Calgary

Riley Communities
Local Area Planning

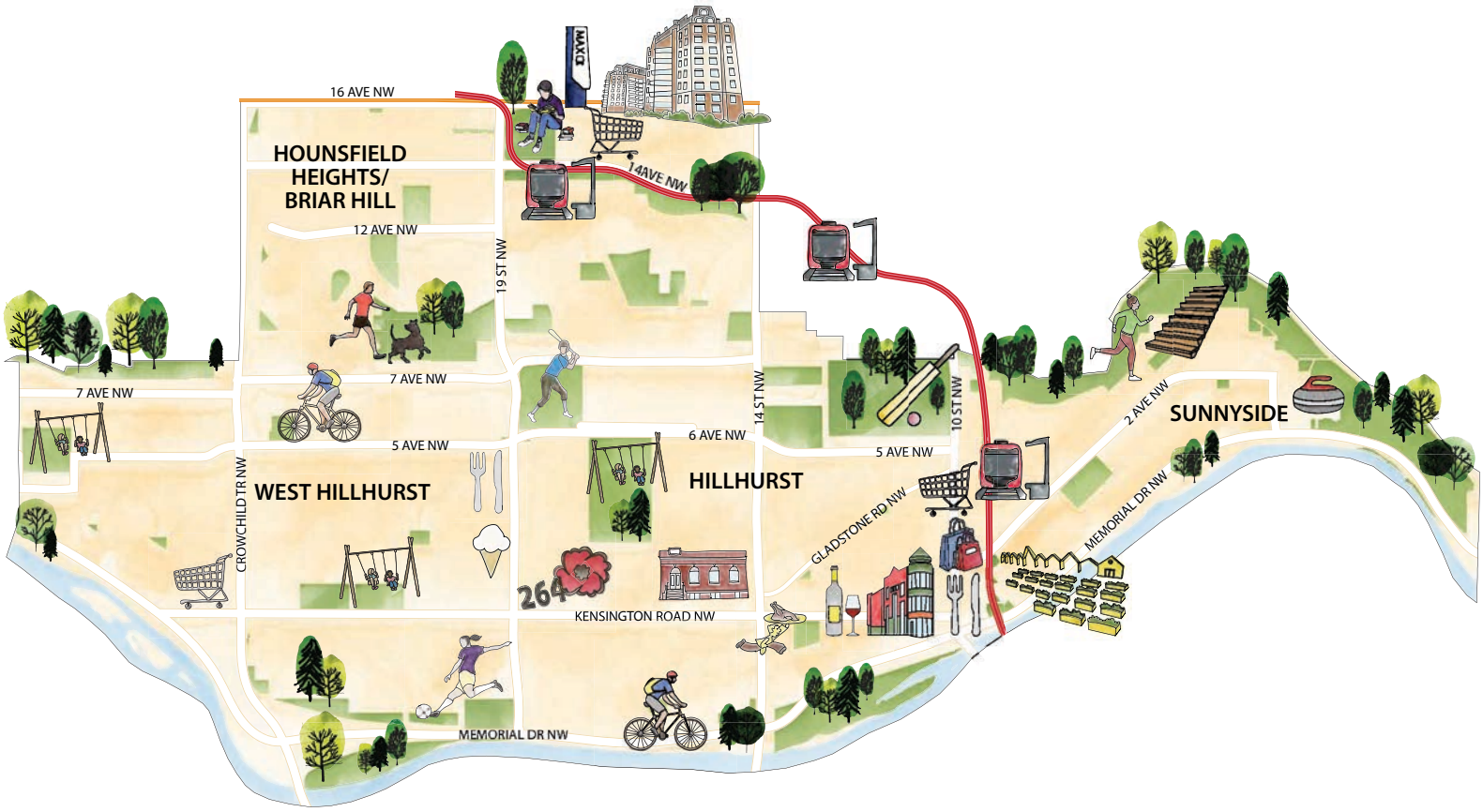
Engagement Summary

23-0034774 - CRV-26473

Together, over a two-and-a-half-year period with thousands of participants, a local area plan for the Riley Communities was created.

A robust multi-phased public engagement process was undertaken to create the Riley Communities Local Area Plan (the Plan). Thousands of ideas and comments were shared, compiled, reviewed, and used to shape and refine content and concepts within the Plan.

The Riley Communities



Highlights: **Public Participation**

From winter 2021 – winter 2024, conversations about where, why and how revitalization and redevelopment should happen took place with a range of participants. Thousands of individuals were involved in the creation of the Plan from youth to seniors, residents and business owners, community association and development industry representatives and a dedicated and diverse working group that provided in-depth insights and feedback.

2+ years
to create the **Riley Communities Local Area Plan**

4 **phases** of public participation

10 community association **sessions**

9 working group **sessions**

5 Riley Heritage working group **sessions**

38 public engagement **events**

4 landowner/ development industry **sessions**

110 days of **online engagement**

42K+ **engagement packages** & booklets mailed

2.6M+ **advertisements** displayed

45K+ instances of **involvement**

1.8K+ instances of **direct engagement participation**

3K+ **contributions** submitted

Engagement Approach

Winter 2021	Spring 2022	Fall 2023	Spring 2024	Fall 2024 – Winter 2025
Phase 0: Discover	**Phase 1: Envision**	**Phase 2: Explore**	**Phase 3: Refine**	**Phase 4: Realize**
Pre-project research, relationship building, and knowledge transfer.	Looking back at the past, understanding the present and envisioning the future of the area.	Exploring where and how growth and change could happen in the area.	Refining the plan and confirming the community improvements.	Committee and Council review and decision.

A multi-phased approach enabled discussion, consideration, creation and refinement of the local area plan with participants over time. Information and education about key considerations, benefits and tradeoffs were woven directly into the engagement topics within each phase to build participant capacity as each chapter of the local area plan was engaged on and refined.

A multi-phased approach allowed for education and discussions to start at a broad and visionary level and progress to become more focused and refined through the process. The local area plan itself goes from visionary (Chapter 1) to more focused local-specific guidance and direction (Chapter 2), to very specific investment priorities and implementation options (Chapter 3). Aligning the phases of engagement to the creation and refinement of each chapter provided participants with iterative opportunities for feedback with clear outputs at the end of each phase.

"This is a neighbourhood with close proximity to city centre that is a perfect community for increased density and business development. It currently is in the crossroads of how to proceed with what meets the desires of current residents, while also evolving to meet the upcoming needs of a growing city that is in desperate need of further density, especially in inner city neighourhoods. This is an exciting, dynamic conversation, but one with a lot of emotion that can pose challenges."

— Participant

Engagement Guiding Principles

1. Phased Program

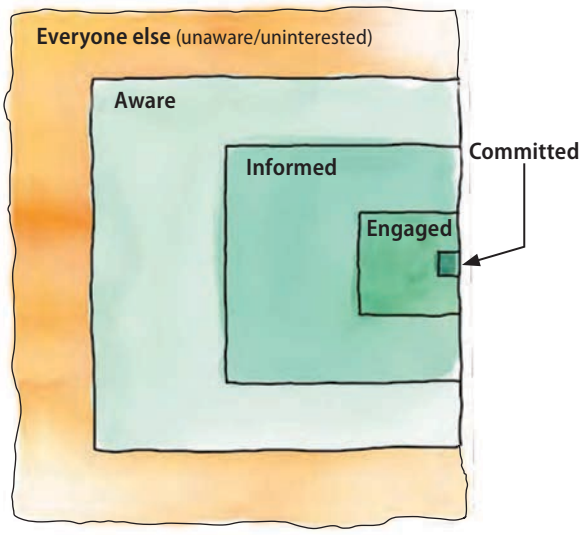
The engagement process for the Riley Communities Local Area Planning project was designed as a multi-phased approach. Input was collected at key intervals throughout the planning process to help influence the Plan as it was created and to provide multiple touch points and opportunities for participants to get involved.

2. Inclusive Process

The needs of participants were considered through the process and the project team removed as many barriers to participation as possible. Effort was made to ensure public engagement was accessible to all, despite potential limitations that might prevent them from being included in the process. A key objective was to ensure that at the very least, people within the area were aware of the opportunity to participate and understood that we were interested in hearing from them. Accessibility accommodations were also available for engagement by request via 311.

3. Participation Interests & Intensity

Out of thousands of participants within the Riley Communities, we know that people will land in various places in terms of their participation interest level. Despite our best efforts, some people will never really be aware or are simply uninterested in getting involved, some are highly engaged and committed, and many fall somewhere in between. The engagement process was designed to cater to a broad spectrum of participation interests and intensities – based on the corresponding levels of interest, time and commitment participants wanted, and were willing and able to commit to.



A broad mix of communications and engagement tools and techniques were used to ensure people were reached and able to get involved at a level and through a method that best suited their needs. The tools and techniques used for the Riley Communities Local Area Plan project were informed by: communications and engagement best practices, local demographics and socioeconomic information, participant feedback and lessons learned through the project.

4. Grassroots Conversations

Throughout our engagement process, there was a focus on getting out into the community, building relationships and building mutual and shared understanding. We aimed to achieve this by getting the project team out in the community to meet people where they are, igniting interest and involvement in conversations about change and redevelopment. We ensured the project team met people face-to-face where possible, but also virtually to make sure everyone was able to get involved. Toolkits were also provided directly to underrepresented groups and community leaders with existing community connections to support community-based conversations. A key objective was to ensure the topics being discussed and opportunities for involvement were presented and discussed in ways that were clear, understandable and inviting. Another key objective was to be open, honest and transparent in all conversations and to be available to meet and answer questions at any time through the process.

5. Clear Engagement Reporting

Transparency and an open process was demonstrated through clear reporting and connecting the dots between the input that was provided and how it was considered as decisions were made through the process. What We Heard reports that shared verbatim feedback and themes were created and shared following each phase of engagement. What We Did reports were also created for each phase of the project, outlining how the project team considered and responded to each of the key themes that emerged through each phase of the project.

Opportunities for Involvement

A variety of opportunities for involvement were available through the process that aimed to accommodate a range of participation interest and intensities (high, medium, low) and remove a range of barriers to participation (time, understanding, trust, audio/visual, mobility, internet, language, etc.).

Riley Communities Working Group Sessions

The Riley Communities Local Area Planning project offered the opportunity to apply to join a multi-community working group – this would be considered a high-interest/ high-intensity opportunity. The working group was designed to have more in-depth discussions, diving deeper into public feedback and guiding planning policy, and building on the knowledge and insights of previous sessions.

Through a recruitment process, 26 members of the broader community as well as community association and development industry representatives were selected to participate in dialogue on the planning interests of the entire area. The working group participated in a number of sessions where they brought different perspectives, viewpoints, ideas and concerns to the table. The working group expanded on the ideas and concerns shared by the broader community and acted as a sounding board for the project team as content and concepts for the local area plan were drafted.

In-person & Virtual Engagement Sessions (public, community association & development industry representatives)

In-person and virtual engagement sessions were offered to the general public as medium interest/medium intensity opportunities. Virtual engagement sessions were offered throughout the project via Microsoft Teams as a method to engage virtually and directly with the project team. In addition to the public opportunities, in-person and virtual engagement sessions were also offered for community association board members and development industry representatives.

"We like the inner-city location which allows ease of access to many city areas and amenities. We like the river access and other green spaces in the area. We like that it is family friendly with schools, parks, and the type of dwellings."
— Participant

Mailed Engagement Packages

Engagement packages and booklets were mailed to households and businesses in the Riley Communities area to ensure people were aware of the project, had key information directly in their hands and had the option of mailing a feedback form as an alternative option to in-person, virtual or online engagement. Mailed engagement booklets that included a pre-paid feedback form were an alternate medium interest/medium intensity way to provide feedback (pre-paid postage was included to reduce financial barriers associated to return postage fees).

Engagement Stations

In-community My Idea Stations were placed at high-traffic and accessible locations throughout the Riley Communities to ensure a physical presence in the community to help raise awareness and as vessels to share information and collect feedback. In addition, if someone did not receive a mailed engagement package or booklet, they were able to pick one up at one of the five My Idea Stations in the plan area or download a booklet online.

Online Engagement

Online engagement opportunities were offered as a low-medium interest/intensity opportunity. Online engagement at calgary.ca/Riley was available within each phase for weeks at a time as an option for people to get involved at a time and place that worked for them. Within each phase of the project, multiple topics were open for input. Online engagement provided people with a quick and easily accessible opportunity to get involved.

Community Walk-and-Talks

Community walk-and-talk sessions were held with community representatives out in various plan communities. The project leads met with community members who were interested in discussing specific areas of their communities.

"People in these neighbourhoods truly care about the area and are invested in its future. There is a number of great businesses that are starting and thriving in the area that make it a great place to live. As well, the neighbourhood is going towards greater density, which allows for more opportunities for other individuals and families to take part in the growth of the neighbourhoods."

— Participant

Key Themes

High-level themes (from all phases of engagement)

- Participants feel that there needs to be road infrastructure improvements in the area.
- Participants expressed concerns around what effects growth and change could have on traffic safety.
- Participants expressed concerns about adding more growth in their communities.
- Participants highlighted potential infrastructure upgrades that should also be considered.
- Participants supported adding more growth in their communities.
- Participants expressed a desire to have a greater range of housing options in the area.
- Participants provided general support for the Vision and Core Values as presented.
- Housing as a topic was important to participants with comments centered on affordable housing and diverse housing choice.
- Respondents looked to integrate sensitive densification and transition zones in the Core Value language.
- Mobility, walkability, and year-round infrastructure utilization were frequent topics of interest.
- Participants referenced specific corridors, parks or streetscapes that highlighted Core Values.
- Participants provided corridor-specific observations and feedback regarding where growth and height should be removed or added.
- The Lions Park Station, North Hill Mall site and neighbourhood of Hounsfield Heights - Briar Hill were highlighted as areas needing more growth.
- Respondents identified areas for additional growth often connecting responses to amenity proximity.
- General support was a significant theme in response to the Focus Areas for Growth Map.
- Respondents expressed concerns specific to potential building height and privacy loss and offered suggestions regarding transition zones.
- Support for more housing choices and policies was the most frequent feedback theme.
- Participants want small-scale growth to consider the aesthetics and community character of the local area.
- General support was a top theme with participants indicating small-scale housing growth improved housing options in the Riley Communities.
- Respondents indicated massing, setback, lot coverage and transition area all needed to be considered when planning for small-scale growth.
- Participants expressed concern about parking availability, traffic management and vehicle flow through the area.
- Participants indicated support of small scale/mixed housing with location & height-specific criteria.
- Participants indicated the desire to maintain single-family homes in the Plan Area.
- Many indicated the desire to maintain neighbourhood historic charm, neighbourly feel, heritage homes and buildings.
- Participants indicated concern over parking impacts with increasing growth in the Plan Area.
- Participants indicated concerns about seeing an increase in traffic and the need for traffic calming, and accessibility considerations.

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+

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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.

"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

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.

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.

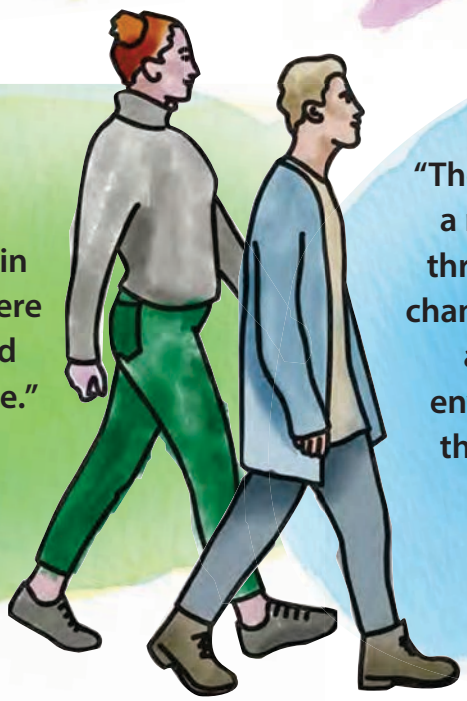
February 16, 2022	**Community Association Session #1 (virtual)**
March 31, 2022	**Community Association Session #2 (virtual)**

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**

Engagement Summary
Phase 2: Explore

This phase focused on exploring exploring where and how growth and change could happen in the area.

Meetings and engagement took place with targeted participants from January to June 2023, and with the general public from January to February 2023.

Awareness building, education and engagement took place with the general public from January 17 to February 12, 2023, resulting in:

Total **ADS DISPLAYED**

598,000+

Total **INVOLVED**

13,800+

Total **ENGAGED**

620+

Total **CONTRIBUTIONS**

760+

What We Heard

Detailed information about all outreach and engagement activities can be found on the subsequent pages and within the **Phase 2 What We Heard Report** at **calgary.ca/Riley**

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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 Plan Area.
- Engagement Stations from Phase 1 were continued to be used 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.
- Digital elevator ads.
- Ads in each of the Plan Area community association newsletters.
- 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.

"One of the Riley Communities' greatest assets is walkability and an abundance of parks. I think it makes great sense to continue to enhance some of the best features of the area."
— Participant

Focus of Engagement

We looked for feedback to help refine the draft vision and core values. We also started to explore where and how growth and change could happen in the area, including where growth could be focused and where larger buildings could go. We also introduced small-scale growth and the benefits of having a variety of small-scale homes in a community.

Topic 1: **Riley Communities Draft Vision & Core Values**

Topic 2: **Potential Focus Areas for Moderate-to Large-Scale Growth**

Topic 3: **Small-Scale Growth**

A revised draft **Chapter 1** and initial draft **Chapter 2** of the local area plan were also available for review and feedback.

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 five engagement stations through 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.

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 identify character defining elements and review the draft Heritage Guidelines.

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

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

Community conversation series – a touch-point between open public engagement phases to meet with the project team for an update on the work being done and have questions answered.

"I worry about the development along Kensington Road, and 14th street specifically. Those are high volume roads that should prioritize the moving of cars. By also attempting to make them highly developed for commercial purposes centred around pedestrian experience you are creating competing goals. "

— Participant

" I walk to work everyday. As such, I look forward to updates and improvements to infrastructure that accommodates and encourages people to be more active day to day. I hope that the sidewalks are improved and made wider, along with the creation of more pedestrian bridges."

— Participant

Engagement Timeline

Phase 2: EXPLORE (focused on exploring where and how growth and change could happen in the area)

January 17 – February 12, 2023	**Engagement Booklets mailed to Residents/Businesses**
	Engagement Booklets available for pickup at Engage Stations
	Online engagement open for feedback
January 25, 2023	**Public Engagement Session** (virtual)
January 28, 2023	**Public Engagement Session** (in-person)
February 1, 2023	**Public Engagement Session** (virtual)
February 9, 2023	**Public Engagement Session** (virtual)
February 15, 2023	**Working Group Session # 5: Small-Scale Growth** (virtual)
February 22, 2023	**Industry Session #1** (virtual)
March 15, 2023	**Heritage Sub-Working Group Session #3: Identifying Character Defining Elements** (virtual)
April 19, 2023	**Working Group Session #6: Draft Urban Form and Building Scale Maps** (in-person)
May 25, 2023	**Heritage Sub-Working Group Session #4: Review Draft Heritage Guidelines** (virtual)
May 29, 2023	**Community Association Session #1** (in-person)
May 30, 2023	**Community Association Session #2** (virtual)
June 7, 2023	**Industry Session #2** (in-person)
June 12, 2023	**Community Conversation Series** (in-person)
June 13, 2023	**Community Conversation Series** (in-person)
June 14, 2023	**Working Group Session # 7: Draft Urban Form and Building Scale Map Refinement** (in-person)

"I have no issues with the proposed areas for moderate to large scale growth. As a home owner, over time I think this will only increase the value of my property. I think the proposed changes will improve our community and make it more vibrant over time. I'm interested in having more amenities within walking distance. The less I can rely on a vehicle, the better. I do think the sidewalks need to be improved, made wider, and there should be more pedestrian bridges to make people feel safe."

— Participant

"I feel that that the need for inviting spaces, including access to nature, and green streetscapes has not been adequately addressed. A neighborhood that is all concrete sidewalks abutting the roads is not my idea of an inviting or healthy cityscape."

— Participant

What We Heard and How Feedback Was Actioned

This phase was focused on creating the second draft chapter of the local area plan, as well as revising the first draft chapter. Engagement was focused on exploring where and how growth and change could happen in the area.

Key Themes Heard

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

TOPIC 1: Draft Vision & Core Values

- General support for proposed changes
- Diverse, affordable housing options and sensitive densification
- Mobility/walkability

TOPIC 2: Moderate-To Large-Scale Growth

- Corridor-specific feedback on large-scale growth
- Support for additional growth in Briar Hill/ Lions Park station/North Hill Mall site
- Support for additional growth near community amenities

TOPIC 3: Small-Scale Growth

- Support for more housing options
- Aesthetics and community character
- General support for improved housing options

"I wish the discussion about density were not focused on big new swaths of locations for 4+ stories, but were instead focused on a more human scale increase in density across the board on the map."
— Participant

What We Heard

Additional information can be found within the **Phase 2 What We Heard Report** at **calgary.ca/Riley**

Key Changes Made

How Feedback Was Actioned

Feedback received was used to refine draft Chapter 2 of the local area plan and further refine draft Chapter 1, including revisions to the draft Vision and Core Values. Input on potential future areas for growth helped inform the draft Urban Form and Building Scale Maps presented for feedback in Phase 3.

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

1. Focused large-scale growth around transit stations and along higher activity streets.

Based on feedback the team received on the Existing and Additional Potential Focus Areas for Growth Map, we refined locations identified for moderate-to large-scale growth. This includes south of Lions Park LRT Station, where many comments were received around providing more transit-oriented development in the area. The team also received feedback that the area around Lions Park Station feels unsafe, which can be addressed by introducing more density in the area to activate the space and add more eyes on the streets. The feedback around the Existing and Additional Potential Focus Areas for Growth Map provides guidance in the development of the draft Urban Form and Building Scale maps that will be released in Phase 3 of the project.

"The opportunities when allowing more dense varieties of homes are for increased transit ridership (especially near LRT stations) and improved economics for local, neighborhood businesses. Additionally higher density will allow for increased use of the emerging 5A network."

— Participant

2. Developed transitions between higher-and lower-scale development.

Public input has identified and confirmed several unique conditions across the Plan Area where additional consideration of the transition between higher-and lower-scale development is required. This need will be emphasized with continued development in the Riley Communities. Some of the areas identified for additional scale transition policy include 10 Street NW, 14 Street NW, and the east side of 19 Street NW (north of 2 Avenue NW). The project team will review these corridors and what policy may be required to provide appropriate transitions to lower-scale development.

3. Develop Heritage Guideline Areas.

To help maintain the historic feel of heritage-rich parts of the Riley Communities, Heritage Guideline Areas have been drafted. New development within Heritage Guideline Areas will be required to contribute to the ongoing historic nature of these areas. Draft Heritage Guidelines will be drafted and released in Phase 3. The Heritage Guidelines will address general characteristics of new development, encouraging modern development that is highly contextual and sensitive to surrounding historic buildings.

4. Refined Core Values.

One new theme that emerged from engagement is a desire to see an increased focus on safety and accessibility. We received comments around pedestrian safety, particularly crossing large roads and getting to destinations such as schools and parks. Feedback was also received around safety in public spaces such as LRT stations. In response, the team has created a new draft Core Value titled "Safe and Accessible Communities". Desired community improvements that will be developed in Phase 3 will tie to this Core Value.

"It would be fun to have more areas zoned to allow small businesses within residential communities (off main streets). For example, And Some Cafe is located in the heart of Sunnyside and has become a fun community hub."

— Participant

"I am excited to see our community is an area of focus for the city. We need to allow for more growth, particularly multi-use buildings, and hopefully that will translate into increased investment from the city into green spaces, recreation, and mobility."

— Participant

5. Connected Improvements to Growth.

The project team has received feedback that areas identified for growth should also be in close proximity to amenities and area improvements. Similar comments were provided that highlighted a need to invest in infrastructure. In Phase 3, draft community improvements will be released that highlight desired infrastructure and public amenities to meet current and future community needs. The intent is that the community improvements support changing preferences and requirements that result from growth and change in the Riley Communities.

What We Did

Additional information about key changes made can found within the **Phase 2 What We Did Report** at **calgary.ca/Riley**

Calgary

Riley Communities
Local Area Planning

Engagement Summary
Phase 3: Refine

This phase was focused on refining the Draft Plan and confirming community improvement ideas.

In addition to broad public outreach and engagement, meetings and engagement took place with the general public from October - November 2023 and with targeted participants from Summer 2023 - Spring 2024.

Awareness building, education and engagement took place with the general public from October 24 – November 20, 2023, resulting in:

Total **ADS DISPLAYED**

497,000+

Total **INVOLVED**

14,000+

Total **ENGAGED**

600+

Total **CONTRIBUTIONS**

1,800+

What We Heard

Detailed information about all outreach and engagement activities can be found on the subsequent pages and within the **Phase 3 What We Heard Report at calgary.ca/Riley**

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Building Awareness

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

- Nine large format (Curbex) signs placed throughout the communities and at high-traffic intersections.
- Community Association posts, website updates, news articles.
- Ads in each of the Plan Area community association newsletters.
- Ward Councillor email updates.
- Mailed engagement packages.
- Paid social media advertisement campaign on Facebook, Instagram and Twitter.
- Organic social media posts on NextDoor.
- Paid geo-targeted digital advertisement campaign on YouTube and geo-targeted banner ads.
- Digital elevator, resto-bar and campus ads on six screens.
- Email newsletter campaign through Riley Communities subscriber list.
- Engage stations installed before Phase 1 were continued to be used to raise awareness and provide additional education and engagement booklets to community members.
- 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 further discussing and refining how redevelopment and revitalization could happen in your community.

Topic 1: Small-Scale Homes

Topic 2: Draft Urban Form and Building Scale Maps

Topic 3: Community Improvements

A revised draft **Chapter 1 & 2** and initial draft **Chapter 3** of the local area plan were also available for review and feedback.

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 5 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.

Working group session – session where the working group and project team were able to dig deeper into discussion regarding small-scale homes, the draft Urban Form and Building Scale Maps and ideas for potential future community improvements for the Plan Area.

Heritage sub-working group session - session for members working on the Riley Communities Heritage Guidelines to view the draft Heritage Guidelines in the context of the draft Riley Communities Local Area Plan and to discuss next steps.

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.

Community conversation series – a touch-point between open public engagement phases to meet with the project team for an update on the work being done and have questions answered.

"Please consider keeping the Louise Riley library site as including a library in future. It is wonderful to have a proper library in the area."
— Participant

"Improve the sidewalks and plant more trees between the road and sidewalk on 14 Street so it's more pedestrian friendly."
— Participant

Engagement Timeline

Phase 3: REFINE
(focused on refining the Plan and confirming the community improvement ideas)

September 21, 2023	Working Group Session #8
October 10, 2023	Community Association Session #1 (in-person)
October 11, 2023	Community Association Session #2 (virtual)
October 24 - November 20, 2023	Engagement Booklets mailed to residents and businesses, and available for pickup at Engagement Station
	Online engagement open for feedback
October 30, 2023	Public Engagement Session (virtual)
November 6, 2023	Public Engagement Session (in-person)
November 9, 2023	Public Engagement Session (virtual)
November 16, 2023	Industry Session (virtual)
December 19, 2023	Sip n' Chat at West Hillhurst Community Association (invited by CA)
March 4, 2024	Community Conversation Series Session (in-person)
March 6, 2024	Heritage Working Group Session #5
March 11, 2024	Community Conversation Series Session (in-person)
April 16, 2024	Mobility Study Presentation to Plan Area CAs

"An increased tree canopy and the addition of kids park materials within parks would be welcome. It's hard not to be envious of our suburban neighbours who have the big community Rec Centres. We don't even have the Eau Claire anymore. No indoor pools for elders and kids, no access to really nice community facilities (yet our taxes are so much higher). A new library on the Lousie Riley site would be amazing."

— Participant

"I live on 13 Ave across from Lions Park train station. I like the idea of densifying and bringing more upmarket housing to the area around Lions Park. I do not see the need of building 6 story apartment buildings across from existing detached multimillion dollar homes that are currently on my street. Before building any buildings, it would also be helpful to upgrade the park, connect the bike lanes to the greater bike paths in the city, upgrade the train station so that one needs a ticket to even get on the platform like most cities in the world, and try and bring more high end shops to North Hill Mall."

— Participant

"I would love to see row houses have more yard / space for natural zone / growing gardens. Developers seem more interested in maximizing house and minimizing parking responsibilities and land."

— Participant

What We Heard and How Feedback Was Actioned

This phase was focused on discussing small-scale homes, reviewing and refining the draft Urban Form and Building Scale Maps, and determining ideas for future community improvements for the Plan Area.

Key Themes Heard

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

TOPIC 1: Small-Scale Homes

- Desire to maintain single-detached housing
- Desire to preserve neighbourhood charm and historic character
- Parking concerns
- Concerns about increased traffic and the need for traffic calming and accessibility considerations
- Support for small scale and mixed housing with location and height-specific criteria

TOPIC 2: Draft Urban Form and Building Scale

- Location-specific concerns
- Concerns with shadowing and increased noise
- Maintain heritage design and community feel
- Concerns about traffic and mobility issues
- Parking concerns

TOPIC 3: Community Improvements

- More gathering spaces for all seasons
- Traffic calming
- Pedestrian safety improvements
- Increased safety measures, including lighting and improved pedestrian and mobility connections
- Protection of trees, green spaces, urban forests and gardens, and adding more within the Plan Area

TOPIC 4: Additional Feedback

- Location-specific comments and observations both for and against the proposed heights and urban form categories illustrated in the draft Urban Form and Scale Maps
- Desire for more safety in the Plan Area in the form of general overall traffic safety improvements and traffic calming measures, increased pedestrian safety, and more lighting in the area to help address crime in and around transit station areas
- Concerns about engagement process, amount of time to review and provide feedback, and shared mistrust of developers and The City

What We Heard

Additional information can be found within the **Phase 3 What We Heard Report at calgary.ca/Riley**

Key Changes Made

How Feedback Was Actioned

Feedback was used to help refine the second chapter of the local area plan, specifically refinements to the draft Urban Form and Building Scale Maps. Input gathered was also used to help refine and confirm ideas for potential future community improvements in the Plan Area.

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

1. Focused large-scale growth around transit stations and along higher activity streets

Based on feedback the team received on the Existing and Additional Potential Focus Areas for Growth Map, we refined locations identified for moderate-to large-scale growth. This includes south of Lions Park LRT Station, where many comments were received around providing more transit-oriented development in the area. The team also received feedback that the area around Lions Park Station feels unsafe, which can be addressed by introducing more density in the area to activate the space and add more eyes on the streets. The feedback around the Existing and Additional Potential Focus Areas for Growth Map provides guidance in the development of the draft Urban Form and Building Scale maps that will be released in Phase 3 of the project.

2. Developed transitions between higher-and lower-scale development

Public input has identified and confirmed several unique conditions across the Plan Area where additional consideration of the transition between higher-and lower-scale development is required. This need will be emphasized with continued development in the Riley Communities. Some of the areas identified for additional scale transition policy include 10 Street NW, 14 Street NW and the east side of 19 Street NW (north of 2 Avenue NW). The project team will review these corridors and what policy may be required to provide appropriate transitions to lower-scale development.

3. Develop Heritage Guideline Areas

To help maintain the historic feel of heritage-rich parts of the Riley Communities, Heritage Guideline Areas have been drafted. New development within Heritage Guideline Areas will be required to contribute to the ongoing historic nature of these areas. Draft Heritage Guidelines were developed and released in Phase 3. The Heritage Guidelines will address general characteristics of new development, encouraging modern development that is highly contextual and sensitive to surrounding historic buildings.

"A healthy community needs a variety of house sizes and types. However, zoning needs to be carefully considered in order not to destroy the fabric of these historic neighbourhoods."
— Participant

4. Refined Core Values

One new theme has that emerged from engagement is a desire to see an increased focus on safety and accessibility. We received comments around pedestrian safety, particularly crossing large roads and getting to destinations such as schools and parks. Feedback was also received around safety in public spaces such as LRT stations. In response, the team has created a new draft Core Value titled "Safe and Accessible Communities". Desired community improvements that will be developed in Phase 3 will tie to this Core Value.

"We absolutely need better connections to the River throughout the neighborhoods. Especially across Memorial Drive between Crowchild and 14 St, there is only one single pedestrian bridge. I would like to see a 19 St connection to the river prioritized especially."

— Participant

"Continue to take great care of Riley Park - this is a great park that brings a diverse group of people together. I love the paved pathway around the outside! Thank you for doing that.

It would be great if there was a pedestrian crossing to connect Riley Park and the east side of 10th St. for walkers coming down from the bluff."

— Participant

5. Growth

The project team has received feedback that areas identified for growth should also be in close proximity to amenities and area improvements. Similar comments were provided that highlighted a need to invest in infrastructure. In Phase 3, draft community improvements will be released that highlight desired infrastructure and public amenities to meet current and future community needs. The intent is that the community improvements support changing preferences and requirements that result from growth and change in the Riley Communities.

What We Did

Additional information about key changes made can found within the **Phase 3 What We Did Report at calgary.ca/Riley**

Participation Summary

Phase 4: Realize

This final phase of the project was focused on sharing the final draft Plan with key participants for final comment and sharing the proposed Plan with the public prior to bringing it forward to Committee and Council for review and decision.

Engagement Timeline

May 1, 2024	Working Group Session #9
May 6, 2024	Community Association Session #1 (in-person)
May 13, 2024	Community Association Session #2 (virtual)
May 23, 2024	Public Open House #1 (virtual)
May 29, 2024	Public Open House #2 (in-person)
May 29, 2024	Hillhurst - Sunnyside Community Association Mobility Study Touch Base (virtual)
June 3, 2024	Public Open House #3 (virtual)
June 19, 2024	Conversation Series #1 (in-person)
June 26, 2024	Conversation Series #2 (in-person)
June 27, 2024:	Industry Session (virtual)
July 15, 2024:	West Hillhurst Community Association Mobility Study Touch Base (virtual)
July 22, 2024:	Hounsfield Heights - Briar Hill Community Association Mobility Study Touch Base (virtual)
July 26, 2024	Hounsfield Heights - Briar Hill Community Association Walking Tour
August 7, 2024	Hillhurst Sunnyside Community Association Walking Tour
August 9, 2024	West Hillhurst Community Association Walking Tour
October 16, 2024	Infrastrtucture and Planning Committee Meeting
October 29, 2024	Regular General Meeting of Council, Riley Referral Motion approved
December 10, 2024	Riley Referral Conversation Series #1 (virtual)
December 10, 2024	Riley Referral Conversation Series #2 (virtual)
December 12, 2024	Riley Referral Conversation Series #3 (virtual)
December 16, 2024	Riley Referral Conversation Series #4 (in-person)
December 17, 2024	Riley Referral Conversation Series #5 (virtual)
December 18, 2024	Riley Referral Conversation Series #6 (virtual)

On October 16, 2024, the Riley Communities Local Area Plan was presented to the Infrastructure and Planning Committee (IPC). After Committee debate, a recommendation to refer the Plan back to Administration was passed. Council supported this recommendation on October 29, 2024.

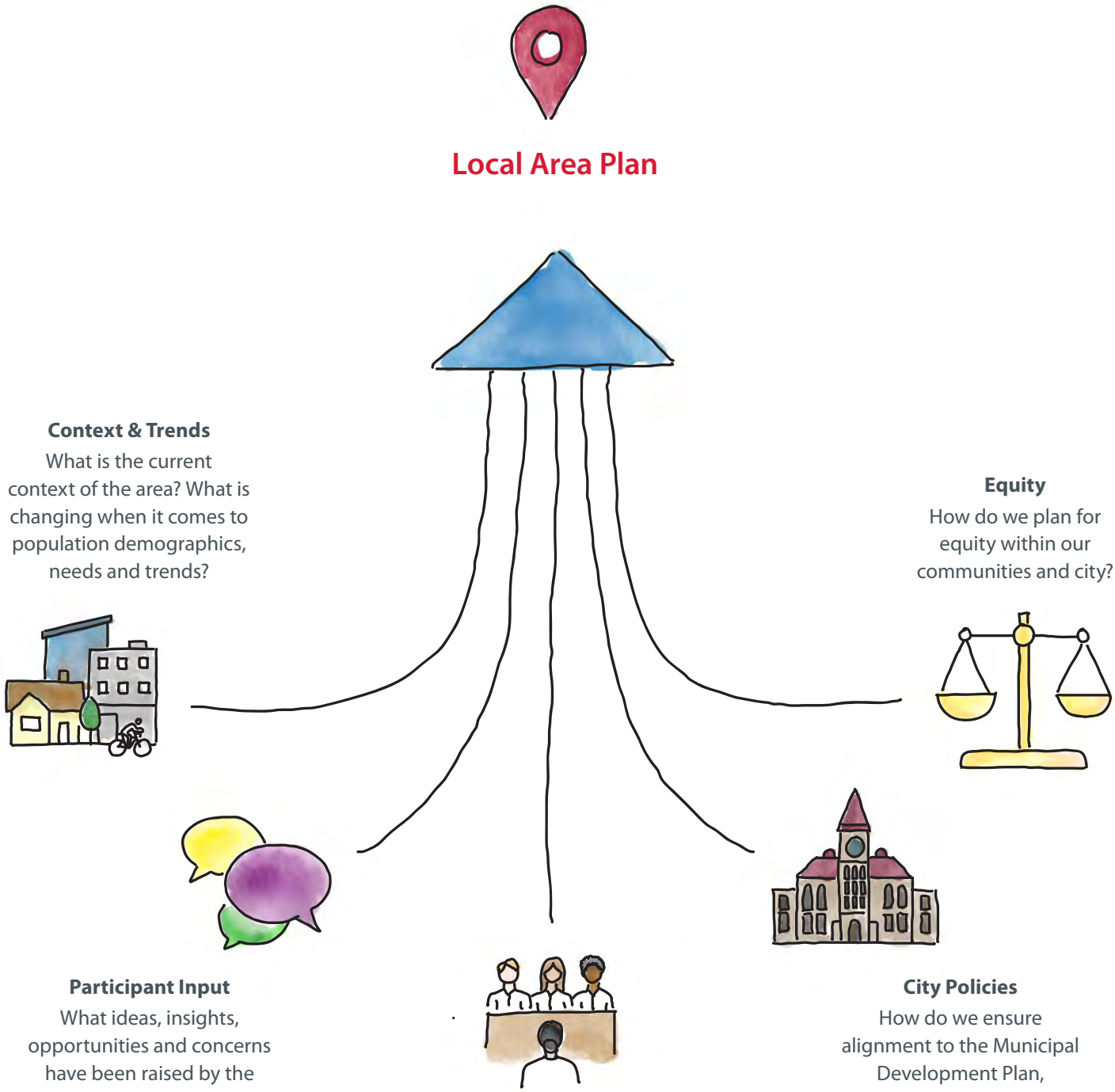
As a result, Administration amended portions of the Plan based on the direction Council provided:

- Prioritize greater density around Transit-oriented Development (TOD) sites within the Riley Communities Local Area Plan;
- Focus on planning for growth and change that integrates multi-modal mobility and improved citizen experience of land use development that enables walkability, community connections, and integrated commercial and residential uses for all ages and abilities; and
- Report back to the Infrastructure and Planning Committee by Q2 2025.

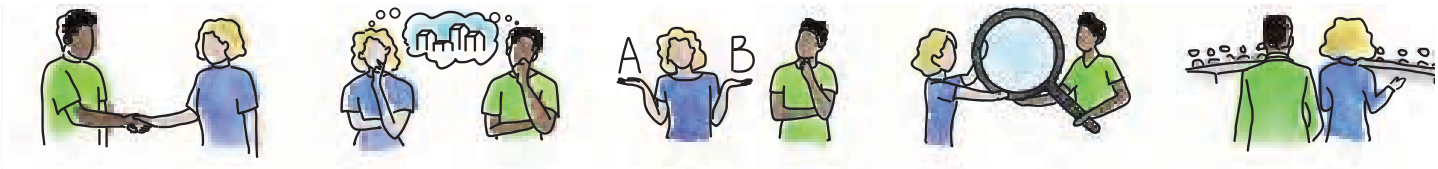
While Council did not direct additional engagement in the referral motion, residents of the Riley Communities were offered several opportunities to find out how and what updates were being made to the proposed Plan, including:

- Attend one of six Conversation Series events, either virtually or in-person. These information sessions allow participants to learn more about the work undertaken and ask questions of the project team.
- Watch a recording of the virtual information session presentation online at **calgary.ca/Riley**.
- Review a detailed itemized list of notable amendments to the Plan, available online at **calgary.ca/Riley**.

Local Area Plan – Key Considerations



Creating the Local Area Plan



Phase 0: Discover

Pre-project research, relationship building, and knowledge transfer.

Phase 1: Envision

Looking back at the past, understanding the present and envisioning the future of the area.

Phase 2: Explore

Exploring where and how growth and change could happen in the area.

Phase 3: Refine

Refining the plan and confirming the community improvements.

Phase 4: Realize

Committee and Council review and decision.

LOCAL AREA PLAN

CHAPTER 1: **VISUALIZING GROWTH**	CHAPTER 2: **ENABLING GROWTH**	CHAPTER 3: **SUPPORTING GROWTH**
What do we know about the history of the area, what's loved about the area today, what could be improved, and what's the vision for the future?	*What type of growth makes sense where and what local/ custom direction is needed to realize great development in this area?*	*If growth occurs, what physical and social investments are needed?*
• **History & Current State** history of the area and current context. • **Vision** statement that outlines the vision for the area's future • **Core Values** key priorities to keep in mind as the area evolves in the future	• **Future Growth Concept** Urban Form & Building Scale Maps outline a future vision for the types and forms of new development through the plan area • **Development direction** development policies that provide direction to help shape and guide decisions on future development proposals	• **Future investment goals & objectives** goals and objectives aligned with the Plan's core values • **Implementation options** specific implementation actions or investment options to achieve the supporting growth objectives

What We Heard & What We Did reports

The Riley Communities Local Area Plan was informed by input provided by thousands of participants over multiple phases and multiple years. The Plan sets the vision for the next 30 years – providing direction on future development and investment that residents, landowners, builders/developers, City Planners and Council can commonly refer to as new development and investment ideas are proposed.

For more detailed information about what was heard through the project or to learn more about how input provided in each phase informed the creation and refinement of the Riley Communities Local Area Plan, please review the following What We Heard & What We Did reports.

Riley Communities Local Area Planning Project Key Themes & What We Did Report

Phase 1 What We Heard Report

Phase 1 What We Did Report

Phase 2 What We Heard Report

Phase 2 What We Did Report

Phase 3 What We Heard Report

Phase 3 What We Did Report