



# Town of **CANMORE**

Climate Emergency Action Plan

Engagement Summary  
and Recommendations

January 2024

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# Section 1: Overview

## Background

The Town of Canmore hired SSG to develop a Climate Emergency Action Plan (CEAP). The Plan's purpose is to (i) prepare the Town and the community for the impacts of climate change; and (ii) reduce corporate and community greenhouse gas emissions by 2050. The Plan includes strategies to manage vulnerabilities to climate hazards and build resilience to impacts, such as hotter temperatures, changes in precipitation patterns, and increased wildfires and wildfire smoke. The CEAP is also a roadmap for setting new targets for emission reduction in alignment with current scientific consensus and with federal and international targets.

This report was prepared in February 2024 to summarize the engagement process and key themes that emerged. This input was distilled into recommendations that directly informed the technical process, as well as other aspects of the CEAP implementation plan.

## Engagement: Why? What? How?

To set the CEAP up for successful implementation, the project team engaged the community from the very outset of the CEAP process and throughout the development of the Plan. Engagement is any process that involves the public in problem solving or decision-making, and uses input from key internal and external interested or affected groups. An Engagement Plan was developed for the CEAP using the International Association of Public Participation (IAP2) methodology. The Engagement Plan ensured that interested and affected parties had opportunities to inform and provide feedback on the CEAP. Evaluations following each engagement session provided the project team with immediate and continuous feedback throughout implementation of the Engagement Plan.

## Engagement: Who?

This CEAP was created with input from key interested and affected parties, including, but not limited to, representatives from the tourism, business, and building and development industries; civil society organizations, including environmental groups, equity-denied groups, community groups, and groups concerned with energy poverty; regional partners; utility providers; municipal staff; and residents across the age and income spectrum. Additionally, the Town's Project Management Team and SSG (together, the Core Project Team) conducted internal engagement with town staff.

## Engagement by the Numbers

- 2 public meetings with 37 participants and 22 viewings afterwards
- 2 roundtables with 21 participants
- 4 focus groups with 30 participants
- 8 community outreach sessions engaged 160 people
- 9 people commented on the Stories page
- 102 people responded to the questionnaire
- 1 meeting with 12 Canmore staff
- 1 meeting with 23 Canmore staff on action implementation
- 1 meeting with 9 community group members on action implementation

## Evaluation Results

An evaluation survey link was shared with participants at the end of online engagement sessions. Using the platform Typeform, participants were asked to answer the following questions, indicating whether they Strongly Agree, Agree, Disagree, or Strongly Disagree.

*Please indicate the extent to which you agree with the following statements:*

1. I feel that I better understand the approach to climate action modelling.
2. I feel that this session was well facilitated.
3. There was enough information presented for me to participate effectively.

Thirty-four (34) evaluation surveys were submitted, with “Agree” being the most common response.

Respondents were also asked to indicate which parts of the session they found most/least enjoyable, and whether there is “Is anything else you would like us to know going forward, to improve future engagement sessions?” Participant evaluations informed subsequent engagement sessions.

# Section 2: Findings and Recommendations

Key findings obtained through engagement with community members are listed below. Themes relate to the overall “big picture,” particular sectors, mitigation (emissions reductions) and adaptation (feeling climate impacts and reducing vulnerabilities). Many recommendations may be led by the Town. Others represent concerns/opportunities where the Town can convene a conversation with interested and affected parties, and/or champion these local concerns in regional/intergovernmental fora.

## Big Picture

### Ensure Policy Alignment Between the CEAP, Relevant Program Areas, and Electricity Providers

- Ensuring policy alignment between the CEAP and related policies/programs and projects will be integral to successful implementation.
- Some Canmore residents and businesses question utilities’ capacity and commitment to meet the expected increase in demand for electricity while ensuring energy resiliency.

### Recommendations:

- Prioritize and sufficiently resource work to align policies across program areas such as watershed management; wildlife management; wildfire management; and emergency management; housing; building and development; tourism; and transportation.
- Work closely with utilities to ensure projected electricity demands can be met while ensuring energy resiliency. Consider a coordinated communications plan to address community concerns on these topics.

## Prioritize Equity and Affordability

- People want to see policies and programs that are equitable among populations in Canmore, regardless of their work status, age, income or ability.
- Residents are concerned about affordability and how climate actions may increase housing and overall living costs.

### Recommendations:

- Integrate equity across all policy and program areas. Work with individuals and organizations who are trusted by equity-denied and/or vulnerable groups to review all potential policies/programs/projects through an equity lens.
- Support equity-denied and/or vulnerable groups to identify their own climate action priorities; allocate adequate resources to address these priorities; and take action on these priorities through town policies and programs or partnerships with local organizations.
- Prioritize incentives for high-impact actions, then design those policies/programs through an “equity lens.”
- Adopt a Social Procurement Framework to leverage public dollars to achieve positive social benefits (such as increasing equity and diversity), while contributing to improved community wellbeing through the blending of social, environmental, and economic considerations in the procurement process. (e.g., [Village of Cumberland, BC](#)).

## Work in Partnerships to Take Timely, Coordinated Action

- Many Canmore residents, businesses, and organizations are knowledgeable and deeply concerned about climate change. They are resourceful and prepared to take action as part of an overall, coordinated strategy.
- Participants suggested building community through programs that focus on tangible climate action. They also underscored the need for education and awareness, including peer-to-peer.

### Recommendations:

- Prioritize actions that significantly reduce emissions, improve community resilience, and create other significant benefits for the community. Build on and actively foster partnerships with community organizations, businesses, and local and regional governments who have been, and continue to see themselves as part of the solution.

- Consider the spectrum of time, talent, and treasure when leveraging resources to support CEAP implementation. Canmore residents are passionate about climate action; they have diverse knowledge areas and skill sets, and varying levels of availability and access to money they would be willing to use for climate action. Tap into this wealth of local resourcefulness alongside funding from government sources and the private sector for CEAP initiatives. (e.g., consider recommendations relating to Energy Efficiency and Air Quality Upgrades for Housing, below: volunteers could assemble low-cost, highly effective indoor air filters for lower-income families and/or people who are more vulnerable to air pollution.)

## Make Climate Action Easier

- Many residents and seasonal workers want to “do the right thing,” but they are trying to get by day-by-day. Many visitors want to “do the right thing,” but their “vacation brain” suggests climate change is “tomorrow's concern.”

### Recommendation:

Identify, pilot, and support initiatives that make climate action the *default* choice, rather than an extra request or consideration. Explore opportunities in urban design, built environments, and transportation to “make doing the right thing easier.”

## Consider Consumption Emissions

- People acknowledged the CEAP's scope includes emissions produced in Canmore (Scope 1 and Scope 2), but not consumption emissions (Scope 3). They expressed concern that ignoring consumption emissions (i.e., emissions related to products consumed by people living in or visiting Canmore, including flights) would shift the problem elsewhere rather than support global emission reductions.

### Recommendation:

Work with interested and affected parties to determine how best to consider Scope 3 emissions when prioritizing actions.

# Emission Reductions

## Transportation

- People support Canmore's existing public transportation system, but identified the barriers to using it more often than driving, including convenience, challenges/ability to travel with children and pets, access within town (e.g., no stops at the hospital), access to recreation sites, access between surrounding areas (e.g., Exshaw, Banff), and schedules.
- Residents are keen to see greater connections across Canmore that will enable safe and convenient active transportation options for diverse populations (e.g., protected bike lanes and appropriate infrastructure for bikes, e-bikes and scooters, and cargo bikes; lighting and signage along multi-use paths).
- EV ownership: Many people expressed apprehension about owning an EV, with range anxiety, cost, and access to charging being top of mind.

### Recommendations:

- Actively engage residents on developing an overall transportation plan for Canmore that identifies the needs of diverse populations, including residents, seasonal workers, and visitors. Identify partnerships with community groups and local businesses to enable short-term actions and/or scale up promising initiatives while the bigger strategy is being developed. Build on insight gathered during the CEAP process. Link with other relevant plans/initiatives, such as transportation and tourism planning across the Bow Valley, and Canmore's urban development strategy.
- Explore the potential for EV ownership/use and car share programs within the context of a wider transportation plan.
- EV ownership: Investigate grants, tax credits, or other forms of financial support for people interested in purchasing EVs and installing EV charger in their homes.



## Tourism

- Canmore is vulnerable to climate impacts, like increased fires, the spread of invasive species, or flooding, that could negatively affect visitors. Many of these impacts are “outside of our control,” with sources outside of the Bow Valley (e.g., air pollution from wildfires in BC and the United States).
- Participants believe that, given the profile of Canmore’s guests, most of them are concerned about climate change and would “not mind” engaging in activities that reduce GHGs and increase the resiliency of a region they value. Uptake of such activities will be greatest if they are convenient, comfortable, and communicated ahead of time to enable planning.
- Opportunities to dramatically reduce emissions include transportation (to, from, and within Canmore); buildings (upgrades to existing buildings and more sustainable new buildings); and sourcing more goods, materials, and labour locally.
- Some Canmore-based sports teams, event organizers, accommodations, and other businesses are taking steps to align with industry climate action targets set by international associations and governing bodies.

### Recommendations:

- Engage the tourism sector around improving its preparedness.
- Explore how best to support (more) Canmore operators to expand tourism offerings into the “shoulder seasons” when climate impacts are less frequent/intense.
- Explore how other mountain resort communities across North America and Europe are responding to climate change impacts and tailoring guest experiences around them. Consider what Canmore can learn from these communities/regions and explore partnerships with them to strengthen initiatives (e.g., sharing promising practices and new opportunities, marketing strategies, and pitfalls to avoid).
- Ensure tourism priorities are integrated across program/policy areas such as housing, transportation, and emergency preparedness.
- Engage governments and land managers across jurisdictions (i.e., local, regional, provincial, and western Canada and US) to collectively plan and take action to reduce climate change impacts, especially those related to wildfire.

## Building and Development

- People want Canmore to improve the climate resilience of its existing and future buildings.
- Interest in and understanding of climate action is mixed across the building and development industry. Some builders are integrating climate change considerations into their builds, while others suggest they require greater incentives to do so.
- People want to prioritize updating/retrofitting existing buildings to improve energy efficiency and the health of inhabitants (e.g., reduce their exposure to extreme heat/cold and air pollution).
- Residents are concerned about housing affordability.

### Recommendations:

- Incorporate consideration of climate risks into the review and approval process for new developments.
- Update regulations related to land use with a climate lens.
- Improve protective measures for homes and infrastructure located in high-risk areas.
- Develop/update Canmore's housing strategy to incorporate the range of considerations around affordability, access, and health. Explore promising practices from similar jurisdictions.
- Work with the building and development sector to identify and prioritize "government incentives" that would enable dramatic GHG emission reductions. Further probe to what extent industry training is also a priority.

## Energy Efficiency and Air Quality Upgrades for Housing

- Within the next five years, many homeowners have already or are planning to replace older appliances with newer ones, install more efficient windows and doors, and improve insulation to prevent heat loss.
- Fewer homeowners have undertaken more expensive changes such as installing heat pumps and solar panels.
- Residents want to prioritize actions that significantly reduce energy costs for low-income households, and actions that significantly reduce greenhouse gas emissions.

- People want to see bylaws and condo laws changed to actively encourage, rather than stifle, climate action.

### Recommendations:

- Continue to support/promote the energy efficiency actions that are currently most common (i.e., replacing older appliances with more efficient ones, installing more efficient windows and doors, and improving insulation to prevent heat loss). Identify how best to expand these actions to lower-income and/or equity-denied homeowners.
- Explore grant and rebate programs to further incentivize larger, more expensive actions (e.g., converting to a heat pump and installing solar panels on the roof).
- Consider developing a list of recommended professionals and contractors who can support energy efficiency changes.
- Consider how best to support people who would benefit from “a plan or set of recommendations for how to make these changes and in what order.”
- Prioritize actions that significantly reduce energy costs for low-income households.
- Prioritize actions that significantly reduce greenhouse gas emissions.
- Work with landlords, including staff housing providers, to identify how best to support them in undertaking energy efficiency and air quality upgrades.
- Explore financing mechanisms to make these actions achievable more quickly.
- Revise municipal bylaws that hinder climate action.
- Work with condo boards and other interested and affected parties to implement condo laws that actively encourage climate action.

## Feeling Climate Change Impacts

- Residents are feeling climate impacts, most notably wildfires, wildfire smoke, extreme heat, and precipitation variations (flooding, drought, variable water levels and snowpack).
- People are concerned about climate impacts on local ecosystems, biodiversity, wildlife habitats, and water quantity and quality.
- Climate change is deeply affecting resident’s physical and mental health and overall sense of wellbeing.

- Climate change impacts are challenging resident's reasons for living in the Bow Valley, as well as the future of tourism in the region.
- People want to prepare themselves for climate change impacts.

### Recommendations:

- Involve residents in identifying actions they can take to reduce their exposure to climate impacts, including FireSmarting, flood protection measures, and heat management. Inform seasonal workers and guests how they can reduce their exposure (e.g., for summer smoke, consider integrating IQAir into staff/visitor orientations, along with recommendations for healthy indoor activities).
- Involve interested and affected parties in identifying actions they can take to both reduce their own contributions toward climate change and become more resilient. Identify actions that can be taken “early and often” and over which community members can feel a sense of ownership, in addition to larger investments of time and/or money (e.g., retrofitting their home).
- Consider how best to support/encourage healthy indoor physical activities when air quality is compromised, especially for vulnerable populations (e.g., collaborating with indoor recreation facilities and/or community organizations to expand indoor summer program offerings to families with young children and older adults).
- Involve residents in identifying how best to support their emotional and spiritual health when climate impacts, including wildfires, smoke events, and flooding, are acute (e.g., during summers). (This action could be led by partner organization(s) and supported by the Town.)
- Regularly update Canmore’s watershed management plan(s) to reflect local concerns. Link watershed management plans to wildfire and flood response, including whether there may be a need for greater on-site water storage.
- Partner with/actively support organizations that are working to reduce climate impacts on local ecosystems, biodiversity, and wildlife habitats.

# Reducing Risk and Vulnerabilities

## Vulnerable Populations

- Participants identified populations who are more at risk to the impacts of climate change, extreme heat and air pollution, such as seniors, children, people with compromised health (e.g., those with long COVID), newcomers to Canada, and seasonal workers from abroad.

### Recommendations:

- Involve these populations to identify their needs. Work with families, service providers, faith communities, and cultural groups to plan accordingly.
- Work with interested and affected parties to improve housing standards for seasonal/immigrant workers and newcomers to Canada to ensure their accommodations adequately protect them from extreme heat and outdoor air pollution. Create a safe mechanism for external enforcement.

## Emergency Response and Flooding

- People identified the “single corridor” through the Bow Valley as a key vulnerability during an evacuation (e.g., due to flooding or fire).
- Residents identified the need to better manage Cougar Creek to prevent flooding.
- Many people would like to understand what the Town and other levels of government are doing to prepare for a climate emergency, and what residents need to do when one occurs.

### Recommendations:

- Provide information in a low-barrier format and possibly in different languages about: (1) What the Town and other levels of government are doing to prepare and (2) What to do in case of a climate emergency.
- Involve interested and affected parties in developing and practicing an emergency evacuation plan.
- Work with interested and affected parties to develop a flood prevention plan for Cougar Creek.

## Food and Water Security

- Participants frequently spoke about food insecurity. They identified the potential for greenhouses to facilitate greater local and regional food production.
- Some residents are concerned about their water supply being dependent on glacial melt, and the projected “big swings” in precipitation projected for the Bow Valley.

### Recommendations:

- Engage interested and affected parties to identify how the Town can achieve greater food security.
- Work with interested and affected parties to update water supply plans based on the most recent climate projections for the region.

# Section 3: Engagement Approach

## Engagement Planning

At the outset of the project, SSG developed an Engagement Plan to ensure interested and affected parties (the term we use instead of “stakeholders”) had opportunities to inform the process and provide feedback to assist in prioritizing low-carbon and adaptation actions for implementation.

The Engagement Plan was informed by pre-engagement interviews with key interested and affected parties, thought leaders, and community influencers from several groups to hear about how they would like to be engaged and who should be engaged. These interviews helped SSG identify baseline knowledge about the project among relevant populations, preferences for engagement, impacted groups that might otherwise be missed, and other potential issues and opportunities for the engagement process. Additionally, SSG collaborated with town staff to conduct a risk and impact assessment that informed the Engagement Plan.

## First Nations (Rights Holders)

Governments have a duty to engage in meaningful Indigenous consultation whenever there is reason to believe that its policies or actions, directly or indirectly, may infringe upon actual or claimed Indigenous interests, rights, or title. The Town of Canmore engages in separate consultation in the context of ongoing relationships with First Nations.

## Engagement Objectives

The Engagement Plan laid out engagement techniques to achieve four objectives, designed according to the International Association for Public Participation (IAP2) methodology, a global standard in public engagement (Appendix A and B). The objectives are:

1. Informing Canmore community members about the climate action planning process and how they can become involved.
2. Involving community members in identifying their preferences for engagement to inform the Engagement Plan.

3. Involving Canmore residents, including BIPOC, tourism, senior, youth, and community climate action community members, to gain insights into social equity considerations for climate action and planning and potential criteria for prioritizing low-carbon and adaptation actions for implementation.
4. Involving the community in developing a shared understanding of tourism's place in Canmore's low-carbon future.

## Interested and Affected Parties

The engagement process sought to involve interested and affected parties to assist in the development of the CEAP. These parties were identified through the pre-engagement process and in consultation with the Town of Canmore. Parties invited include, but were not limited to, representatives from the following groups:

- Government/public organizations;
- Businesses and economic organizations;
- Building, development and real estate sector;
- Tourism sector;
- Utility sector, including natural gas and electric utilities;
- The transportation sector;
- Young adults, older adults, and parents with young and/or school-aged children; and
- Civil society organizations, including environmental groups, equity-denied groups, community groups, and groups concerned with energy poverty.



# Section 4: Activities and Themes

Interested and affected parties were engaged using the engagement activities (techniques) outlined below. (See Appendix C for a description of each technique and Appendix D for the table of activities.)

## 1. Meetings With Town Staff

The Town's Supervisor of Environment and Sustainability and SSG delivered presentations to town staff, informing them of key project milestones. In addition, SSG hosted monthly meetings with the project's Core Team. Feedback from town staff and the project team was incorporated into the Low-Carbon Scenario, metric requirements, and supporting deliverables.

## 2. Public Meetings

In support of Objective 3, two online public meetings were held in Fall 2023. Nineteen people attended the first meeting: Launch of the Climate Emergency Action Plan Process. The second meeting, attended by 28 people, focused on the Low Carbon Scenario and adaptation actions. The format for both meetings involved a presentation followed by a question-and-answer period. Participants asked questions about the process and Plan. For example, they clarified the different types of emissions included in the Plan (Scope 1 and 2), and discussed the importance of also "getting at" Scope 3 emissions. They shared ideas for responding to climate impacts and discussed changes that will be needed, both in terms of individual behaviour and adopting cleaner technologies. People shared ideas for "getting people engaged," and noted successful initiatives in nearby areas. Overall, people expressed a desire for more time to discuss specific topics. The subsequent focus groups and roundtable discussions offered such opportunities.

## 3. Roundtable Discussions and Focus Groups

To support Objectives 3 and 4, and in response to evaluations following the Public Meetings, SSG conducted two roundtable discussions and four focus groups with a range of interested and affected parties throughout November 2023. These sessions explored questions around Canmore's Low-Carbon Scenario, as well as adaptation and fostering resilience.

## Questions

The following questions shaped conversations:

### *Mitigation Question*

- *What actions are important to you when it comes to increasing emissions-free transportation in Canmore?*
- *What actions are important to you when it comes to reducing emissions from buildings in Canmore?*
- *What do you think are the most important steps to achieve emissions reductions?*

### *Adaptation Questions*

- *Can you share any specific instances where you feel the impact of climate change in your daily life here?*
- *From your perspective, what makes Canmore more at risk from the impacts of climate change? What do you think should be done to decrease that risk/vulnerability?*

## Themes and Considerations

This section outlines themes and considerations that emerged during these conversations.

### **“Big Picture” Themes to Integrate Across Policy Areas**

A number of “big picture” themes emerged from mitigation and adaptation discussions. When designing policy and evaluating options, participants suggested the following:

- Distinguish between people who live in Canmore, those who work in Canmore, and those who come to visit Canmore. Understand these different groups, including their needs (for housing, travel, and access to services in Calgary); vulnerabilities; incomes; and first languages.
- Consider any new policy/opportunities through an equity lens. Means-test incentives.
- Tailor education to specific audiences. Focus on benefits (e.g., improved resiliency/comfort during extreme events) and costs (e.g., insurance increase, loss of tourism revenue).
- Prioritize partnerships with community organizations, businesses, local and regional governments. “Less informing, and more collaboration. Co-create solutions.”

## Emissions Reductions

*What actions are important to you when it comes to reducing emissions from buildings in Canmore?*

### *Buildings*

This topic was discussed widely among various focus groups, including one specifically for builders and developers. While the overall comments below reflect several focus groups, a follow-up questionnaire was sent to builders and developers to dive deeper into particular topics. Those results are highlighted at the bottom of this section.

Participants observed that both energy reduction/conservation and a lower carbon source of energy are needed. There was a sentiment that while “we need to get away from fossil fuels.” Canmore must also prioritize “deep energy retrofits” for the existing building stock with energy targets and goals such as the Energuide. A participant offered, “Look at passive solutions and focus on the building envelope. Consider performance versus prescriptive models.” Several people noted that “houses need to perform as a system.”

Participants identified the need to make emissions reductions easy, convenient, and built into every day infrastructure. Several participants said new developments need to adhere to sustainable standards, including ensuring that new builds were ready to “meet new technologies” (such as EV chargers and solar). People emphasized the importance of education and incentives for homeowners, including landlords; small businesses; and developers to improve insulation, retrofit, and build net zero. Skills upgrades for local contractors also came up: “I think industry would catch up, but they are very far behind.” Several people also underscored the need for advocacy toward the utility and other levels of government, particularly when it comes to net metering.

There was a sense that “land use bylaws need an overhaul in light of climate change” (e.g., Part 11). There was a request for “less prescriptive regulations,” such as bylaws that restrict placement of air conditioning systems, and for the Town to take a “deep dive into overcoming the current hurdles preventing the wide-spread adoption of heat pumps and other systems to reduce reliance on fossil fuels (e.g., cost and lack of supply chain in the Bow Valley).

Some participants linked reducing building emissions with the need for an overall plan to make the Town less reliant on single vehicles and promote active transportation, creating a high-quality experience for residents and visitors alike.

There was much discussion around the barriers and possibilities for advancing solar power, such as making it more affordable and accessible for multi-family dwellings. Someone shared, “The Town of Raymond went solar crazy! It’s impressive what they could do [it] relatively quickly.”

Overall, participants said there is a need for incentives to help with faster adoption of new technologies like heat pumps and solar panels, and more sustainable buildings.

Comments below capture some of this discussion:

- "Electricity generation is not the only way to reduce emissions: increasing insulation makes a huge difference."
- "Canmore needs a comprehensive plan on *how* and *where* we develop. How 'sustainable' is the greenest building that you still need to drive to and from?"
- "Challenge us on building and development. Encourage our industry to engage."
- "People who own their home are more motivated to make these changes. Which means we need more affordable housing."
- "These things are expensive, and finding people to install them can take months."
- "We tried to get solar on our condo building's south-facing roof. But because we can't net metre, it's not feasible. This is an advocacy piece."
- "Open up the solar incentive grants to more houses, particularly low-income households. This will green the source of energy used for EVs."
- "Building codes are getting much tighter so we need to coordinate across the country to bring supply chains and manufacturing up to speed."
- "There may be an opportunity to use the aquifer as a cooling source. We are hoping to be able to heat/cool multi-family buildings with one unit instead of multiple units."

### *Builders and Developers: Questionnaire Results*

In early January 2024, the Bow Valley Builders and Developers Association (BOWDA) conducted a survey among its members to further explore topics raised during their industry focus group. Twenty nine (29) respondents (33.7% of that group) provided input. Below are examples of questions and responses.

- ***In thinking about climate change initiatives and sustainability options for our industry, how top of mind is it for you and your business today?***
  - 31% indicated that they are "very top of mind for us and our clients."
  - 41% suggested they are "increasing in impact to our business and planning."
  - 17% indicated they are "not impacting us or our client requests."

- ***What would enable a dramatic reduction in GHG emissions from buildings in Canmore?***
  - 61% chose “government incentives.”
  - 18% were “unsure.”
  - 11% selected “better education/capacity for industry.”
- ***What considerations are you incorporating into your work/buildings to prepare for a changing climate (e.g., more wildfire risk, flooding events, extreme heat, wildfire smoke)?***
  - 13 participants indicated they are incorporating considerations such as wildfire risk and evacuation plans, designing for more extreme weather events. innovation in water management and conservation, FireSmart, energy performance, fuel-efficient vehicles, and training for staff including LEED, Built Green, and PassivHaus.

### *Tourism*

Several concerns around tourism emerged during general focus group discussions. For example, there was an overall sense that Canmore is vulnerable to climate impacts that prevent tourism or undermine a positive tourism experience. These impacts range from changes and access to scenery (e.g., from wildfires, smoke, and floods) to concerns around health and safety (e.g., potential for wildfire smoke and/or extreme heat to impact overall outdoor enjoyment, but they are especially dangerous for vulnerable populations; infectious disease; and evacuation due to flooding or fire).

- “A landscape that has been burnt is not going to attract tourists. Climate change increases the risk of infectious disease spread, and we’ve seen how disease spread heavily impacts the tourism sector.”

Tourism was discussed in detail during the tourism and business focus group, which explored themes of Resilience and Adaptation, Energy Use, and Mitigation. Questions and response themes are outlined below.

### ***From your perspective, what would make Canmore’s tourism sector and local businesses less at risk to the impacts of climate change?***

Participants acknowledged the detrimental impact of wildfires and smoke and extreme heat and cold on the tourism industry. They spoke about the importance of “preparedness”: understanding risks and how to mitigate them and ensuring that staff and visitors are familiar with those policies and procedures to reduce risk from climate impacts and events.

Some participants shared their current initiatives to improve resilience. While they noted opportunities for green technologies (e.g., in buildings) to achieve sustainability targets, they underscored the importance of shifting people's behaviour.

Despite the sense that wildfires and smoke are "out of our control," participants expressed an interest in bringing governments (local, regional, and provincial) and land managers together to collectively plan and act to reduce climate change impacts.

Several participants mentioned industry climate standards that they work to achieve or could work to achieve (e.g., Green Build Canada, international sport associations, Green Restaurant Association).

Transportation was a significant discussion point. Participants exchanged views on opportunities to improve transportation to/from the town, to improve public transit within the town, to make Canmore more "walkable," and to further understand the climate impact of sourcing labour and visitors from abroad.

***Do you have thoughts about different business offerings and how the tourism sector could look with extreme heat and high levels of rainfall?***

Participants discussed opportunities and some current initiatives to make Canmore more of a destination in "the shoulder season." Some noted efforts to attract more international visitors as they are "more weather resistant" than visitors from Calgary, but it was also shared that Canmore (and Canada's) international reputation can be challenging.

- "Canmore is beautiful every month of the year. We've just had a beautiful November and we don't have people coming. That's a big narrative to change. Why can't our businesses be year round and not so focused on weather? This is a great destination. All the restaurants and coffee shops are still here."
- "We talked to consumers in Germany last month. Forest fires are front of their minds. They hear Canada is burning."
- "We all must be stewards to lessen the risk and impact for all of us in the Valley."
- "Peaks Academy is a fantastic resource on what things visitors can do. e.g., We send *Pledge to the Peaks* to all of our guests prior to their arrival in the Bow Valley, so they know how to be a good steward *before they get here*. It's important for all of us to get the message out, whether a store, restaurant, hotel, or industry organization."
- "We've also been trying to tap into the shoulder season (not just winters) and having events then. We have snow making capacity even when it's four degrees outside."

## *What would enable a dramatic reduction in emissions from tourism and tourism-related businesses in Canmore?*

Again, transportation and “car-free” options were discussed. Participants noted opportunities for the Town to advance connectivity within the town and between regions (e.g., Kananaskis) that would not require individual car travel (e.g., having frequent and reliable transit options, improving walkability, introducing scooters, hotel shuttles). Participants discussed the need for a change in “mindset”: “I’ve spent a lot of time in small tourist towns in Europe in the winter. The mindset is that you walk. But when you go to Canada and the States, the mindset is that you hire a car.” On the other hand, it was noted that, “People who come here love nature and the environment, they are adaptable and outdoorsy. I don’t think they would mind if there were transit alternatives for them.” Participants shared examples of how to reduce emissions produced by hosting major events, such as chartering a flight to Canada that brings all teams together and ensuring zero-waste events.

Performing building upgrades, encouraging energy conservation, and sourcing more goods, materials, and labour locally were noted as other opportunities to reduce emissions. The reflections below capture additional opportunities for education and improved design in the tourism and business sectors:

- “How do we design sustainability into the Canmore experience so visitors don’t get into ‘vacation brain’? When you’re enjoying your vacation, climate change is tomorrow’s problem. There’s so many things we can do. For example, our front desk agent tells visitors the directions *first* by foot, bike or transit. Don’t default to a car.”
- “I grew up in Europe and walked everywhere; now the same distance seems really far. It’s a mindset, not bad weather. It’s bad clothing. Education can help with this.”
- “We’re a seasonal community. Education has to be straight out of the gate for our new staff. There will be basic orientation about recycling, wildlife and emissions impacts. We need to make sure all the new people are getting the resources when they first walk into the community, and that will filter out to the guests.”

### *Equity*

Participants across focus groups raised equity considerations. Equity was also discussed in detail during the equity focus group, which explored themes of Resilience and Adaptation, Energy Use, and Mitigation. Equity-specific questions and responses are outlined below. Other responses from this group have been integrated throughout the thematic summary.

*What are the biggest challenges we face in ensuring that our efforts to reduce GHG emissions are fair and equitable for all community members?*

Participants underscored the importance of evaluating any new policy or program through an “equity lens.” They suggested means-testing incentives and noted that, “Rebates and incentives don't work well for people with affordability challenges, having to pay for anything upfront, and then waiting for the processing for the rebate to come back their way. That isn't right from an equity standpoint.” Instead, the Town could offer “interest-free loans to cover upfront costs.”

Participants discussed the importance of ensuring that rebates and incentives target building owners and tenants. They suggested identifying actions like offering programmable thermostats and providing education on how to use them, installing pipe insulation for hot water heaters, and using window film and weather stripping as “actions that could be taken by tenants and supported by the [Town].”

Participants suggested, “Looking at opportunities where the barrier to entry is lower but with savings for the individuals.” They also flagged the challenge of ensuring that the cost of retrofits “are not passed on to tenants who can least afford them.”

There was some discussion around the increased cost for people on the regulated rate option (RRO) and the subsequent need to “transition people off the RRO.” The potential for the Bow Valley Energy Coop and the Town to partner on such an initiative was noted.

Regarding intergenerational equity, participants emphasized the importance of viewing all new infrastructure investment through a climate change lens. For example, they urged the Town to identify opportunities in the building code, or other regulations, to ensure that “gas appliances and other infrastructure are not installed that will need to be retrofitted within a short period of time.” Participants suggested the Town require all new buildings to have heat pumps and excellent insulation.

### *Education*

Participants identified possibilities to improve overall education for homeowners on opportunities to reduce emissions and improve resilience (e.g., NRCAN funding, awareness around upcoming changes to natural gas prices). A participant suggested offering “demo areas” where people can come and see “those ideal energy saving, cost saving, climate saving initiatives. A physical place where people can come in and ask questions, see and touch those things and speak to people would inspire more people to take action.” People suggested that greater awareness was needed around using thermal energy to replace gas in homes and that membership in the solar club reduces the payback time on solar.



## Transportation

Participants touched on themes such as improving existing infrastructure and connectivity to make active transportation safer, more desirable, and inclusive. People noted that many residents value active living, and making the connection between active transportation and recreation through improved connectivity between regions would help. A participant suggested, “Protecting the continuity of multi-use pathways, keeping in mind all the various user groups. A pathway is only a usable pathway if everyone can use it.” They suggested, “putting a k-rail barrier between road traffic and the bike lane.” Several people voiced support for “more ROAM”: running more often, reaching smaller communities, and more recreation areas.

Several participants mentioned support for a Calgary airport shuttle and the potential for hybrid/electric car-share or rental cars to increase emissions-free transportation. There was a desire to “avoid food deserts,” making it easier for people to access nutritious food without having to drive. The following reflections encapsulate these discussions:

- “We need to make our existing infrastructure safe and usable for people, when they are alone, when they are out at night. We can make improvements to encourage active transportation.”
- “Shift transit stops so that people with mobility challenges can also use it. We don’t even have a stop at the hospital.”
- “Be careful not to vilify folks with mobility challenges where they need to drive, sometimes very close to where they’re going. Unless we can get different kinds of transportation, folks still need a lot of accessible parking in the downtown core.”
- “Sometimes you don’t have the income to buy an EV. But what can you do? You should not feel embarrassed that you have to drive a car that is not an EV.”
- “Other towns (e.g., Bentonville, Arkansas) have embraced the idea that connectivity and recreation are part of the same thing. Everyone here talks about the outdoors, we need to embrace that.”
- “Connectivity to Canmore’s periphery is abysmal: it’s difficult to get groceries, there’s no pedestrian bridge over the highway or river.”
- “Tap into the strength of the communities that surround us, as well as Banff and Cochrane. Look at where most of our visitors and workers are coming from.”
- “The faster all areas are connected, the faster people will adapt.”
- “We need protected bike lanes. Put plastic bollards on pathways.”

Several people mentioned offering rebates or other financial incentives for bikes, electric bikes, and winter biking components such as stud/fat tires, which would make year-round riding more possible. Several people noted examples in other regions where such incentives and/or equitable bike-share programs have had a positive impact (e.g., Nelson, BC; Hamilton, ON; Britain's Cycle to Work program).

- "When speaking about bikes as a transportation solution, combine traditional bikes, e-bikes and cargo bikes together, always mention those together."
- "An e-bike program will be launched here in early 2024. It will be a discount program, using only local shops and local bikes. Participants will only pay for the portion that they can afford."

### *Clean Energy Infrastructure and Incentives*

Several speakers voiced concern about the overall lack of clean electrical infrastructure to accommodate greater uptake of electric vehicles. They were also concerned that, "Fortis doesn't have a strategy either." One participant spoke about producing energy "on-site at the waste commission."

Participants identified opportunities to incentivize solar and EV infrastructure, noting the cyclical effect of more people wanting to use EVs if they can rely on convenient infrastructure. Several respondents also noted barriers with EVs, such as their cost and problems with batteries. There was an overall consensus that any policies to incentivize EV uptake needed to be considered through an equity lens. For example, if people can afford EVs, policies that prioritize EV parking and free/reduced charging may not be equitable. Examples of comments related to this discussion include the following:

- "With zero percent financing we would have put an EV charger at our condo building. We need to think about multi-use residential buildings."
- "Regulations are preventing people from adding EV infrastructure. Provide incentives for new buildings to get EV and solar ready."
- "I look at accessibility and affordability: When we look at folks who are working here, versus retired here, their income streams and disposal incomes are very different."

### *Prioritize "Levers" Within Canmore's Jurisdiction*

Participants urged the Town to identify restrictions in bylaws and regulations where it can activate levers to promote climate action (e.g., in areas around permitting and land use). For example, it was noted, "There are restrictions on where air-source heat pumps can be placed; building size limits; and architectural standards that disincentivize building more efficient buildings today. These all have carry-on impacts on retrofits and the future building stock."

Encouraging sustainable builds (e.g., that are solar- and EV-ready) was another area where the Town could consider incentives in its permitting process. “Secure and sufficient bike storage” at workplaces and businesses was identified as another opportunity for improvement.

## ADAPTATION—Feeling Climate Change Impacts

*Can you share any specific instances where you feel the impact of climate change in your daily life here?*

Participants identified themes of increased frequency and severity of wildfires and wildfire smoke, precipitation extremes, intense heat, and detrimental impact on wildlife. They spoke in detail about the current toll on physical and mental health and the uncertain toll on their future health. They discussed the negative impacts on their overall lifestyle and their fundamental reasons for living in Canmore. They also identified unexpected costs. Examples of reflections are outlined below.

### *Wildfires, Smoke, and Extreme Heat*

- “Smoke has reduced much of our summer lifestyle. Hiking and walking have become hazardous. I worry about the long term health effects of intense heat, fires and smoke.”
- “Summer wildfire smoke has gone from a few times a season, to almost daily.”
- “There is a big toll on mental health associated with being a parent.”
- “The sense of uncertainty and unease is what I have felt the most. For the last 5 years, I kept a go-bag by the front door and planned routes out of the area.”
- “I couldn’t open the windows to ventilate due to the dangerous air quality levels.”
- “I worry if I go out and be active now, am I setting myself up for chronic conditions in 30 years? This compounds the anxieties and mental health impacts.”
- “I don’t recall sleeping in the basement 10 years ago, but now we do.”
- “Physically, mentally & emotionally, heat takes a big toll.”

### *Water/Precipitation and Wildlife*

- “I notice lower water levels.”
- “We don’t get ‘June monsoon’ anymore. You can notice the plants aren’t doing well. Summer berry crops aren’t as robust, which makes people more nervous in the backcountry.”

- “Last ski season stopped 45 days early. This year we’re off to a terrible start again.”
- “I worry about future drought and water availability in the prairies for agriculture. The last couple of summers have been dry, which increases the price of food.”
- “I don’t know if this is climate related: Elk are unhappy. They are less wary of humans, more aggressive. They’re not as healthy as they were a few years ago.”
- “There’s lots of talk in the spring that bears are getting up earlier. This increases the chance of conflict, people aren’t prepared for this. The lives of wildlife are being more disrupted than ours from climate change.”
- “The bees behave very differently with all the smoke, like they don’t know where they’re going. I’ve definitely noticed fewer bees in recent years.”

### *Unexpected and Increasing Costs*

- “Insurance costs have increased in south Canmore’s flood areas. Given recent wildfire risks in Nova Scotia and BC, I wouldn’t be surprised to see a decrease in wildfire coverage or no coverage at all in certain areas.”
- “My house became unbearable, I had to install AC. I wasn’t expecting this expense, but after 35 degrees it’s hard to function.”

### *Education*

People spoke about the need for greater education among visitors in terms of “free and great” buses and promoting an understanding of the colours in the multi-use lanes. Participants noted that visitors can be “stranded” once they get to Canmore if they do not have a car.

Participants discussed the language barrier when climate-change-related information is only available in (complicated) English. “The climate action information isn’t in basic enough language for all participants to even understand what they are being told or asked to do. We need to shift some of the language around these actions.”

### **ADAPTATION—Reducing Risk and Vulnerability**

*From your perspective, what makes Canmore more at risk to the impacts of climate change? What do you think should be done to decrease that risk/vulnerability?*

#### *Single Transportation Corridor Complicates Emergency Evacuation*

Participants identified risks relating to having a single transportation corridor in the event of needing to evacuate due to a wildfire or flooding. They emphasized the importance of the Town developing “a good evacuation plan that people know & believe in.” They also

underscored the need for “proactive” planning and wildfire responses. The following are examples of reflections about this theme:

- “Getting everyone out of town is hard, especially if we’re trying to evacuate 1000 more people (population projected by the Town). We need good transportation corridors as we build new sections of town.”
- “We’ve done a good job with undergrowth removal. Time will tell if this helps.”
- “I’ve heard fire breaks have been established as a preventative measure, but risks for fires and floods will increase. Do we still want people living in high risk areas?”
- “We’ve seen floods sever these highways. I’ve met community members who think of how they’ll evacuate by car, bike, and canoe.”
- “With extreme winter events, we risk being cut-off due to snow and ice.”
- “We need proactive responses to wildfires such as creating fire control standards. Nature-based solutions can reduce fire spread while also improving wildlife habitat.”

### *Flooding and Precipitation*

- “In 2014 we had water refugees staying in our place in Canmore who were evacuated from Cougar Creek. We still don’t have control on Cougar Creek and need to have a system to prevent future flooding.”
- “Our water supply is at risk, as Canmore is dependent on glacier melt. More precipitation in the Bow Valley is projected, with big swings in water levels.”

### *Food Security*

Participants frequently spoke about food insecurity. They identified the potential for using greenhouses, including as part of community gardens, to facilitate greater local and regional food production.

- “It’s difficult growing nutrient-dense food here. With climate change, growing as much local food as possible is important.”
- “It would be cool to see greenhouses or other actions to provide more local food throughout the year.”
- “Land from the Town for a greenhouse would be useful.”

### *Update Laws, Bylaws and Building Codes*

Participants emphasized the need to change antiquated condo laws that currently prohibit “climate smart” actions like installing solar panels or heat pumps. Opportunities to improve the building code and bylaws to reduce fire risk were also identified.

- “Bylaws on real estate need to change. I live in a condo with a south facing roof. I can’t even put solar on it given the bylaws. Little things like that hold people back from trying to make change.”
- Condo laws: “We’re not allowed to have solar, valances outside of windows, or install a heat pump...Pressure needs to be put on condo boards to change the rules.”
- “Canmore doesn’t have building codes around fire resilience. Canmore requires a class B roof and we could incorporate California building codes for how to build in urban wildfire areas. We also have a property standards bylaw, but it doesn’t cover the removal of deadfall leaves/needles from gutters which are fire hazards.”

### *Strengthening Community, Education, and Awareness*

Participants mentioned the possibility of building community by implementing programs that focus on tangible climate action. They also underscored the need for education and awareness, including peer-to-peer.

- “We need more room for community gardens, and programs to get people involved around what you can do.”
- “We can create a community around climate actions/activities that could be good. We need more space & funding for programs, including volunteer-based things.”
- “We need to make sure people understand the risks: there will be floods and fires.”
- “We need to talk about climate change and risk with our neighbours, condo boards. We need to look to the future.”

### *Vulnerability—Populations*

People identified various populations who are more at risk of experiencing the impacts of climate change, extreme heat, and air pollution, in particular. These groups include seniors, children, and people with a compromised “health status,” such as those with long COVID, newcomers to Canada, and seasonal workers from abroad. Participants discussed the importance of anticipating the needs of these populations and, where possible, working directly with these groups to plan accordingly (e.g., working alongside ethnocultural and faith-based organizations).

Participants highlighted the need to improve housing standards for seasonal/immigrant workers and newcomers to Canada to ensure their accommodations adequately protect them from extreme heat and outdoor air pollution. External enforcement of such standards was emphasized. They also shared opportunities to partner with organizations that “help newcomers, lower income individuals, and equity-deserving communities to deal with climate adaptation and resilience.”

The following reflections are related to vulnerability:

- “Seniors and children are more vulnerable to heat and air pollution. Outdoorsy people will continue to go outside, which may lead to serious future health impacts.”
- “Service workers are here on temporary immigration status. They don’t have much ability to adapt or manage impacts. They’re at the mercy of what’s available.”
- “Canmore is receiving secondary migration or immigration from international areas; as a community we’re not very aware of the barriers different groups face to access information and prepare for climate change.”
- “To decrease vulnerabilities, we need to update plans often, and collaborate with these groups and service providers. There are specific cultural and language groups that could have unique networks.”
- “To get to another country, you need to be resourceful. Lots of solutions lie with these groups.”
- “Canmore is facing an affordability crisis: People have less finances to defend themselves against climate impacts, and this makes Canmore more at risk.”
- “Town communications can include best practices for reducing personal vulnerabilities (e.g., how to monitor home air quality or create a ventilation system).”
- “There could be a lending library of monitoring tools.”

### “Big Picture” Observations From Focus Groups

Throughout the roundtable discussions, participants offered “big picture” comments relating to Canmore and climate change, including the following reflections:

- “These impacts of climate change are not what we want, not what we remember, or grew up with.”
- “When I need to purchase a home, it’s bizarre that I need to consider where it is going to be safest to live dealing with these climate change realities.”
- “With wildlife, our human footprint far exceeds the effects of climate change in the Bow Valley.”

- “Continuing the buildout of Canmore? It goes against all reasonable arguments.”
- “Revise the climate target to align with the IPCC 2030 target. Go for zero, not net-zero, as this is too easy to offset.”
- “I understand that Scope 3 is ‘out of scope’ in this Plan. But there is a danger when we talk about getting rid of your gas car, your gas stove... getting rid of all these things and buying new things have Scope 3 emissions which make it challenging to achieve the target of 1.5 degrees by 2050. When the Town is evaluating the actions for the action plan, I suggest some sort of prioritization related to Scope 3 emissions because otherwise we’re just passing the problem to somewhere else.”

## 4. Community Outreach and Engagement

Between November 1st and 23rd, eight (8) engagements took place throughout Canmore, at various locations and times, to meet Objectives 1 and 3. Respondents were asked open-ended questions around climate change and were invited to participate in other engagement avenues. These engagements attracted 160 participants, including individuals from diverse cultural backgrounds and age groups (five to 75 years of age).

### What We Learned—Key Themes

**Motivations and community buy-in for climate action:** Many people expressed a desire to take care of nature and other species. Participants shared a strong love of nature, recreation, animals, plants, biodiversity, and the local mountain landscape. Very few people were uninterested in climate action, or shared beliefs that human impacts were not affecting climate change.

**Future generations:** Especially among young parents, there was a strong concern and sense of responsibility for future generations.

**Fear of impending crises:** Many people expressed the urgent need for climate action, stemming from the fear and knowledge of potential and past environmental crises.

**Most ready to act on:** When asked, “What are you most ready to act on?”, the most common themes were transportation, building emissions, and energy efficiency. Other common themes included waste and food waste reduction, food production, and water conservation.

**Transportation:** People expressed strong support for the existing public transportation system in Canmore. They reflected that convenience, children, and pets were barriers to using public transportation rather than driving. They also wanted more accessible and affordable transportation between surrounding areas like Exshaw and Banff.



**Buildings:** Many people expressed interest in increasing energy and building efficiency and building more sustainable infrastructure. Many people were proud to share the actions they had already taken, such as installing solar or using active transportation.

**Affordability and equity:** Topics of affordability and making an equitable transition also frequently arose. People were interested in knowing how EVs and home changes (e.g., solar installation) could be made more affordable. Many participants also recognized existing incentives and programs and supported maintaining those.

**Other topics:** Many people were interested in how they could make their home more efficient and the specifics of geoexchange in the Bow Valley.

## 5. Questionnaire results

In support of Objective 3, SSG carried out a questionnaire between November 9th and December 6th, 2023. The questionnaire primarily consisted of multiple choice questions to gauge respondent readiness for implementation and determine their understanding of the benefits and harms of the Low-Carbon Scenario and adaptation actions. It was hosted on the Town's [climate action webpage](#) using the Bang the Table EngagementHQ.

### Questionnaire Considerations

The following paragraphs outline several things to consider when interpreting the questionnaire results:

When compared with the town of Canmore's 2021 Census, the composition of questionnaire respondents differed from the population of Canmore. For example, the age groups 18–24 and 25–44 were underrepresented among questionnaire participants, while the age groups 45–64 and 65+ were overrepresented. Owners were also overrepresented in the questionnaire compared to renters.

The questionnaire offered valuable insights into the needs and preferences of participants, as well as the local context. It was **not** designed to serve as a public opinion poll, which typically measures uninformed opinions. Therefore, questionnaire results cannot be extrapolated to represent the views of the entire community. The findings only reflect the perspectives of those who chose to participate and complete the questionnaire. Additional perspectives from individuals and groups were sought through the various engagement techniques noted above.

When numbers are offered, they may not add up to 100%, or 102 responses, due to factors such as “preferring not to disclose” or variations in the number of respondents who chose to answer each question.

## Participant Profiles

A total of 102 people responded to the questionnaire, with men and women nearly equally participating (47 identified as men and 42 identified as women). A large majority (94 people) indicated they currently live in Canmore, and most respondents (85) identified as being of white ethnicity.

**Diversity:** Very few people ( $\leq 2$ ) self-identified as being from either LGBTQ2S or BIPOC communities or between the ages of 18 and 24. Eleven (11) people self-identified as living on a fixed income, four (4) indicated they were newcomers to Canmore within the last five (5) years, and three (3) people indicated they had a disability. Six (6) people indicated having gross annual family incomes under \$50,000.

**Living situation:** About half (50 people) lived in a single-detached house; 30 lived in a duplex or condo/apartment; and 10 lived in a townhouse or row house. Eighty-five (85) people owned their home, while 15 rented.

**Work sector and employment status:** A quarter (26 people) of participants were retired; 19 people were involved in professional, scientific, and technical services; 11 worked in construction, and the remainder worked across many different industries. Nearly half of participants worked full time.

## Perspectives on Climate Change Action

### Energy Efficiency Upgrades

The **three (3) most common** energy efficiency upgrades in respondents' houses were replacing older appliances with more efficient ones (55 people), installing more efficient windows and doors (50 people), and improving insulation to prevent heat loss (31 people).

The **three (3) least common** energy efficiency upgrades were converting to a heat pump (92 people had not), installing solar panels on the roof (88 had not), and replacing appliances that use fossil fuels.

### Anticipated Energy Efficiency Changes

The **top three (3)** energy efficiency changes that the 85 participants who own their homes are **planning to make** in the next five (5) years are replacing older appliances with more efficient ones (33 people), installing more efficient windows and doors (32 people), and improving insulation to prevent heat loss (26 people).

The **top three (3)** changes participants were **least likely to make** were switching to a ground-source heat pump, switching out a natural gas furnace or boiler and replacing with an air-source heat pump, and installing solar panels on their home.

### Support Needed to Make Changes to One's Home

The **top four (4)** types of support participants suggested were:

- (1) Grants: Upfront payments and time-of-purchase discounts for a portion of your costs (54 people);
- (2) Rebates (51 people);
- (3) A list of recommended professionals and contractors (30 people); and
- (4) A plan or set of recommendations for how to make these changes and in what order (24 people).

### Factors in the Design and Implementation of Actions for Reducing Building Emissions

Participants identified the following **top three (3)** most important factors: the amount of money required upfront, how much the action decreases energy costs for low-income households, and how much the action decreases GHGs.

On the topic of **EV ownership**, 41 people indicated they would not purchase an EV when they replace their vehicle. Thirty-one (31) indicated they would, while 26 were unsure. Participants identified the following **top three (3)** factors and forms of support that would enable them to purchase an EV: Grants, tax credits, or other forms of financial support to purchase an EV and add an EV charger to one's home. Participants desired improved vehicle range, and access to at-home charging and Level 3 charging (fast charging <30 mins) were considered most important.

Regarding **car-sharing**, the majority of participants (40) indicated they would not be interested in this option. Twenty-five (25) people said they would be, and another 28 were unsure.

Participants were asked to rank **their concern about various impacts of climate change in Canmore**. People are most concerned about wildfires and wildfire smoke. They are also very concerned about drought (low water levels in rivers and lakes), seasonal water shortages, and decreased winter precipitation. Participants are least concerned about extreme cold, blizzards, and landslides.

When asked, "**What impacts of climate change are of greatest concern to you?**", participants noted impacts on local ecosystems, biodiversity, wildlife habitats, and water quantity and quality as their greatest concerns.

Participants were asked, "**What do you personally need to prepare for climate change impacts?**" *Information about what the Town and other levels of government are doing to prepare* was identified as the greatest need, followed by *More information on what to do in case of a climate emergency*.

**What steps would you like to see the Town take to improve climate resilience in Canmore?** For new developments, respondents wanted to see the Town "*Incorporate consideration of climate risks into the review and approval process and Update regulations*

*related to land use. The third-most important step identified by participants was to Improve protective measures for homes and infrastructure located in high-risk areas.*

## 6. Stories Themes

Many of the comments shared on the Stories page echo the reflections shared above through other avenues. The following points provide a snapshot of participants' comments and suggestions:

- "Tax empty vacation properties to support programs, and the development and enforcement of climate-positive bylaws."
- A participant offered: "Careful analyses of where the biggest carbon reduction per dollar invested should be the first step." Potential solutions were shared, including stopping/limiting sprawl; solar generation on/geothermal heating for Town buildings; EV fleet for Town transportation.
- "Stop all unnecessary new infrastructure building, mining and forestry. Re-wild. Declare all public forests protected. Reduce & stop all wildland and forest fragmentation to protect and improve animal habitat and ecosystem biodiversity."

Participants raised concerns about keeping Canmore's contributions of GHGs in perspective:

- "I agree that there is climate change. Canada, as a whole, contributes minimally to any GHG and Canmore even less. We can all be sensible about our energy use but I do not agree with the costs being forced on us to attain - what? Let the town and citizens do what they can but, at the same time, keep lives affordable."

Several participants questioned human-caused climate change. The need to reduce both global population growth and production (GDP) were also shared as requirements to address climate change.

# Appendix A: IAP2 Public Participation Spectrum

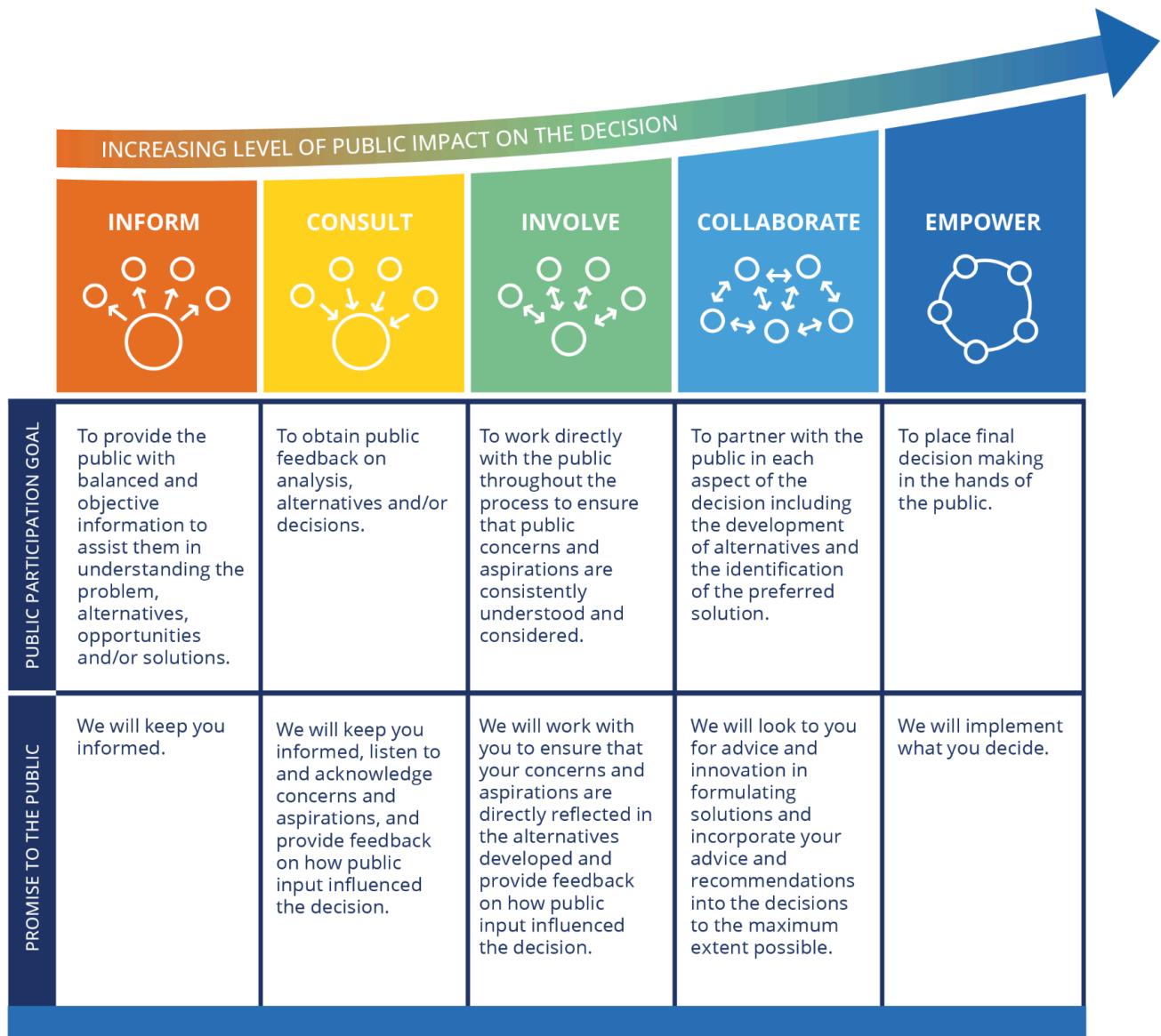


Figure 1. IAP2 Public Participation Spectrum.

# Appendix B: IAP2 Values

The International Association for Public Participation (IAP2) has been recognized for promoting and improving the practice of public participation (or community engagement) in relation to individuals, governments, institutions, and other entities that affect the public interest.

IAP2 has endorsed the following core values:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision. This means that participation is not just a token gesture, but also a commitment that the public's input will be taken seriously.
3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision. This includes efforts to seek out those who may be impacted by decisions.
5. Public participation seeks input from participants in designing how they participate. In other words, the public should have a say in how participation processes are structured.
6. Public participation provides participants with the information they need to participate in a meaningful way. This means that people have the necessary context and background to make informed contributions.
7. Public participation communicates to participants how their input affected the decision. After a decision has been made, those who participated should receive feedback about how their input was considered and what the outcome was.

# Appendix C: Glossary of Engagement Techniques

An **advisory group or committee** consists of a group of experts and/or representatives of impacted communities formed to develop a specific project or policy recommendation. The IAP2- level of engagement is typically “Involve” or “Collaborate” (depending on the terms of reference for the advisory group).

**Community** refers to any individual, group of individuals, organizations, or political entity within or connected to Canmore.

**Community surveys** are used to collect quantitative and qualitative information from a diverse group of interested or affected groups. They are often designed to obtain feedback on the opportunities, challenges, and supports needed to implement an action. The IAP2 level of engagement is generally “Consult” but can also be “Involve.”

**Focus groups** are used to derive sector-specific feedback, as well as to provide a comfortable space to engage with vulnerable or equity-denied groups. A focus group is typically composed of five to eight participants representing a sector/issue, such as equity, policy, transportation, or buildings. Participants partake in a facilitated discussion to provide feedback on the impacts of decarbonization actions within their sector/issue area. The IAP2 level of engagement is “Involve.”

**Public** is any individual, group of individuals, organization, or political entity with an interest in the outcome of a decision.

**Webinars** are educational tools used to inform concerned parties and impacted groups of the planning process. The goals of webinars are to inform community members about the project and any upcoming engagement events and to facilitate opportunities for them to ask the project team members questions. The IAP2 level of engagement is “Inform.”

**Workshops** are structured, facilitated events in which participants can work collaboratively to reach the identified workshop goals and objectives. Workshops employ a combination of presentation materials (e.g., slideshows) and collaborative engagement materials (e.g., polls, online white boards) to receive feedback at key points in the planning process. They offer a transparent engagement environment in which participants are able to collaborate, hear feedback from other participants, and understand how their feedback will shape the plan. The level of engagement is “Involve.”

# Appendix D: Table of Engagement Activities and Participant Numbers

<b>Engagement Technique and Date</b>	<b>Number of Participants</b>
Public Meeting 1—Launch of the Climate Emergency Action Plan Process: Online Presentation and Q+A (1 of 2) [October 18th, 2023]	<b>19</b>
Public Meeting 2—Low Carbon Scenario and Adaptation Actions: Online Presentation and Q+A (2 of 2) [November 8th, 2023]	<b>28</b>
Roundtable 1 Online Community Round Table—Low-Carbon Scenario [November 21, 2023]	<b>14</b>
Roundtable 2 Online Community Round Table—Adaptation Actions [November 23rd, 2023]	<b>7</b>
Focus Group 1 Online Equity Focus Group Part 1—Low-Carbon Scenario [November 27th, 2023]	<b>6</b>
Focus Group 2 Online Equity Focus Group Part 2—Adaptation Actions [November 28th, 2023]	<b>3</b>
Builders and Developers Focus Group [November 29th, 2023]	<b>11</b>
Tourism Focus Group [December 7th, 2023]	<b>10</b>
Outreach—Promotional Outreach Mini Engagement (Locations, dates, and times in Appendix E )	<b>160</b>
Questionnaire Bang the Table Community Questionnaire [Nov–Dec 2023]	<b>98</b>
Stories Page	<b>9</b>
Public Meeting 1—Recording Views	<b>15</b>



Engagement Technique and Date	Number of Participants
Public Meeting 2—Recording Views	7
Staff Engagement on Implementation [Feb 29, 2024]	23
Community Group Engagement on Implementation [ Mar 7, 2024]	9
CST Meeting on Project Strategy [March 27,2024]	6

# Appendix E: Community Outreach Engagement Sessions

Type 1 Engagement: Two open-ended discussion questions: Why is climate action important to you? What aspect(s) of climate action are you most interested in or ready to act on? Further, we drove community members to the My Canmore Page and invited them to the website, webinars, and Community Roundtable application.

Type 2 Engagement: More open-ended discussion and longer conversations in order to deepen engagement slightly (less emphasis on driving towards further surveys).

	<b>Location</b>	<b>Priority Audience(s)</b>	<b>Date/Time</b>	<b>Type</b>
1	Canmore Rec Centre	Young families (hockey, gymnastics )	November 1, 2023 3:15pm–4:45pm	Type 1
2	FCC	Young families, parents	November 4, 2023 9am–11am	Type 1/2
3	CYAN	Young adults	November 6, 2023 6pm–8pm	Type 1/2
4	Elevation Place	Families, young adults, older adults, various ages and backgrounds	November 10, 2023 4:30pm–6pm	Type 1
5	Canmore Rec Centre	Older adults	November 13, 2023 10:30am–12pm	Type 2
6	St. Michael's Church	Young families, young adults, older adults	November 13, 2023	Type 1

	<b>Location</b>	<b>Priority Audience(s)</b>	<b>Date/Time</b>	<b>Type</b>
	(Community Dinner)		5:15pm–7pm	
7	Newcomer Fair	Newcomers to Bow Valley	November 14, 2023 2pm–4pm	Type 1/2
8	Future Leaders Youth Council	Youth ages 16–27	November 23, 2023 5pm–7pm	Type 2



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