STAKEHOLDER CONSULTATION

OUR ENGAGEMENT PROCESS

BALANCING MULTIPLE INTERESTS

Our engagement process is not merely a compilation of input by the project team. Our role requires active listening to determine the root issues underlying individual statements, and reconciling often competing interests and points of view to arrive at evidence-based planning and design solutions.

Calgary's Growth & Development Vision
Planning for the next generations of Calgarians

Our Design Principles
Key guiding principles for desirable design and development

Stakeholder Feedback
What various stakeholders think and say about an issue

Economic Viability
The needs of Eagle Crest to create a viable project

OUR COMMITMENT

Since no single design solution can satisfy all stakeholder groups completely, the project team cannot integrate everything suggested by our neighbours and the community at-large. Our promise, however, is that we are transparent about how we reach our conclusions, making the following commitments to all who participate in our process:

- **We will provide you with quality information about the project.**
- **We will ask for your thoughts on key areas of the project.**
- **We will share what we have heard and our team's response to it.**

CITY OF CALGARY REVIEW AND GUIDANCE

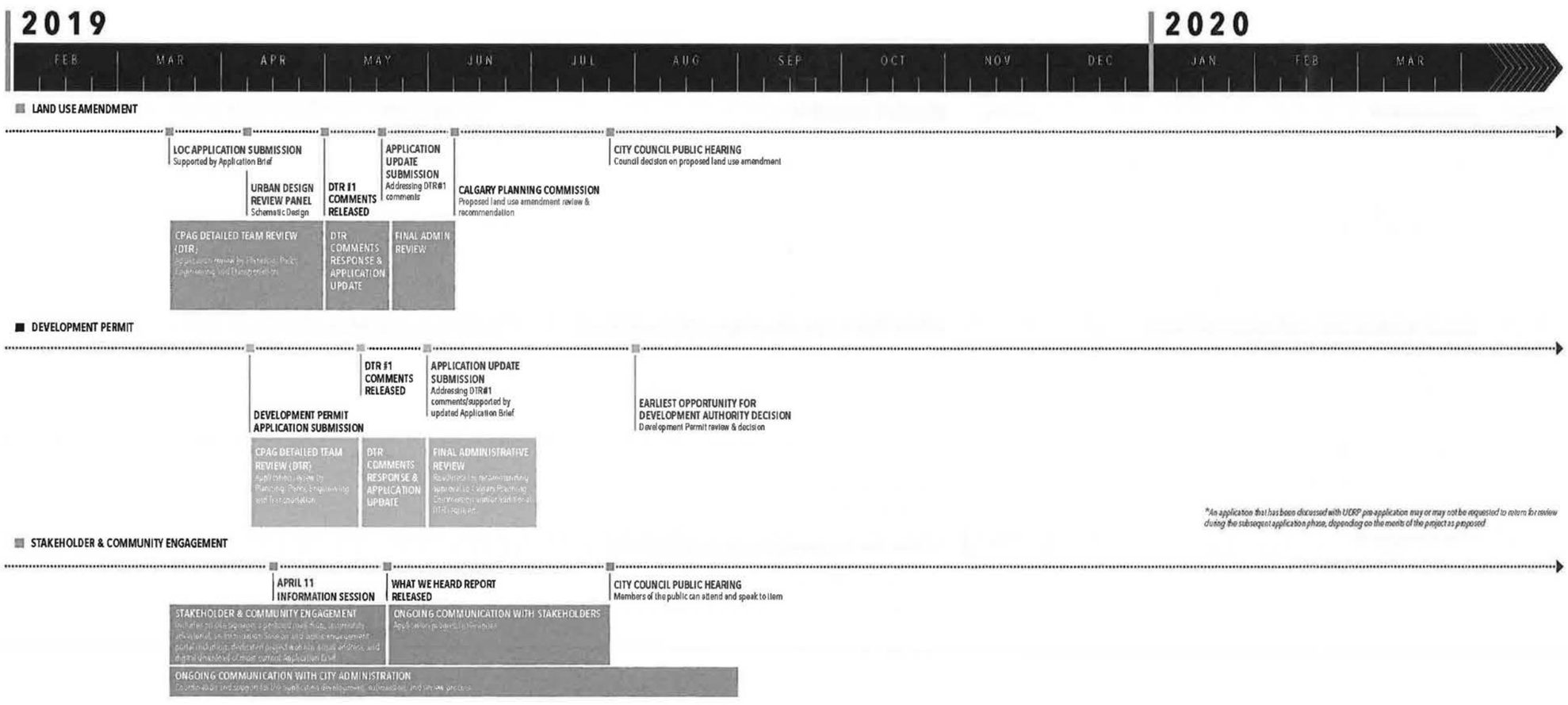
The City of Calgary (The City) Administration is responsible for the formal review and consideration of any applications for proposing a planning and development change. For applications proposing a Land Use Redesignation (rezoning) and Local Plan Amendment, City Administration is responsible for making a recommendation of approval or refusal to Calgary Planning Commission (CPC). CPC makes a recommendation of approval or refusal to City Council for decision at a Public Hearing of Council. For Development Permit, The City Administration will act as the decision-maker as long as the site-specific Land Use District and Local Plan has been amended to support the proposed development form.

The City will provide guidance and advice to the Applicant in shaping and implementing the voluntary stakeholder outreach process. Baseline best-practice methods of outreach are always encouraged by The City, including multiple opportunities and methods for stakeholders to learn about and share their thoughts on the proposed change. The City Administration will participate in key Applicant-led outreach activities and will make available direct contact information through all Applicant outreach materials and methods.

Any input collected through the project team outreach program will be reviewed by City Administration and summarized in reports to Calgary Planning Commission and City Council prior to final decisions being made.

Applicant-Led Engagement Summary and 'What We Heard' Report

GENERALIZED PROJECT TIMELINE



*An application that has been discussed with UCRP pre-application may or may not be requested to return for review during the subsequent application phase, depending on the merits of the project as proposed

ENGAGEMENT SUMMARY

ENGAGEMENT ACTIVITIES

A fulsome engagement process was initiated by the project team on March 13, 2019 and was ongoing after formal submission for Land Use Redesignation application. The aim of the process has been to inform area residents and stakeholders of the project and to receive feedback on the proposed concurrent Land Use Redesignation (LOC2019-0036) and Development Permit (DP2019-1660) for Cascade. In order to elicit as much feedback as possible during this period from a range of stakeholders, a variety of feedback mechanisms were employed by the project team, including:

- Project Website & Email Inbox
- Project Phone Line / Inbox
- Postcards / Letters to Residents
- On-Site Signage
- Community Newsletter Advertorial
- Information Session
- Face to Face Stakeholder Meetings
- What We Heard Report

PROJECT WEBSITE & EMAIL INBOX

The project website, www.cascadeyyc.com was launched on March 13, 2019. It has been utilized to disseminate project information, provide updates, and solicit feedback. It includes a built in feedback form for visitors to share their thoughts and get in contact with the project team. The website has been updated periodically with new and revised materials. The project team received nine (9) emails from the website from five (5) stakeholders. 278 unique visitors accessed the website for a total of 289 website visits from when the site went live to May 17, 2019, when this What We Heard Report was completed.

PROJECT PHONE LINE / INBOX

A direct line to a project voicemail inbox allowed stakeholders another way to communicate with the project team. The phone number was advertised on the website, mailers, advertorial, and site signage. Three (3) phone calls were received from two (2) stakeholders between March 13 and May 17, 2019.

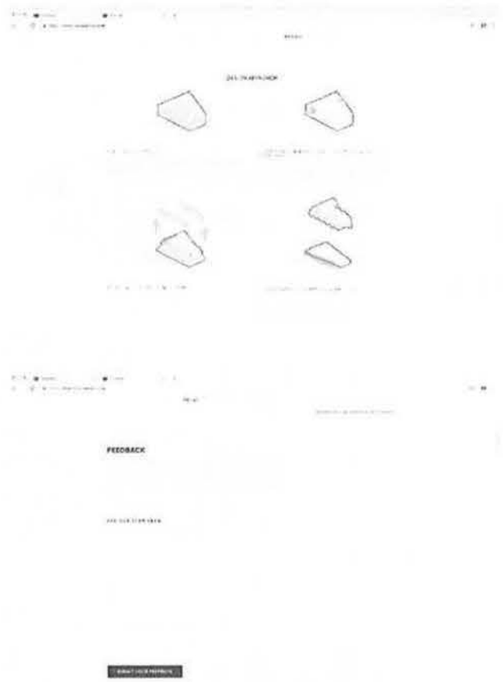


FIG.4.1 WEBSITE VISUALS

Applicant-Led Engagement Summary and 'What We Heard' Report

ENGAGEMENT SUMMARY

POSTCARDS / LETTERS TO RESIDENTS

Postcards were hand delivered to area residents, businesses and stakeholders within 200 metres of the site. The mail drop radius is highlighted in Figure 4.2. One mailer was delivered on March 21, 2019 to direct stakeholders to the project website, email, inbox, and phone line with any questions or feedback. It also acted as an invitation to the April 11, 2019 Information Session.

ON-SITE SIGNAGE

Installing on-site signage early in the application process (March 26, 2019) allowed the project team to communicate directly with surrounding community members. The signage directed visitors to the website, provided contact information, and advertised the Information Session. It has been updated periodically.

COMMUNITY NEWSLETTER ADVERTORIAL

A full page advertorial was placed in the April 2019 edition (digital and print) of the Richmond Knob Hill Review as another method of inviting community members to the Information Session. The Review is delivered to 3,600 households monthly. The advertorial was also shared by the Richmond Knob Hill Community Association on their website and Facebook page in advance of the Information Session.

FIG.4.2 MAILER DISTRIBUTION AREA (RED)

FIG.4.3 ON-SITE SANDWICH BOARD

FIG.4.4 FULL PAGE RICHMOND KNOB HILL REVIEW ADVERTORIAL: APRIL 2019

ENGAGEMENT SUMMARY

INFORMATION SESSION

An Information Session was hosted by the project team as an opportunity to facilitate discussion with community stakeholders on Cascade. The event was held at the Richmond Knob Hill Community Association Hall on Thursday, April 11, 2019, from 5:00-7:00pm. 33 stakeholders attended and had the opportunity to provide their feedback in person via discussion with members of the project team or to leave their thoughts on a sounding board. Representatives of The City of Calgary Administration and Ward 8 Office participated in the Information Session.

FACE TO FACE STAKEHOLDER MEETINGS

Meeting with project stakeholders and community groups formed another part of the engagement process for Cascade. The project team introduced itself and shared the Cascade Vision Brief 1.0 with contacts at the Richmond Knob Hill Development Committee and the Ward 8 Office on March 13, 2019. No formal meeting requests were made by either of these groups. These stakeholders were provided updates periodically and were invited to the Information Session.

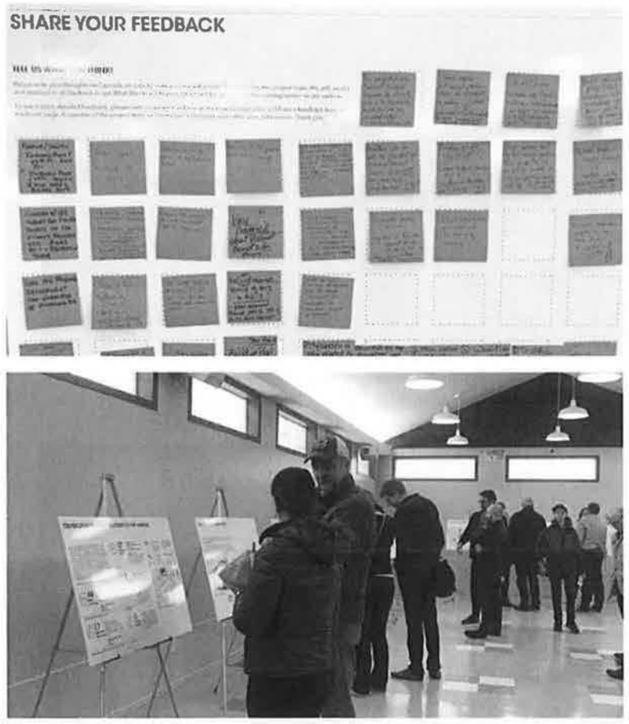


FIG.4.5 INFORMATION SESSION PHOTOGRAPHS

225 POSTCARDS DELIVERED IN 200M RADIUS

289 WEBSITE VISITS

33 OPEN HOUSE ATTENDEES

FEEDBACK

60 UNIQUE PIECES OF SOUNDING BOARD FEEDBACK

9 EMAIL EXCHANGES

FIG.4.6 ENGAGEMENT BY THE NUMBERS

WHAT WE HEARD REPORT

WHAT WE HEARD REPORT

A What We Heard Report is included as an engagement best practice. It provides an account of all community consultation activities undertaken in support of a project application, the feedback received throughout the process and the project team's response to common questions and concerns.

STAKEHOLDER FEEDBACK OVERVIEW

In reviewing feedback collected during the community engagement process as of May 17, 2019, the project team identified a series of key themes that were most commonly raised with stakeholders. The themes are expanded upon over the following pages and each is separated into the following subsections for reader clarity:

- An overview of what we heard
- Examples of verbatim feedback related to the theme collected during the engagement process
- The project team's response

Each project team response addresses the comments and input received throughout the process by explaining the team's own thought process and planning and design rationale. Changes and non-changes to the proposal resulting from issues or concerns are also identified. All verbatim comments collected throughout the engagement process to the May 17, 2019 publication date of this report have been appended to this What We Heard Report.

IDENTIFIED FEEDBACK THEMES

The main themes identified by the project team throughout the engagement process that will be points of focus in this What We Heard Report include:

- Street Network Congestion
- Transit Provision
- Parking
- Future of the Viscount Bennett Centre
- Building Height, Density, and Shadowing
- Commercial Retail Units

It should be noted that the majority of the feedback the project team received throughout the engagement process was less related to the Cascade proposal and pertained more to growth and change within the greater neighbourhood of Richmond.

STREET NETWORK CONGESTION

WHAT WE HEARD

The most common feedback stakeholders gave the project team was that a number of locations in the Richmond local transportation network are not operating safely. Although not appreciably impacted by Cascade, stakeholders desired that these locations should be addressed prior to further development in Richmond. One stakeholder who owns three single family dwelling units across the lane from Cascade expressed their concern over the capacity of the laneway to accommodate increased traffic.

VERBATIM FEEDBACK

- *Concern about 29 ST+ Richmond intersection as my daughter was run over due to uncontrolled intersection no lights, no flashing lights. Only stop sign*
- *Concern with increased demand on current adjacent street network*
- *Congestion on Rich. Rd + adjacent streets - 25, 25A esp. - Poor access from outside neighbourhood.*
- *29 ST + 26 AV intersection need calming or circle!*
- *Concerns with 25th St + Richmond Rd congestion*
- *Increased traffic on Richmond Rd plus future development will represent significant problems. Richmond at 29 St and 33 (traffic circle!)*
- *Traffic on Richmond Road is a significant concern...we need speed bumps, PED Xs etc.*

PROJECT TEAM RESPONSE

As part of a comprehensive planning and design process for Cascade, Eagle Crest retained Bunt & Associates (Bunt) to complete a Transportation Impact Statement (TIS) for the proposal. The TIS measures the current performance of the transportation system against municipal and international standards to predict the relative impact that Cascade will have on the local transportation network. The study determines if transportation network improvements are necessary to accommodate this impact. Please refer to the Transportation Impact Statement Section of Chapter 3 for a full review of the scope and findings of the TIS. The TIS has also been posted on the project website for review at www.cascadeyyc.com.

The TIS concluded that the Cascade proposal does not appreciably impact network traffic conditions in Richmond. The expected new vehicle trip generation is well below 100 trips per hour at both AM (20 vehicle trips) and PM (41 vehicle trips) peak hours. This threshold not being met means the proposed development does not require a more robust Transportation Impact Assessment (TIA). The existing network is operating below the designed capacity and will continue to do so with the proposed development.

The project team heard the concerns of community members regarding the greater street network and issues concerning traffic calming, speeding, and pedestrian safety. There are specific intersections and streets in Richmond that stakeholders felt could be improved to operate more safely. This feedback has been diarized in the verbatim section of the What We Heard Report and is summarized below so The City of Calgary has this information to inform any future streetscape and network upgrades in Richmond.

- **Richmond RD SW and 29 ST SW:** This intersection is a bottleneck for motorists attempting to access 33 AV SW. Stakeholders felt its lack of stop control or signalization makes left turn movements dangerous. They also felt it was dangerous for pedestrians and would benefit from traffic calming measures.
- **Richmond RD SW and 25 ST SW:** This stop-controlled intersection becomes congested during rush hour as motorists attempt to enter the neighbourhood.
- **26 AV SW and 29 ST SW:** Stakeholders felt that this signalized intersection with laddered crosswalks is still dangerous for safe pedestrian movements and expressed desire for additional traffic calming measures.
- **26 AV SW and 25 ST SW:** This intersection is close to the 26 AV SW overpass over Crowchild TR SW and has reduced visibility. Stakeholders requested a stop control or signalization here.
- **Richmond RD SW "Wedge":** Stakeholders noted that this two lane street is quite wide and as a result motorists speed down its length, making it challenging for children and families to safely cross.

Regarding the lane, it will be paved and improved where it interfaces with Cascade. Bunt has noted that based on industry standard rates, the expected daily traffic volume generated by developments abutting the lane is currently 244 vehicles a day and estimated at 596 vehicles per day with the development of Cascade. This total expected daily traffic volume is well below the City of Calgary's acceptable limit of up to 1,500 vehicles per day in a lane.

TRANSIT PROVISION

WHAT WE HEARD

Another common piece of feedback received by the project team (most notably at the April 11, 2019 Information Session) was that transit provision was being reduced in the immediate vicinity of Cascade due to network rerouting. Some stakeholders felt that there should be more on-site parking as a result. This section of the What We Heard Report clarifies this misconception.

VERBATIM FEEDBACK

- *With proposed cut backs on local bus routes, this could create a lack of public transport in area.*
- *The City is proposing eliminating 3 of the 4 busses done in your Traffic Impact Study. I would like to see how this changes the study.*
- *People may use public transit on weekdays...but don't on weekends – we have to use cars for groceries etc. therefore people will have min 1 car – not enough building parking*
- *Assumptions made about access + frequency of buses when calculating no. of parking stalls needed for building. Looks like only 1 BRT stop sits on other side of 6-lane highway from development. The buses that currently travel Crowchild in + out of downtown do not come every 10 minutes – the usually come within minutes of each other + then you have to wait 20-30 minutes until next group.*

PROJECT TEAM RESPONSE

The project team would like to thank stakeholders for identifying this revision to Calgary Transit service for the project team. Bunt completed their initial TIS prior to the Route Review being undertaken by The City and have since updated their report.

The latest version of the TIS published on May 13, 2019 takes into consideration the *2019 Calgary Transit Service Review*. It notes that the primary change in transit service impacting the neighbourhood of Richmond will be the introduction of the new MAX Southwest BRT Line in autumn of 2019, which will include northbound and southbound stops at Crowchild TR SW and 26 AV SW, within 150m of Cascade. Beyond this major change, other route revisions impacting the site include the extension of Route 6 to Westhills, the removal of Route 18, and the replacement of Route 112 with Route 22. Ultimately, transit service for Cascade will be improved as a result of these route revisions and the site continues to be serviced by high frequency transit.

A route revision figure and table denoting service provision are incorporated in section 3.3 of the updated TIS, available for download on the project website at *www.cascadeyyc.com*.

PARKING

WHAT WE HEARD

Stakeholders also expressed concern over the amount of parking being provided on-site for Cascade. Rather than the proposed number of stalls, stakeholders desired a greater ratio of 1 stall per dwelling unit. A smaller number also felt that any parking study completed should incorporate parking demand generated by the existing and future use at the Viscount Bennett Centre.

VERBATIM FEEDBACK

- *24a street Parking is a concern*
- *Parking - Where will visitors park - NOT ON OUR STREETS*
- *Not enough parking provision 37 for 42 unit plus their visitors and commercial clients.*
- *Inadequate parking allocated*
- *There needs to be one parking stall per residential unit (.7 is simply not enough)*
- *PARKING!! Not enough assigned to commercial (3) businesses. Street Parking? High traffic levels w/ 2 large senior housing within one block*
- *Residential "Area T" Parking permit, will be dissolved/revoked because of Viscount closure creating further parking/traffic concerns...not addressed in plan.*

PROJECT TEAM RESPONSE

The project team's building design has been refined by architect FAAS for the ultimate Development Permit (DP2019-1660) submission. The underground parkade (accessed from the lane) now holds 30 stalls and five (5) additional stalls are situated at the rear of the building at grade off the lane. A final dwelling unit count of 42 has been reached and is primarily composed of two (2) bedroom dwelling units. The 30 stall parkade will be used for residential and residential visitor parking and will exceed Bylaw requirements by two (2) stalls to be available as additional residential parking. Parking stall ratio calculations showing that the provided parking exceeds Bylaw requirements for the proposed MU-1 Land Use District are detailed in Table 4.1 of the TIS, available for download on the project team website at *www.cascadeyyc.com*.

Parking studies in multiple North American jurisdictions (Toronto, Vancouver, Seattle) have consistently found that rental buildings (which Cascade is currently proposed as) have approximately 25% lower parking demand when compared to owner-occupied condo buildings. As such, usage as a rental building would be expected to reduce site parking demand. Furthermore, due to the scale of the building and its proposed Land Use District of MU-1, the residents of Cascade will not qualify for the Residential Parking Permit (RPP) "T Restriction" in Richmond and will therefore have no impact on existing RPP zone parking. The seven (7) parking stalls that front onto the Cascade parcel will be revised from RPP restricted to two (2) hour parking.

The rear lane will now accommodate five (5) commercial visitor stalls. At 530m² of gross usable commercial floor area, the total commercial parking requirement is six (6) stalls, meaning that there will be a deficiency of one (1) commercial visitor stall and a relaxation to this bylaw requirement will be requested.

The City of Calgary's Parking Policies state the following regarding commercial relaxations: *Often with new developments comes the opportunity to review the management of on-street space around the development site and area. If there is significant on-street capacity, it may make sense to permit a relaxation of the development's off-street parking and/or loading requirements.*

To confirm whether the proposed one (1) stall relaxation is appropriate and as part of their TIS, Bunt has undertaken a parking restriction and on-street demand study to determine peak occupancy of stalls within a block of the site. The Viscount Bennett Centre is permanently closed and has no parking requirements. Any future rezoning application at the Viscount Bennett Centre will require a Transportation Impact Assessment (TIA) to review traffic impacts associated with any future parking realities.

The study determined that of the 32 on-street stalls within a block of the site, at peak demand on a standard weekday (in this case, Wednesday, February 13, 2019), only three (3) stalls were occupied. Their counts indicate that there is sufficient on-street capacity (even at peak demand) to accommodate the one (1) stall commercial off-site demand. For more details on this study and associated parking study figures, please reference the Transportation Impact Statement section of Chapter 3: Studies or Section 4.2 of the TIS.

FUTURE OF THE VISCOUNT BENNETT SITE

WHAT WE HEARD

Many stakeholders were more interested in the future of the recently closed Viscount Bennett Centre, as they felt redevelopment here would impact them substantially more than the development proposal for Cascade. A small number of stakeholders were concerned that if approved and constructed, Cascade would set a development precedent for the Viscount Bennett Centre lands.

VERBATIM FEEDBACK

- *Concern with the support for higher density on the Vicount Bennett site - zoned R-C1 + recreation today.*
- *Very concerned!! About Viscount Bennett site plans...*
- *Whatever you do will be precedent for Viscount Bennet School therefore do NOT over densify our neighbourhood - we don't want it*
- *The real concern is the Viscount Bennett site...*
- *What is the plan for the Viscount Bennett site?*
- *As far as Viscount Bennett school is concerned, we need another junior/senior high school either built on that site or the existing school having a major overhaul and re-opened.*

PROJECT TEAM RESPONSE

To clarify, the project team is undertaking a Land Use Redesignation (LOC2019-0036) and Development Permit (DP2019-1660) application process for only Cascade (2813 24A ST SW). The project team believes that the Viscount Bennett Centre lands will be redeveloped in the future into an Activity Centre condition with a mix of uses that are more intense than what currently exists on the site, but this understanding and casemaking has no bearing on the actual sale and any future redevelopment of the Viscount Bennett Centre lands. Any future development application for these lands will be subjected to the same rigorous Land Use Redesignation and Development Permit process as Cascade and must stand on its own merit. The City will also ensure that any applicant for these lands engages with the community on any redevelopment scenario.

The Viscount Bennett Centre is currently owned by the Calgary Board of Education (CBE). It is the decision of the CBE as to if and when they will sell the Viscount Bennett Centre lands. The project team understands that there is no set timeline for sale and redevelopment at this point, but that the CBE is considering a variety of options for the site.

The Municipal Development Plan (MDP) and Developed Area Guidebook (DAG) outline that The City of Calgary aims to accommodate 33% of population growth within Developed Areas by 2039. This will be achieved by supporting greater housing choice that reinforces more complete and resilient neighbourhoods in established communities like Richmond. If the CBE sells the Viscount Bennett Centre lands, there is no redevelopment scenario that The City would accept that does not in some way intensify the 11.7 acre Viscount Bennett Centre site, considering its proximity to the primary transit network and Inner City location approximately 3km from downtown Calgary. This intensification would take into consideration the existing built form context of the surrounding blocks.

BUILDING HEIGHT, DENSITY, AND SHADOWING

WHAT WE HEARD

Most stakeholders believed the building design for Cascade was visually appealing. Parking was the greatest site-specific concern for stakeholders, but a small number tied the perceived lack of parking to there being too many dwelling units over too many storeys, or too much residential density proposed for the site. One next door neighbour noted that the Cascade proposal would permanently shadow their garden and a portion of their yard.

VERBATIM FEEDBACK

- *Privacy for neighbouring windows + Parking + residential entrance is very close to 2811.*
- *5 storey building too high in residential area*
- *TOO HIGH Building plan of 5 stories does NOT fit our neighbourhood*
- *Do NOT bring "Marda Loop" Density into our neighbourhood - we bought here because it is NOT high density + quiet. This is NOT OK.*
- *Consider fewer units - very dense for such a small lot.*

PROJECT TEAM RESPONSE

To reiterate, the proposed Land Use Redesignation is in line with Municipal Development Plan (MDP) and Developed Areas Guidebook (DAG) goals of accommodating 33% of population growth within Developed Areas by 2039 through provision of greater housing choicein Inner City neighbourhoods like Richmond. The Richmond ARP (1986) has been periodically amended but does not fully reflect the aspirations of the MDP and the DAG, so they are being considered in combination with the ARP. The ARP places the Cascade site in a Medium Density Land Use area, meaning multi-family development is appropriate. The current Land Use District for the site is M-C1 (Multi-Residential - Contextual Low Profile), which has a maximum height of 14m over four storeys. Cascade proposes a mix of uses with a maximum height of 19m over five storeys in a more flexible Land Use District of MU-1 (Mixed Use - General). The building has been designed within the MU-1 District building envelope and complies with building height restrictions and setback requirements. The proposed Land Use Redesignation is reasonable considering existing zoning and the City of Calgary's future development goals. The project team will be proceeding with the ultimate ask of 42 dwelling units over five storeys with Commercial Retail Units (CRUs) at grade.

The project team recognizes that the proposed change will create new sight lines and impact privacy for the multi-residential neighbour directly north of the subject site at 2809 and 2811 24A ST SW and also somewhat impacts the single family dwelling units backing onto the shared lane. Where possible, the building has been massed in a manner that it gathers at the centre of the subject site away from lower profile neighbouring properties. Openings have been minimized on the north facade of Cascade to prevent overlooking and direct sight lines into units in neighbouring buildings. This is further depicted in Figures 3.12 - 3.15 in a Side Yard Relationship Study in Chapter 3 of this Application Brief.

The building massing also reduces shadowing impacts to neighbouring residences. On the top storey, stepbacks have been introduced to further mitigate shadowing across the laneway - this space doubles as a building amenity that will be screened to prevent overlooking into neighbouring properties. The shadow studies of the proposed building mass are presented in Figures 3.1-3.11 at the City mandated times of 10am, 1pm, and 4pm on the solstices and the equinox. They show that Cascade produces negligible shadow impacts on neighbouring buildings through the year with the exception of the multi-residential neighbour at 2809 and 2811 24A ST SW. This neighbour has expressed interest in selling to Eagle Crest in the future, a future project opportunity that Eagle Crest is open to considering.

COMMERCIAL RETAIL UNITS

WHAT WE HEARD

Few stakeholders commented on the proposed Commercial Retail Units (CRUs) in Cascade. Stakeholders who did were curious regarding the size and number of proposed CRUs and who they are meant to serve. Stakeholders who commented on the CRUs were split on whether this part of Richmond RD SW has a need for CRUs.

VERBATIM FEEDBACK

- *Concern as to the nature of the commercial business.*
- *Would be great to have affordable rent for small businesses. We would like to see constant business not transient.*
- *Yes to small scale retail!*
- *Me too*
- *Whoever you people are, you have not put alot of thought into this project and we don't need commercial or retail in what you propose, we have 2 strip malls between 28th and 29th St. Again, you will plague us with more traffic not to mention those ridiculous pedestrian refuges down the middle of Richmond Rd from 24A street to 29 street.*

PROJECT TEAM RESPONSE

There are three CRUs proposed for Cascade, oriented toward the Richmond RD SW frontage of the subject site. These three units split 530m² of space (approximately 5,700ft²), which make them relatively small (approximately 177m² or 1,900ft² each). They are meant to be neighbourhood serving (such as a medical clinic or cafe), to pair well with the commercial use already in this area (dentist's office, former Canada Post building), and to support future population and jobs on the Viscount Bennett Centre lands.

The closest retail option for residents that live in this part of Richmond is currently located 700m southwest of Cascade in a strip mall at the corner of Richmond RD SW and 29 ST SW. Incorporating three small scale, neighbourhood-serving CRUs will be a walkable amenity for residents who live in this part of Richmond, especially those at the senior's residence who may have mobility barriers.

Cascade has been setback at grade to allow more space for public realm improvements that beautify the building and make the CRU bays attractive to prospective leasees, including new street trees and landscaping, street furniture, and room for an outdoor cafe condition for one of the CRUs.

If commercial-retail use is determined by the market to be unviable at Cascade, the MU-1 Land Use District provides the flexibility of not requiring active commercial at grade. The CRUs could be revised to Live Work Units or Dwelling Units in the future should this be the case.

Applicant-Led Engagement Summary and 'What We Heard' Report

VERBATIM FEEDBACK

ONLINE FEEDBACK | EMAIL INBOX AND WEBSITE FEEDBACK FORMS

Note: This section of the What We're Hearing Report composes an inventory of all written verbatim feedback collected by the project team through various channels during the engagement process. The project team has applied best practice privacy rules to this What We're Hearing Report. Names have been redacted in all instances to protect the anonymity of those who provided feedback.

Respondent #1

From: [redacted]
Date: March 21, 2019
Subject: Greater Street Network Congestion, Photography Services

"I live 200 meters away from your proposed project, great idea. I am a professional photographer and I would like to offer my services as a progress photographer for the project. I have a lot of experience and samples I can show you. Because it is so close to my house and studio I could offer a very reasonable rate to photograph the project from demolition to show suite. Please contact me if you are at all interested.
[redacted]

PS: as a resident at [redacted]-25th Street SW, I hope this project will at last inspire the city to install traffic lights at 26th Ave. and 25th. Street SW, otherwise I fear the accident rate will balloon at an already very accident prone intersection, with the increased number of cars in the area. "

March 22, 2019

Good morning [redacted],

Thank you for taking the time to reach out to the Cascade project team with your feedback.

We have forwarded your email to our client, who will follow up if they are interested in using your photography services as the project progresses - the LOC and DP stages precede any sort of construction by likely at least 1 year, and that is only if they are approved.

Our Transportation Impact Statement, available for download on our website at www.cascadeyyc.com, notes that the proposed development as currently designed will have a negligible impact on the transportation network surrounding the site and no upgrades are contemplated in relation to this project at this point. However, we appreciate hearing anecdotes from area residents regarding their lived experiences with the transportation network in the area as it gives us a better understanding of pinch points that exist in the system, which we can in turn share with The City as part of our engagement process.

Your input has been heard and will be recorded, compiled, and addressed in a What We Heard Report that will be made available to the public before we proceed with the formal decision-making stages for the application. While we will welcome and will listen to feedback, this does not necessarily mean we'll address everything suggested by our neighbours and the community at-large. Where we are changing our plans based on feedback, we will identify those changes. Where we do not make changes based on those shared ideas, we will explain why the changes didn't occur.

Thank you for your time.

[redacted]

Respondent #2

From: [redacted]
Date: April 10, 2019
Subject: Building Height, Scale, Traffic Impacts

"I am against anything of this magnitude for our area. The powers that be seem to ignore the issue of traffic on Richmond Rd, which is the only way in and out of Richmond Park. We are 8 blocks long and 1 wide, we are called the wedge. The line ups of cars to turn onto 29th st to get to Crowchild is outrageous the speeders who use this section of Richmond Rd as a raceway is way out of control. The only way this would work is it you open up Richmond Rd to Crowchild or an overpass to Crowchild,Something to take the pressure of off Richmond Rd.

As far as Viscount Bennett school is concerned, we need another junior/senior high school either built on that site or the existing school having a major overhaul and re-opened. We have alot of tots and yound children in our neighbourhood and they will need a school exactly where the orginal one sits. If I had an 11 o 12 year old girl, I would NOT put her on the bus alone to either have to go to the schools south on Crowchild or AE Cross way up Richmond Rd. I went to Viscount Bennett myself for 7 years 7-12 so that location is perfect for us and all surrounding neighbourhoods. Whoever you people are, you have not put alot of thought into this project and we don't need commercial or retail in what you propose, we have 2 strip malls between 28th and 29th St. Again, you will plague us with more traffic not to mention those ridiculous pedestrian refuges down the middle of Richmond Rd from 24A street to 29 street. Not in the least bit

VERBATIM FEEDBACK

ONLINE FEEDBACK | EMAIL INBOX AND WEBSITE FEEDBACK FORMS

acceptable, not with what you will cause to us who live here and have lived here most of our lives. Money, power and greed is what is fuelling this project, what else is new?"

April 11, 2019

Hello [redacted],

Thank you for taking the time to reach out to the Cascade project team to provide your feedback.

Our Transportation Impact Statement, available for download on our website at www.cascadeyyc.com, notes that the proposed development as currently designed will have a negligible impact on the transportation network surrounding the site through the day and no street upgrades are contemplated in relation to the project at this point. However, we thank you for your comments regarding the intersection of Richmond RD SW and 29 ST SW, as they give us a better understanding of pinch points that do exist in the greater neighbourhood system, which we can in turn share with The City of Calgary as part of our engagement process as Richmond Knob Hill continues to grow as an Inner City neighbourhood.

Regarding the Viscount Bennett site, we have no control as the urban planners representing the landowner of 2813 24A ST SW over what the Calgary Board of Education (CBE) will do with their 11.7 acre parcel. What we do understand is that the school building is at the end of its lifecycle and will have to be redeveloped in the future. It is the decision of the CBE on what direction will be taken: they may sell the property for redevelopment into other uses, sell some of the property for redevelopment and use the funds from the sale to help build a new school, or redevelop it entirely into a new school.

On the commercial uses, the strip malls you refer to are the closest retail options for residents that live in this part of Richmond and are 700m away (the 7-11 on 26 AV SW is 800m away). The commercial units proposed are meant to be small in nature, neighbourhood serving (potentially medical clinic, coffee shop etc), dovetail with the commercial use already in this area (dentist) and much closer for residents in this part of the community, including those at the senior's residence who may have mobility barriers that prevent them from travelling far.

Your input has been heard and will be recorded, compiled, and addressed in a What We Heard Report that will be made available to the public before we proceed with the formal decision-making stages for the application. While we will welcome and will listen to feedback, this does not necessarily mean we'll address everything suggested by our neighbours and the community at-large. Where we are changing our plans based on feedback, we will identify those changes. Where we do not make changes based on those shared ideas, we will explain why the changes didn't occur.

If you would like to speak with a member of the project team about project details in person, we will be hosting an Information Session this evening at the Richmond Knob Hill Community Hall (2433 26 AV SW) between 5-7pm.

Kind Regards,

[redacted]

Respondent #2

From: [redacted]
Date: April 11, 2019
Subject: Exchange #2, Traffic Impact

"Hi [redacted],

What day is that Information Session?

The other concern we have is, on top of the traffic volume, it brings more pollution from more cars and we are already anticipating a huge increase in poor air quality with the new ring road a few kilometres away, not to mention what your new building will belch out with the size of it. These are all valid concerns for us. Keep in mind, we bought our house in 1952 and moved in early 1953. I am second generation in Richmond Park back in my family home and we didn't want our small little neighbourhood touched with all this densification. The problem is Richmond Rd as I mentioned and the reasons why.

What is the point of an information meeting when you are going away with your project and ignoring us anyway. We know how it all works, we are not stupid people here.

[redacted]"

April 11, 2019

Hi [redacted],

The Information Session is today (5-7pm at the Richmond Knob Hill Community Hall - 2433 26 AV SW).

Building a more compact form that houses more people closer to

VERBATIM FEEDBACK

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the centre of the city and connecting them there by frequent transit cuts down on pollution/vehicle use and utilizes resources in a more environmentally friendly manner.

Your point on Richmond RD SW still stands and we will share this with our contacts at The City in our What We Heard Report. This is the reason for the Information Session: to collect lived experiences from area residents beyond information we already possess and to improve the project accordingly (or in this case, share more information with The City on the local transportation network). If you choose to join us, I look forward to meeting you. I'll be the tall person wearing a blue jacket. If you are busy, we will be posting our engagement boards for review on our website tomorrow at www.cascadeyyc.com.

Thank you,

[redacted]

Respondent #2

From: [redacted]
Date: April 11, 2019
Subject: Exchange #3, General Opposition to Project

"Oh so most likely buses running up and down Richmond Rd as well, belching out diesel. Will there be some officials from city roads and the ghost of Evan Woolley, who doesn't answer e-mails or phone calls, which is why the development committee was disbanded ans was headed up by Doug Roberts, a lawyer and very intelligent and well informed man?

[redacted]"

April 12, 2019

[redacted],

Your input has been heard and will be recorded, compiled, and addressed in a What We Heard Report that will be made available to the public before we proceed with the formal decision-making stages for the application. While we will welcome and will listen to feedback, this does not necessarily mean we'll address everything suggested by our neighbours and the community at-large. Where we are changing our plans based on feedback, we will identify those changes. Where we do not make changes based on those shared ideas, we will explain why the changes didn't occur.

Thank you for your time,

[redacted]

Respondent #2

From: [redacted]
Date: April 12, 2019
Subject: Exchange #4, General Opposition to Project (no response provided)

"Hi [redacted],

I have lived a long time and I know and you know, when the city approves something it goes through. When a developer presents a plan, most of it, sometimes all of it goes ahead no matter what anyone says. Look at that huge building on the corner of Crowchild and 33rd ave sw.. The people of Marda Loop, South Calgary and us fought that one, it's height, the mature trees being chopped down, not enough frontage and guess what? No surprise, it went through anyway, even though it was overheight and many other issues.

Your companies and others like them present a proposal and if it doesn't fit the parameters of building codes and what is annexed near them, the city just changes the zoning to accommodate you. As, I said, we are not stupid here, we know how it works and we know the development companies and city council lead by Nenshi are in bed together, as it fits Nenshi's plans to densify and pack us all in like sardines.

What happens when alot of lions are caged in a small area???? And you think people are different? Look at the road rage, which we never had until there are too many vehicles on immature roadways.

[redacted]"

VERBATIM FEEDBACK

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Respondent #3

From: [redacted]
Date: April 11, 2019
Subject: Greater Street Network Congestion

"Totally unacceptable. Richmond Road at 29 St is already dangerous and during rush hours we can not get out of our neighbourhood. Please no not do this"

April 11, 2019

Hello [redacted],

Thank you for taking the time to contact the project team with your feedback.

Our Transportation Impact Statement, available for download on our website at www.cascadeyyc.com, notes that the proposed development as currently designed will have a negligible impact on the transportation network surrounding the site through the day and no street upgrades are contemplated in relation to the project at this point. However, we appreciate your comments regarding the intersection of Richmond RD SW and 29 ST SW as it gives us a better understanding of pinch points that do exist in the greater neighbourhood system, which we can in turn share with The City as part of our engagement process as Richmond Knob Hill continues to grow as an Inner City neighbourhood.

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If you would like to speak with a member of the project team about project details in person, we will be hosting an Information Session this evening at the Richmond Knob Hill Community Hall (2433 26 AV SW) between 5-7pm.

Thank you.

[redacted]

Respondent #4

From: [redacted]
Date: April 15, 2019
Subject: Building Height, Viscount Bennett lands, Traffic Impact, Parking

"We are alarmed that the proposed building is 5 stories high. This is unacceptable in our neighbourhood and not at all in keeping with the low density neighbourhood zoned RC1. We do NOT want to have the high density that has destroyed Marda Loop's charm and made it into a stressful part of the city to go into. We do not want the increased traffic in the neighbourhood. We want your project to be in keeping with existing projects..,no higher than 3 stories high. 5 stories is too high and if allowed will be a benchmark with is unacceptable when the viscount bennet land is being proposed for development. We do NOT want a shopping centre complex like Marda loop. We also note that you only have 30 parking stalls... this is NOT enough for the building. You need 1 per tenant. Why are they not condos where the people own them? Rentals won't have as high a pride in their home, owners will. Our neighbourhood is made up of owners. We don't want the high turnover. You need to provide parking to the people living there, or they will take up parking for the existing homes who own their homes and do not want others taking up the parking spots just because you didn't provide enough parking for your project. This is not well thought through. Just because Marda loop area is saturated, does not mean you can bring that density and chaos to our neighbourhood. We bought here for the quiet neighbourhood that has pride in ownership, not renters and lovely views. Your building is 2 stories TOO high, and not enough parking and should be condos, not renters. Lower turnover and pride in ownership. Your event was

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advertised too late for more turnout because the gazette only came in mail the afternoon of the event. Our gazette actually arrived the day after the event. So, you did not get a thorough turnout. As well, it was a blizzard..bad weather kept people at home."

April 15, 2019

Hello [redacted],

Thank you for taking the time to contact the project team with your feedback.

To address some of your concerns:

Existing land use tied to building height: The five storey building form with maximum height of 19m representing the proposed land use redesignation exceeds the existing land use, M-C1 on the site by one storey and 5m (current maximum building height on parcel is 14m, for a four storey buildout potential). To clarify, no parcels on this block are zoned R-C1.

Viscount Bennett site precedent: The Viscount Bennett site will be a long term redevelopment project by whoever decides to purchase it/ if and when the Calgary Board of Education decides to sell it. Each project must stand on its own: any redevelopment proposal on the Viscount Bennett lands would have to go through exactly the same rigorous land use redesignation process as Cascade.

Traffic: The Transportation Study that we had completed for this project noted that at 42 units, Cascade will produce a negligible impact on the surrounding transportation network. This study is posted on our website for your review at www.cascadeyyc.com. We have heard from many community members that there are a number of locations in the greater neighbourhood street network that they feel are unsafe, which we will be sharing with The City in our forthcoming What We Heard Report.

Parking: As for parking, the study confirmed that the proposed number of underground parkade stalls (31) meets City of Calgary bylaw requirements for residential and residential visitor parking and in fact provides three more stalls than required for these uses per the bylaw. There are six stalls provided on the lane for commercial parking, which represents a deficiency of two stalls for the total commercial requirement of eight stalls. However, there are seven on-street parking stalls that front onto the property which can more than accommodate these two commercial visitor stalls. No resident of this building will be able to qualify for the permit program through the Parking Authority due to the proposed land use district. The subject site is also well provisioned by frequent transit.

Rental vs Condominium: The current building at 2813 24A ST SW is rental, not condominium. A final decision on whether or not the building will be rental or condo has not yet been made and will be determined closer to construction, should this proposal be approved. A side note, as a renter who lives in a high quality rental-only building that uses similar materials and has similar unit sizes to what is being proposed in Cascade, I take great pride in my unit (as do many other renters in Calgary).

Event Advertisement: Beyond the Richmond Review Advertorial, which was digitally released on April 1, 2019, a member of our team dropped a mailer on March 21, 2019 to every house on a block that fell within 200m of the subject site. These mailers acted as invitations to our engagement event and linked recipients to the project website/contact information. We installed on-site signage at 2813 24A ST SW on March 26, 2019 that advertised not only the proposed land use redesignation but also the Information Session. We launched a website on March 13, 2019 that outlines project information and advertised the event. The Richmond Knob Hill Community Association shared our advertisement on both their website and Facebook page on Sunday, April 7, 2019, ahead of the event. We contacted the Community Association to introduce ourselves and the project on March 13, 2019. The project team has undertaken a thorough approach to advertising this event (in five separate ways) and continues to receive feedback by email and phone on our Information Session boards, which were posted on the website the day after the event. We unfortunately cannot control the weather the day of our events, which is why we share our materials online after our events are over, so those unable to join us are able to provide their feedback at a time convenient for them.

Your input has been heard and will be recorded, compiled, and addressed in a What We Heard Report that will be made available to the public before we proceed with the formal decision-making stages for the application. While we will welcome and will listen to feedback, this does not necessarily mean we'll address everything suggested by our neighbours and the community at-large. Where we are changing our plans based on feedback, we will identify those changes. Where we do not make changes based on those shared ideas, we will explain why the changes didn't occur.

Kind regards,

[redacted]

Applicant-Led Engagement Summary and 'What We Heard' Report

VERBATIM FEEDBACK

ONLINE FEEDBACK | EMAIL INBOX AND WEBSITE FEEDBACK FORMS

Respondent #5

From: [redacted]
Date: April 24, 2019
Subject: Sale of Neighbouring Property

"Hi [redacted],

It's [redacted] here, you met myself and my husband at the open house for the proposed development going up next to our condo block.

I just wanted to follow up to thank you and your team for putting that info session together. At the meeting we spoke about the potential of our space being developed and since chatting with the rest of the residents of our space, there is interest in selling.

Please keep in touch if anything comes up!

[redacted]"

May 2, 2019

Hello [redacted],

Thanks for your note and time at the information session.

I'll certainly make our client aware that you and your neighbours may be interested in selling. Cascade is a good project site size, but our client may have interest in more assembly now or in the future. Also, given the fluid nature of these blocks and Canada Post building before for sale, I think our application will change local build-developer's thinking about the local potential.

[redacted]

Respondent #5

From: [redacted]
Date: May 2, 2019
Subject: Sale of Neighbouring Property, Building Manager Contact Information

"Thanks [redacted],

Please keep us posted.

Also- it would be nice to have a contact for the manager at the property next door, if you have access to that info?

Thank you,

[redacted]"

May 2, 2019

Good morning [redacted],

Contact information for current property manager below:

[redacted]

Kind Regards,

[redacted]

Applicant-Led Engagement Summary and 'What We Heard' Report

VERBATIM FEEDBACK

ENGAGEMENT HOTLINE FEEDBACK | PHONE CALL LOG

Respondent #1

From: [redacted]
Date: March 22, 2019
Subject: Recommendations from Building Manager

This individual called the project team as the Building Manager of the current apartment at 2813 24A ST SW. He noted that he has lived in Richmond for three years and that the community is a good place to live and invest.

He recommended that if the future building is rental, that criminal record and background checks are taken out on any prospective tenants.

He encouraged the project team to reach out to him if there are any questions regarding future building management and wished the project team the best of luck with Cascade.

March 25, 2019

A member of the project team responded to this individual with a voicemail message, thanking them for their input and advising that their feedback would be incorporated into the What We Heard Report.

Respondent #1

From: [redacted]
Date: March 29, 2019
Subject: Building Manager Inquiry

Another phone call from the Building Manager, inquiring as to when residents would be receiving their damage deposits back.

No response

A member of the project team forwarded this inquiry to Eagle Crest.

Respondent #2

From: [redacted]
Date: April 1, 2019
Subject: Project synergies, request for further information

This individual is a developer who owns the three lots that interface with Cascade to the west across the lane. He called first to commend the project team's website, engagement materials, and the design of the building. He was concerned about how the projects will share the lane, most notably the impact of a 42 unit building on traffic on the lane. He looks forward to future conversations with the project team on shared solutions and work that could be mutually beneficial to both team projects. He expressed interest in meeting with the project team in person.

April 1, 2019

A member of the project team called this individual back and asked what items they would like to specifically focus on. The conversation focused on intended land use redesignations and building interfacing. The detailed conversation was more suited to having an architect present, so the team member invited this individual to the Information Session, where they could speak with more members of the project team at once.

VERBATIM FEEDBACK

SOUNDING BOARD FEEDBACK - APRIL 11, 2019 INFORMATION SESSION

- My concern is only related to increased traffic on Richmond Rd.
  - o Concern about 29 ST+ Richmond intersection as my daughter was run over due to uncontrolled intersection no lights, no flashing lights. Only stop sign
  - o Also concern about opening up currently closed acces from Crowchild and/or 33 AV + 25A ST into community.
  - o Would like to see at least the same amount of underground spots as units
  - o Traffic study: was it done when Viscount was open or closed? Big difference.
- Traffic Study needs to incorp Viscount Bennett closure + potential plans.
- Parking/Traffic:
  - o Richmond Road + 25th ST: both P+T
  - o Richmond Road + 29th - Traffic @peak hard to access 33rd
- Concern with the support for higher density on the Vicount Bennett site - zoned R-C1 + recreation today.
- Like the proposed development for north side of Richmond Rd.
- Would rather see a 4 level building.
- 24a street Parking is a concern
- Traffic - major concern - Richmond Road.
  - o Parking - Where will visitors park - NOT ON OUR STREETS
  - o City is eliminating buses already - how will everyone get downtown?
- Privacy for neighbouring windows + Parking + residential entrance is very close to 2811.
- Richmond Rd + 29th Street is bad now. Something should be done ahead of any new building.
- Concern as to the nature of the commercial business.
- Concern with increased demand on current adjacent street network
- Not enough parking provision 37 for 42 unit plus their visitors and commercial clients.
- 5 storey building too high in residential area
- Not sure if 37 parking spots will be enough
- Very concerned!! About Viscount Bennett site plans...
- Do NOT change zoning of MC1... to MU-1! ... plan around zone MC 1. It is MC1 for a reason.
- TOO HIGH Building plan of 5 stories does NOT fit our neighbourhood
- The City is proposing eliminating 3 of the 4 busses done in your Traffic Impact Study. I would like to see how this changes the study.
- Our small community will forever be changed - not why we bought in Richmond. Our taxes should be reduced!
- Would be great to have affordable rent for small businesses. We would like to see constant business not transient.
- Inadequate parking allocated
- Congestion on Rich. Rd + adjacent streets - 25, 25A esp. - Poor access from outside neighbourhood.
- Don't like future precedent set by changing zoning.
- You are getting a low turnout tonight because the notice of mtg in the community newsletter was only delivered today. Therefore do another one pls
- Whatever you do will be precedent for Viscount Bennet School therefore do NOT over densify our neighbourhood - we don't want it
- Huge concern - not enough parking stalls for residents in building-!! Whaat? :(Was told 45 units and only 30 spots - unacceptable - should be 1 per unit
- Building is WAY too HIGH :(Needs to be 3 stories NOT 5. Nowhere in the area are 5 stories - cut it back
- Do NOT bring "Marda Loop" Density into our neighbourhood - we bought here because it is NOT high density + quiet. This is NOT OK.
- Huge concern that of NOT enough parking they go up the hill on 25 St to park therefore take our parking away. NOT OK. :(We are NOT OK with this
- People may use public transit on weekdays...but don't on weekends - we have to use cars for groceries etc. therefore people will have min 1 car - not enough building parking
- Would prefer condo owners vs. rentals.. why? Because rental don't care - owners do.
- # of units vs parking is a problem.

Applicant-Led Engagement Summary and 'What We Heard' Report

VERBATIM FEEDBACK

SOUNDING BOARD FEEDBACK - APRIL 11, 2019 INFORMATION SESSION

- *please consider improving stair from 24A ST to 26 AVE *bad condition*
- Please Provide a new "Mailer Drop" - not all residents received one.
- There needs to be one parking stall per residential unit (.7 is simply not enough)
- Concerns traffic congestion Richmond Rd + 29th St - difficulty when V.B. school was open.
- Traffic @ 29th will be an issue...it is already dangerous.
- Richmond Road traffic w all the proposed development will need to be addressed.
- 29 ST + 26 AV intersection need calming or circle!
- TIS wrong as three bus routes being taken away?
- Concerns Re: Viscount Bennett site development
- Concerns with 25th St + Richmond Rd congestion
- The real concern is the Viscount Bennett site...
- Traffic congestion at Richmond Rd. and 29th St. must be addressed.
- PARKING!! Not enough assigned to commercial (3) businesses. Street Parking? High traffic levels w/ 2 large senior housing within one block
- Residential "Area T" Parking permit, will be dissolved/revoked because of Viscount closure creating further parking/traffic concerns...not addressed in plan.
- Can we have a style for the area? We don't want a piecemeal, ugly mix match designs
- Increased traffic on Richmond Rd plus future development will represent significant problems. Richmond at 29 St and 33 (traffic circle!)
- No green! Space for new residents
- Very concerned of density on road systems. Where and how will you deal with traffic congestion? [City] 25 St and 26 Ave corner!
- Yes to small scale retail!
  - o Me too
- Consider fewer units - very dense for such a small lot.
- Assumptions made about access + frequency of buses when calculating no. of parking stalls needed for building. Looks like only 1 BRT stop sits on other side of 6-lane highway from development. The buses that currently travel Crowchild in + out of downtown do not come every 10 minutes - the usually come within minutes of each other + then you have to wait 20-30 minutes until next group. Lesson: each unit needs a parking stall, not .7 per unit.
- Traffic on Richmond Road is a significant concern...we need speed bumps, PED Xs etc.
- Traffic safety at Richmond Rd and 25 St. - congestion going to 26 Ave and 29 St.
- Would prefer ownership over rental
- Parking is already an issue. How will you ensure enough parking spots for residential/commercial?
- What is the plan for the Viscount Bennett site?
- With proposed cut backs on local bus routes, this could create a lack of public transport in area.

Applicant-Led Engagement Summary and 'What We Heard' Report

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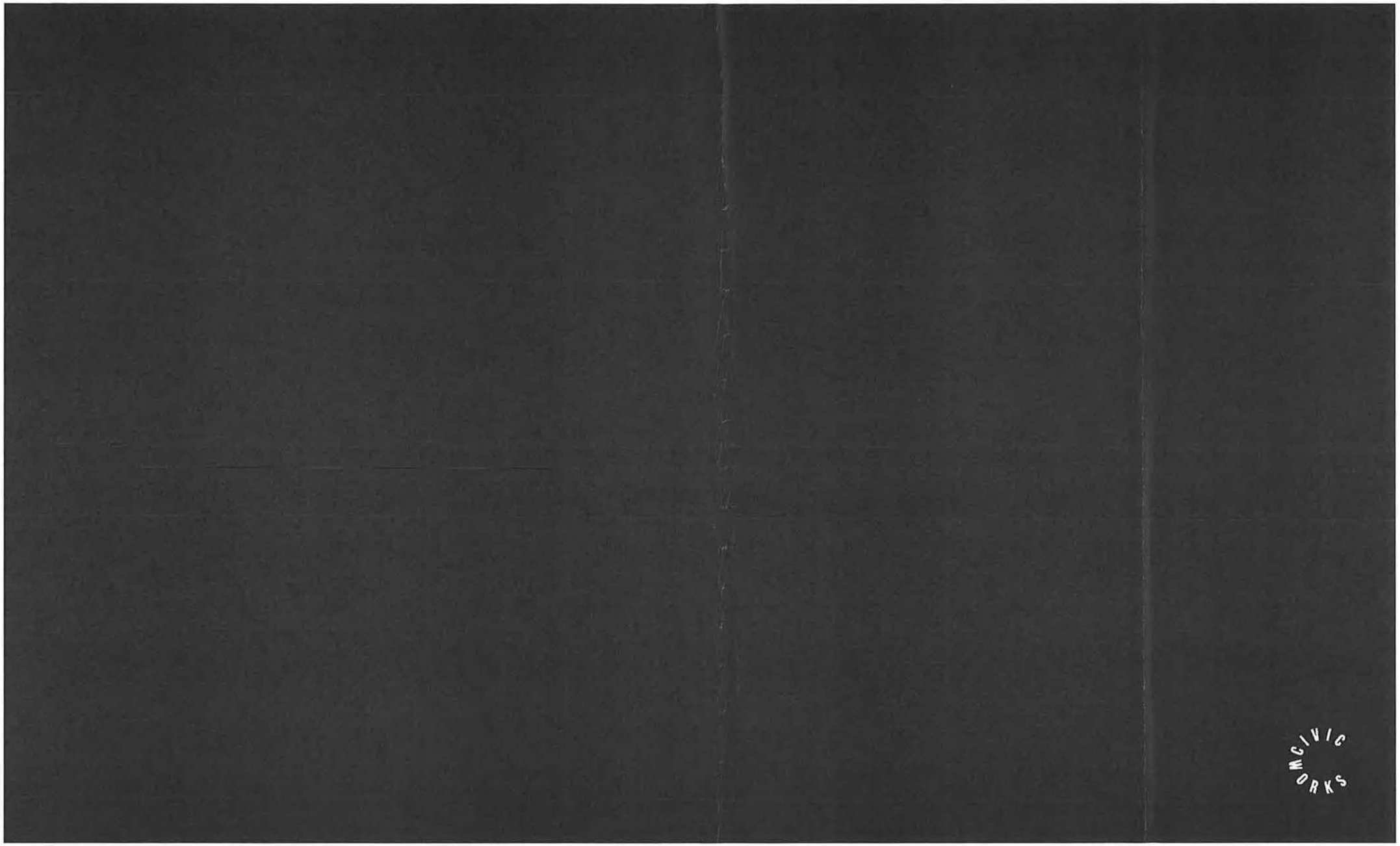

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