

Sustainment Process for *Guidebook*

The *Guidebook for Great Communities (Guidebook)* is a policy document that works with Local Area Plans (LAPs) and sets the foundation for a renewed Land Use Bylaw (LUB), to help achieve the goals of the Municipal Development Plan (MDP) in Calgary's built-out communities.

- **For citizens who live in Calgary and move to Calgary**, the *Guidebook* is a framework to plan complete communities that provide more housing options, access to a variety of goods and services close by, and areas to recreate and gather. It plans communities where people can live in their neighbourhood regardless of age, income or stage of life.
- **For Planners who are planning communities and the citizens engaged in the planning of their communities**, the *Guidebook* provides a planning policy system that focuses on how people experience their community. It's a foundation to develop a plan for how a community can grow, develop and remain vibrant and resilient for people living there now and in the future.
- **For developers and industry**, the *Guidebook* provides the consistent policies and community design elements (built form) that direct them to develop sites with the community's long-term best interests in mind. It facilitates the development of a great community, while respecting and complementing its unique qualities.

The *Guidebook* is a new, robust and long-term planning policy document that will continue to be refined in the future. Administration recognizes that in order to sustain this document, there needs to be a thoughtful process regarding the sustainment of both the *Guidebook* and the approach to local area planning that it provides.

Ongoing Education and Outreach

Moving forward, we will continue to pursue further awareness opportunities leading up to and after approval of the document. These include:

- Continued involvement in future Local Area Plans;
- Increasing awareness to multi-cultural communities;
- Continued media exposure;
- Continued social media campaigns;
- Further refinement of information on Calgary.ca;
- Further events with industry and community partners;
- Looking for opportunities within different wards (e.g., open houses/town halls);
- Additional informational displays in public places;
- Mobile installations at libraries and recreation centres;
- Expanded poster campaigns;
- *Guidebook* 101 sessions and online videos;
- Speaker series; and,
- In-person support to Community Associations when they are reviewing development applications.

Internal Training for Consistency

Administration is committed to doing in-house training to help with successful, consistent implementation and ongoing sustainment of the *Guidebook*. The *Guidebook* represents one of the first shifts in a new planning system that will take time to both implement and build trust around. Ensuring change management help is available, making time available for involvement in applications and ongoing local area plan work, and offering a direct connection to the team who wrote the *Guidebook* and who is working on the next phases for the Bylaw renewal, are just a few of the elements to which the team is committed.

Ongoing amendments to *Guidebook*

Part of the sustainment process is acknowledging that the *Guidebook* is meant to be a living document that will be further refined to ensure it is effectively achieving its objectives. Attachment 8 identifies several outstanding issues that Administration is currently considering for future updates. Additionally, as Administration works collaboratively on the next round of local area plans (Heritage and Westbrook communities are already underway) there may be more proposed revisions after further testing through those projects. The Heritage Preservation tools report, Transit Oriented Development Implementation Strategy and the Established Area Growth and Change Phase 1 and eventually Phase 2 reporting are examples of other Next Generation Planning System projects that may result in changes to the *Guidebook* and Local Area Plans. Further, as Administration embarks on the Land Use Bylaw renewal there may also be revisions necessary to the *Guidebook* to ensure goals and objectives are being met through linked policy and regulation.

Sustainment Committee

In discussions with the panel members (panel was formed 2019 October in response to Committee's decision to postpone Great Communities for Everyone PUD2019-1015), it was determined that there needs to be representatives from all perspectives, willing to vet, test and be available when issues arise. This group should have representation from Administration, industry, community associations, other community representatives, business owners, and citizens at large.

In order to ensure that the intent of the *Guidebook* is implementable, this committee will need to understand the *Guidebook* and Council's direction. This will provide Administration with a sounding board to develop resolutions to issues (whether with local area plans or applications) and ensure that the solutions are disseminated to others, as well as retained within Administration in case similar issues are raised in the future. This group will also track outstanding concerns and proposed changes, as well as discuss suggestions for other education and awareness opportunities or further work that may be related or have a potential impact resulting in amendments. This will help to ensure consistency in both the interpretation and application of *Guidebook* policies. Further, this will allow for more stakeholders to have the information and understanding behind decisions moving forward.

Once the *Guidebook* is approved, Administration will set out a terms-of-reference and call for representatives to be on the committee. The committee will meet as needed, but also prioritize conversations regarding issues as they arise. Not every committee member will be required to discuss every issue, but rather Administration will rely on those members who are interested in the issue and who have experience in the particular field. After two years and the anticipated

completion of the pilot local area plans, the need for the committee will be reviewed. Other projects under the Next Generation Planning System may also use this committee to deal with related issues or overlaps.

Details & Anticipated Timing

Q2 2020

- *Guidebook* approval.
- Develop and implement internal training for staff ahead of local area plan approvals.
- Draft Sustainment Committee Terms of Reference (TOR)
- Send out call for members for committee including draft TOR

Q3 2020

- North Hill Communities Local Area Plan approval (required to go to Calgary Municipal Region Board)
- Implementation of the plan and *Guidebook* in North Hill communities (all applications will need to consider both documents)
- Ongoing training for internal staff and external communities as needed
- Kick-off Sustainment Committee
- Confirm TOR with Sustainment Committee

Q4 2020

- Regular Sustainment Committee meetings
- Ongoing education and awareness campaign

Q1 2022

- Assessment of need to continue sustainment committee.

On-going

- Monitoring of the effectiveness of the *Guidebook's* policies and making amendments as required.
- Potential amendments to the *Guidebook* to incorporate Heritage Planning Policy tools (as approved by Council), anything required to implement the Established Areas Growth and Change Strategy and any outstanding changes from the sustainment process.
- Approval of Westbrook and Heritage communities Local Area Plans and implementation of the *Guidebook* in these communities.
- Involvement in the multi-community Local Area Plans.
- Involvement with other Next Generation Planning System initiatives.
- Continued training for communities as needed.
- Ongoing education and awareness campaign.
- As needed Sustainment Committee meetings.