

## 5.0 What We Heard

The project team provided multiple avenues for community members to ask questions and provide feedback, including telephone and email correspondence, the virtual community event and the online survey.

The feedback received throughout all platforms has been consolidated and categorized into a number of themes. This section provides a list of the identified themes, as well as an overview of specific questions and comments received, with the responses provided by the project team.

### Feedback Themes





Feedback And Responses



Parking	
Question Asked/Comment	Project Team Answers
Are the 19 surplus stalls in addition to available Edward Resident parking?	The 19 surplus stalls assume that the building is at full occupancy.
Are the 19 parking stalls designated for diners, or will they also be used for visitors to the site?	The residents have assigned parking. The 12 parking stalls required for this application are specifically designated for restaurant use, in addition to the valet parking available. Restaurant visitors will be able to utilize our reservation system, informing them of the parking options on-site.
Is there a fee for valet parking that might discourage diners from using that service?	There is a fee facilitated through a tipping service; The Edward is not looking to profit from the valet service offering.
How will you encourage people to use the valet service and not just park on the street?	We will be encouraging patrons always to make a reservation to ensure capacity. Through our reservation system, patrons will be notified of the parking options available to them through designated on-site stalls and the valet parking option. It is our obligation to ensure restaurant patrons will not be utilizing residential street parking.
From the expected numbers of public diners, there seems to be more than ample parking available. Would you agree?	Yes, we would agree. Based on personal visits and the Parking Study conducted, there is ample parking to accommodate the on-site dining. Additionally, as a community amenity, we are hoping to see more community members who can walk to The Edward.
The valet parking is a nice to have offering to people visiting the restaurants, but we don't think it will be utilized as is envisioned by The Edward.	We will be encouraging patrons always to make a reservation to ensure capacity. Through our reservation system, patrons will be notified of the parking options available to them through designated on-site stalls and the valet parking option. It is our obligation to ensure restaurant patrons will not be utilizing residential street parking.
We are in support of the application so long as parking is considered.	No Response Required.



Operations	
Question Asked/Comment	Project Team Answers
Where will the public restaurant patrons enter the building?	All restaurant patrons will enter the restaurant using The Edward's Main Entrance, located on the east side of the building. There is no separate entrance to the restaurant.
We favour what you are planning, but is it possible to let us know who we should be contacting at the Edward if an issue arose?	All day to day inquiries related to The Edward should be directed to the concierge desk – (403) 265-3023, info@edwardliving.com.
What is the number of public diners you would expect to serve in the restaurant each night?	Based on the location, we would expect approximately five to 10 public patrons per evening during our peak dining time.
In non-Covid times, what is the Restaurant and Patio capacity?	The total capacity in the dining facilities, including the Restaurant, Bistro and Patio, is approximately 100 seats.
Will special events be allowed?	As a seniors' community, the events we host are for the residents of There Edward, their family, or some community-oriented events. There will not be any large-scale events hosted on our premises.
Can we get some assurance that you will not be hosting special events on the patio? For example, weddings on the patio, speakers, music, etc.	<p>We have not hosted a wedding or large-scale event at our Seniors' Community and do not foresee that happening in the future. Our private functions are oriented towards our residents and their families.</p> <p>In the case of events, the intent would be to host these in the dining room and not use the patio.</p>



Operations	
Question Asked/Comment	Project Team Answers
What will be the hours of operation, specifically for the patio area?	For patio operations, we are focusing on daytime hours. The hours of operation are determined by the existing dining room operations, Lunch service from 11 a.m. until 2 p.m., and Dinner service from 4 p.m. until 8 p.m. To ensure the community is happy with the hours of operation, we are pleased to make assurances that the Patio will be closed by 8 p.m.
What are the current operating hours for the dining establishment?	The current operating hours for the restaurant are Lunch service from 11 a.m. until 2 p.m., and Dinner service from 4 p.m. until 8 p.m.
Are facilities available to the public for breakfast, lunch and dinner?	The current plan is to serve Lunch and Dinner to the public primarily; However, if someone was interested in attending for Breakfast service, we can also offer that.
Where is the patio located, facing which direction?	The Patio is located on the south side of the building along 30th Avenue S.W.
Will patio be available for drinks only?	The patio would provide the same offering as our Restaurant, both food and drink service. There is a Lounge on site that provides a more drinks-focused menu offering.
Is there a consideration for a discount for Marda Loop community members? Marda Loop Community associations offer discounts to restaurants in the area.	Absolutely. The Edward is open to offering Marda Loop Community Association members discounts, building on our existing relationship with the MLCA. In Pursuing this Land Use Amendment, The Edward is hoping to engage more local community members and offer a new amenity within the community.
Will the dining services be open to children as well?	Yes.



Operations	
Question Asked/Comment	Project Team Answers
<p>We are concerned that the patio will host loud events, music in the evening, leading to noise issues. We feel a clear limit on patio use needs to be part of its permitted use (i.e., closes at 8pm).</p>	<p>Our private functions are oriented towards our residents and their families.</p> <p>In the case of events, the intent would be to host these in the dining room and not use the patio. To ensure the community is happy with the hours of operation, we are pleased to make assurances that the Patio will be closed by 8 p.m.</p>
<p>Would it be possible to open dining to "Members"? With a simple card given to people who live within walking distance these people could access your services. Reid Henry (former CEO cSpace) indicated this was an idea or collaboration that could happen with us being your neighbours at the Residences of Kind Edward.</p>	<p>The Edward is open to discussing community incentives to ensure the Marda Loop Community are happy with the new dining amenities.</p>
<p>We believe the Land Use should specify that large special events (40+ people) for non-residents are not allowed at The Edward's restaurants given the already intense event use at adjacent cSPACE and the community centre. The area gets extremely saturated with markets, parties, vendors, cultural events etc. and we are saturated.</p>	<p>Our private functions are oriented towards our residents and their families.</p>



Community Amenity	
Question Asked/Comment	Project Team Answers
Our expectation as a neighbourhood resident is that we would walk to the restaurant.	No Response Required.
The dining amenities sound like a net benefit to the community; there is a lack of dining establishments in this area.	No Response Required.
We would be interested in dinner during the week and breakfast/lunch/brunch on weekends, or dinner on weekends.	No Response Required.
We would hope that we would be able to make use of the patio on a nice day.	No Response Required.
I support the land use approval	No Response Required.
I whole heartedly support this amendment. It will enhance the quality of life for the residents of the Edward. It will also enhance quality of life for the surrounding neighbourhood. Being able to walk to the restaurant has great appeal. I see no issue with parking at all. There is ample street parking in the area for the small amount of people that will drive to restaurant. Please make this happen. It will be a joy.	No Response Required.
The Edward is making an effort to be part of the community by opening up their restaurants/ patios to the neighbourhood. From what was said at the engagement session, there should be minimal impact to the neighbourhood/ community, and we welcome the proposal.	No Response Required.
The community will benefit from a new amenity and that there is an opportunity for intergenerational interactions.	No Response Required.



Community Amenity	
Question Asked/Comment	Project Team Answers
I love the idea of another dining option in the neighbourhood. It seems to make a lot of sense to make better use the facility	No Response Required.
There is no need to bring a restaurant into the community	No Response Required.
We are very much in favour of this Land Use Amendment. We would love to have another restaurant option in the neighbourhood with the option of using the restaurant and patio for meals. We would walk to the restaurant and don't see any issues regarding parking as there would be a valet parking option as well as more than ample street parking available on the block and adjacent park.	No Response Required.



Engagement	
Question Asked/Comment	Project Team Answers
What is the next step in the application process?	No Response Required.
Will we be informed about the upcoming next steps?	The Project Team has submitted the Land Use Application to the City, and we are now in the Public Engagement processes. The following steps will include a technical review of the application to work with the City to address all comments received. We intend to inform all interested parties as the project progresses.
What engagement has been done. This process seems inaccessible.	<p>B&amp;A Planning Group designed an engagement program to ensure multiple opportunities for neighbours and community members at-large to participate. The following tactics were used to increase awareness and encourage participation:</p> <ul style="list-style-type: none"> <li>• Engagement Webpage at <a href="http://www.edwardliving.com/landuse/">www.edwardliving.com/landuse/</a></li> <li>• Resident and Community Notification Mailouts to approximately 3,000 residences in a mile radius of The Edward.</li> <li>• Road Signage placed at the entrance of The Edward at 3023 16 Street S.W. for two weeks in advance of the public engagement session.</li> <li>• Virtual Information Session on Wednesday April 28th from 6-7:30 to share information about the project, answer questions and collect feedback.</li> <li>• Online Survey shared with engagement session attendees, any interested stakeholders and placed on the project webpage from April 28 to May 5 to provide an additional platform to participate.</li> <li>• Engagement Representative Email and Phone Number on all correspondence and promotions to ensure the opportunity for direct phone call and email communication.</li> </ul>



Engagement	
Question Asked/Comment	Project Team Answers
I think you have addressed the concerns brought up with thoughtful solutions. Your desire to be great neighbours is something we all need to trust.	No Response Required.
I am assuming this engagement session was a City requirement to fulfill the "community engagement" component of the proposed Land Use Amendment.	No Response Required.





## Evaluation

The following is a summary of the feedback provided by online survey participants related to the engagement program.

