

Applicant Outreach Summary

Overview of Outreach

Project name: Varsity Multi-Service Redevelopment

Did you conduct community outreach on your application? **YES** or NO

Outreach Strategy Provide an overview of your outreach strategy, summary of tactics and techniques you undertook (Include dates, locations, # of participants and any other relevant details)

The first phase of engagement was focused on the proposed land use re-designation for the current site. Currently, the site is for emergency services. The proposed land use re-designation would include a residential component as well as other potential services or amenities in addition to the fire station.

On Wednesday, January 24, 2018, a session was held for adjacent property owners from 5:30-8 p.m. which was attended by 45 participants. Following this session, a drop-in session was held on Wednesday, January 31, 2018 from 5-8 p.m., which was advertised to all Varsity residents. There were 95 attendees of which 35 completed feedback forms. An online feedback form was available online from February 2 – 16, 2018 and an additional 175 forms were completed through this channel.

The second phase of engagement was focused on the design for the new site, located immediately north of the current fire station. This engagement also contained a report back and showed the progress of the design process by the project. On Thursday February 7, 2019, we had a drop-in session from 5-8 p.m. which was open to all Varsity residents. This session was attended by 55 people. A second drop-in session was held Saturday February 9, 2019, from 11 a.m. – 2p.m. which was attended by approximately 45 people. An online feedback form was available from February 7 – 24, 2019 and an additional 136 forms were completed through this channel.

A third phase of engagement was designed as an information session to show the public where we were at with a current design processes in the submittal for DP application. Although we anticipate no significant changes to the current design it will be subject to the review process and potential recommended alterations. The purpose of the session was to developed to “tell the story” of how we got to this point of design working through a process which incorporates and reflects public input, functional requirements, bylaws/codes and good design principles. This session was a wrap up which allowed the public to review the progression followed and changes made in the process that reflected the input received from previous engagement on desirable design options and neighbourhood look, feel and function. “How the facility would best integrate and provide services to this community and area?” The session was attended by ~64 participants and the majority of responses received in person or from the feedback forms completed reflected a positive response to both the current design presented and to the process that was followed in reaching this stage.

Stakeholders: Who did you connect with in your outreach program? List all stakeholder groups you connected with. (Please do not include individual names)

All residents of Varsity community, additional targeted session for adjacent land owners, Ward Councilor, portal page via the web does not have a restricted access thus comments could come from outside the community.

What did you hear? Provide a summary of main issues and ideas that were raised by participants in your outreach.

1st Phase: Feedback is based on both the in-person sessions and online feedback form. There are four high-level themes that came out of the discussions and comments:

- Project site
- Potential amenities or services
- Traffic
- Design elements along with other general comments about the project

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2nd Phase:

Feedback is based on both the in-person sessions and online feedback form on the design aspects. There are some high-level themes that came out of the discussions and comments related to the project design:

- The preference for the Fire Station is a brick/traditional exterior
- The greenspace is seen as a potential gathering space for contemplative and unstructured activities.
- Participants would prefer to see an integrated seating style used at the site.
- Generally participants want to see good design of the facility to mesh with the community

3rd Phase:

The majority of responses received in person or from the feedback forms completed reflected a positive response to both the current design presented and to the process that was followed in reaching this stage. Some participants who attended did come with some inquiries over traffic and access but stated that questions were answered and addressed to a satisfactory level with the information provided.

How did stakeholder input influence decisions? Provide a summary of how the issues and ideas summarized above influenced project decisions. If they did not, provide a response for why.

Each phase of engagement influenced the design iterations of this development. Comments are generally categorized and reviewed for common themes. Efforts were made to reflect the comments in the design outcomes or at least identify as to why certain elements were not possible due to other functional requirements or project limitations. Boards at the final session in October were created specifically to show how "incorporating your feedback"

- Refined the green space to include moveable seating, deciduous canopy trees and a long, integrated public bench along 37th Street N.W
- Refined the plaza to include integrated bench-style seating with lighting, landscaping beds and a community garden
- Achieved required parking on the site
- Maintained City Council directed response times for the Calgary Fire Department
- Conducted a traffic study
- Maintained the Household Hazardous Waste drop-off
- Clad the exterior brick to reference a historic connection to fire station
- Maintained the building setback to minimize impact on 37th Street N.W.
- Located the amenities to be easily accessible from the shared lobby
- Reduced the building height from seven to six storeys

These among many other general comments that were considered and incorporated throughout the design phases.

How did you close the loop with stakeholders? Provide a summary of how you shared outreach outcomes and final project decisions with the stakeholders that participated in your outreach. (Please include any reports or supplementary materials as attachments)

What We Heard reports were completed and posted along with all materials/boards utilized at sessions online at on the Calgary.ca webpage as well as on the engage portal page engage@calgary.ca/varsity. All results, information, reporting and processes, including full verbatim are summarized on these pages. There was also a mail out list created and information/updates to all who had signed up for this.

Applicant Outreach Summary

Phase 1 Summary



Varsity Multi-service Redevelopment

Report Back // What we heard and next steps
Land Use Re-designation January 2018

Project overview

Fire stations in Calgary have traditionally been planned and developed using a single use model which caters primarily to the performance requirements of the Calgary Fire Department.

In 2015, Calgary City Council directed Administration to move to a coordinated approach for planning and delivering civic facilities that optimizes the use of City-owned land and better serves the community.

The result of this direction is the Integrated Civic Facilities Planning (ICFP) Program. ICFP ensures City sites, where possible, are built with multiple purposes in mind, rather than single use sites. This approach enables greater consistency and accountability while increasing efficiencies, partnerships, innovation and investment.

Varsity Fire Station #17 is at the end of its lifecycle and a new station is required to meet the increasing needs of a growing and redeveloping community. This provides the opportunity to develop a comprehensive integrated redevelopment plan for the site that aligns with Council's direction and the mandate of the ICFP Program.

In addition to the new fire station, the proposed redevelopment includes an affordable housing development and the potential for other services to be offered on the site.

Engagement overview

The first phase of engagement was focused on the proposed land use re-designation for the current site. Currently, the site is for emergency services. The proposed land use re-designation would include a residential component as well as other potential services or amenities in addition to the fire station.

On Wednesday, January 24, 2018, a session was held for adjacent property owners from 5:30-8 p.m. which was attended by 45 participants. Following this session, a drop-in session was held on Wednesday, January 31, 2018 from 5-8 p.m., which was advertised to all Varsity residents. There were 95 attendees of which 35 completed feedback forms. An online feedback form was available online from February 2 – 16, 2018 and an additional 175 forms were completed through this channel.

What we asked

We asked the participants:

- What other types of services they would like to see in this space
- What community space could be used for in this facility
- Any concerns or opportunities that they would like the project team to be aware of

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Varsity Multi-service Redevelopment

Report Back // What we heard and next steps
Land Use Re-designation January 2018

What we heard

Feedback is based on both the in-person sessions and online feedback form. There are four high-level themes that came out of the discussions and comments:

- Project site
 - Potential amenities or services
 - Traffic
 - Design elements along with other general comments about the project
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- For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.
 - For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

Next steps

- All the comments received from the engagement sessions in January and from the online portal have been categorized and are being reviewed in detail. Input received which was not strictly related to land use will be taken into consideration for future work regarding building and site design
- An application for land use re-designation of the site is expected to be submitted in June 2018
- No decisions have been made on building design as this stage of work is yet to be undertaken
- Further input will be solicited once the building and site design is underway. There will be additional opportunities for engagement throughout the project
- Regular project updates will be made available on calgary.ca/varsity

Applicant Outreach Summary



Varsity Multi-service Redevelopment

Report Back // What we heard and next steps
Land Use Re-designation January 2018

Summary of Input

Phase I – Land Use Re-designation

This first phase of the project was to gather feedback about the proposed land use re-designation application as well as what potential services could be included. The proposed re-designation would include emergency services, other potential services or amenities (for example, a daycare) as well as a residential component to the site.

The feedback and high-level themes listed below came from two in-person sessions, emails to the project team and an online engagement tool. The in-person sessions were held on January 24, 2018 (for adjacent property owners) and January 31, 2018 (entire community) and the online component was open from February 2 to 16, 2018. The verbatim comments are listed out after the theme pages(s).

There are four high-level themes that came out of the discussions and comments. The first is related to the site itself, the second is around potential amenities or services, the third theme highlights traffic comments and the last theme includes more comments related to design elements along with other general comments regarding the project.

Site Comments and concerns	Sample verbatim comments (comments listed below are as they were received during the engagement)
There are five sub-themes: Fire Station access, noise/lights, property values, density and the cost of the project. The verbatim comments included in here reflect the general sub-themes.	<ul style="list-style-type: none"> Concern with multi-family on housing prices - a lot of multi-family coming in market and density and the impact of property values and traffic on 37th St Will there be a change to response time in the construction interm? Technology to determine proximity to cars for the fire trucks to initiate sirens? ...The University District development has pushed densification into unreasonable territory. This site, first and foremost, must be a functioning fire station and any design must not impede the effectiveness of the fire hall. Having a community meeting space like Rocky Ridge and Tuscany stations would be useful so long as it does not interfere with the operations of the hall. With regard to the subsidized housing, could a developer be brought on to build a P3 development?
Services and / or Amenities comments	Sample verbatim comments
There are four main sub-themes surrounding the amenities: First and predominantly, some form of	<ul style="list-style-type: none"> Will Vecova be moved to this site with the City not renewing the Lease Concerns with university district (2000+) residents coming to area and not enough facilities/amenities for young families

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Varsity Multi-service Redevelopment

Report Back // What we heard and next steps
Land Use Re-designation January 2018

<p>recreational/greenspace component along with daycare space was highlighted by participants as being very important to them. Secondly, comments about the household waste drop off were brought forward. Third are comments related to Vecova and lastly some general comments about other amenities that could be offered on the site.</p>	<ul style="list-style-type: none"> • Appreciative that no firm plans are in place yet, and that our input will be (hopefully) considered. Though of aptmt development? Hopefully, not a "tower". Commercial development / coffee shop / child care / meeting rooms on main floor? • Please keep the hazardous waste drop off. The current service is very handy
<p>Traffic related comments and concerns</p>	<p>Sample verbatim comments</p>
<p>There are five sub-themes for traffic and related comments. First, comments directly related to 37th St. Second, comments related to access onto 32nd Ave/36th St extension. The third sub-theme contains comments related to safety. Fourth are comments related to traffic study(ies) and lastly an 'other' column for general traffic related items.</p>	<ul style="list-style-type: none"> • Preferable to have access remain on 32nd Ave • Concern with the playground zone • Traffic concerns on 37 Street. Changing access to fire station to come in from 37 St would greatly impact traffic. • Has The City conducted a transportation analysis? • Parking in the area is already appalling, need to ensure appropriate amounts are added.
<p>Other comments and concerns</p>	<p>Sample verbatim comments</p>
<p>This theme was generally for comments not necessarily related to the proposed land use designation change and were more related to potential design elements that will be engaged on later in 2018. The themes here focus on: First, the location of the proposed residential units. Secondly, around</p>	<ul style="list-style-type: none"> • There are no schools within walking distance • University district should have been in play with affordable housing • Affordable housing for disabled persons/persons in wheelchairs • Does The City have any statistical data on other housing units in the city and impact of higher density on location? • Looks good. Like the concepts. But... couldn't you have some real designs and prototypes at these engagements!?!?!? • The process must be fully transparent and conducted in accordance with prudent planning principles having regard to
<p>transparency and engagement. Thirdly, around school related concerns and lastly around other general comments.</p>	<p>the fact that The City is the owner of the lands as well as the applicant for the redevelopment as well as the approving authority.</p>

Applicant Outreach Summary

Phase 2 Summary



Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019

Project overview

Fire stations in Calgary have traditionally been planned and developed using a single use model which caters primarily to the performance requirements of the Calgary Fire Department.

In 2015, Calgary City Council directed Administration to move to a coordinated approach for planning and delivering civic facilities that optimizes the use of City-owned land and better serves the community.

The result of this direction is the Integrated Civic Facilities Planning (ICFP) Program. ICFP ensures City sites, where possible, are built with multiple purposes in mind, rather than single use sites. This approach enables greater consistency and accountability while increasing efficiencies, partnerships, innovation and investment.

Varsity Fire Station #17 is at the end of its lifecycle and a new station is required to meet the increasing needs of a growing and redeveloping community. This provides the opportunity to develop a comprehensive integrated redevelopment plan for the site that aligns with Council's direction and the mandate of the ICFP Program.

In addition to the new fire station, the proposed redevelopment includes an affordable housing development and the potential for other services to be offered on the site.

Engagement overview

This phase of engagement was focused on the design for the new site, located immediately north of the current fire station. This engagement also contained a report back and showed the progress of the design process by the project. On Thursday February 7, 2019, we had a drop-in session from 5-8 p.m. which was open to all Varsity residents. This session was attended by 55 people. A second drop-in session was held Saturday February 9, 2019, from 11 a.m. – 2 p.m. which was attended by approximately 45 people. An online feedback form was available from February 7 – 24, 2019 and an additional 136 forms were completed through this channel.

What we asked

We asked the participants:

- How do you see yourself using this community greenspace? Why?
- What type of lighting would you like to see in the greenspace? Why?
- What type of seating would you like to see in the greenspace? Why?
- Regarding the Fire Station – What aspects of the examples do you like? Why?
- Calgary Housing – What aspects of the examples do you like? Why?
- Project Design – What are the aspects of the design you like? Why?
- What improvements would you like us to consider?

Applicant Outreach Summary



Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019

What we heard

Feedback is based on both the in-person sessions and online feedback form on the design aspects. There are some high-level themes that came out of the discussions and comments related to the project design:

- The preference for the Fire Station is a brick/traditional exterior
- The greenspace is seen as a potential gathering space for contemplative and unstructured activities.
- Participants would prefer to see an integrated seating style used at the site.
- Generally participants want to see good design of the facility to mesh with the community

For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.

For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

Next steps

- All the comments received from the engagement sessions in February and from the online portal have been categorized and are being reviewed in detail.
- An application for land use re-designation and development permit of the site is expected to be submitted in Q2/2019
- Regular project updates will be made available on calgary.ca/varsity

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Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019

Summary of Input

Phase II – Design Concept

This phase of the project was to gather feedback about the proposed design elements and to report on what work had been done to arrive at the design.

The feedback and high-level themes listed below came from two in-person sessions, emails to the project team and an online engagement tool. The in-person sessions were held on February 7 and February 9, 2019 and the online component was open from February 7 to 24, 2019. The verbatim comments are listed out after the theme page(s). The following top themes and subthemes emerged from the data: This information is not statistically representative. These graphs are a snapshot of the over 400 pieces of feedback shared online and in person events. One comment could also be represented in numerous themes as well.

There are four high-level themes that came out of the discussions and comments. The first is related to the site itself, the second is around potential amenities or services, the third theme highlights traffic comments and the last theme includes more comments related to design elements along with other general comments regarding the project.

Project Design Aspects	Sample verbatim comments (comments listed below are as they were received during the engagement)
There are three focus areas for this theme: Fire Station Design, Calgary Housing design the overall project design. Here, the focus is on the facility envelope and the overall design.	<ul style="list-style-type: none"> • The brick faced examples are more in keeping with the adjacent community and project a sense of permanence. • This is an established older neighbourhood. Even the most modern condos that are being built two blocks to the west aren't remotely as modern as these options. It will stick out like a sore thumb. Not impressed. • I don't like the concept of mixed use for a fire station.
Greenspace	Sample verbatim comments
There are three main topic areas: Greenspace Lighting, Use and Seating. In these, participants focused on more ambient lighting, integrated seating and the greenspace to accommodate being a gathering place while incorporating both quiet areas as well as play areas for children.	<ul style="list-style-type: none"> • Would love to see these facilities more than one purpose. Would also love to see the firefighters out interacting with the kids. After a fire on our street the firefighters had a water fight with our kids and it was a highlight of their summer after a negative experience with the fire. • community garden allocation would build connections for new residents faster. Healthy and a great stress reliever • I think the flexible would require too much maintenance. The social is too rigid particularly as sunlight, wind changes throughout the day. The integrated would accommodate more people, more spaces to congregate.

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Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019

	<ul style="list-style-type: none"> We need to consider house around as well as nocturnal animals.
Additional improvements to consider	Sample verbatim comments
There were a few suggestions regarding additional improvements. The top sub-themes were related to the site layout, traffic and the remaining site the current station is on.	<ul style="list-style-type: none"> Community garden? In creating housing reserve some that pensioners - regular pensioners can afford Make sure there are lots of trees to provide shade. Make sure the access to the station and waste drop off is convenient from all directions. Make sure there is enough unrestricted parking if someone wanted to come and spend time in the green space/playground. Any plan to erect sound barriers along 37th St, & 32nd ave because of increase traffic?
Other comments and concerns	Sample verbatim comments
This theme was generally for comments not necessarily related to the design elements. The themes here focus on: First, the location of the proposed residential units and their proximity to schools. Thirdly, around other general comments.	<ul style="list-style-type: none"> There are no schools within walking distance mixed income communities provide for staff for lower paid jobs - retail, hospitality, child care, babysitting Put both N & S Bike Lanes on the same side of the street (preferably the East side - This makes bike-lane plowing easier and more cost effective. 32nd/37 st intersection look at a drop down barrier similar to 16 ave/19 st NW Fire Stn exiting onto 16th ave instead of potential traffic light. We don't need another traffic light onj 32nd ave

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Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019

Summary of Online Survey



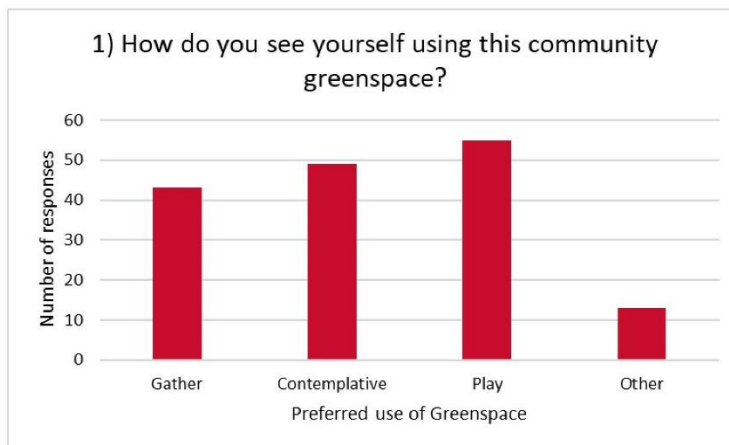
Gather



Contemplative



Play



Applicant Outreach Summary



Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019



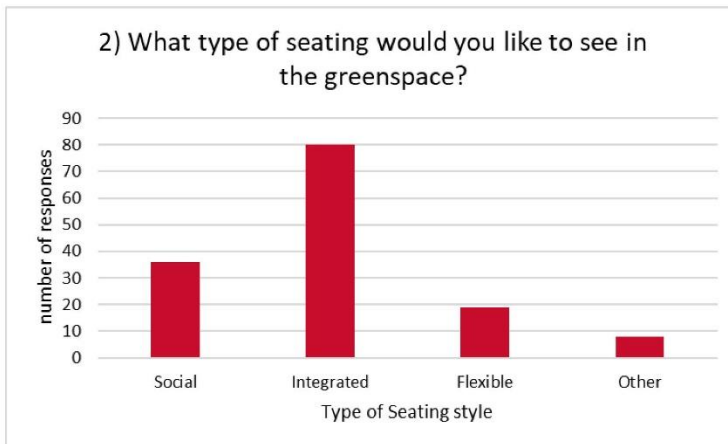
Social



Integrated



Flexible



Applicant Outreach Summary



Varsity Multi-Service Redevelopment

Report Back // What we heard and next steps
Design Concept February 2019



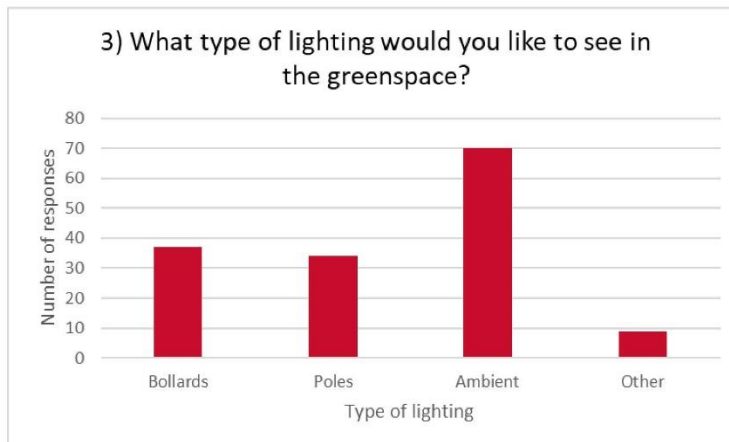
Bollards



Poles



Ambient



Applicant Outreach Summary

Phase 3 Summary

Varsity Multi- Service Redevelopment – proposed redevelopment of the #17 Fire Station in Varsity

-Oct.17th Information session summary -

Event Info: On October 17th, 2019 we held an information session regarding the redevelopment of a multi-service facility that includes the redevelopment of the Fire Station 17 and units for Calgary Housing. This is part of ongoing process by The City to plan and build more multi-service facilities, making services more accessible and convenient, while reducing cost for land, space and building systems.

The session was designed as an information session to show the public where we were at with a current design processes in the submittal for DP application. Although we anticipate no significant changes to the current design it will be subject to the review process and potential recommended alterations. The purpose of the session was to developed to “tell the story” of how we got to this point of design working through a process which incorporates and reflects public input, functional requirements, bylaws/codes and good design principles. This session was a wrap up which allowed the public to review the progression followed and changes made throughout the process that reflected the input received from previous engagement on desirable design options and neighbourhood look, feel and function.

“How the facility would best integrate and provide services to this community and area?”

Current Design Summary: The design of the new multi-service facility supports several mixed-use programs and connects to the community with public outdoor amenities such as green space, a public plaza and seating. The architecture emphasizes these unique spaces and places through a dynamic form that houses the fire station, commercial space, meeting rooms, potential community room and the shared lobby. The exterior is clad in brick and references the historic iconography of fire stations. The design of the facility provides views into the fire station, the lobby, commercial space and offices, to celebrate each program and connect to the community. Set on top of the building, the four storey multi-family residential units will feature a consistent material on the exterior and will highlight each family home with a private balcony. Reflecting 37th Street N.W.'s park-like quality, the green space and public plaza is a large public amenity that includes community gardens, green grass areas, integrated benching and large canopy trees. The parkette allows for leisurely activities, gardening, seating and play spaces for the community and the building's residents.

Results and Attendance: The session was attended by ~64 participants and the majority of responses received in person or from the feedback forms completed reflected a positive response to both the current design presented and to the process that was followed in reaching this stage. Some participants who attended did come with some inquiries over traffic and access but stated that questions were answered and addressed to a satisfactory level with the information provided. All information and boards utilized at this session were also posted for the public online on both the engage portal page (engage.calgary.ca/varsity) and on the Calgary.ca webpage.