Calgary

Riley Communities
Local Area Planning

Engagement Summary
Phase 1: Envision

This phase was focused on looking back at the past, understanding the present and envisioning the future of the area.

In addition to broad public outreach and engagement, meetings and engagement took place with the general public from April – May 2022 and with targeted participants from spring 2022 to fall 2022.



What We Heard

Detailed information about all outreach and engagement activities can be found on the subsequent pages and within the **Phase 1 What We Heard Report at calgary.ca/Riley**

Awareness building, education and engagement took place with the general public from April 12 – May 9, 2022, resulting in:

Total **ADS DISPLAYED**

224,000+

Total **INVOLVED**

13,300+

Total **ENGAGED**

420+

Total **CONTRIBUTIONS**

800+

23-0034774-ADV-26471

Building Awareness

Tools used to build awareness of the project and opportunities to get involved included:

- Education and engagement booklets mailed directly to all homes and businesses in the area.
- Engage Stations were also installed to raise awareness and provide additional education and engagement booklets to community members.
- Large-format signs located in high-traffic areas.
- Two waves of geo-targeted social media ads (Facebook, Twitter, Instagram, Nextdoor).
- Geo-targeted banner ads.
- Geo-targeted video ads on YouTube.
- Geo-targeted ads on high-traffic websites.
- Email updates to project subscribers.
- Communications toolkits provided to local community associations and Ward Councillors to make it easy to help spread the word through their established communications channels and networks.

Focus of Engagement

This phase was focused on the creation and refinement of the first chapter of the local area plan. Engagement was focused on looking back at the past, understanding the present and envisioning the future of the area.

Topic 1: PAST – **the area's history and roots**

Topic 2: PRESENT – **the area as it exists today**

Topic 3: FUTURE – **the next 30 years**

An Initial Draft of **Chapter 1** of the local area plan was also available for review and feedback.

"Create a diverse, attractive, lovely neighbourhood where people of all incomes can find suitable housing opportunities as well as move safely across the neighbourhood using active and public modes of transportation."

— Participant



Opportunities for Involvement

Public education and engagement booklets – magazine-style education and engagement booklets mailed to all households and businesses in the Plan area with the opportunity to respond and mail back the feedback form (pre-paid return postage provided). Booklets were also available for pick up at eleven engage stations throughout the Plan area.

Online public engagement – opportunity to provide feedback online via desktop or mobile device.

In-person public engagement – opportunity to meet the project team face-to-face, ask questions and provide feedback.

Virtual public engagement – multiple opportunities to meet the project team online, ask questions and provide feedback.

In-community pop-ups – the project team joined events throughout the communities to share info & spread awareness about the project, and answer questions.

Community walking tours – local community associations had the opportunity to lead the project team on a tour of their community.

Working group sessions – multiple sessions where the working group and project team were able to dig deeper into discussions related to asset mapping, vision and core values and potential focus areas for growth.

Heritage sub-working group sessions – sessions for members working on the Riley Communities Heritage Guidelines to look at key values, discuss and refine character defining elements, and refine Heritage Guideline Area boundaries.

Community association sessions – multiple sessions for community association members to learn more, ask questions and provide feedback.

Development industry session – a session for industry members to learn more, ask questions and provide feedback.

"The Riley area is important for people to appreciate and understand the eclectic personality of our community. The neighborhoods in the Riley area are unique, pedestrian friendly, multi-generational, diverse and our history can help us celebrate and embrace our communities."
— Participant



"It's important to better understand how former public transit methods (ie. Streetcar and electric trolley coach routes) shaped Riley's street planning and possibly still shape our streets and neighbourhoods today."
— Participant



Engagement Timeline

Phase 0: DISCOVER
(pre-project research, awareness building and knowledge transfer)

NOTE: Phase 0 outreach efforts not included in Phase 1 engagement summary above.

Prior to the project's official launch with the community, a number of meetings with local community leaders such as community association representatives, institutional representatives and others were held to share information and get to know each other.

February 16, 2022	**Community Association Session #1 (virtual)**
March 31, 2022	**Community Association Session #2 (virtual)**

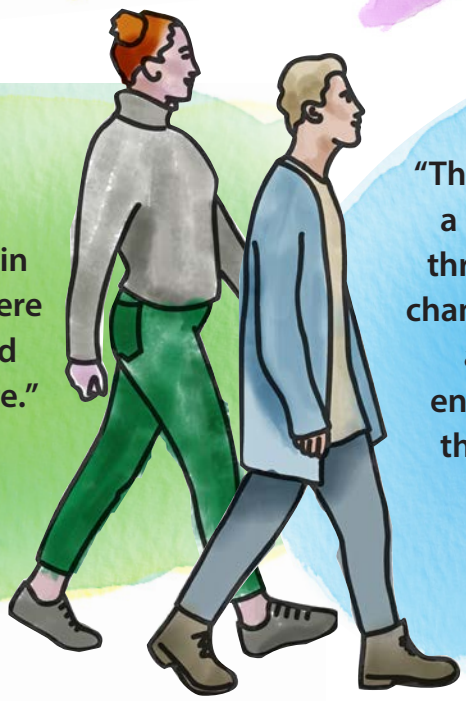
Phase 1: ENVISION
(focused on looking back at the past, understanding the present and envisioning the future of the area)

April 12 – May 8, 2022	**Engagement Booklets Mailed to Residents/Businesses**
	Engagement Booklets available for pickup at Engage Stations
	Online engagement open for feedback
	Working Group applications accepted
April 21, 2022	**Public Engagement Session (virtual)**
April 22, 2022	**Project team pop-up at Kensington Safeway**
April 26, 2022	**Project team pop-up at West Hillhurst Go-Getters Association**
April 27, 2022	**Project team pop-up at Kensington Plaza Cinema courtyard**
April 30, 2022	**Project team pop-up at Hillhurst/Sunnyside Farmer's Market**
May 3, 2022	**Public Engagement Session (virtual)**
	Project team pop-up at Louise Riley Library
May 4, 2022	**Project team pop-up at Hounsfield Heights – Briar Hill Community Association field/ Louise Riley Library**
June 22, 2022	**Working Group Session #1: Asset Mapping/Core Values (in-person)**
September 20, 2022	**Working Group Session #2: Validate draft Vision & Core Values (virtual)**
September 28, 2022	**Heritage Sub-Working Group Session #1: Key Values and Character Defining Elements (virtual)**
October 5, 2022	**Working Group Session #3: Key Growth Areas (virtual)**
November 1, 2022	**Community Association Session #1 (in-person)**
November 4, 2022	**Community Walking Tour led by members of the West Hillhurst Community Association**
	Community Walking Tour led by members of the Hounsfield Heights - Briar Hill Community Association
November 8, 2022	**Working Group Session #4: Refine Initial Key Growth Areas Map (virtual)**
November 16, 2022	**Heritage Sub-Working Group Session #2 - Refining Character Defining Elements and Heritage Guideline Area Boundaries (virtual)**
November 18, 2022	**Community Walking Tour led by members of the Hillhurst/Sunnyside Community Association**

"I love the walkability, the parks, and the schools. I love the local businesses, and would like to see more of them."
— Participant

"Wheeling and walking options- Bike lanes have been extended but more are needed to connect the network."
— Participant

"We need to have more density in some areas, but in densifying, there needs to be an appreciation and respect for what is currently there."
— Participant



"The area has been able to maintain a neighbourly small-town charm through all its redevelopment and change. The residents are welcoming and committed to equity and environmental stewardship. I love the tree-lined, walkable streets."
— Participant





What We Heard and How Feedback Was Actioned

This phase was focused on the creation and refinement of the first chapter of the local area plan. Engagement was focused on looking back at the past, understanding the present and envisioning the future of the area.

Key Themes Heard

Key themes heard from participants through the first phase of the project included:

PAST:
What is important for people to know about the area's history?

- Recognition of local and Indigenous historical sites
- Single-family homes with heritage characteristics (RC1 Zoning/Densification)
- Green space, parks, and mature trees

PRESENT:
What do you love about the area and your community and why?

- Proximity to amenities and walkability
- Parks/Open Space
- Recreation assets/Community spaces

PRESENT:
What are the challenges your area is facing and why?

- Road/traffic infrastructure & traffic safety
- Social disorder & crime
- Desire to maintain current character and charm of the area

FUTURE:
What's important to you and for future generations when thinking about how the area could evolve in the next 10-30 years and why?

- Improve infrastructure and connectivity
- Diverse housing choices
- Accessibility, safety, and additional amenities

"Needs safer bike paths to connect to the paths on the river. Would love more commercial pockets. I really dislike how commuters use some of our roads as a thoroughfare and there is not safe crossing or lights at some key intersections where kids walk to school."
— Participant



What We Heard

Additional information can be found within the **Phase 1 What We Heard Report at calgary.ca/Riley**

Key Changes Made

How Feedback Was Actioned

Overall, feedback was used to refine the first chapter of the local area plan including refining the history section, refining the current context section and creating the draft Vision & Core Values. Input was also used to inform initial potential focus areas for growth and development policies for review and discussion in the next phase of engagement.

Key changes made to the draft Riley Communities Local Area Plan (Plan) based on feedback included:

1. **Focus more on rich and diverse histories of the Plan Area.**

   Throughout Phase 1, we received specific feedback into the unique histories, places and people that define this Plan Area. In response, we further refined the draft Chapter 1 and the additional history section. We also began exploring both heritage policies and heritage guidelines areas to capture the rich and diverse histories as well as built forms of the Plan Area.

2. **Explore opportunities to maintain and improve various parks and open spaces.**

   We received significant feedback into how much individuals value their parks and open spaces. As a result, the project team developed the Parks, Recreation and Public Space Core Value. This draft Core Value will drive decision-making and policy development as part of Phase 2 of the project. It will also ensure specific policies and implementation options that improve, upgrade and expand the inventory of parks and open spaces are developed in later phases.

3. **Account for unique location of the Plan Area and proximity to amenities and destinations.**

   The Riley Communities have a unique location within Calgary as they situate near the Bow River, Downtown Core and major employers, such as the Foothills Medical Centre and University of Calgary. This was a constant piece of feedback we received during Phase 1 engagement. In response, we developed a draft Vision and set of draft Core Values that are aimed at improving access to amenities and destinations throughout and near the Plan Area. The geographical location of the Plan Area also shaped discussions around the Key Growth Areas Map, a key engagement tool, to begin discussions around growth and change.

"The area needs to have a target for its mix of long term, transitional, institutional and targetted (affordable, family, senior-friendly, student, etc.) housing. Better ideas need to be incorporated into design to encourage long term commitment to staying in the community."

— Participant



4. Address safety and accessibility around transit stations.

In response to public feedback on safety concerns around the Lions Park LRT Station and Sunnyside LRT Station, a new Core Value was added to the draft Chapter 1. The Safe and Accessible Communities Core Value emphasizes safety and accessibility as key considerations in public realm improvements, new building design and improved transportation options. The project team highlighted and shared specific concerns with other City departments and business units working on other initiatives within the Plan area. During the next phases of this project, development of policies and implementation options that align to this Core Value will be explored.

"I think it's important to focus on the outdoor gathering spaces and put effort into improving walkability, cycling, etc. making space for things like community gardens or multi use parks would be amazing for future generstions to benefit from."

— Participant



"I wish the pool area was better, public skating not just hockey, more workout spaces, more community programs, more kids programs, better library"

— Participant



5. Address potential negative effects of growth and change on the mobility network.

Throughout Phase 1, we heard about potential negative effects of growth and change on the mobility network. To help inform our understanding of community contexts and trends in the Riley Communities that were identified in previous phases and on other projects in the Plan Area we are also undertaking a mobility study. This study will provide a long-term roadmap for The City to guide transportation improvement projects and investments to address issues and opportunities that may emerge through ongoing growth and change in the Plan Area. In addition to the ongoing work surrounding the mobility study, we have also developed the draft Moving To and Through the Riley Communities Core Value, to ensure mobility improvements are explored as part of policy and implementation options during the next phases of the project.

What We Did

Additional information about key changes made can found within the **Phase 1 What We Did Report at calgary.ca/Riley**