

## Engagement Summary Report

# Chinook Station Area Plan Final Engagement Summary Report

## Engagement

### Program overview

A multi-phased engagement and communications strategy was developed to facilitate meaningful opportunity for engagement with in-person and online opportunities. The Engage Spectrum level for this project is Listen and Learn which is defined as “We will listen to stakeholders and learn about their plans, views, issues, concerns, expectations and ideas.”

Based on feedback received and participation in the first phase of engagement for this project it was decided to continue with an engagement program that focused primarily online with a targeted and comprehensive communications effort for landowners, businesses and residents in the Manchester and Chinook area to drive participation.

The purpose of phase one engagement was to inform the plan vision and boundary, phase two was to review to draft vision created and phase three was to review the draft plan created.

Between March 2017 and May 2018 we offered the following engagement opportunities:

- Phase One: March 12 – 28 2017
  - Included two pop-up events, landowner workshop, open house and online survey
- Phase Two: November 20 – December 4, 2017
  - Included an online survey
- Phase Three: April 16 – May 6, 2018
  - Included an online survey

Over the course of The City’s engagement program we collected over 500 comments and ideas from approximately 250 citizens.

Additional consultation included meetings with Calgary Economic Development, researchers and students from the Faculty of Environmental Design at the University of Calgary, and The City’s Industrial Working Group. Meetings with individual landowners were held upon request to discuss the draft policy and its implications to their land.

### What we heard/ what we did

Citizens provided a diversity of comments through all phases of engagement and the main themes identified by citizens across all phases have been highlighted in the chart below including a response in how this feedback was used by The City to inform the draft policy plan.

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What we heard (Issue or opportunity identified)	What changes were made
Desire for flexibility to enable development	Flexibility in the policy has been provided by removing overly prescriptive policy from the SAP including policy related to the range of appropriate uses, built form, and required density.
Desire for more open space and landscaping	Opportunities for re-greening the area are emphasized and encouraged throughout the plan including policy related to new park space in the Chinook Hub area.
Desire for higher density mixed-use development and integration of different uses	The plan area is a Major Activity Centre, which have the highest target intensity outside of the centre city in the MDP. Mixed-use development is required in areas west of the LRT, with a range of employment uses east of the LRT including limited opportunities for residential. Manchester West allows for full mixed-use development in the Employment- Industrial Flex area.
Desire for more opportunities for residential development east of the LRT	Policy allowing for limited opportunities for residential development along 61 Ave SE and Centre Street S are included in the plan. Currently there is a lack of amenities for existing residents and residents are isolated from the LRT station. Allowing for dispersed residential development across the plan area may further exacerbate this isolation and make it difficult to efficiently and effectively provide improved amenities as redevelopment occurs.
Concern regarding pedestrian and cyclist safety	Opportunities for improving pedestrian and cycling safety are identified in the plan at key intersections, including separated cycling infrastructure. Cycling routes will connect to the existing pathways and bikeways.
Desire for improved pedestrian and cycling connectivity	Improvements to the pedestrian and cycling network are identified in the plan.
Concerns regarding traffic congestion	Opportunities for improving the street network are identified in the plan.
Desire for a new LRT station at 50th Avenue	A future station has not been approved by Council or included in the capital plan, thus is not identified in the plan. Further engagement by Transportation would be required in order to identify the station in the Calgary Transportation Plan and the SARP.
Concerns regarding general safety within the plan area	Building and site design that is pedestrian-oriented is required in certain areas, contributing to improved safety.
Desire for increased clarity in the information provided and the use of plain language in the plan	The plan has been reviewed and edited to improve clarity.

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Concerns with challenges posed by landfill	Appendix A speaks to the process for development proposals within the landfill setback in accordance with standard City business practice.
Support for an expanded plan area boundary	The plan area has been expanded based on feedback received as part of the development of the SARP.
Potential for urban agriculture focused industrial development in the area	Included in policy in Manchester West area.
Concerns regarding transition from existing development to future redevelopment envisioned in the plan	Existing land use districts will remain in place until a land use amendment application is submitted.
Concern regarding plan policy conflicting with existing Direct Control Districts	Specific policies are included in the plan which speak to existing Direct Control Districts to ensure there is no conflict.

### Communications overview

A communications plan was developed to inform the community about the project and the engagement opportunities. The tactics used to inform the public included:

- Project specific website (calgary.ca/chinook) that shares information about the project and engagement opportunities.
- Project specific engage portal page (engage.calgary.ca/chinook/sarp)
- A project email newsletter, where interested parties could subscribe for project updates. There are 129 subscribers.
- Communication with the local area Councillor
- Facebook advertisement to area residents
- Letters mailed to surrounding area residents, businesses and landowners
- Road signs located at high-traffic intersections sharing engagement details
- Targeted communications and posters distributed in nearby residential buildings in Manchester (including the Calgary Housing Complex)

### Full engagement reports

The full What We Heard Reports from each phase with verbatim comments can be found here:

- Phase one engagement: [What We Heard Report](#)
- Phase two engagement: [What We Heard Report](#)
- Phase three engagement: [What We Heard Report](#)