

# April 2025

## Ward 7 Update from Councillor Terry Wong



### Hello Ward 7!

As I enter my fourth year serving as your City of Calgary Ward Councillor, I want to express my deepest gratitude for allowing me to represent you and be your voice on City Council and in Administration. Thank you!

In October 2021, I was elected to represent what is the most unique and diverse municipal ward district in Calgary. During that election campaign I made three promises (see below) which has and continues to drive me daily in leading, governing, and holding Administration accountable in the deliver quality and valued public service for all Calgarians. We have made great progress in some areas, but more work needs to be done to establish greater transparency through better engagement, and community-centric understanding.

In this document, I reflect on the achievements of the past three years. I must start however by expressing sincerely my voice of appreciation for your voices, contributions, support, collaboration, and the spirit you bring to the 21 communities that form Ward 7 and especially your own. I am grateful to represent this great place to make a living, to make a life, to start a business, to learn, and to make a difference for all others in this great Ward.



### Terry's 3 Promises

#### Representing Ward 7

I promise to  
**Listen and Learn** before **Leading**.

#### Delivering Value

I promise to  
**Do the Right Things** and  
**Do them the Right Way** to  
**Deliver Quality and Value**

#### Strengthening Public Trust

I promise to  
**Maintain Balance** between  
**Constituents, Administration, and**  
**the Elected Office.**

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## Council's Strategic Direction 2023-2026

A great city is built on a shared vision, and a good public service depends on the collective commitment to make Calgary a great place to make a living and to make a life. To achieve this, Council approved plans to build stronger relationships with Calgarians, deliver the right services at the right time, invest in resilient infrastructure, strengthen communities, and plan responsibly for Calgarian's future. Every decision I make as your Councillor is grounded on these plans and to reflect on economic, social, and resilience foundations across these key focus areas.

### 1. Downtown Revitalization

Calgary's downtown area is the central hub for business, innovation, and creativity, driving prosperity for all Calgarians. A strong downtown core leads to economic growth, job creation, and significant tax revenue that supports the city services we rely on. Since 2017, Calgary's economic downturn and the COVID-19 pandemic have led to a sharp drop in office occupancy, resulting in high vacancy rates, declining property values, and reduced tax revenue.

Since 2022, I have co-sponsored several office-to-residential conversions to reduce vacancy and help restore our tax base. Through the Downtown Strategy, I've also co-sponsored major investments in public amenities, cultural programs, festivals, and events to boost downtown vibrancy and strengthen our economic and social resilience. To improve public safety and cleanliness, I've supported increased budgets and staffing for policing, LRT peace officers, and bylaw enforcement. I've also backed key capital investments in the Green Line LRT, Arts Commons and Olympic Plaza Transformation, Century Gardens, Scotia Place Event Centre, the new Entertainment District, and enhancements to parks and open spaces—including River Hall – Lot 6, Eau Claire Public Plaza, Riverwalk Pathway (Phase 2), Stephen Avenue Mall, and the 8th Street Redevelopment.



- 11 Office-to-Residential Conversions



- DT Programming, Activations & Incentives



- \$325M+ investment in DT



- 7+ Downtown Vibrancy Capital Projects



- Event Centre and Entertainment District – Committee Member (2023-2025)



- Board Member of Calgary Arts Development (2023-2024), involved in Culture Festivals

- Downtown Safety Leadership Table & 28 related recommendations

- Increased funding to Police, LRT Transit Officers, and Bylaw Peace Officers

- Community Enhancement Response Team – w/Police, Bylaw, LRT, and Social Workers

### 2. Social Equity

Calgary is a place where everyone should have the ability to succeed. Reducing inequity will deliver a better quality of life for all Calgarians. I have supported and am committed to working with all levels of government and social agencies to reduce the number of people experiencing homelessness, mental health challenges, addictions, and systemic racism through funding, programs, and support. I agree with the Housing Affordability Task Force Report recommendations and approved the creation of the Housing Strategy and recommendations to diversify the range of housing options, especially increasing transitional and social housing units and simplifying the pathways to affordable housing. I am a strong supporter of our commitment to Truth and Reconciliation, anti-racism, LGBTQ2S rights, youth, accessibility, and our rapidly emerging seniors' population.



- Board, Commission, Committee Member of
  - oCommunity Devel. Comm (2022-2025)
  - oAttainable Homes (2022)
  - oSilvera for Seniors (2023-2025)
  - oCalgary Housing (2025)



- Housing Affordability Task Force and the Housing Strategy's 98 Actions; 70% done



- Safer Mobility Plan to support Vulnerable Persons, Crime Prevention, and Victims

- Fair Entry, Children & Youth Programs, Mental Health & Addiction Strategy, Seniors & Age-Friendly Resources

- Low Income, Seniors plus under-12 years old transit passes

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### 3. Land Use and Local Area Planning

Calgary is growing. As a city, we need to take bold action to plan our communities to grow efficiently and effectively. To prepare for this growth, the City needs a modern Municipal Development Plan (MDP), multi-community Local Area Plans (LAPs), and a reformed Land Use Bylaw. This will be key to a more affordable housing future, integrated transportation plan, sustainable infrastructure with minimum climate impact.

I have and will always support the need to increase our city's housing supply (i.e. type, location, and affordable) within the context of community and neighbourhood design and character. I have and will continue to oppose and replace disrespectful blanket rezoning measures and public engagement practices. We cannot devastate long-established community character, tree-canopy, green space, and on-street parking through over-densification strategies. I am committed to Calgary's history, heritage, and ethno-cultural established character. I support increased density in Transit-Oriented Development areas along major roadways, LRT and BRT stations, and large lot commercial centres that respects transition into established communities, not over densification of entire neighbourhoods through community-oriented design.



- Calgary Plan (Deferred to 2026)  
Land Use Bylaw Update (2026)



- 9 Local Area Plans established including  
3 in Ward 7 (North Hill, Riley, South  
Shaganappi, and Chinatown) guiding 21  
communities

- 47 Land Use Redesignations (thru March '25)

- 1,519 Development Permits (thru March '25)

### 4. Transit + Mobility

Calgary is committed to building a world-class transit system through our RouteAhead Strategic Plan and growing our Mobility Networks through our Always Available for All Ages and Abilities (5A) Network strategy and our Street Network Design Guide.

I am committed to a strong, more efficient transit network that offers longer service hours, frequency, and direct routes with minimal transfers. Increased investment in our transit services is needed to alleviate traffic congestion and reduce climate impacts. Expanding our LRT and BRT network and infrastructure is critical, including extending Green Line through downtown and into north Calgary. A proper alignment and approach that compliments existing communities and business areas is critical.

Increasingly, Calgarians are becoming more active on roadways and pathways as pedestrians, cyclists, and e-scooter riders. We must invest in both capacity and safety through strong, balanced, and effective design that compliments all-modes in balance and respect.



- Green Line LRT (Shepherd to Downtown, then  
expansion to Seton and North Pointe)



- Bus Rapid Transit (BRT) from Downtown to  
North Calgary communities



- Public Transit Safety Strategy



- 5A Network (Always Available for All Ages and  
Abilities) expansion in balance

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## 5. Hosting and Hospitality

Calgary is a world recognized city as both an oil & gas producer and host of the '88 Olympic games. As such, we must continue to stand out to attract new investment and new residents. Hosting major events and promoting local ones demonstrates our status as a destination of choice for tourist, business, economic investment, culture, and hosting events.

It is incumbent upon me as the downtown area Councillor to be present in inviting and welcoming the world, perhaps more than any other member of City Council other than the Mayor.

## 6. Global Positioning and Reputation

Calgary is a world-recognized city that celebrates its culture, heritage, and diversity. We value opportunity, talent attraction, and retention, and our actions show that we value each other. To support a continuously evolving society, economy, and climate, our future brand must connect who we are as Calgarians with the land we occupy.

Together with Downtown Revitalization and Hosting and Hospitality, it is incumbent upon me to work with CED, OCIF, and other associations like the Building Owners Management Association (BOMA), NAIOP - the Commercial Real Estate Development Association, and the federal, provincial, and other Alberta municipalities to leverage our global position.

## 7. Modernizing Government

Achieving 'faster and better' services for citizens will involve reviewing policies and processes for innovative improvements, and promoting financial resiliency in collaboration with federal, provincial, and regional partners.

Leveraging my 30-year career as a manager with City Administration, my experience as a Ward 7 community association president with the Hounsfield Heights Briar Hill Community Association, and as Vice Chair and Executive Director of the Chinatown Business Improvement Area, I take every opportunity to share with Administration all that I heard and understood from constituents in hopes of improving the delivery of quality city services. With over two years on the Audit Committee and four-years of preparing business plans and budgets, I hope to provide Calgary with a city they can value, be confident in, and trust. **The most significant challenge is assisting Administration and Council in winning back public trust, which has never risen above 50% since 2021 per the semi-annual Citizen Satisfaction Survey.**

- BMO Centre – Grand Opening

- Telus Convention Centre Board Member

- 'Blue Sky City' Branding

- Calgary Economic Development (CED)

- Opportunity Calgary Investment Fund (OCIF)

- Airport to Downtown Rail Service (Future)

- Edmonton to Calgary to Banff  
High Speed Rail Service (Future)

- Member of the Audit Committee (2022-2024)

- Calgary Economic Development (CED)

- Opportunity Calgary Investment Fund (OCIF)

- Airport to Downtown Rail Service (Future)

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High Speed Rail Service (Future)



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## Frequently Discussed Topics in Ward 7

### 1. Blanket Rezoning & Housing Affordability

On May 14, 2024, City Council voted 9-6 in favour of blanket rezoning. I voted against it as because The City's engagement processes failed to respect the public feedback provided and blanket rezoning eliminated public input and Council decision-making on a property-by-property basis. Addressing the housing crisis is the right thing to do and there is an urgent need to increase Calgary's housing supply and stock to help make housing more affordable for everyone. Thus far, blanket rezoning has failed to make housing affordable to purchase or rent.

I do believe there are better ways to address the housing crisis by focusing on other housing strategy actions rather than blanket rezoning especially for the unhoused and soon-to-be unhoused population. We should not address this housing supply issue at the detriment of our communities, and certainly not by disregarding the voices of those who participated and expressed their concerns. It is imperative that we strike balance and develop solutions that genuinely address the housing needs of our city and I pledge to achieve this while on City Council.

#### Ward 7 Rezoning for Housing Engagement



### 2. Local Area Plans (LAPs)

The City has established nine (9) Local Area Plans (LAPs) that lays down land use development policies across many established area communities. Ward 7 communities have come together to establish three (3) of these LAP's – Northern Hills Communities LAP, Riley Communities LAP, and the South Shaganappi Communities LAP – plus one (1) community-specific (Chinatown) Area Redevelopment Plan (ARP).



These Plans however are not without inconsistencies and deficiencies which must be resolved. We will continue to work with City Administration to improve our community and constituent understanding of the designated urban / neighbourhood development policies (i.e. urban form categories) and the upper limits of building scale with the intent of identifying revisions to better align the Plan with community context and aspirations.

### 3. Better Public Consultation and Meaningful Engagement

As Ward 7 communities and constituents engage The City to learn about upcoming policies, bylaws, projects, plans, or service plans, we often receive comments / complaints about the lack of effective consultation and meaningful engagement. This was most evident during public consultations around Blanket Rezoning, Local Area Planning, Sunnyside Flood Mitigation Initiative, and more. People want to be consulted with and not just informed, they want to collaboratively participate and not just passively told, and they want to be collaborative partners not subjects of imposed change. They want a stronger voice in defining their neighbourhoods and community. Last Fall, I received Council approval for the Notice of Motion – 'Strengthening Transparency Through Public Engagement' which is to independently survey and understand where City engagement policy and processes need improvement. \$750,000 has been assigned to hire independent to study city engagement processes.



Blanket Rezoning Ward 7  
Engagement March 2024

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#### 4. Residential Parking

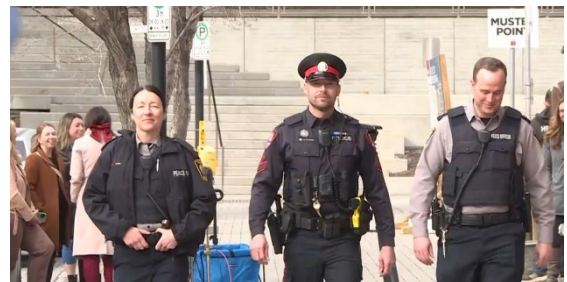


Probably the most pervasive concern across Ward 7 is the availability and accessibility of on-street residential parking nearby if not 'in-front' of their homes and the increase in Residential Parking Permit fees. Increased housing densification and secondary suites is putting stress on a fixed and limited on-street parking capacity and there is no solution other than to reduce demand. In 2021, Council opted to employ 'full cost-recovery' for parking enforcement into its 2022 Residential Parking Permit fee. While I opposed this, I had to vote in favour of the overall parking fee bylaw as there were other fees that had to be implemented. I have spent the last 3 years trying to reduce, if not exempt, parking permit fees from many parts of Ward 7 as I consider this an inequitable and discriminatory

fee for enforcement that is caused by external parking demand influences (i.e. hospitals, LRT stations, educational institutions, etc.). I have and will continue to find more equitable ways to provide on-street parking for residents over visitors and through a more equitable program and permit fee.

#### 5. Community Safety and Security

Before and during my term as City Councillor, I have worked towards a Calgary that is Clean, Safe, and Secure; a Must Visit Destination; and a Great Experience. Through leadership and support, I have been a strong advocate for our Fire, Police, LRT and Transit Security, Community Standards Bylaw, and 9-1-1 dispatch service lines and their budgets. For the past two years, I have been Council's appointment to the Calgary Police Commission with a direct line to Chief Constable Mark Neufeld. Community, downtown, and LRT Transit line and station areas have been a hotbed for social disorder, shelter and encampments, protests, mental health and drug addiction trauma, property and business crime, and other disturbances. We are a growing city with growing social challenges which contributes to these negative behaviours and law infractions. While we have heavily invested budgets in these services lines and statistics are showing a downward trend, perception or reality of the threats of social and criminal behaviour is becoming more blurred. This can only be resolved with joint mandates between the federal, provincial, municipal governments and partnering agencies in hospitals, schools, and more. This is one area of city services which we will need to invest more tax dollars.



#### 6. Feeder Main Break

On June 5, 2024, the community of Montgomery experienced a large water main break which eventually spread to severe water restrictions for several summer months across the entire city. As the area councillor, I recognized the significant impact the feeder main break would have to our communities. From day one, I was engaged in and with the City's Emergency Operations Centre (EOC) to provide perspectives of Montgomery and other Ward 7 residents and businesses. Throughout the summer months and my 'staycation', I walked the streets and enter residences and businesses to check in on their welfare, health and safety. In the fall, Ward 1 City Councillor Sonya Sharp and I put forward a Notice of Motion requesting a thorough inspection of the underground infrastructure in the communities of Bowness and Montgomery to ensure what is existing can continue to support this housing growth. Unfortunately, this motion did not pass but be assured that I will continue to be engaged with City Administration to ensure Calgarians can trust these major systems will not fail in the future. Through the winter and spring, Ward 7 communities are experiencing water main breaks resulting in temporary loss of water service. I will continue to advocate for an independent review of our water infrastructure management practices, processes, and standards.

##### Ward 7 Watermain Breaks (2021-2025)





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A visit to Ward 7 students in Briar Hill.



Stampede event in Crescent Heights.



The celebration of the Chinatown public art project.



Stampede breakfast with residents at Shouldice Commons.



Attending the monthly community meeting



Participate in the Banff Trail community's summer event.

## Citizen Satisfaction Survey

Twice a year, The City conducts a Citizen Satisfaction Survey to gauge the public's opinion on their lives, the city, City Services, issues, and other factors that make Calgary a great city to make a life and make a life. For the first time, in addition to a citywide view, a Ward 7 perspective is provided.

In 2021 Fall, 80% of Calgarians rate the quality of life in Calgary as good. In 2024 Fall, only 66% rate this as good; 75% in Ward 7 rate this as good.

In 2021 Fall, 50% of Calgarians expressed trust in The City of Calgary. In 2024 Fall, only 41% expressed trust, while in Ward 7, the level of trust remained at 50%.

### 2024 Fall Survey for Calgarians

		Ward 7	City Wide
Quality of Life	Rates the overall quality of life in Calgary as good	75%	66%
	Net – Homelessness, poverty and affordable housing	28%	17%
Issue Agenda	Poverty / homelessness / related social issues	23%	12%
	Net – Growth and planning	19%	12%
City Programs & Services	Satisfied with road maintenance including pothole repairs	60%	44%
City Programs & Services	Balancing taxation and service deliver levels – increase taxes	55%	41%
City Reputation & Performance	Trust in The City of Calgary	50%	41%

Overall respondents in Ward 7, 60% were satisfied with road maintenance and pothole repair compared to 44% citywide.

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## Ward 7 Community & Neighbourhood Associations

<b><u>Banff Trail</u></b> www.banfftrailcommunity.ca	<b><u>Capitol Hill</u></b> www.capitolhillcommunity.ca	<b><u>Chinatown</u></b> www.calgarychinatown.com
<b><u>Crescent Heights</u></b> crescentheightsyyc.ca	<b><u>Downtown West</u></b> www.dwca.ca	<b><u>East Village</u></b> yycevna.org
<b><u>Eau Claire</u></b> www.eauclaireca.com	<b><u>Hillhurst Sunnyside</u></b> www.hsca.ca	<b><u>Hounsfield Heights-Briar Hill</u></b> www.hh-bh.ca
<b><u>Montgomery</u></b> www.mcapeople.com	<b><u>Mount Pleasant</u></b> www.mpca.ca	<b><u>Parkdale</u></b> www.parkdaleyyc.com
<b><u>Rosedale</u></b> myrosedale.info	<b><u>St. Andrew's Heights</u></b> www.standrewsheights.ca	<b><u>Tuxedo Park</u></b> www.tuxedoparkcommunity.ca
<b><u>University District</u></b> myuniversitydistrict.ca	<b><u>University Heights</u></b> www.uhcacalgary.org	<b><u>West Hillhurst</u></b> www.westhillhurst.com

## The City of Calgary Resources

<b>Fair Entry</b> www.calgary.ca/social-services/low-income/fair-entry-subsidy.html	<b>Older Adult &amp; Age Friendly Resources</b> https://www.calgary.ca/social-services/seniors.html	<b>Mental Health &amp; Addiction</b> https://www.calgary.ca/social-services/mental-health.html
<b>Children &amp; Youth Programs</b> www.calgary.ca/social-services/youth.html	<b>Accessible Programs &amp; Services</b> https://www.calgary.ca/social-services/accessibility.html	<b>Social Programs &amp; Services for Low-Income</b> https://www.calgary.ca/social-services/low-income.html
<b>311 Calgary</b> For City information and non-emergency and non-law enforcement related services (e.g. bylaw-related issues, potholes, street cleaning) <b>Website:</b> www.calgary.ca <b>Phone:</b> 311 <b>Online:</b> calgary.ca/311	<b>Calgary Police Service Non-Emergency Line</b> Call the police non-emergency line 403-266-1234 for public safety matters and reports of crime that is not in progress <b>For All Emergencies, call 911</b>	<b>Outreach</b> <b>HELP Team:</b> 403-998-7388 <b>Encampment Team:</b> 403-805-7388 <b>Needle Response Team:</b> 403-796-5334 <b>Transit Team:</b> 403-262-1000

## Ward 7 Contacts

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