

June 9, 2021

Charmaine Buhler

P.O. Box 2100, Station M

700 Macleod Trail South

Calgary AB, T2P 2M5

Re: Proposed Plus 15 Policy Amendments

On behalf of the Building Owners and Managers Association of Calgary (BOMA Calgary), we would like to thank Administration for the opportunity to participate in the public engagement process informing the City of Calgary's Plus 15 Policy update. BOMA Calgary represents the commercial real estate ownership and management sector in Calgary and Southern Alberta, a significant proportion of our membership is involved in the development and the day-to-day operations of the Plus 15 network in partnership with the City. As partners in developing and operating the Network, we are especially appreciative of the level of collaboration between industry and the City in updating the relevant policies, and want to thank Charmaine Buhler and her team in particular for their leadership.

To understand the importance of the Plus 15 Network to our industry it is instructive to look through the broader lens of downtown renewal and revitalization through Calgary's Downtown Plan, which BOMA Calgary was a proud part of developing. Amenities like the Plus 15 are key contributors to the vibrancy and competitiveness of downtown Calgary, which is why we are pleased to see it receive the attention it deserves through the proposed Policy. While the current Policy has served its purpose since its implementation in 1984, downtown Calgary has evolved greatly since then, making this update all the more important. As a network that is jointly owned and operated by the City and individual buildings through agreements, it is imperative to have clear expectations and protocols to govern these partnerships, which we believe is achieved through this update. In particular, issues like maintenance, safety, and security have previously challenged our members in operating the network, and so we are encouraged to see this more clearly articulated in the proposed Policy.

With respect to standard network hours, we certainly understand the desire from Plus 15 users for consistent and longer operating hours. However, we also understand that usage of the network is not uniform across all sectors of downtown. In particular, those buildings located in the less used sectors have historically closed the network earlier on weekdays as empty bridges and walkways can be a major sources of public safety issues. From managing the Plus 15 network through the COVID-19 pandemic we have also

seen how aligning closures with current business hours can show real improvements in public safety. The proposed Policy has mechanisms to enable more responsive closure times, and especially as we navigate a post-COVID-19 return to work we encourage the City to be flexible as the industry prepares for a return to offices in September.

As important as the individual pieces of the Policy is, its clear articulation of a future vision for the Plus 15 network. As stated above, BOMA Calgary and our members have always believed that the network is an indispensable part of downtown Calgary, and so we are pleased to see the City committing to a more integrated model of managing the network through performance requirements, asset management practices, and a modernization of the Plus 15 fund. We share the City's vision of a "vibrant, animated, seamless network of destinations and experiences that is embraced by the citizens of Calgary", and believe that this Policy can help us jointly achieve it.

Regards,

A handwritten signature in black ink that reads "Lloyd Suchet". The signature is written in a cursive, flowing style.

Lloyd Suchet

Executive Director

BOMA Calgary



June 8, 2021

Mayor Nenshi and City Councillors
P.O. Box 2100, Station M
700 McLeod Trail South
Calgary, AB. T2P 2M5

by email: charmaine.buhler@calgary.ca

Dear Mayor and Councillors:

RE: Plus 15 Policy Amendment

I am writing on behalf of NAIOP Calgary Chapter (NAIOP), whose members include many of the downtown landlords whose buildings are connected to and form part of the Plus 15 network. The network is an integral part of Calgary's downtown landscape, so the structural, accessibility, signage, and wayfinding improvements discussed with City Administration during the stakeholder engagement process and reflected in the amendments to the Plus 15 Policy are welcomed by our members.

NAIOP and several of its members have been invited to and have been active participants in these stakeholder engagements sessions, dating back to 2017, on improvements to the Plus 15 network. We commend City Administration for the thoroughness of this engagement, and we are pleased to support the Plus 15 Policy Amendment and the continued work by Administration to improve the network.

Sincerely, on behalf of, NAIOP Calgary

A handwritten signature in black ink, appearing to read "R. Homersham".

Robert Homersham
President and Chair of Board of Directors
NAIOP Calgary

NAIOP Calgary
Commercial Real Estate Development Association
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