



Dalhousie Co-op Redevelopment Application

Final Engagement Summary Report

Project overview

In December 2016, Co-op, in conjunction with Quarry Bay Developments has proposed a combined development permit and land use redesignation (re-zoning) for the site located at 5505 Shaganappi Trail N.W. (the existing Co-op site).

The final development plan (as of November 2017) proposes six new buildings, along with a relocated gas bar. The tallest buildings are 22 storeys (75 metres) and 10 storeys (35 metres) in height. A total of 440 residential units are proposed along and approximately 135,000 square feet of commercial space.

It is the intent of Co-op to develop the site, with these additional uses, including residential units and offices in multiple phases, keeping the current Co-op store and existing businesses open until each of its replacements spaces are built. It is also a requirement of Co-op to keep an adequate level of parking available for customer use during the construction period.

Engagement strategy

A comprehensive engagement strategy was developed by the Engage Resource Unit to facilitate multiple touch points and ensure inclusivity for all who want to provide input and learn about the Dalhousie Co-op Redevelopment project. The Engage Spectrum level for this project was 'Listen and Learn' which is defined as "We will listen to stakeholders and learn about their plans, views, issues, concerns, expectations and ideas."

For this project, we took a multi-phased engagement approach that included four phases of engagement and information sharing with multiple in-person and online opportunities between May and November 2017.

The goals of the phased approach and the overall engagement program were to:

- Inform the community about the application and the planning processes.
- Gather a high-level understanding of issues and concerns to better assess the application and determine future phases of engagement.
- Educate participants on what is involved in developing a site like this, to ensure their feedback was meaningful and represented a decision made in the context of constraints, alternatives and trade-offs.
- Ensure that public feedback was more than opinions on the proposed development, but about how the proposal could be improved which was used to help negotiate changes with the applicant.
- Evaluate the application's changes against the community input and concerns that were provided throughout the program.

It should also be noted that the applicant conducted their own public engagement prior to the submission of their application.

Engagement overview

Over the course of our phased engagement program for the Dalhousie Co-op Redevelopment application, we engaged with 576 people, at 5 in-person events and through 2 separate online opportunities and collected a total of 877 comments and ideas.

Phase one: issues scoping

An online opportunity was provided to citizens in May 2017. The purpose of this phase was to develop a high-level understanding of the issues and concerns with the application, to inform our future phase of engagement.

- One online survey from May 15 – 25, 2017
 - We received 116 completed survey responses

173 comments and ideas were collected through phase one.

Phase two: visioning workshops

One in-person workshop was provided for citizens in June 2017. The purpose of this phase was to delve deeper into the issues, opportunities and outcomes that community residents want to see with the proposed development. We wanted participants to provide feedback on the development that wasn't overly constrained by the current proposal. We wanted citizens to understand that we didn't simply want to know their opinions on the proposed development, but how the proposal could be improved. This was achieved through a charrette-style board game allowed participants to express their preferences, ideas and aspirations through a spatial planning exercise.

- One workshop was held at the Dalhousie Community Association on June 13
 - There were 39 workshop participants at the session
 - 6 community based concepts were developed at the session
- One in-person 'fast lane' drop-in session was also held at the Dalhousie Community Association on June 13
 - There were 16 people in attendance for the drop-in session

156 comments and ideas were collected through phase two of engagement.

Phase three: revised application evaluation

The purpose of phase three of engagement was to share the results of our first two phases of engagement, what changes were requested of the developer through the first detailed team review and what changes were made to the proposal as a result of community feedback. Citizens were asked to assess the changes made and determine if they were appropriate in addressing community concerns.

Recognizing that summer is always a busy time, we offered many different activities and tactics throughout the month of August for people to review the application details, ask questions of City staff and evaluate the changes to the application

- One community sounding board at the Dalhousie Co-op store from August 16 - 23.
 - 46 comments and ideas were received
- One pop-up event at the Dalhousie Community Association on August 22
 - We talked with 38 citizens
- One in-person open house was held on Monday, August 28 at The Dalhousie Community Church
 - We had 101 participants attend the open house

- We received 6 completed feedback forms
- We received 47 sticky notes of comments and ideas
- An online survey was made available from August 9 through August 30
 - There were 1161 unique visitors to the website
 - We received 89 completed responses
- One comment drop-box at the Dalhousie Co-op Customer Service Desk
 - We received 12 completed forms

548 total ideas and comments were collected through phase three of engagement.

Phase four: information sharing

An in-person information session to share the final application, a summary of what has changed, a summary of engagement and information on how to participate in the Public Hearing of Council was held in November. Information was also shared with community associations and through our email list.

- One in-person information session was held on Tuesday, November 7 at Dalhousie Community Association
 - We had 119 participants attend the information session

Communications overview

A comprehensive communications plan was developed to inform the community about the project and all of our engagement opportunities. On-going tactics employed throughout the life of the project have included;

- Project specific website (calgary.ca/dalhousiecoop) that shares information and background about the Dalhousie Co-op redevelopment application. The website also includes a summary of previous engagement activities and notices about upcoming activities taking place in the community.
- Sending emails to the 122 community members subscribed to our email list, sharing on-going project information and engagement details

For each phase of engagement the following communications tactics were employed to promote participation in our various engagement opportunities;

- Digital advertisements
- Twitter and Facebook advertisement campaigns
- Bold signs placed at high-traffic intersections in the community
- Postcard mail outs to surrounding area residents
- Advertisements in the community association newsletters
- Post cards handed out at the Dalhousie Co-op store to shoppers
- Posters distributed throughout the community in highly visible areas
- Information was also shared to external email lists via the Councillor's Office, Community Associations and the developer

Engagement input

Overall, there was a high level of interest in the proposed application and a wide range of input was received from the community throughout the engagement program. Themes of what we heard are detailed below by each phase.

Phase one: issues scoping

Some of the main themes that emerged were:

Community values:

- Neighborhood location within the city and access to other parts of the city;
- sufficient access to parking;
- Parks, green space and open space.

Community concerns:

- new development will have a negative impact on traffic (increased congestion);
- new development will be low- quality (not visually appealing) and/ or buildings will be too high and not fit in with the existing community;
- lack of local, small-scaled businesses;
- Cumulative impact of all new developments to the community.

Community aspirations:

- desire for new destinations including vibrant gathering spaces and mixed-use areas, to get together with friends and family;
- improved traffic and road safety;
- Desire for an improved journey to destinations such as better walkability, bikeability, streetscape, and connections to the community.

Phase two: visioning workshop

Some of the main themes that emerged were:

- Citizens are concerned with the cumulative impact of all new developments occurring in the Dalhousie Community and want these addressed comprehensively with specific references to traffic congestion and transit.
- Citizens want the site to fit in with the surrounding community and to contribute and/ or enhance the existing community character with more destinations and places to gather.
- Citizens want this site to be pedestrian and cycle friendly with strong connections through the site and into surrounding community.
- Citizens are concerned with the proposed building height of 22 storeys and have proposed a maximum height in the range of 9 – 15 stories.

Phase three: revised application evaluation

Some of the main themes that emerged were:

- Citizens feel the proposed changes have improved pedestrian connectivity
- Citizens would like to see the plaza concept improved
- Citizens are still concerned with the proposed height of the buildings and feel that it does not fit with the current community character and feel this concern has not been addressed
- Citizens would like to see more small local businesses in the area

- Citizens are concerned about the potential impact that additional density would have on traffic
- Citizens feel there is inadequate parking on the site

Engagement outcomes

What we asked for

Public input was used by The City to inform both of the detailed team reviews of the application and resulted in a number of issues being identified to the applicant. These are highlighted by phases below.

Phase one and phase two (first detailed team review)

Through our first detailed team review of the application along with analysis of community input received through both phase one and two of public engagement, key issues were identified and provided to the applicant, which included:

- Improve the pedestrian interface with the community by relocating the proposed gas bar and car wash away from Dalton Drive.
- Improve the building interface along Dalhousie Drive, Dalton Drive and Belle North Road to make the development more pedestrian-friendly.
- Break up the massing of the residential buildings to provide a break for views and sunlight.
- Improve the internal pedestrian circulation within the site.
- Provide a better connection to the Canadian Tire site.
- Create a better public gathering space by relocating the proposed plaza to the inside of the development

Phase three (second detailed team review)

Through our second detailed team review of the application along with analysis of community input received through phase three of public engagement, key issues were identified and provided to the applicant, which included:

- Provide a direct pedestrian connection from the bus stop on Dalhousie Drive into the development
- Provide a clear delineation between vehicle and pedestrian areas within the proposed plaza in order to improve pedestrian safety
- Provide additional landscaping along Dalton Drive and Belle North Road

What changed on the application?

The chart below details the changes that occurred in response to the detailed team reviews and community input on each application submission.

Original Application (December 2017)	Revised Application (August 2017)	Final Application (November 2017)
444 residential units.	436 residential units.	440 residential units.

784 parking stalls – 182 surface, 602 underground	749 parking stalls – 159 surface, 590 underground	746 parking stalls – 156 surface, 590 underground
Tallest building= 22 storeys (78.0 m)	Tallest building= 22 storeys (75.0 m)	Tallest building= 22 storeys (75.0 m)
146,744 ft ² commercial and office space	134,549 ft ² grocery, office, retail/ other commercial, gas bar, car wash & liquor store	135,000 ft ² grocery, office, retail/ other commercial, gas bar, car wash & liquor store.
Building A – Strata 1: 22 storeys (78.0 m) – grocery store podium and main residential tower and ground floor commercial retail (CRU).	Building A – Strata 1: 22 storeys (75.0 m) – grocery store podium and main residential tower, ground floor CRU changed to car wash	Building A – Strata 1: 22 storeys (75.0 m) – grocery store podium and main residential tower with car wash and commercial located near Shaganappi to reduce vehicle/pedestrian conflicts on the south edge of the site
Building A – Strata 2: 9 storeys (30.0 m), main floor commercial, residential mid-rise	Building A – Strata 2: 10 storeys, (35.0 m), main floor commercial, residential mid-rise	Building A – Strata 2: 10 storeys, (35.0 m), main floor commercial, residential mid-rise
Building B: 4 storeys (13.2 m) commercial/office space	Building B: 4 storeys (13.2 m) commercial/office space	Building B: 4 storeys (13.2 m) commercial/office space
Building C: Gas Bar, Convenience Store & Liquor Store with a total of 5 driveway crossing across south edge of site	Building C: Gas Bar & Convenience Store combined and reoriented to Belle Road to create street edge and remove 2 driveway crossings	Building C: Gas Bar & Convenience Store
No proposed building D, as liquor store is incorporated into building C.	Building D: Liquor Store remains in original location (renamed to building D), but footprint decreased and sidewalk widths and landscaping increased around the building.	Building D: Liquor Store – plaza in SW corner of the site enlarged and pedestrian connections strengthened with rest of the site.
Limited pedestrian connections from public sidewalks and transit stops to principal buildings	Plans amended – internal pedestrian connections improved with wider sidewalks and more direct connections between buildings.	Pedestrian connection (stairs) added in NW corner of site to provide improved access to transit stop on Dalhousie drive.
Building massing – Building A Strata 1 and 2 connected creating a rather large contiguous structure.	Building A Strata 1 and 2 separate slightly in NE corner of the site to break up building massing.	Building A Strata 1 and 2 separated in NE corner of the site to break up building massing
Small plaza located in NE corner of site external to buildings in shadow and adjacent to large roads.	Plaza relocated to interior of the site near Building 1 – Strata 1 and 2 and enlarged to create more functional open space. Building 1 Parkade entrance creates conflict with plaza.	Plaza design refined to reduce vehicle/pedestrian conflicts and clearly delineate between parking lot drive aisles and usable amenity space.

Next Steps

This now concludes engagement on the Dalhousie Coop Redevelopment project. Administration will be recommending approval of the final submission to the Calgary Planning Commission (CPC). The land use application and development permit will be at CPC on November 16 with an anticipated winter 2018 Public Hearing of City Council.

All input gathered through all phases of engagement has been used in reports provided to Calgary Planning Commission and eventual City Council. You can still get involved by submitting your written comments to City Administration or members of Council, and by attending the Public Hearing of Council.

Appendix: Past engagement reports

Past engagement what we heard reports and verbatim comments for each phase can be found here:

[Phase one and two: What We Heard Report](#)

[Phase three: What We Heard Report](#)