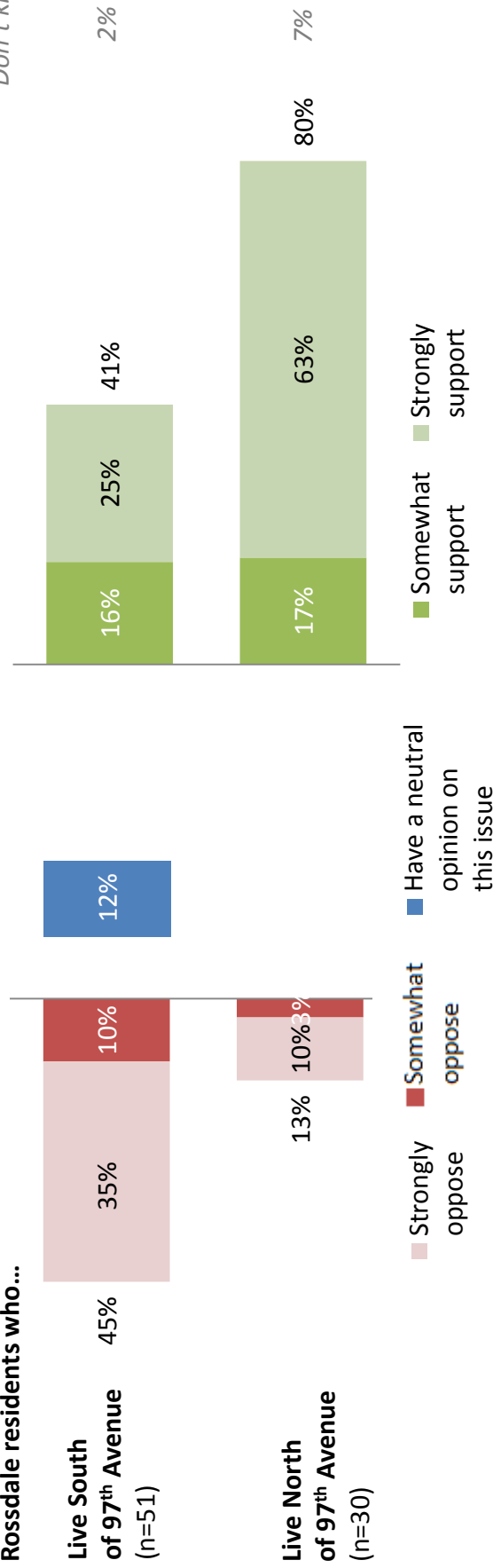
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OVERALL SUPPORT FOR RE-COMMISSIONING THE ROSSDALE FIRE STATION

Don't know

Rossdale residents who...



Opinions whether to support or oppose the re-commissioning of the Rossdale Fire station are divided among residents living South of 97th Avenue, with strong opposition outweighing strong support. Specifically, forty one percent (41%) of residents support the project (including 25% who strongly support it) and almost half (45%) oppose it (35% strongly oppose, 10% somewhat oppose). Also, twelve percent (12%) of residents have a neutral opinion on this issue and two percent (2%) do not know.

Support is stronger North of 97th Avenue, where 80% of residents support the re-commissioning of the Rossdale Fire Station, including six-in-ten (63%) who strongly support the project. Thirteen percent (13%) of residents who live North of 97th avenue oppose the project and seven percent (7%) do not know.

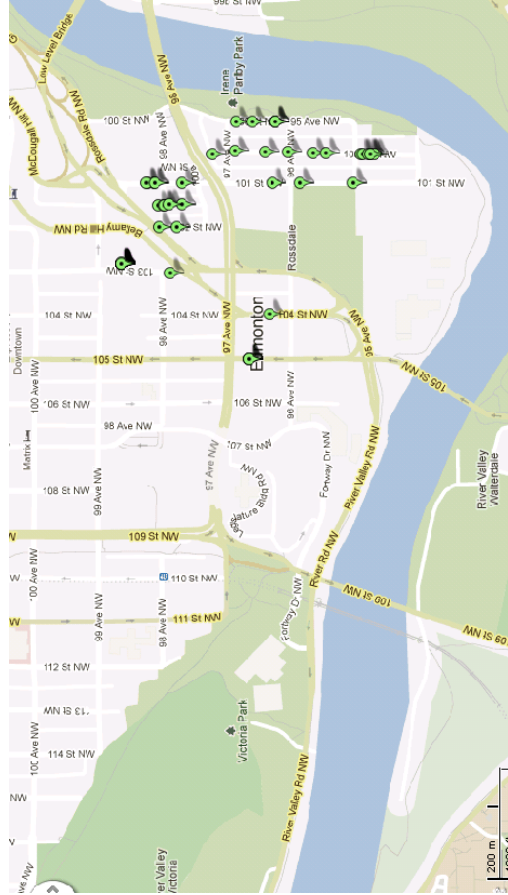
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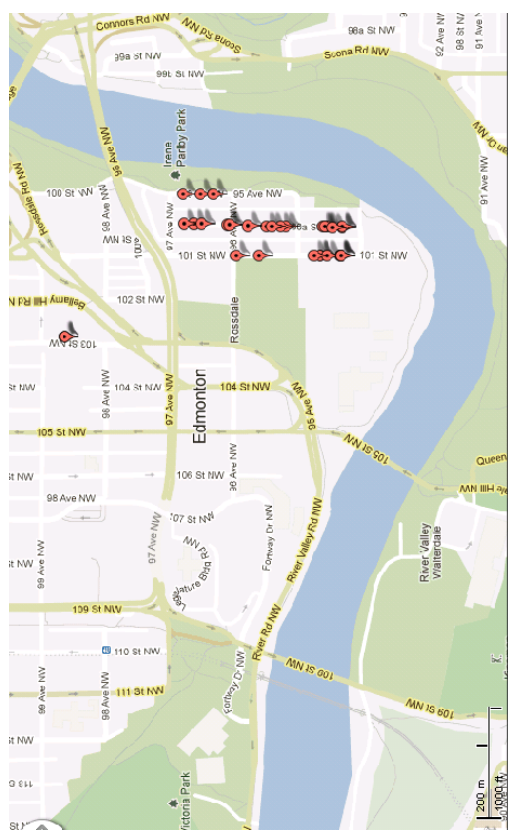
OVERALL SUPPORT FOR RE-COMMISSIONING THE ROSSDALE FIRE STATION - Segments



Residents who support the reopening of the Rosssdale Fire Station



Residents who oppose the reopening of the Rosssdale Fire Station



The following groups express greater support for reopening the Rosssdale Fire station:

- Residents who live North of 97th Avenue (80% support vs. 41% live South of 97th Ave.)
- Rosssdale residents who rent their dwelling (74% support vs. 48% of owners)
- Those who live in multi-family (92% support), condominiums or apartments (74% support vs. 37% of those who live in single detached houses)

Less support, and greater opposition, is demonstrated among those living South of 97th Avenue, those who own their homes, and those in single detached houses.



Base: Rosssdale residents (n=86)

Q5. Edmonition Fire Rescue Services is currently considering re-commissioning the Rosssdale Fire Station. We are interested in understanding your opinion of this. Do you... www.legermarketing.com



REASONS FOR SUPPORTING OR OPPOSING REOPENING THE ROSSDALE FIRE STATION

Reasons for Opposing

Residents who oppose the reopening of the Rossdale Fire Station	n=30
Noise disruption	57%
Increase in traffic	50%
It is a residential area / Not appropriate for residential area	27%
Would be disruptive	17%
Lack of commercial /appropriate streets	17%
Speed of vehicles would be dangerous	17%
Can be used for something better / Consider other options	13%
Should be used as parkland / other purposes	13%
Bad for wildlife	10%
Intrusive	7%
Terrible location	7%
Worry about children	7%
Would require additional construction / developments	7%
Would be a busy station due demand	3%
It is a congested area	3%
Other	3%

Reasons for Supporting

Residents who support the reopening of the Rossdale Fire Station	n=47
It is good to have a fire station close by	38%
It is a good location / Central location	26%
Quick access to the river	26%
Because we need one	23%
For fire safety reasons	19%
The use of vacant area	6%
Other	6%

Residents who support the reopening of the Rossdale Fire Station frequently mention the need or benefits of having fire service in close proximity and in a central location with access to the river, as reasons for their rating.

At least half of those who oppose the reopening of the Rossdale Fire Station mention noise disruption and increase in traffic as reasons for their opinion.



REASONS FOR SUPPORTING OR OPPOSING REOPENING THE ROSSDALE FIRE STATION -Segments

Reasons for rating among those who support reopening the Rossdale Fire Station:

- While home owners who support are more likely to mention positive aspects related to location (33%-40% vs. 12%-35% renters) as reasons for supporting the reopening of the Rossdale fire Station, renters are more likely to mention having a need for it (41% vs. 13% home owners).

Reasons for rating among those who oppose reopening the Rossdale Fire Station :

- Residents who live South of 97th Avenue (61% vs. 25% North of 97th Avenue) and homeowners (60% vs. 40% renters) are more likely to oppose the reopening of the fire station due noise concerns.
- A higher proportion of residents who live North of 97th Avenue (75% vs. 43% South of 97th Avenue) mention an increase in traffic as reason for opposing the reopening of the fire station.

Base: Residents who oppose the reopening of the Rossdale Fire Station (n=30)
Residents who support the reopening of the Rossdale Fire Station (n=47)

Note: Statistically significant and meaningful differences were mentioned.

Q6a. For what reasons do you support reopening the Rossdale Fire Station?

Q6b. For what reasons do you oppose reopening the Rossdale Fire Station?



OTHER CONSIDERATIONS

Rossdale Residents	n=86
The noise factor (the sound of the sirens)	28%
Traffic disturbance	19%
Minimize the disturbance / Make sure it doesn't offend the residents	14%
Give public more information about the service	10%
Hours of operation	10%
Community safety issues	9%
Use appropriate road	8%
They should choose another location / They should use a business area	6%
Provide adequate service	6%
The cost / Accountability	3%
Would require additional construction / developments	3%
Limit the employee traffic	3%
Alternative entry points through EPCOR	3%
Environmental issues	2%
Nothing, I support the project	8%
Other	5%
I don't know	13%

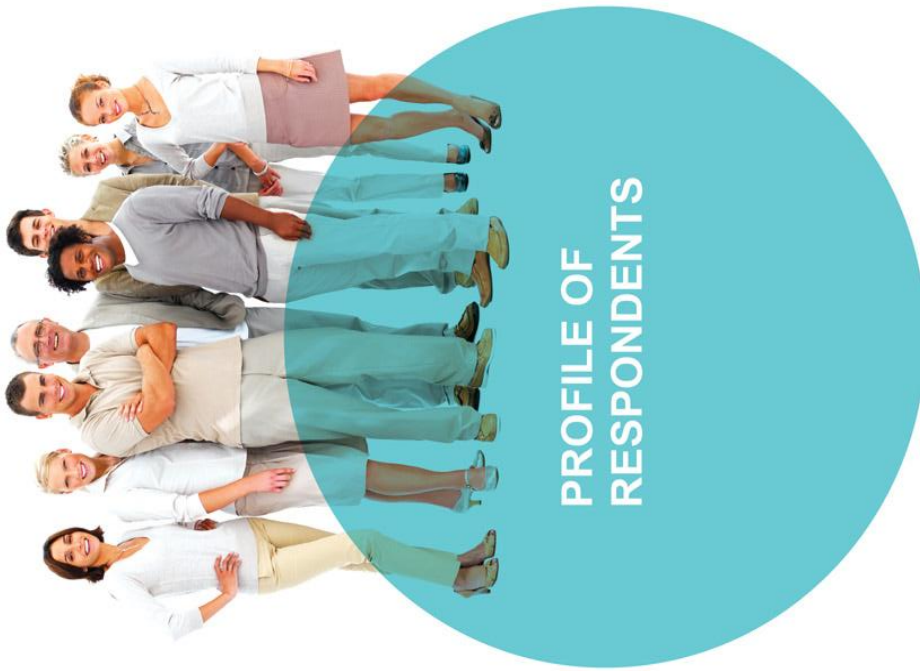
Noise, hours of operation, using sirens in the community. Making their vehicles less mechanically noisy.

Traffic. That's a consideration, maybe alternative entry points through EPCOR

There will have to be a complete environmental assessment, discussions with the community, limited access to non-fire department personnel. Public discussions with the community and the citizens of Edmonton

Rossdale residents suggest considering elements that contribute to:

- Disruptive noise: Higher concern among those who live in single detached homes (33% vs. 13% apartment/condominium) and new residents (71% vs. 18-33% of those living in Rossdale for 5 years or more).
- Traffic disturbance: Higher concern among home owners (22% vs. 9% renters).



DEMOGRAPHICS

RESIDENTS	Total (n=86)
AGE	
18-29	6%
30-39	8%
40-49	23%
50-65	47%
65 or older	16%
GENDER	
Male	50%
Female	50%

DEMOGRAPHICS

RESIDENTS	Total (n=86)
HOME OWNERSHIP	
Own	73%
Rent	27%
GENDER	
Single detached house	59%
Duplex, triplex, four-plex, townhouse, row house or attached house	14%
Apartment or condo building under 5 storeys	8%
Apartment or condo building with 5 or more storeys	19%
TENURE IN ROSSDALE AREA	
Less than 1 year	2%
1 to less than 2 years	6%
2 to less than 5 years	8%
5 to less than 10 years	16%
10 to less than 20 years	28%
20 years or over	40%
HOUSE LOCATION	
North of 97 th Avenue	35%
South of 97 th Avenue	59%
Don't know / no response	6%



DEMOGRAPHICS

RESIDENTS	Total (n=86)
HOUSEHOLD SIZE	
1	28%
2	56%
3	5%
4	6%
5	5%
6 or more	1%
CHILDREN IN HOUSEHOLD	
Yes	8%
No	92%

DEMOGRAPHICS

RESIDENTS	Total (n=86)
OCUPATION	
Employed full-time	52%
Employed part-time	7%
Self-employed	13%
A student	2%
A homemaker	1%
Retired	19%
Unemployed	1%
Something else	1%
Prefer not to answer	3%
INCOME	
Less than \$30,000	7%
\$30,000 to less than \$50,000	6%
\$50,000 to less than \$70,000	6%
\$70,000 to less than \$100,000	16%
\$100,000 to less than \$150,000	14%
\$150,000 or more	23%
Prefer not to answer	28%





APPENDIX

APPENDIX - VERBATIM

Reasons for supporting the reopening of the Rossdale Fire Station (or why somewhat rather than strongly)

Most logical for the fire river rescue.

Give service in Rossdale and downtown.

I am not sure what the impact will be. I guess traffic, noise. It is very important especially for river rescue, especially.

Was living there when it was operating before. Felt safer. Don't mind having the fire station near by.

For fire safety.

I believe that they make these decision based on need. If they feel there's a need I go along with the experts who make these decisions.

Help fire fighters save time when operating on the river. It is nice to have a station near your home.

I just think that it would be very handy to have fire rescues in the neighbourhood.

Until I hear my questions. My primary concern is there won't be 5 people. It starts and goes from there. Who would object to a fire station in their neighbourhood?

I think it would be an asset for the community to have a fire hall down here.

We are centrally located on the river. You would like this service in the neighbourhood.

Because it is a good location for the city. They can take lots of routes from this area (central location). It is by the river.

Well I think from a fire and rescue point of view, I think they are in the middle of the city, the facility exists.

We are part of the city, I think ours is a key location and those services should be timely manner.

APPENDIX - VERBATIM

Reasons for supporting the reopening of the Rossdale Fire Station (or why somewhat rather than strongly)

Because I live on the street. It is a small residential street, we already have fire trucks running up and down, and it is very noisy.

Why not? (I support) Because it is (adding) more services.

I have. If they could drive through the EPCOR site that is also at arm's length it would be better. If they could drive through the EPCOR site would be better than them going through the neighbourhood. I don't have a problem with them as neighbours but the traffic would be an issue.

Because we need one. There are lots of young people moving into the area and there are kids. They did not bother before. I am glad that they will move back.

Good to have this service.

I don't see a negative in it. It is a service that is required in this area and I think it is good.

Provide better fire service for the area, provide better fire access to the river.

Because it became an efficient service without the yuppie in this area, causing issues. Of course, if you guys are considering this is a good idea. I volunteered as a fire fighter for 8 years and this is a given.

I don't think it does any harm to our neighbourhood and if it is a good place, it is all right with me.

Because I think we need it. We need to have a fire rescue on the river and it does not interfere with us as residents. I've lived here for 15 years and we've never had a problem. And we need something central.

It would be good neighbours and it would be useful to have a service close by. I don't even know where the closest fire station is.

APPENDIX - VERBATIM

Reasons for supporting the reopening of the Rossdale Fire Station (or why somewhat rather than strongly)

It is good to have something close by, quick access to the river for boats and such make use of the vacant area.

Because I think it would certainly be protecting the neighbourhood. Also, I am also interested in water rescue.

Very central good location, more access to people around (more safe).

Because we need it and you know that it is because we need it and you know it has got to go somewhere and it's probably the most accessible place to be.

The place is just empty and they can use it, it's always better to have more fire stations, the only problem is the noise and the traffic.

There are a lot of apartment buildings down here. It is good to have the fire department close. High-rises.

We can supply emergency service on the river. Quicker to respond for emergencies.

Well I mean it serves the community, the river, and the rest of it. It is very important.

It can only help people. It is not going to hurt people.

I just think that it is a good area to have something like that especially near the river. I read the letter that they sent and I thought that, "yeah they should do that."

Just that you know it is safer for everybody.

Well simply because it's closer and my understanding from the letter that I got is that they wanted something that was closer to the river.

Cause I live in the area and it is in my best interests to have a fire department close by.

I guess you can never have too many.

APPENDIX -VERBATIM

Reasons for supporting the reopening of the Rosedale Fire Station (or why somewhat rather than strongly)

Help out for services on the river.

Having fire stations is a good idea.

Saving peoples' lives and not letting their homes burn down so its closer.

Good location for river rescue provides a short response time for the downtown area.

Well I think Rosedale is a part of a large community and our community is growing and changing. I think there is a benefit to the immediate Rosedale community to have fire services located closer. I think that having uniformed officers in our neighbourhood at the level of just community eyes and ears increases our safety. I think that from a fire risk perspective that having the station there lowers our risk and that impacts things such as insurance.

It is valuable in the area, not just for fire purposes, but more importantly, for medical emergencies.

I like the idea of there being a fire station really close by.

Where they are is fine with me. I have no objections with that. I like having a fire station close to my house.

APPENDIX - VERBATIM

Reasons for opposing the reopening of the Rosssdale Fire Station

Because of the noise factor.

The increase of the traffic and noise in the area.

The amount of traffic that would be in the neighbourhood and the noise it will create.

It is not good for the wildlife.

Because I don't think it is appropriate to have a fire station in a residential area with access to only residential streets and not commercial streets. It would be the only fire station in Edmonton which is located in a residential area, and I would be worried about children. I don't have a problem about the river rescue. That's the status quo.

Because we wouldn't want more traffic and noise in our neighbourhood. We think that the land might be put to good use for parks rather than something like this, which could be anywhere. We think it can be used for parks because it is parkland. We think that the fire station you can put anywhere but a park should be put in this nice place.

Because it would be... it would introduce sirens down a very quiet residential street. If I lived on that street I would find that difficult to deal with.

It is really congested in our area and I do not think it is a good time to be driving around in big trucks. The trucks will have to come and go and practice; the widths of the road is not conducive to accompany these trucks

It will be used more and more because of downtown - make noise, more traffic... the existing building will be insufficient so they will have to build more or add to it.

It is very noisy. All the sirens and stuff. Just all the traffic. All the fire trucks going back and forth.

APPENDIX - VERBATIM

Reasons for opposing the reopening of the Rosedale Fire Station

Rosedale was there and closed and it is residential community... closed a lot of places. It is a terrible location for a fire haul.

This is supposedly a decommissioned fire station as well. There is still fire truck traffic in a decommissioned state that occurs here and it is very intrusive. And those fire trucks appear to drive quickly down through here. There are no sirens or anything. Even those trucks sitting idly make a lot of noise. Every now and then, they have a hovercraft over there. Very noisy. This is a residential neighbourhood and to have that kind of traffic flow and busy. It is not just the traffic. When there is a fire school over here, that is, the noise associated with the activity as well. I don't know if I have to move away. We pay high taxes. Out of where is the current service operating? Why is it being considered as an option on here? Where is it now and why is it not sufficient?

Noise and basically it's noisy and the traffic goes right in front of our house and it is bad for the animals and wildlife.

Not appropriate for a residential area (noise), vehicles speeding (safety), very disruptive

Because of the noise.

Because it reduces services to downtown.

The noises when the emergency unit come out.

I am concerned about the noise, traffic and safety issues that that would generate. I would be concerned about the safety of heavy vehicles going up and down the narrow street that I live on. It is a residential street, people jog on it, kids play on it, and they walk the dog. I would be concerned about fire trucks going up and down the street.

Increased traffic in the area. There are no restrictions as to the type of development that will do in there because it needs substantial upgrades. The construction ways that would be required to upgrade the building. Also, the road in and out of the fire station is a small neighbourhood, it is not a big street so I don't think it is appropriate for emergency vehicles to use it.

APPENDIX - VERBATIM

Reasons for opposing the reopening of the Rossdale Fire Station

I don't think it is appropriate development in that location because it is close to residential houses. It will cause noise, nuisance and they already made the decision to de-commission it so I have no evidence to tell me that this is a good idea.

They are adding a fire station to a quiet residential neighborhood.

Increase traffic of large trucks, increase noise from corporation.

I think they are pristine property in the river valley and the city should be able to come up with something better than a fire department for 5 people. It is pristine downtown riverfront property. Historical land as well.

I've lived here 20 years ago when it was an active fire hall and it was incredibly disruptive.

I think it is totally inappropriate to have that kind of a use in a quiet residential neighbourhood and this particular location in the river valley.

Because it would be on the edge of a residential area and any entry or exit from that area would require going through a residential area with very narrow streets. It is not necessary to be placed there. The EPCOR land is being reclaimed. They're tearing down those buildings. There are lots of potential places near to the main roads where it would be placed where the entry and exit is more safe and more convenient for the fire staff.

I've been there for 20 years and I was there when it was a fire station. Dogs, cars racing in and out, fire trucks racing in and out. To make it a fire station ...I disagree. Right now, it is already an access point for rescuing on water. As it stands, I'm okay. A fire station I'm strongly opposed to.

APPENDIX - VERBATIM

Reasons for opposing the reopening of the Rosssdale Fire Station

I have a number of reasons. Those include the river valley should not be used for a fire hall. The river valley should be available for parkland or public enjoyment. The fire hall is better suited along a main road. It disrupts wildlife and the bike trails are already congested in that area, specifically the bike trails. I think this survey process is faulty. The North Saskatchewan river valley bylaws require that all options be considered, not just this one option. Lastly, the City Capital Budget from the fall of 2011 states that they want a fire hall at that location which would suggest to me this process is just a tick the box exercise.

The noise. The increased traffic, the speed of traffic and lack of necessity. We are within 5 minutes of 3 other fire response units.

Just don't want the additional traffic noise. We're just building a new house that faces 101 St. So just the noise and the increased traffic. Safety, kids, and things like that. There is a field where people walk, walk their dogs, play with their kids.

APPENDIX - VERBATIM

Other considerations

We've been here for about 20 years now. I think some of the things they did before they closed it down can be implemented now. The sirens should only be turned on once they leave the area. That was the biggest complaint, they eventually did that, and the people around here were quite happy. I would imagine they would be using that one single route directly out of the fire station.

How much traffic will it create for responses from downtown... will it cause a lot of traffic (oppose).

Do it economically.

Is there a place there for sufficient parking in the area?

Why should they reopen.

They should have a meeting with the area.

Try to be as little disruptive for the residents.

No other considerations.

The diesel engines, the multiple noises at different times of the day. All the vehicles have back up alarms and we in the neighbourhoods hear them. I do not find it fair for a residential neighbourhood, the fire holes are always on the main road. In order for the fire trucks not to drive through the main neighbourhood.

Wait to leave the resident area to turn the sirens minimum of noise.

Less noise as possible.

I am slightly worried about the noise factor.

Limited in size. Am I opposed to 5 people working there? No. If it were a great deal larger. I just want to know what the future prospects are. I have questions. I don't have concerns. A brief letter from the fire department doesn't tell me a great deal. The size of it, the service area, but I don't know that.

APPENDIX - VERBATIM

Other considerations

There will have to be a complete environmental assessment, discussions with the community, limited access to non-fire department personnel. Public discussions with the community and the citizens of Edmonton.

The noise. I'm assuming there will be noise and they should consider what impact that will have on the residents.

None.

I don't know. If they reopen it, it would be a regular fire station. The trucks would be going back and forth. If they're using sirens I can see that it would be more disruptive.

They should look at making their entrance and exits through the water treatments instead of the 101 street. Not pass through the residential area.

They should do some maintenance in the area on the roads and the infrastructure. We pay one of the highest taxes in the city and we get nothing for it.

Needs to have lots of rules limiting its operation (needs to be operated with strict guidelines). Make sure it doesn't offend the residents.

It was open when I moved down here. It would be hypocritical to say it can't be open. I am not totally opposed to it.

I think partially there would be some issue about traffic in and out of the community. There would be noise issues.

Not to open it probably. They don't consider it. They said they weren't going to open it and now they are trying to push it through to open it again

Fire truck should not run in the neighborhood, there are families here, its disturbance.

Anything to make it less disturbance for the area...like minimize the disturbance.

APPENDIX - VERBATIM

Other considerations

I just can't wrap my head around this actually happening. To me this is just unfathomable. Environmental noise, safety, you know, trucks going up and down on the street. They would be driving up the street.

Activity over at the site, which is again noise pollution. Safety is associated with the traffic.

The noise, speeding traffic.

Not to turn on their lights and sirens until they reach the area. Not drive back down the road.

We don't know how often they go. There is not enough information on it.

Noise, hours of operation, using sirens in the community. Making their vehicles less mechanically noisy.

If it is an appropriate location for a fire department comparing to other types of locations of other fire stations are located in Edmonton. The cost.

I am not one of those picky people. I don't have lists.

Don't know.

Traffic. That's a consideration, maybe alternative entry points through EPCOR.

They need to find a new road.

If they reopen it, certainly the roads have to be fixed up because these roads are not wide enough. Also, there are only so many entrances and exits into the Rosssdale area. In addition, I would like to know how they are going to get out especially if a fire takes place during rush hour. I would like to also know how they are going to go under the bridge where the James MacDonald bridge is. I am very concerned about safety when the fire trucks are moving if they have their sirens on. I am very concerned about the elderly people and the young people who might be crossing the streets. They won't be able to get out fast enough, and that means from the movement of the fire engines. Safety has to be the utmost (goal).

If they want to reopen it, it is okay with me.

Best way to use space.

APPENDIX - VERBATIM

Other considerations
I guess they put up what main roads they would be using to exit and enter the area. I don't have issues with sound or anything like that.
Community noise issue should be addressed, community safety.
I don't think there should be any conditions for the community. In my eyes, this service should run in any area. The only concern that I have heard is the extra noise by the fire trucks. I think that would be the only thing to consider when the trucks are leaving the hall.
Noise and traffic: what type of mitigations of impacts such as noise and traffic would be implemented?
I don't know.
Just that I guess in the residential area immediately adjacent to the area when they will be hauling large equipment it would have to be in the daytime and not at night.
I suppose the traffic and the means of egress. I don't know what choices they have and what other considerations could be.
None.
Of those fire trucks, what's going to bother me is the sound of their sirens. We don't need that. We're on a freeway where the police sirens, fire trucks. Sirens. We're all sirens where we live on the freeway. We don't want sirens.
I don't know of any that I could recommend. It will adhere to all the structural dimensions. Just to make sure that it is not going to overpower the neighbourhood and it will be as attractive a building as possible.
Should be for everyone around.
Not to cut services.
Traffic, so how are they going to handle the high traffic area and noise I guess. I don't know if there is much they can do about that.

APPENDIX - VERBATIM

Other considerations
I don't know the issue.
I can't think of anything.
Not closed in the near future, equipped and staff to perform the job that is necessary.
I guess the only thing that you need to consider is the sirens for the people who live around here.
Let the people know and the traffic.
That they turn their sirens on after they leave the residential area if it is between midnight and 5 in the morning.
I really don't know. If it is a safety issue and if it is considered to be needed, which I think it is. I leave it up to the fire department. I really don't think that it is up to us. I have confidence in them to do the right thing.
Don't really know.
Honestly, I have no idea.
Make sure that there are donuts and coffee.
Burden on taxes.
How much use you would get out of it.
I don't know.
Got to find good routes with good lighting.
If it opens, make sure that there are the necessary donuts. If the service being already provided is adequate, is that service good or its worth reopening it.
Everything is contingent of that because I think it would be difficult to get in and out of that location. There is already a ballpark that sets off fireworks so noise I don't think is a consideration.
During the construction, they should be aware that they are working in a residential area. Less noise possible. Work from 9-5 only. Communicate with the community regularly during the constructions. Leave the residential areas before using their lights and alarms.

APPENDIX - VERBATIM

Other considerations

They need to consider that there are a number of homes that are only about 10 metres away from that site. Therefore, they need to consider the impact of the noise on the facility would have in terms of deteriorating the quality of life for the homes that are close to the station. The lack of information that they have given us about their plans for the re-commissioning. They haven't explained really the rationale for doing this and have they looked at other more appropriate sites for locating these services. Re-commissioning that site as a fire hall, it doesn't align with the development plans for this area in terms of developing more parkland.

I think some regulations in terms of their noise factor for the neighbourhood. It is a small community feeling. The noise at all hours of the night with emergency vehicles going in and out. In addition, I would worry that there are a bunch of pedestrian walkways. I would worry about the safety of the pedestrian paths.

First thing is the community needs to have good information because now assumptions are being provided in the community and it's coming from the community lead. We need accurate information. I think if the community league and fire services can work together so that it is good for the fire service and good for the community. We have to be collaborative so we need to respect fire services and the community.

I think this is quite a premature question. There are so many. There has to be limited hours, limited personnel at the site, and limited hours of operation. Limitation on building development on the site.

They make sure it's properly staffed as a fire hall.

APPENDIX - VERBATIM

Other considerations

Because it is on a proven archeologically rich ground and because of the digs that have taken place around that archeological site and I was part of those digs. Because of that and because the sites were buried, the conditions are: there should be more archeological investigation, revisiting of what was exposed and adjacent to the fire station site. It would be very important to get a handle on what actually exists under the ground where the fire station is and in the immediate surrounding it. The digs happened right outside of it, not on the fire station site itself. But it proves that the station is on very valuable land in terms of archeology. Because I know, there is massive development that is happening down there. Obviously, fire rescue is important because of flats and commercial development. Obviously, because of all the development it is important to have a fire rescue facility close by. Increased tourism and more use of the river. It would be good to reopen it to the spirit of cooperation of what has become known down there and the indigenous population will be all over this because they know and they were there when certain things were exposed right close to the fire station.

I don't understand the question.

Hours on using the trucks or alarms, maximum speed on residential should be limited, maximum staff member should be limited (employee traffic).

I think that because of the number of buildings that they should be equipped to do high-rise rescues. I also want to make sure that they should do river rescue. Whichever station will respond, so there are coordinated rescues. One station will say you go and the other station will say you go. If it is coordinated well.

Restricted to just water deployment. Smaller site and I think they should use the land for something else. What they do currently there, which is the water rescue and even that is very noisy. When the trucks come down the street, it shakes my house. And if they have the alarms on its even worse and that happens.

Q7. What considerations should be made if the decision is made to reopen the Rosedale Fire Station?
(PROBE)

APPENDIX - VERBATIM

Other considerations

It was open previously to this and the only problem we had with them being here is that sometimes people going to and coming to work were speeding on the street. The speeding of people in their private vehicles coming and going from work.

The major issue I have with it is truck traffic being a danger to, not only a nuisance but also a danger to little kids in the neighbourhood even with the limited current use. There's a lot of truck traffic. Any increase in that use would again pose a danger and a nuisance for the residents. This fire station is one block away from a park, a playground.

The location should be changed, to the EPCOR area, closer to the main thoroughfares and potential business areas and out of the residential area.

I'm against it. I've been splashed by fire trucks. It was supposed to turn into a park and I am very sad that they're thinking about turning into a fire station. I wouldn't have built my house. I am very sad if this goes through.

The definition of light needs to be agreed. Hours of operation should be between 8am and 5pm each day. No light or sirens used in the neighbourhood. Access to the site should be through the EPCOR site. In addition, there should be noise attenuation or mitigation put in place via landscaping and fencing. Lastly, other river valley users need to be given a portion of the south perimeter for the bike trail.

That this is a neighbourhood that has very narrow streets and it is a very small community so noise and traffic would definitely have to be considered.

I am just planning on them not opening it. I don't know.

Appendix 2 Final Leger Report on Rosedale Community Focus Groups



Calder Bateman

Rossdale Fire Station

Focus Group Findings

June 2012



Canada

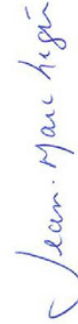
Toronto
Edmonton
Calgary
Ottawa
Montreal
Quebec City

USA

Philadelphia, PA
Tampa, FL
Denver, CO

Calder Bateman
Rossdale Fire Station
Focus Group Research

We are proud to present you with this research report, which was produced under the stringent quality standards of our company and those of the Marketing Research and Intelligence Association (MRIA). We are confident that this report will address your concerns and we hope to have the privilege of serving you again in the near future.



Jean-Marc Léger
President

**The largest
Canadian-owned
marketing research
and polling firm**



CONTEXT AND OBJECTIVES

Understanding residents' perspectives on re-commissioning the Rossdale Fire Station

The primary objective of the focus group research was to explore residents' perspectives on re-commissioning the Rossdale Fire Station.

More specifically, the groups were designed to ...

- Understand the awareness and perceptions of the fire station's past, present and (possible) future
- Identify the reasons for and against the re-commissioning of the site



RESEARCH METHODS

Focus Groups

- Three (3) focus groups were held in Edmonton, distributed as follows ...

**A total of 3
exploratory
focus groups
in Edmonton**

Group	Date	Time	Participant Profile
1	June 19, 2012	6:00 PM	Live in the immediate vicinity of the fire station
2	June 19, 2012	8:00 PM	Lived in Rosedale at least 20 years
3	June 20, 2012	6:00 PM	Residents of Rosedale (good mix of tenure, location)

- Groups were held in Leger Marketing's facility in downtown Edmonton
- All sessions were moderated by Susan Paul





STRATEGIC CONCLUSIONS



Overall sense of mistrust, of the City and of Fire Rescue Services, stemming from ...

- A long history of broken promises from the City, most notably a park on the existing site of the fire station
- Past battles with Fire Rescue Services (noise, parking, etc.)
- Perceived lack of transparency about re-commissioning the Rosssdale Fire Station

Strong need for more information about this issue, including ...

- The rationale for re-opening the fire station (i.e., why here, why now)
- Supporting statistics (e.g., response times, population forecasts downtown, etc.)

Demand for “proper” consultation, because ...

- Residents are strongly invested in their community, want to be part of the decision-making process

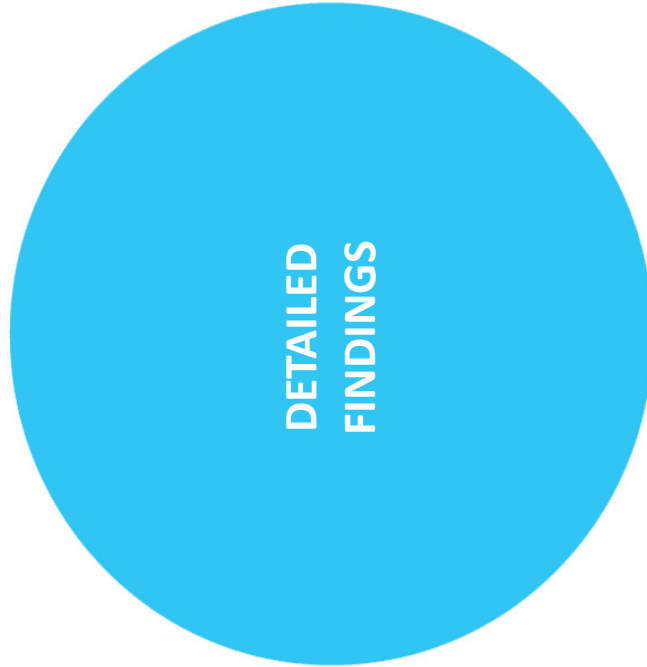
- They also helped shape Rosssdale, and have the experience and the talent to create the best solution
- The consultation needs to involve City planners, FRS, council, residents, artists, etc.

Desire for a full exploration and analysis of the alternatives to existing site

- What has been considered, what opportunities / possibilities exist but have not yet been considered

Residents will not quietly accept this decision as things currently stand

- They have experience (and great pride) advocating for their community
- They also hinted there are community members in Rosssdale who could influence this decision, potentially through legal action



DETAILED
FINDINGS

1. Context & Background...

As a warm up to the discussion, residents were asked to talk about what they liked best about living in Rossdale. Briefly, their sentiments can be summarized as follows ...

Rossdale residents love their neighbourhood and will do whatever they can to protect it

Rossdale is a special neighbourhood

- It is uniquely situated in the River Valley
- Good access to nature (river, trails, etc.) and downtown core within minutes
- A small community, feels like a village where everyone knows their neighbours

Residents are strongly invested in their community

- Helped created / transform Rossdale Flats from “the slums”
- Fought many battles in the past to have their community as they want it
- It’s also prime real estate ... so they are financially invested as well

What happens in Rossdale is of interest to all Edmontonians

- It impacts Edmonton’s River Valley
- It can affect parking at TELUS field

Residents’ history with the City has been rocky

- EPCOR Power Plant
- Broken promises for installing a park behind the fire station in 1980s

2. Awareness & Perceptions of Rossdale Fire Station

Residents feel they do not have enough information about the station, but the facts as they see them are ...

Residents have some information about the Rossdale Fire Station ... but overall they need (and want) more information

Re-commissioning the site was “quietly” added to the agenda for the Rossdale Area Redevelopment Plan, and it felt “quite dishonest” to residents

The station closed in the 1990s because of “incompatibility” with the neighbourhood, not because of budget issues

- It isn’t appropriate to have a station in the River Valley
- It isn’t appropriate to have a station deeply embedded in a residential area

The re-commissioning has something to do with response times

- Residents have not seen data to support this claim, however

The site is currently being used for river recovery (not rescue) ...

- Therefore, response times seem like a non-issue

It will cost \$5M to refurbish the station, but only \$6M to build a new site elsewhere

It is impossible to limit the station to five staff / one truck

- City has a history of breaking promises
- There is no legal way to enforce
- It would only make sense to maximize the use of the station, once it’s there

3. Reasons to Support the Re-Commissioning of the Site

Residents came up with some good reasons for having a fire station in the area, although some are not convinced that it has to be on the existing site / footprint ...

“If I have a heart attack, it would be nice to have first responders there”

Rossdale needs first responders in the area

- Aging community

Better response times for Rossdale

- It is difficult to access from outside the neighbourhood

“More uniforms, fewer illegal campsites ... sometimes I feel like I may get robbed or knifed”

Offers a sense of security (beyond just fire protection services)

- Uniform presence could potentially deter vagrants, vandalism

Good place for river rescue / recovery

- The boat launch / good access to the river is already there

“There is going to be a need for river rescue ... there will be a lot more river use in these plans (for West Rossdale)”

4. Reasons to Oppose the Re-Commissioning of the Site

Residents oppose the re-commissioning of the station because ...

Residents have not been properly consulted

- They have little information on the reasons for re-commissioning the site
- They resent being asked to respond to what seems to them like a prearranged decision

“It’s like putting a fire station in park land”

River Valley land is a rare commodity, and needs to be protected

- The natural beauty, recreation opportunities, and wildlife need to be preserved, for the best interest of all Edmontonians

“We’re being asked to respond ... when we don’t know what the real agenda is”

Fire stations are better situated on major thoroughfares

- There are three access roads into Rosedale, and two of them exit onto one-way streets
- Rosedale streets are too narrow to allow for regular traffic of pumpers

“Just an excuse to get in the door and then expand ... they are spending \$5M to upgrade it for five men and one truck, that also doesn’t make sense”

The economics don’t make sense

- It costs almost as much as a new construction, and a new station would last longer ... so it’s not worth the expense

The station was “incompatible” with Rosedale in the 1990s, and it still is now

- Some feel they “got rid of the station” once before, and that it still doesn’t fit into the fabric of their neighbourhood
- The noise (sirens, idling vehicles), traffic, and “macho culture” of fire fighters are deemed contrary to the Rosedale way of life





APPENDIX

Discussion Guide

Questions and
topics
discussed in
the sessions

A. Introduction (10 min.)

B. Warm up (10 minutes)

1. To start, tell me what are the best things about living in Rosedale? PROBE FULLY

C. Written Reactions to Re-Commission (5 minutes)

Edmonton Fire Rescue Services is considering re-commissioning the Rosedale Fire Station ...

2. Please rate your support for this ...

Q. Edmonton Fire Rescue Services is considering re-commissioning the Rosedale Fire Station. Do you ...

- o Strongly support reopening the Rosedale Fire Station
- o Somewhat support
- o Have a neutral opinion on this issue
- o Somewhat oppose
- o Strongly oppose reopening the Rosedale Fire Station

Q. What are the reasons for your rating?

D. Awareness of Issue (20 minutes)

3. What do you know about this issue?

a. When was the station closed?

b. Why was it closed?

c. What function has it been serving (if any) since it was closed?

d. Why do they want to re-open the station? What function will it serve?

e. What other details have you heard?



APPENDIX



Questions and topics discussed in the sessions

Discussion Guide

E. Debrief – Support / Opposition to Re-Opening Rosedale Fire Station (20 minutes)

4. DEBRIEF on written exercise
 - a. What are your reasons for supporting the reopening of the fire station?
 - b. What are your reasons for not supporting the reopening of the fire station?

F. Considerations for Reopening the Fire Station

5. What considerations should be made, if the decision is made to reopen the Rosedale Fire Station?

G. Wrap Up

6. Do you have any final thoughts, or words of advice about this issue?

H. Thank you



For more information about this project,
please contact:

Susan Paul

Associate Vice-President

spaul@legermarketing.com

780.423.0708 x 226

Appendix 3 Report on Consultation with the Rosedale Community League Executive, May 2012 – Present

Since May of 2012, as part of their public engagement commitments, Fire Rescue Services, specifically Chief Ken Block, have met with the Rosedale Community League Executive to detail the progress of the public consultation and site evaluation processes, as well as provide a forum for frank discussion with the community league about issues of primary concern for them.

Meetings with the Rosedale Community League Executive were held on May 2nd, 2012, April 17th, 2013 and May 30th, 2013.

From these conversations, as well as some of the correspondence in between meetings, the most significant concerns on the part of the community league were:

1. Confusion and a lack of clarity around the permitted use of the Station 21 site and plans for the site at various points in the history of the site since it ceased to be the Fire Rescue Services Training Academy.
2. Noise and disruption to an otherwise very quiet neighbourhood. Causes of this noise and disruption were expected to come from the lights and sirens of emergency vehicles, as well as on site sources such as radios, outdoor intercoms and human activities outside the station.
3. That without implementing a cap on the amount of activity that could come out of Station 21, the current estimate of 250-300 deployments per year could rise as Fire Rescue Service's needs increase in the response zone of Station 21.
4. Concern around the methodology of the site selection process, including the weighting of certain factors and some of the comparative models contained in the draft Environmental Impact Screening Assessment report.

Through the course of these discussions a number of possible solutions were proposed by the community to mitigate a number of the major concerns discussed with the Rosedale Community League Executive. These solutions were outlined in detail at the May 30th, 2013 meeting and Fire Rescue Services has indicated that they could propose to resolve a number of these matters before the application of a development permit. While there are many proposed solutions that Fire Rescue Services is amenable to, there is one particular issue that they are not willing to commit to. This is not intended to be an exhaustive list of solutions to all issues at Station 21, but rather a list of the solutions proposed as a result of the discussions culminating in the May 30th, 2013 discussion with the Rosedale Community League Executive.

Issues that can be resolved prior to repurposing Station 21

A number of measures that Fire Rescue Services could take to reduce the impact of the repurposed station on the community were identified. Fire Rescue Services felt that a number of these measures were well within the ability of the service to address prior to the application of a development permit. Of these issues, the following possible solutions were identified:

1. Creating a buffer along the north side of the site.

Surplus city land along the north edge of the property Station 21 property could be developed as a landscaped buffer area to reduce noise and visual impact to the community. This idea was talked about with the community leading up to the 2007 Development Permit. While an actual park design was not completed some funds were set aside for this development and remain available.

2. Defining the amount of parking required and possibly removing some of the asphalt on the north end of the site.

The north side of the current Station 21 building is paved and contains room for more parking spaces than the repurposing proposal calls for. Depending on retaining maneuvering room for boat launching purposes this area could be used for additional landscaping.

3. Developing an operational protocol intended to reduce impact on residential neighbors.

An operating protocol could be developed to take a number of steps to organize outdoor activities on the site towards the south side of the building, include designated exercise areas and smoking areas, among other functions. This operating protocol might also address issues such as the use of intercoms, radios and other situations that are anticipated to create noise.

4. Use of the Boat Launch by other civic agencies.

Another protocol could be developed to ensure that use of the boat launch by other civic agencies is restricted to emergencies and that absolutely no recreational activity is permitted.

5. Restricting use of lights and sirens on emergency vehicles

Building on an operating protocol for noise and disturbance on the site itself, further protocols can be developed to restrict the use of lights and sirens only to instances where the Highway Traffic Act must be contravened in order to respond to an emergency.

6. Development of a baseline traffic study on 101 Street

In order to measure changing traffic patterns and the impact emergency vehicles have on the community of Rosedale, particularly 101 Street, a baseline traffic study of current traffic frequencies and patterns could be performed. This will allow for issues to be identified and appropriate solutions to be developed.

Issues unlikely to be mitigated as part of the repurposing

Of all the possible mitigating measures discussed with Fire Rescue Services, only one recommended measure was considered unlikely to be explored.

1. Restricting size of crew and number of events.

While Fire Rescue Services understands the community's concern that the functions of Station 21 might grow in the future, there is no practical way to place a limit on the number of events in a year that Station 21 could respond to. Fire Rescue Services does not limit the number of service calls of any of its emergency response services, and is unwilling to apply such a limitation here.

While not other meetings with the Rosedale Community League Executive are scheduled, it has been stated that meetings and communication with the community will be an important part of operating Station 21 if it is repurposed.

Appendix 4 Summary of Discussion from June 6th, 2013 Open House

THE OPEN HOUSE PROCESS

The Fire Rescue Services open house to discuss the service's recommendation to City Council that Station 21 be repurposed was held at the Home Plate Lounge at Telus Field on June 6th, 2013 between 6pm-10pm.

The open house was held as part of an ongoing public consultation program with the Rosedale community. Community residents in Rosedale were advised of the open house by a letter from Fire Rescue Services in the week leading up to the open house, following notification in previous communication that the open house would be a part of the overall recommendation process.

The open house was a "trade-show" style event made up of four stations where community members could pose questions and discuss in-depth information on specific topics with a senior member of Fire Rescue Services. Attendees moved between the stations as they saw fit and engaged in conversation with the staff on hand as well as with other attendees. These four stations were designed to cover the most relevant information that has come up throughout the process of selecting a 24/7 River Rescue location. The specific topics at each station and the staff member attending each station were:

Responding to Emergencies – Deputy Fire Chief John Lamb

Being a Good Neighbor – Deputy Fire Chief Dale McLean

River Rescue – Platoon Chief Gary Allan

The Site Selection Process – Fire Chief Ken Block & Deputy Chief Graeme Hubbick

Each station included a note taker to capture feedback throughout the night and the "Site Selection Process" station also included a consultant from Klohn Crippen Berger to provide any technical or methodological information about the site selection process. Draft reports of the Site Location Study and Environmental Impact Screening Assessment were available for attendees upon request.

CAPTURING INPUT AT THE OPEN HOUSE

While attendees shared a wide variety of perspectives and experiences relating to Station 21, they generally fell into one of three groups:

1. Rosedale residents that indicated they were supportive of repurposing the station, even if they had specific concerns about how that might change the character of the neighborhood. The majority of attendees belonged to this group.
2. Residents that did not state a clear preference and are still in the process of capturing specific information about the implications of the repurposing.
3. A vocal minority of residents who are opposed to the repurposing of Station 21.

In the course of the open house, participants had many questions and a great deal of valuable input that gave specific insight into what the concerns and expectations of the community are in repurposing Station 21. It is important to note that while the FRS staff at each station were actively providing answers to questions posed by participants in the open house, note takers at each station were instructed to record statements, even when not posed as a question. Questions that staff on hand could not answer were recorded along with the contact information for the person asking the question and responded to at a later time.

MAIN THEMES OF THE OPEN HOUSE

The overall sentiment of the open house was that the community-at-large supported the repurposing of Station 21. Of those who stated a direct opinion, this view made up the majority. However, the open house presented an opportunity for Fire Rescue Services to capture and report the concerns of those who were still deliberating on the benefit of the station and of the handful of residents who stated an explicit preference that the station not be repurposed.

The main themes of those concerns are outlined here. Please note that this is not intended to be an exhaustive report of all concerns and input provided by the community at the open house, but rather the repeated commentary and statements from participants, as recorded by the note taker at each station.

Concern around possible increasing use of Station 21

By far the most persistent comment, from both those in favour of reopening the station and those opposing it, was a concern that while the current plan for the station was for limited use, particularly with the Rescue Truck side, that the station would eventually take many more than 250-300 Rescue Truck calls per year or – in the worst case scenario – become a fully-fledged fire station with thousands of calls per year. This concern largely stemmed from the historic use of the station as a training centre, the amount of space at Station 21 and foreseeable need to expand service based on an expanding city.

Many residents wanted to see a cap on the number of calls the station would respond to in a given year as a way of assuring that the station would stay below the 300 approximate calls per year that FRS needs to support Station 1. A cap on the number of staff at a repurposed Station 21 was also mentioned by a number of participants.

Roadway concerns on 101st street

The quality of the main proposed roadway for FRS to travel on and the ability to maintain the safety of the neighborhood was an important part of the discussion at the open house. Many participants felt that the street was too narrow for emergency vehicles to travel on safely, particularly during the winter when the truck might be adversely affected by snow and ice and when special events are taking place in the neighborhood.

Many participants were also concerned about the safety of children, pets and property along the road. They expressed that Rossdale is a neighborhood with very little traffic and emergency vehicles travelling at speed might pose legitimate safety risks to the neighborhood. A number of participants also expressed concern around FRS staff travelling too fast in personal vehicles in order to make a shift change. This was largely a concern remembered from when the station was a training academy, but it was a common comment from the residents.

A number of residents wanted to know why the service road connecting the EPCOR sites to Rossdale Road was not a viable option for emergency vehicle traffic rather than using 101st Street.

Benefit of Having Emergency Responders in Rossdale

Many residents saw value in having emergency responders of any kind in Rossdale. Fire stations provide a safe haven for individuals seeking help and ensures that there are trained medical first-responders available in the neighborhood. Some participants also welcomed the positive influence that comes from the outreach that Fire Rescue Services would do in the community, such as charity drives, ride-alongs, and opportunities for children to tour the station.

However, participants were clear that they wanted to see an effort by the station to be a part of the community and take into consideration the nature and routine of the neighborhood in the course of their operation – that acceptance of a repurposed Station 21 was largely contingent on an effort to be a good neighbor.

Disturbances from Lights and Sirens

Given the quiet nature of the Rossdale neighborhood, a number of participants felt that the lights and sirens of the Rescue Truck would be very disturbing for the community. This concern was most frequently (but not exclusively) raised by those closest to the station and along 101st street. Many participants, particularly those from the northern end of Rossdale, were not concerned with this given their proximity to 97th avenue.

Attendees frequently asked if lights and sirens needed to be deployed within the neighborhood and suggested that as part of operating within the neighborhood, that they only be deployed when absolutely necessary.

General Acceptance of the Need for River Rescue vs. the Rescue Truck

Most, but not all, open house attendees mentioned that they understood the need for a River Rescue crew to be housed at Station 21 and were supportive of the idea. However, it is important to note that when attendees were supportive of River Rescue, they were not always automatically supportive of the Rescue Truck being housed in Station 21.

That said, participants who were not convinced at the need for River Rescue wanted to better understand the need and justification for a river's edge River Rescue crew, particularly given the costs of doing so.

Questions Around the Site Selection Process

A major part of the open house was an opportunity to ask questions and have a discussion around the site selection process that led to Fire Rescue Services recommending that Station 21 be considered by City Council to be the site of the River Rescue crew. Many participants wanted to know:

- If West Rossdale was considered as part of the site selection?
- How many other sites were considered and why they were not chosen?
- Why the capacity at other stations downtown could not be expanded?
- What the main function of this station is – River Rescue or Rescue Truck backup?
- If a separate facility could be build to house the Rescue Truck?
- Why the River Rescue crew needed to be on the river's edge?

Answers to many of these questions were available in the Klohn Crippen Berger reports, which were available to participants upon request.

Historic Concerns Around the Site

A large portion of attendees, particularly those who have lived in Rossdale for many years, mentioned that the history of the Station 21 site had been marked with confusion and, at times, broken promises. Since the training academy shut down, various plans for the station by city departments and by Fire Rescue Services have been discussed and, at time, appeared to have been decided at times. Participants said that the continually revising nature of this planning process has somewhat eroded their trust in the city and in Fire Rescue Services to operate a repurposed Station 21 within the parameters that have been set out for this proposal.

CONCLUSION

While many of the participants provided concerns and caveats around the possible repurposing of Station 21, it is important to emphasize that a majority of those in attendance were supportive of the proposal. However, even many of those in support were quick to say that they understood the concerns of others in the neighborhood and felt that those concerns would need to be addressed in order for Station 21 to operate for the long-term in the Rossdale community.