

Mandcorp Britannia 4723, 4811, 4815 1st Street SW

What We Heard Report

Mandcorp Britannia

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Concurrent Land Use Amendment (LOC2022-0020) & Development Permit Application (DP2022-00839)

January - June 2022

Prepared By

Township Planning + Design Inc.

Prepared For

Mandcorp Britannia Inc.

Project Team

Township Planning + Design Inc.

Project Contact Information

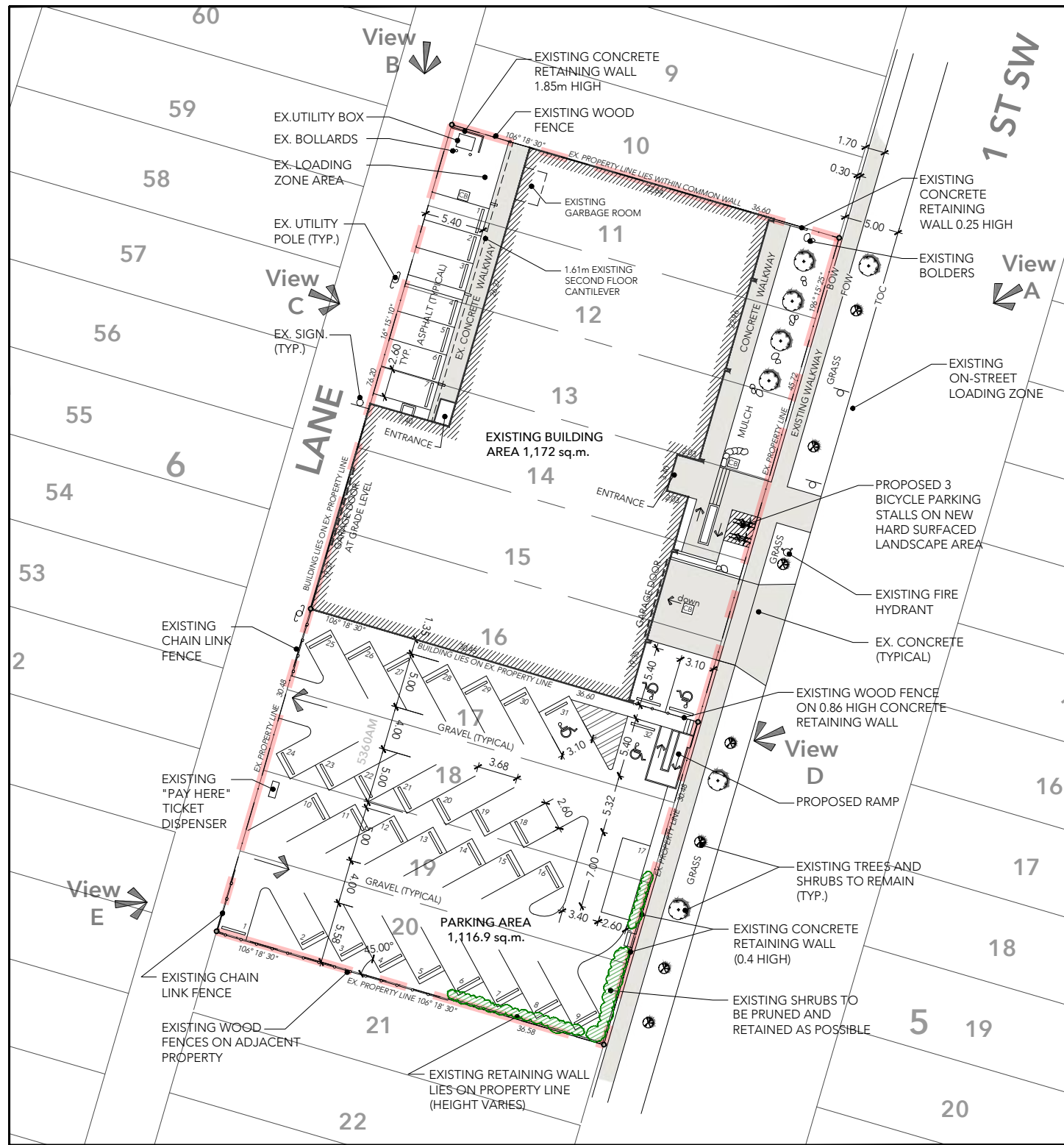
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Principal



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Surface Lot Parking Plan



This report summarizes the January - June 2022 Community Outreach undertaken for the Land Use Redesignation and Development Permit of 4723,4811,4815 1st Street SW

1.0 Project Overview

Background

Mandcorp Britannia Inc. has submitted a Land Use Redesignation from IR - Industrial Redevelopment District to C-O Commercial Office (f3 h46) and concurrent Development Permit to the City of Calgary to allow for the conversion of the building to medical office use.

Urban Structure of the Municipal Development Plan (MDP) identifies the subject site as being located within the Standard Industrial Area, which consists of existing planned industrial areas that contain a mix of industrial uses at varying intensities. This site is in proximity to the primary transit network (39th Avenue LRT) and adjacent to an identified Main Street (McLeod Trail S - north portion). The Urban Main Streets Land Use Policies identify that the local area plan study area for an Urban Main Street should include all land fronting directly onto the Main Street, and extend back at least one block on either side, potentially extending along intersecting streets (MDP 3.4.2.d).

The MacLeod Trail main street already has about 220,600 square feet of office space, accounting for about 0.28% of the citywide inventory. All of the existing space is still fully leased, suggesting office tenants who have strong operations despite the current economic downturn. In our opinion, the conversion of this building from I-R to C-O will enable the area and help with the areas overall vibrancy and site utilization.



Outreach



01 large format site signage



229 postcards delivered



03 phone calls (inclusive of returned calls)



03 emails (inclusive of correspondence)

2.0 Engagement Methods

Given the scope of the project a postcard drop in conjunction with on-site signage was deemed an appropriate level of engagement. Notice was posted on March 2, 2022.

Township Planning + Design Inc. attempted to contact the Manchester Community Association twice by phone and once via email. We were unsuccessful in our attempts and have noted the dates and mode of communication in *Appendix I*.

Records were kept of all engagement interactions in order to inform the revision process and provide transparency upon conclusion of the application.

The Engagement Team made itself available via phone and email. A two (2) phone calls were received and we did respond to two (2) individuals via email. Contact has been summarized using common themes and recorded in our verbatim feedback section (with distinguishing characteristics redacted in keeping with the Freedom of Information and Protection of Privacy Legislation).

The Engagement Strategies undertaken were:

- On Site-Signage
- Postcard Drop
- Community Mailer
- Project Phone Number
- Project Email
- Outreach to Community Association
- Project Website
- What We Heard Report



Large Format Site Signage

On-site signage was posted on March 2, 2022 at 10:00am. The sign contained contact information for the City of Calgary and Township Planning. See Pg 5.



Postcard Drop to Community

A Postcard drop was completed on March 09, 2022. The postcard contained the contact information for Township Planning and a brief summary of the application.



Community Mailer

A correction to the contact information on the postcard was completed on March 15, 2022. Delivery of the mailer allowed us to check in with community residents and business owners.



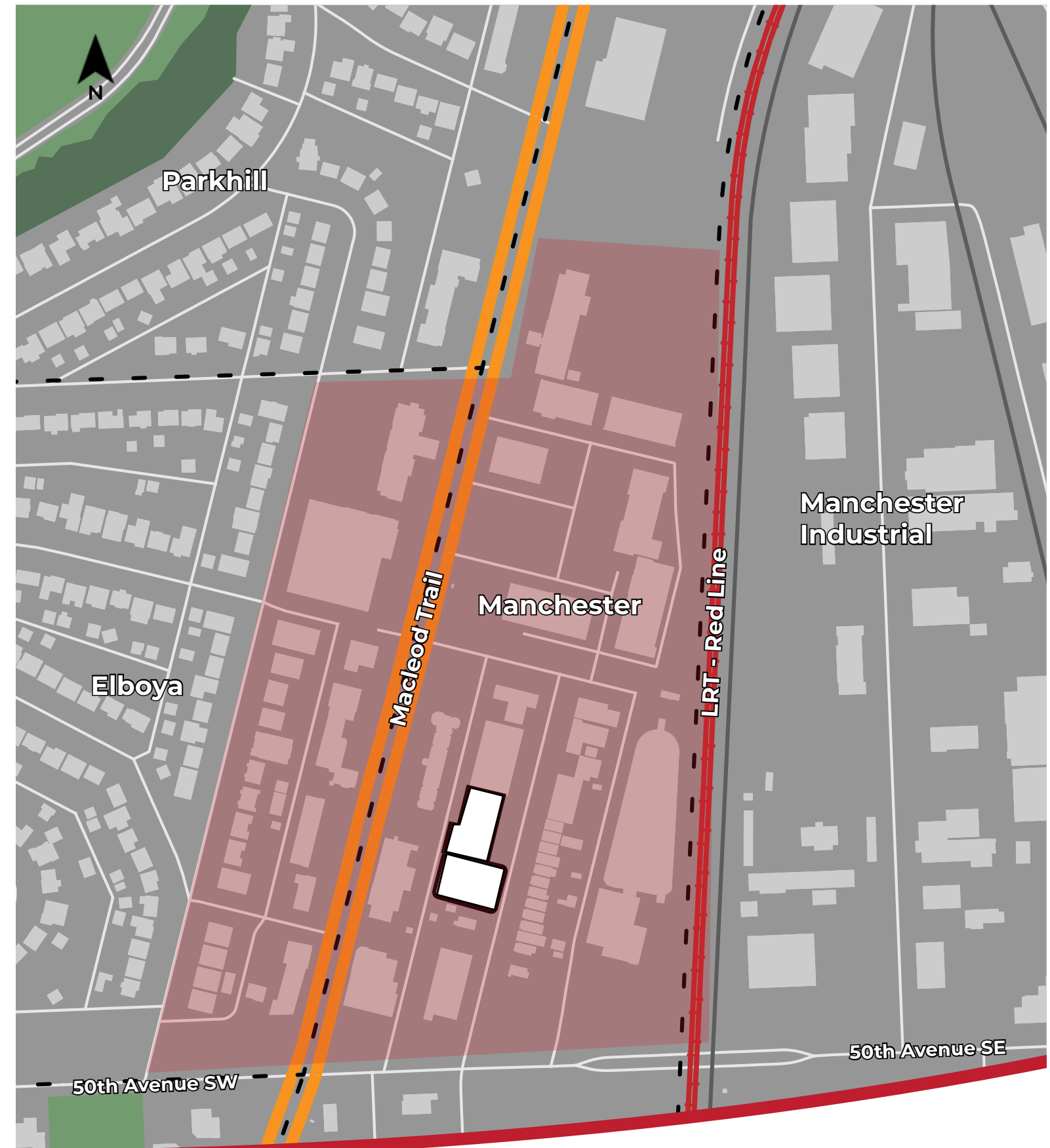
Assigned Phone Number + Voicemail

A team member was assigned to the engagement phase of this project. Their number was shared via the postcard. Two (2) phone calls were received over the course of the engagement and contact attempted with the CA via phone call.



Dedicated Project Email

A project specific email address was launched March 1, 2022 to coincide with the Postcard Drop. Zero (0) emails were received to the project email. The email was used to respond and send additional information to residents who had previously called.



Legend

- Site Location
- Circulation Area
- Community Boundary

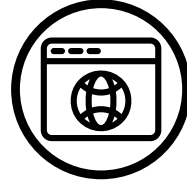


Contact Community Association

Township Planning attempted to contact the Manchester Community Group via their email and contact phone number listed on advertisements on their Facebook group page. This was done in order to facilitate discussion with adjacent residents and businesses.

All contact attempts have gone unanswered by the current CA Members. The phone number belongs to Christine Lee, The Manchester Community Social Worker.

Specific contact attempts are recorded below and a transcript of the messages recorded in **Appendix I**.



Project Website

Brittania Business Center has a dedicated website where the Briefing Book and Application Overview are available.

www.brittaniabusinesscenter.com



What We Heard Report

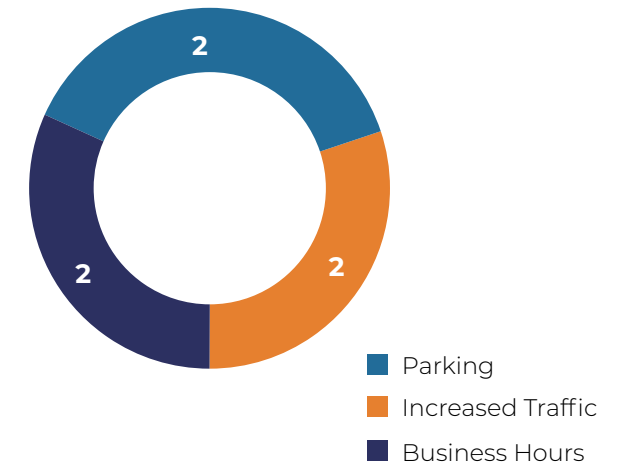
A What We Heard Report is standard practice to record and summarize any public engagement. This document highlights public concerns and addresses the steps the project team took to address them. Any changes enacted due to public involvement are noted.

Date Contacted	Method	Comments
Mar 09, 2022	Phone	No Response (left message)
Mar 18, 2022	Email	No Response
Mar 23, 2022	Phone	No Response (left message)



Large Format Site Sign

3.0 Common Themes



* Analysis was completed by noting the first instance of a topic in correspondence and tallied between the 3 messages received by Township Planning.

In order to synthesize the feedback we received from community members the Engagement Team categorized common themes and concerns that were present in our interactions. These themes were:

- Parking
- Increased Traffic
- Business Hours (Specifically on the Weekend)

In order to explore these in more detail we will use the following section to communicate “What We Heard” on each topic, and communicated the project teams design rationale, response and any associated plan revisions .

Parking

What We Heard

Concern from residents and business owners regarding the use of street parking by clients of the Britannia Business Center.

Project Team Response

Although the City of Calgary has removed minimum parking requirements for non-residential uses a Parking Study was completed by Bunt & Associates to determine if the on-site and surface parking lot would be able to meet the need of the development. It was determined using comparative businesses that 83 stalls would be required. Seventy-Nine (79) of these stalls are provided on-site with only 4 street parking stalls being required if the underground and surface parking lot is at capacity. It was determined that 16 on street parking stalls were available within in a one (1) block radius at peak hours. This would leave 12 parking stalls open for additional use.

Increased Traffic

What We Heard

Community Residents raised concerns about increased traffic from the Business Center creating noise and parking issues.

Project Team Response

We discussed the parking study with community members and informed them that there were no overnight uses permitted in the building, therefore any noise related to the business would occur during "Daytime" as defined in the Community Standards Bylaw 5M2004.

Business Hours

What We Heard

Community Members expressed concerns regarding Business Hours, specifically weekend business hours.

Project Team Response


We informed community members that although we could not speculate on the business hours of services occupying the building, any business moving into a new space is required to apply for a development permit and have a valid business license. The business licensing process includes controls for operating hours depending on the type of business.

4.0 Next Steps

Township Planning + Design has been working with the City of Calgary regarding the requested Land Use Change. As of Jun 2022 our request has been accepted and the application will proceed to Calgary Planning Commission.

Appendix I

Verbatim Feedback



5.0 Verbatim Feedback

Feedback Log

	Date Contacted	Method	Comments	Date Responded
CA	Mar 09, 2022	Phone	No Response	
	Mar 18, 2022	Email	No Response	
	Mar 23, 2022	Phone	No Response	
01	Mar 14, 2022	Phone		Mar 14, 2022
	Mar 17, 2022	Phone	Called to let resident know the Briefing Book was live on the Britannia Business Center Website	
02	Mar 15, 2022	In Person		Mar 15, 2022
	Mar 15, 2022	Email	Sent Briefing Book	
03	Mar 16, 2022	Phone		Mar 16, 2022
	Mar 16, 2022	Email	Sent Briefing Book	

Community Association

Project Team Contact

03/09/22

Call to Christine Lee - Manchester Community Social Worker. (Left Message)

03/18/22

Subject: Application for Change of Use 4723,4811,4815 1st st SW

Hello there!

We are in the process of submitting an application for change of use in the community of Manchester Industrial. I have attached our application brief for your consideration. If you would like any of our pre-development studies, I would be happy to pass those along.

In addition to reaching out to Manchester Community Group, we have undertaken a postcard drop in the vicinity of this property to residents and businesses in the area advising them of the application we are submitting.

If you would like to discuss this, or have any questions, please let me know and I would be happy to set a meeting between your community association and our Principal, Kristi Beunder.

Best,
 Crystal Hofer

03/23/22

Call to Christine Lee - Manchester Community Social Worker. (Left Message)

01.

03/14/22

Call regarding concerns over street parking. Informed us that the City has previously tried to implement 2hr parking which the community objected to. Voiced concern over business hours.

Project Team Response

Discussed the parking study and offered to inform the resident when the Application Brief was available via the Britannia Business Center website.

Project Team Contact

03/17/22

Called and left message to resident that the Application Brief was now available.

02.

03/15/22

Spoke to Business Owner in person while completing correction mailer drop. Raised concern of increased use of alleyway by patrons of the business center.

Project Team Response

Discussed the parking study and offered to send the Application Brief.

Project Team Contact

03/15/22

Subject: Britannia Business Center

Hello [REDACTED]

It was lovely meeting you today,

Thank you for letting me know about your concerns regarding the alley way. I've made Kristi Beunder (the Principal at Township Planning + Design) aware and she will be communicating all public feedback with our client.

3 | Elveden - Green Cedar Homes

I have attached a copy of the Application Brief for you to look over.

Please let us know if you have any comments or questions.

Crystal Hofer

03.

03/16/22

Phone call from resident regarding concern over increased noise and parking issues generated by weekend business hours.

Project Team Response

Discussed the Parking Study and Offered to email the Application Brief. Spoke to the engagement process and let them know their concerns would be shared with the client.

Project Team Contact

03/16/22

(Left Blank Intentionally)

Subject: Britannia Business Center Application Brief

Hello [REDACTED]

Thank you so much for contacting us with your concerns. As I said over the phone I'll be bringing all the feedback we receive from the community to our principal Kristi Beunder and to our client.

I've attached the application brief for you to look at. Please let us know if you have any questions or comments.

Regards,
Crystal