



# **Centre City Urban Design Guidelines** **STAKEHOLDER WORKSHOPS** **Phase 1 Summary Report**

**MVH URBAN PLANNING & DESIGN INC.**

**In association with the City of Calgary**

FINAL REPORT: June 27<sup>th</sup>, 2012

# ***CONTENTS***

---

<b>EXECUTIVE SUMMARY.....</b>	<b>1</b>
<b>1.0 INTRODUCTION.....</b>	<b>4</b>
1.1 Purpose and Scope.....	4
<b>2.0 WORKSHOPS PROCESSES.....</b>	<b>6</b>
2.1 Workshop 1: Internal Summary.....	6
2.2 Workshop 2: Internal/External Summary.....	7
2.3 Workshop 3: Internal/External Summary.....	8
2.4 Workshop 4: Public Summary.....	9
2.5 Workshop 5: Internal/External Summary.....	10
2.6 Workshop 6: Public Summary.....	12
2.7 Workshops Outcomes and Outputs.....	15
<b>3.0 WORKSHOP ANALYSIS.....</b>	<b>16</b>
3.1 Issues, Gaps, and Solutions Table.....	16
3.2 Process Lessons.....	26
<b>4.0 CONTENT ANALYSIS.....</b>	<b>29</b>
4.1 Content Options.....	29
4.2 Content Recommendations.....	30
4.3 Format Recommendations and Illustrative Samples.....	31
<b>5.0 CONCLUSIONS.....</b>	<b>38</b>
5.1 Content, Format, and Process Next Steps.....	38
5.2 Overall Project Timeline.....	39
 <b>APPENDIX</b>	
A. Presentation Boards: Final Three Workshops.....	41
B. Workshop Agendas.....	58
C. Survey.....	65
D. Workshop Notes.....	73
E. Survey Summary Notes.....	99

## **EXECUTIVE SUMMARY**

This report summarizes the issues, gaps, and solutions for the Centre City Urban Design Guidelines from the stakeholder perspective. It also suggests improvements to content, format, and engagement to help the next steps in the process. Six internal, external, and public workshops during April, May, and early June informed the results documented in this report. Two open houses combined with the final three workshops to provide access to a greater stakeholder and general public audience.

### **Workshop Analysis**

The six workshops provided a number of challenges and questions for the participants and evolved from issues and conflicts to a critique on themes and design elements. The participants had an active hand in crafting the framework for the guidelines as well as the design themes and elements. The results are summarized in a comprehensive table in section 3 of this report that includes the issues, gaps, and solutions. A number of messages emerged from the workshops and open houses that should inform the final content of the guidelines:

- Ensure that the guidelines are concise and understandable.
- Balance visuals with words.
- Be as specific as possible but allow for innovation.
- Make the guidelines Calgary Centre City specific with recognition of regional design sensitivity and seasonal responsiveness.
- Link the guidelines to the other “statutory” documents for requirements and to ensure consistency between the Municipal Development Plan (MDP), the Land Use Bylaw (LUB), and the Area Redevelopment Plan (ARPs).
- Ensure consistency between the Centre City Plan and the design guidelines.
- Add Design Elements that are missing in the design guidelines including regional design, the riverfront, special uses, gateways, seasonal design, night design, and corridors.

### **Structure and Content of Document**

The final product should be a clear and concise urban design guidelines document that balances visual imagery with text. These guidelines should be web-friendly and interactive (with internal and external web links). The following are specific suggestions to improve the content and format of the design guidelines:

- Make the design guidelines document concise and directed at the users to reduce staff and consultant confusion and wasted time.
- Create a design guidelines document that is visual to further illustrate the intentions of the guidelines.
- Be specific as possible to reduce misunderstandings.
- Build a “local application and feel” to the design guidelines so that they apply specifically to the unique Calgary Centre City landscape.
- Use local and national centre city photos and illustrations as examples for reference.
- Ensure that the images include all four seasons.

- Create an easy reference (Table of Contents) that directs the reader to the specific section of interest to answer the key question – “What do I have to do to achieve great design and value.” But in so doing, also educate the reader in additional “add value ideas” that enhance property development and site planning.
- Add a new section on policy context to ensure connectivity to the “statutory” documents including the Land Use Bylaw for required standards and the local Area Redevelopment Plans (ARPs) and Municipal Development Plan (MDP) for other related requirements.
- Link the guidelines document to the Centre City “non-statutory” Plan for continuity and references, especially in the Context section of the guidelines.
- Expand and include the following in the Context section of the guidelines: regional design, gateways, corridors, special uses, landmarks, and the riverfront (check consistency and redundancies with Centre City Plan).
- Address land use applications (including commercial, residential, institutional, and recreational) for each of the three theme areas by using 7 streetscape characters in the City Centre Plan.
- Add a glossary to the design guidelines to define specific words.

## **Engagement Process**

The following are outcomes and outputs as a result of the engagement process:

### Outcomes

- Created deeper learning and understanding of urban design guidelines.
- Improved capacity to successfully engage the public.
- Developed stronger City staff network and work relationships.
- Expanded and strengthened internal and external relationships.
- Developed a common urban design vocabulary.

### Outputs

- Documented and shared successful public engagement techniques.
- Identified challenges and successes of specific public engagement initiatives.
- Expanded and improved internal and external networking.
- Documented and shared qualitative evaluation methods.

The continued success of the engagement process is dependent on learning and improving the Phase 1 process. The following are suggestions to maintain the momentum of the engagement (keep in touch) as well as inform the next steps:

- Review and refine the key messages in the process.
- Keep the general public and key internal and external stakeholders informed over the summer by various methods that could include: Update on the website and urban design question of the week on the website/blog.
- Inform senior management and council of project status and feedback so far by a briefing session with new General Manager.

- Remember the engagement successes of the Phase 1 in the future process including: preparing for the workshops/open houses in organization, materials, and exercises; creating a supportive environment; and informing participants of progress.

## **Next Steps for Content**

The engagement process informs the next steps in the formation of these design guidelines. These steps are detailed in section 5 of this report. The following are suggested six short term steps to ensure that the design guidelines are not only concise and comprehensive but actually are tested on sites before the guidelines are approved and implemented:

1. Complete policy consolidation noting conflicts and redundancies.
2. Integrate consolidation layer into design guidelines to identify further gaps and redundancies.
3. Add stakeholder gaps and solutions as appropriate.
4. Translate into “graphic” urban design guidelines only when the words are complete.
5. Determine the guidelines format based on users and testing sequence, language, and content.
6. Review the design guidelines with the core team and select staff.

# 1.0 INTRODUCTION

## 1.1 Purpose and Scope

The purpose of this document is to summarize the results of the four internal and external stakeholder workshops as well as two general public workshops held in April, May, and June 2012. The intent is to inform the development of the Centre City Urban Design Guidelines (CCUDG) in content, format, and process. This assessment is based on the feedback from the workshops through the participant presentations and feedback from staff and individuals. This report is the cooperative result between the City of Calgary and MVH Urban Planning & Design.

This report:

1. Summarizes the issues, gaps, and potential solutions identified by stakeholders;
2. Recommends content and format options for the guidelines;
3. Suggests next steps and process additions;
4. Summarizes the workshop processes, outcomes, outputs, and content results; and
5. Includes the display boards, agendas, survey, and workshops notes in the appendix.

Part of the engagement process was to educate stakeholders and the public about the role of the Centre City Urban Design Guidelines in the context of the other plans and regulations in the city. The following diagram outlines how the Centre City Urban Design Guidelines (under non-statutory plans) relates to other Municipal Bylaws and Statutory plans in the city (Figure 1). The first internal stakeholder workshop discussed the issues concerning current policy and process affecting urban design guidance. The subsequent five internal/external stakeholders and public engagement workshops focused on the framework and content that should be in the Centre City Urban Design Guidelines.

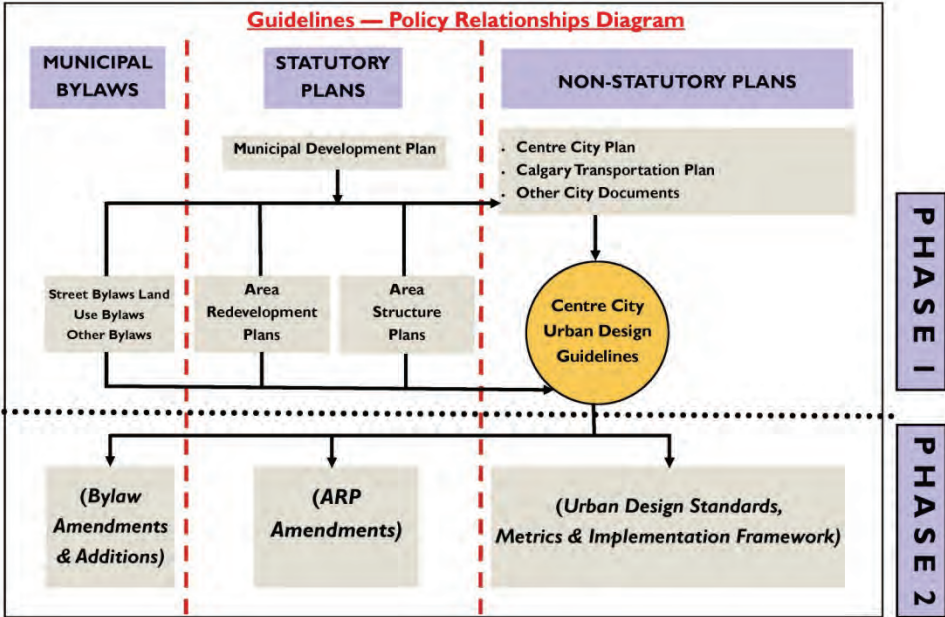


Figure 1: This diagram illustrates Centre City Urban Design Guidelines fit within other policies and plans.

This City Centre Urban Design Guidelines project is aligned with the Mayors' Cut Red tape, Transform Government and City Council's Engage! policy initiatives. It facilitates an open, transparent and inclusive engagement that will result in Guidelines that support the core values of the two initiatives. The anticipated benefits of engaging stakeholders are as follows:

- Reduce resistance to the guidelines
- Increase understanding of how the guidelines could benefit various stakeholders
- Produce guidelines that are aligned with the values of 'Cut Red Tape' and 'Transforming Government' initiatives
- Build a better decision (the final draft of the guidelines)
- Achieve endorsement from the Calgary Planning Commission
- Achieve Council support

The risks of engaging stakeholders relate to stakeholders expectations being misaligned with the intent, purpose and scope of the project. Mitigating this risk was accomplished through comprehensive communication and engagement plans, and a transparent and robust engagement process that included:

- Facilitated meetings and workshops
- Documentation of issues from workshops
- Identification of gaps and conflicting issues
- Approaches and strategies proposed based on workshop analysis

Some of the key diagrams and content developed during engagement process included: a project map, a guideline framework diagram, and guideline vision which are included in the Appendix of this report. The final Centre City Urban Design Guidelines will be a guiding document that is clear, highly-graphic (less text), inspirational (not controlling), and descriptive (not prescriptive).



## 2.0 WORKSHOPS PROCESSES

The stakeholder and public workshops were held on the following dates:

1. **Internal Stakeholder Workshop on April 5<sup>th</sup>**;
2. **Internal/External Stakeholder Workshop on April 26<sup>th</sup>**;
3. **Internal/External Stakeholder Workshop on May 3<sup>rd</sup>**;
4. **Public Open House and Workshop on May 31<sup>st</sup>**;
5. **Internal/External Stakeholder Workshop on June 1<sup>st</sup>**; and
6. **Public Open House and Workshop on June 2<sup>nd</sup>**.

In total, 246 participants took part in the 4 internal/external stakeholder workshops and 2 public workshops/open houses. In total, the participants included approximately 30 percent of internal stakeholders, 20 percent of external stakeholders, and 50 percent of public participants. In the final three workshops, a survey was distributed to each of 153 participants and 22 completed surveys were returned.

### *2.1 Workshop 1: Internal Stakeholder Process Summary*

The process started with workshop #1 on April 5<sup>th</sup> by discussing the conflicting policy and process issues with internal stakeholders from the City of Calgary. The workshop took place at the City of Calgary from 1:30pm to 4:30pm. These stakeholders included representatives from various departments affected by the Centre City Urban Design Guidelines including urban design, planning, urban development, transportation, utilities, parks, public art, accessibility, and public engagement.

Following a welcome and introduction to the project, the 20 participants were divided into teams and each team discussed the opportunities and challenges related to generic city sites as they related to urban design. Each team presented their results at the end of the workshop. Following a summary, the workshop adjourned at 4:30pm.



**Figure 5:** Internal stakeholder workshop #1 presentation of findings.



## ***2.2 Workshop 2: Internal/External Stakeholder Summary***

The first internal/external workshop held on April 26<sup>th</sup> involved invited guests from both the City of Calgary and external stakeholders including developers, consultants, community leaders, and representatives from the Urban Development Institute. Specific representation from community organizations included the Calgary Downtown Association, the Beltline Community Association, the Calgary Heritage Initiative, and the Victoria BRZ as well as representatives from the cycling and arts communities. Representatives from the City included urban design, planning, transportation/cycling, water resources, social planning, seniors, building regulations, complete streets, utilities, public art, accessibility, parks, roads, communications, and public engagement.

The workshop on April 26<sup>th</sup> at the Telus Convention Centre in downtown Calgary commenced at 11am and finished at 2pm. Following an introduction and lunch, the group of 37 participants (22 external and 15 internal) was divided into five teams and asked to review a section of 1<sup>st</sup> Street SW extending from 6 Ave SW to 14 Ave SW. Each team visited their section of the street and was asked to answer three questions about the buildings, street and spaces in between:

- Question 1: Considering the street, the buildings and the space in between, what aspects of the public realm are working well?
- Question 2: What would make the public realm better?
- Question 3: What would make the public realm excellent?

During the walking tour along 1<sup>st</sup> Street SW, the stakeholders as pedestrians commented on the urban design elements that worked well, could be better, and excellent. This showed the value of our stakeholders commenting on what makes a good pedestrian environment. 5 themes emerged including:

- Public-private interface
- Movement and mobility
- Special conditions and context
- Access, servicing and parking
- Building Form and Character



**Figure 6:** Site analysis by participant team members in stakeholder workshop #2.

### ***2.3 Workshop 3: Internal/External Stakeholder Summary***

The second internal and external stakeholder workshop took place on May 3<sup>rd</sup> and was attended by 33 participants (18 external and 15 internal) with a similar profile of participants as the April 26<sup>th</sup> workshop. The workshop took place at the University of Calgary in downtown Calgary commencing at 11am and finishing at 2pm. Following an introduction and lunch, the participants were divided into five groups and were asked to review one of five emerging themes of:

1. Public/Private Interface
2. Movement and Mobility
3. Special Conditions and Context
4. Access, Servicing and Parking
5. Building Form and Character

Using the same site as the previous workshop, each of the five groups answered the following questions as they related to their design theme and samples of existing policies:

- Question 1: Are the design objectives clear?
- Question 2: Are they aligned with the values identified by your group in the previous session?
- Question 3: What is missing from the guidelines?

Based on the comments by the participants, the project team was then able to fit the stakeholder identified design elements under each theme. To make it clearer in terms of the structure and framework, the project team then modified the 5 themes into 3 covering 3 key public realm components: great streets, quality buildings and memorable places. Some elements were added in addition to the stakeholder identified ones based on some of the known policy gaps. The urban design guideline principles emerged from both Municipal Development Plan (MDP) and the Centre City Plan.



**Figure 7:** Round table discussions by stakeholders in workshop #3.

## 2.4 Workshop 4: Public Process Summary

The first public open house and workshop was held at the University of Calgary in downtown Calgary from 5pm to 9pm on Thursday, May 31<sup>st</sup>. The open house portion was scheduled from 5pm to 7pm and the workshop portion from 7pm to 9pm. An estimated 70 participants attended the open house with 41 participants in the workshop.

During the open house portion of the evening, participants were asked to fill out a survey that asked two questions about the ten guiding principles, the ten context aspects, and the three themes of Great Streets, Quality Buildings and Memorable Places and the associated ten design elements under each theme. The questions were:

- Question 1: Have we missed any important principles, context aspects, themes or design elements?
- Question 2: Do we need to add any further information to the principles to make them clearer?

David Down of the City of Calgary made an overview presentation at 6pm to introduce the public to the project and answer any questions.

The workshop portion of the evening event started at 7pm and participants were divided into groups to discuss one of the three themes: Great Streets, Quality Buildings, or Memorable Streets. Each group was asked to consider three questions as part of their theme discussion:

- Question 1: What works?
- Question 2: What is missing?
- Question 3: What can be improved?

Presentations were made by each group and general group discussion followed with adjournment at approximately 9pm.



**Figure 8:** Recording discussion highlights in public workshop #1.



## 2.5 Workshop 5: Internal/External Stakeholder Summary

The third internal and external stakeholder workshop was held at the University of Calgary in Downtown Calgary from 11am to 2pm on Friday, June 1<sup>st</sup>. 33 participants (13 external and 20 internal) participated in the workshop with a profile similar to the April 26<sup>th</sup> and May 3<sup>rd</sup> workshops.

The participants were divided into groups to discuss one of the three themes: Great Streets, Quality Buildings, or Memorable Streets. Each group was asked to consider three questions as part of their theme discussion:

- Question 1: What works?
- Question 2: What is missing?
- Question 3: What can be improved?

Presentations were made by each group and general group discussion followed with adjournment at approximately 2pm.



**Figure 9:** Preparing for presentation during stakeholder workshop #3.

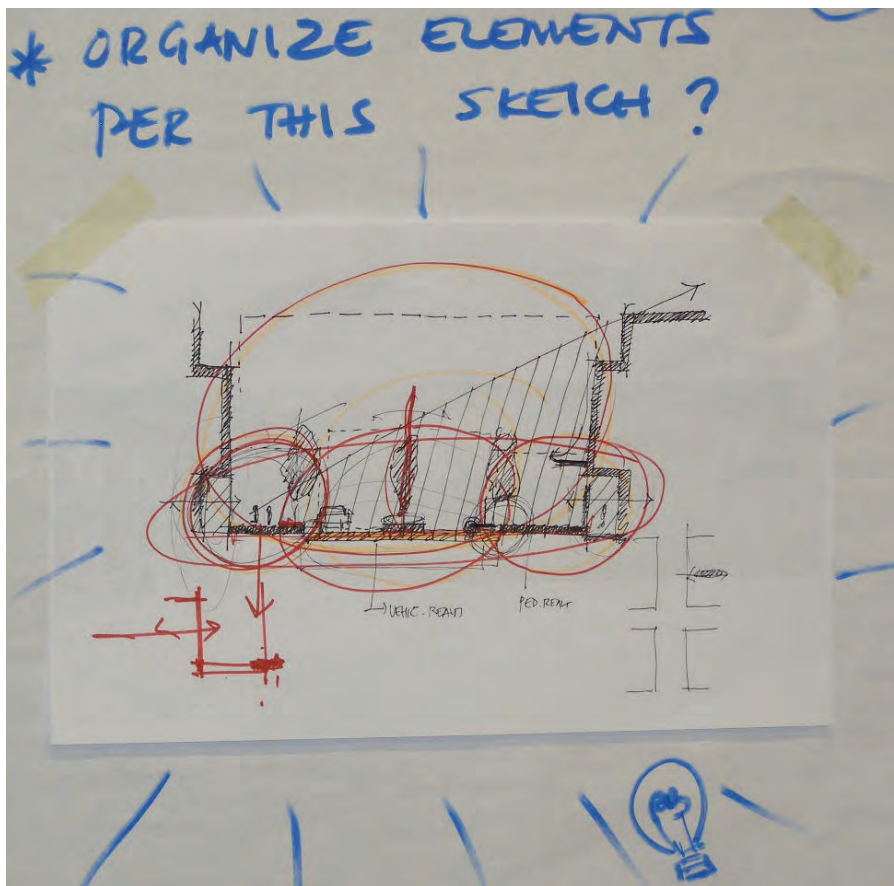


Figure 10: Ideas from stakeholder workshop to structure street design elements.



Figure 11: Display panels presented process, framework, and elements.



## 2.6 Workshop 6: Public Process Summary

The second public open house and workshop was held at the Hotel Arts in the Beltline area of the Centre City on Saturday, June 2<sup>nd</sup>. The open house commenced at 8:30am and the workshop at 10 am until noon. Approximately 50 participants attended the open house with 31 participating in the workshop. David Down of the City of Calgary made an overview presentation at 9am to introduce the public to the project and answer any questions.

During the open house portion of the morning, participants were asked to fill out a survey that asked two questions about the ten guiding principles, the ten context aspects, and the three themes of Great Streets, Quality Buildings and Memorable Places and the associated ten design elements under each theme. The questions were:

- Question 1: Have we missed any important principles, context aspects, themes or design elements?
- Question 2: Do we need to add any further information to the principles to make them clearer?

The workshop portion of the morning event followed at 10am with participants being divided up into groups to discuss one of the three themes: Great Streets, Quality Buildings, or Memorable Streets. Each group was asked to consider three questions as part of their theme discussion:

- Question 1: What works?
- Question 2: What is missing?
- Question 3: What can be improved?

Presentations were made by each group and general group discussion followed with adjournment at noon.

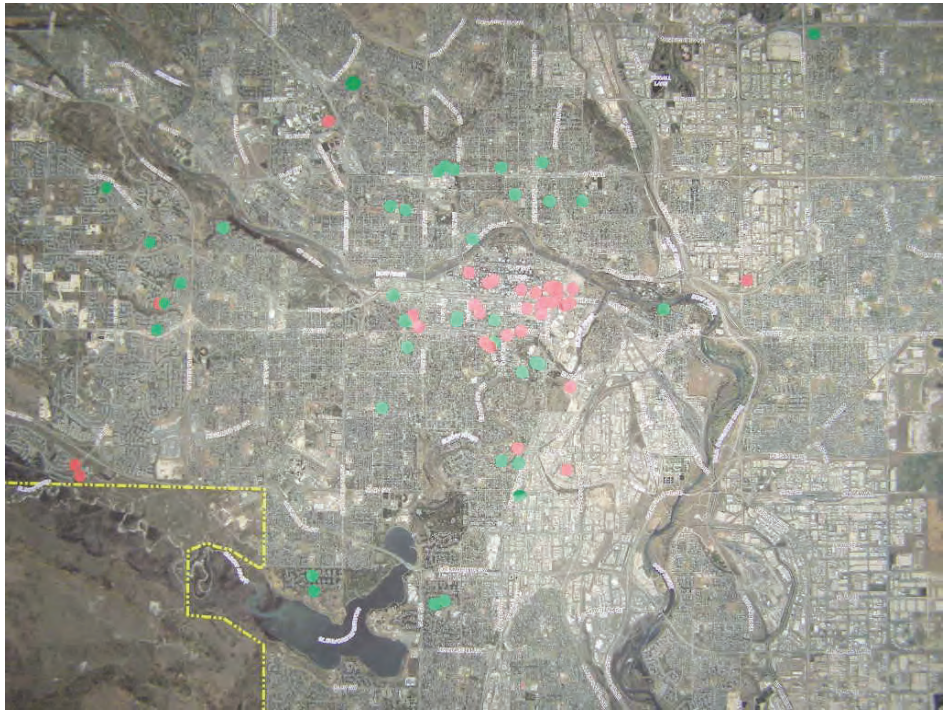


**Figure 12:** Discussion at public workshop #2.



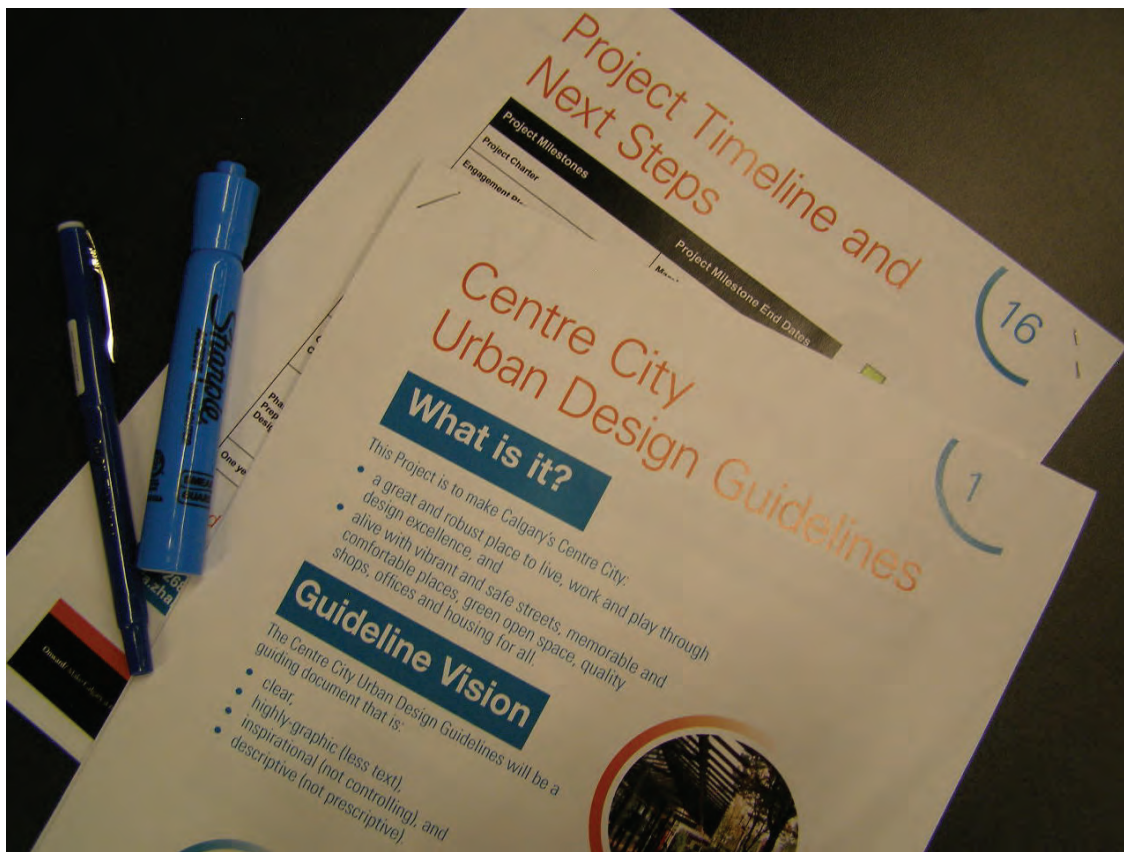


**Figure 13:** Signage of the final public workshop was placed on 11<sup>th</sup> Avenue a few blocks from the workshop to inform residents and businesses in the Beltline area.



**Figure 14:** Workshop participants were asked to place a red dot on their place of work and a green dot where they lived. The majority of participants who placed dots worked in the study area but lived outside the study area.





**Figure 15:** An information package accompanied each workshop to explain the process and the urban design guidelines framework.



**Figures 16 and 17:** A website (Figure 16) and specific site information (Figure 17) provided additional resources for the workshop participants.

## ***2.7 Workshops Outcomes and Outputs***

The City and consultant explored the idea of “innovation” in the engagement process. Innovation in this context is about "bringing ideas to life". The purpose of innovation is to create value. The method of innovation is to develop ideas, refine them into a useful form and bring them to fruition where they will achieve increased efficiencies for the City.

The following are outcomes and outputs as a result of the engagement process:

### **Outcomes**

- Created deeper learning and understanding of urban design guidelines.
- Improved capacity to successfully engage the public.
- Developed stronger City staff network and work relationships.
- Expanded and strengthened internal and external relationships.
- Developed a common urban design vocabulary.

### **Outputs**

- Documented and shared successful public engagement techniques.
- Identified challenges and successes of specific public engagement initiatives.
- Expanded and improved internal and external networking.
- Documented and shared qualitative evaluation methods.

## 3.0 WORKSHOP ANALYSIS

### 3.1 Issues, Gaps, and Solutions Table

The following table summarizes the issues, gaps, and solutions from the six workshops.

	Issues	Gaps	Solutions
<b>Content</b>			
<b>Policy Context</b>			
	The need to connect the Centre City Urban Design Guidelines (CCUDG) to the other governing documents including the Municipal Development Plan (MDP), the Centre City Plan (CCP), and the Land Use Bylaw (LUB).	A specific introduction or section that connects the urban design guidelines to the family of governing statutory and non-statutory documents including the MDP, the CCP, ARPs, and the LUB in substance (e.g., principles and themes) as well as detailed design elements to create supportive context and enforcement capabilities where appropriate.	Ensure that specific cross-references are provided in the CCUDG to the MDP, the CCP, and the LUB so that the Centre City Urban Design Guidelines are both clearly supported, non-conflicting, and, where appropriate, enforceable through the LUB.  Amend the LUB where the guidelines need to meet a measured standard.
<b>Principles</b>			
	The duality of the principles are confusing (two descriptors)	Use one word at a time to capture both so that it is more straight forward – seems like 20 principles	Develop one word strong leading principles that capture Calgary based urban design
	The current principles are somewhat generic and non-place specific.	Integrate specific regional design, heritage, safety, climate, riverfront, and context principles.	Provide clearer – place specific urban design principles.

	<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Physical Context</b>			
	“Context” should include more components	“Context” components	Expand the “Context” section to include components like the regional design, riverfront, gateways, corridors, and special areas (check Centre City Plan for redundancies)
<b>Themes</b>			
	Not all streets are “Great” streets and should have the same priorities.	Create different street types and priorities and treatments in the design guidelines or reference to Centre City Plan.	Define different street types and distinguish priority “Special” or “Great” streets.
	What is meant by “Quality Buildings”?	The requirement for “quality” building design.	Define “quality” through materials, textures, fit, and other elements – be as specific as possible without being prescriptive.
	“Memorable Places” are created as much about experiences as they are about specific design elements.	There are few places that permit special activities to happen that create memories.	Permit special or unique activities in spaces to create memorable experiences.
	“Special” areas or elements are not included in the urban design guidelines which require unique design responses such as gateways, corridors, special uses, landmarks, and the riverfront.	A theme in the urban design guidelines that recognizes “special” areas or elements like gateways, corridors, special uses, landmarks, and the riverfront.	Include these additional elements in the “Context” Section
	There are no incentives to increase urban design performance and creativity in the Centre City beyond the “bonus” provisions.	Provide further incentives to create higher design performance and creativity.	Add other bonusable items to bonus provisions to provide an incentive to create urban design that adds exemplary beauty to Calgary and outstanding in its functional performance.

	<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Land Use Specification</b>			
	The commercial, residential, institutional, recreational uses are not addressed in the themes and design elements.	Few provisions for specific land use application within the guidelines.	Address land use applications (including commercial, residential, institutional, and recreational) for each of the three theme areas by using 7 streetscape characters in the City Centre Plan.
<b>Design Elements</b>			
<b>Regional Design</b>	The encouragement of regional design or a Calgary – place specific design guidelines are not evident in the urban design guidelines.	Specific regional design or Calgary-specific urban design guidelines that include landscape, historical and cultural form, materials, and seasonal orientation.	Add “Regional Design” to the “Context” section that includes sensitivity to landscape, history, culture, materials, and seasons.
<b>Seasonal Design</b>	Seasonal design is not adequately considered in the design elements	Expand the seasonal design considerations within the design elements including physical weather protection (sun and wind) as well as seasonal enhancements.	Include more comprehensive seasonal design guidelines that specifically address winter in imagery, considerations, and requirements.
<b>Night Design</b>	Night design guidelines to expand activities and vibrancy in the Centre City area.	There are no specific night design guidelines that include lighting, activities, buildings, street and place requirements.	Introduce a specific “Night Design” element into streets and memorable places themes.
<b>Safety and Security</b>	Safety and security should be a high priority in urban design.	The provision of specific safety and security design considerations.	Integrate safety and security as part of the overall requirements, principles but also add specific Crime Prevention Through Environmental Design (CPTED) elements.



<b>Issues</b>		<b>Gaps</b>
		<b>Solutions</b>
<b>Potential Missing Design Elements</b>		
<b>Note:</b> These potential additional design elements are only preliminary and need detailed further analysis in the context of existing design elements and associated details.		
	riverfront	Include?
	tree retention	Include?
	social and cultural retention	Include?
	livability	Include?
	compatibility/fit	context inclusion
	privacy	Include?
	edges	Include?
	acoustics	Include?
	daylight	Include?
	alcoves	Include?
	indoor/outdoor amenity space	Include?
	streets engineering requirements	Include?
<b>Other Additions and Considerations from Stakeholder and Public Workshops</b>		
<b>Building Façade and Setback</b>	Height and density	Proper massing, public/private interface
	Active uses at base	Activate edges with potential uses such as restaurants and retail
	Façade articulation and architecture	Details and vary materials, setbacks, weather protection/wind mitigation, vertical elements, human scale at ground level, signage wayfinding, transparency and permeability
<b>Street Functionality</b>	Sidewalk width	Adequate width for street
	Street tree zone	Specific protected zone
	Tree placement	Consistent standard
	Clear walking	Specific zone
	Bike lanes	Standards for specific streets
	Utilities	Coordinated
<b>Access to Sunlight</b>	Protect sun access	Sun requirements
<b>Land Use Coordination</b>	Land use and adjoining street treatments/activities	Coordinate land use and activities
<b>Transportation Infrastructure</b>	All modes of transportation access	Universal access

	Equality among infrastructure users	Priority for pedestrians in the downtown
<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Appealing elements</b>	Trees	Standard for consistency
	Art	As part of design
	Street furniture	Standards for consistency
<b>Essentials of Life (sense of belonging)</b>	Food/sense of belonging	Amenities and street-oriented uses
	Water	
	Shelter	Weather protection
<b>Mix demographics</b>	Provide access for all/age considerations	Universal design concepts and aging considerations as well as families (seating, wayfinding etc.)
<b>Infrastructure/Utility placement</b>	Coordinated infrastructure placement with public realm requirements	Create coordination guideline for new developments
<b>Flexibility of existing elements in City Centre to accommodate new/innovative elements</b>	Little flexibility for innovation	Create flexibility for innovation in new guidelines
<b>Private and public properties interface treatment</b>	Lack of distinct guidelines	Need public/private interface guidelines
<b>Need for good examples</b>	Lack of inspiring examples	Include good examples in design guidelines
<b>Moving from good to better</b>	Paradigm shift needed in the City	Define what is better as new standard
<b>Surprise elements and use flexibility</b>	Lacking themes to create surprise elements and flexible programming of space	Create themes to create surprise and create flexibility to use space and setbacks in specific areas (e.g., vary setbacks for creative spaces)
<b>Comprehensive and inclusive design approach or framework</b>	No comprehensive design approach	Determine approach as part of design guidelines
<b>City of Calgary Departments Working together</b>	Working between departments can improve quality of the City Centre	Customized and agreed upon standard

--	--	--

<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>THEME 1: GREAT STREETS</b>		
<b>Regional history</b>	Recognition of Calgary history	Historic conservation guideline – building and landscape
<b>Access, Servicing &amp; Loading</b>	Building entrances, servicing loading and waste removal as well as lay by facilities	Guidelines for emphasis of building entries as well as servicing/lay by location and quality requirements
<b>Special Conditions and Context</b>	Special uses, gateway locations, and special locations adjacent to parks or heritage structures	Add new “Requirements” section that includes context, special uses, gateways
<b>Small parks</b>	Open space design for smaller parks	Functional small park design guidelines and incentives
<b>Connection to Centre City Plan</b>	Consistent connection with overarching policies and elements	Common themes and design elements
<b>Winter City guidelines</b>	4 season design	Winter city guidelines for sun and wind protection/snow and ice etc.
<b>Tower form/massing/shading</b>	Height and shadow controls	Sunlight protection guidelines
<b>Aging community</b>	Access challenges	Universal access guidelines
<b>Plus 15 bridges</b>	More animation	Innovation in completing Plus 15 systems connections to pedestrians and public art (add light and colour)
<b>Traffic interface</b>	Traffic calming and open sidewalks especially during construction	Consider converting 1 way to 2 way streets, hierarchy of streets, traffic circles
<b>Signage</b>	Adequate and readable signage for pedestrians and motorists	Standards: clarity and hierarchy of signage and messaging
<b>Variety of outdoor spaces</b>	Quiet and reflective spaces as well as active spaces	Program for a variety of experiences even within one park or open space (including publically)

		accessible private open space)
<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Pedestrian Amenities and Street furniture</b>	Lack of adequate street furniture, public washrooms, paper kiosks, and consistent standard	Provide for standards specific to street classification and needs
<b>Maintenance</b>	City and private property owner coordination and responsibilities in quality and maintenance of public realm	Clear responsibilities in maintenance and material replacement
<b>Street zones and interrelationships</b>		
<b>a. Car zone</b>	Curb cuts, paving surfaces, lighting, crosswalks	Consolidate street utilities in one corridor
<b>b. Pedestrian/Bike zone</b>	Width, attractiveness, bike parking, access, utility conflicts, trees, awnings	Wider zone, materials, textures, senses, bike parking, complete +15 with better interconnections to street, street furniture
<b>c. Building interface</b>	Setback and treatment	Differentiate public from private realm
<b>Public views</b>	Important public views need protection	Protect important public views of landmarks and escarpment
<b>Priority of pedestrians</b>	Order of priority needed: pedestrian, bicycle, transit, service, and single occupancy vehicle	Create pedestrian priority in designing public realm
<b>Sidewalk design</b>	Inconsistent treatment and interface with private property and grade separation issues	Design standards for sidewalks for specific streets

<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Street experience</b>	Opportunities for unique activities like street markets and other activities	Permissive areas for creative use of space and activities
<b>Sunlight protection</b>	Building height to street width ration: Sunlight protection to enhance city all year round	Sunlight protection guidelines
<b>Alleyways</b>	Underutilized	Guidelines to activate as greenways and bikeways with activities along alleyways in specific areas
<b>THEME 2: QUALITY BUILDINGS</b>		
<b>Regional design and history</b>	Retrofit buildings	Guidelines for building retrofitting in addition to heritage conservation
<b>Building width (versus care with building construction grid – support locations)</b>	Pedestrian scale in horizontal divisions	Guidelines for building widths and treatments at pedestrian level
<b>Public and private Interface with buildings</b>	Private design of public open space	Alcove, square, plaza, park design guidelines for public accessibility
<b>Building setback and treatment</b>	Colour and materials, texture, transitional space, interconnections, bonusable features	Guidelines and standards for space and features included; vary setbacks for pleasant surprise
<b>Context importance</b>	Public transition to building form, massing and scale	Form and massing guidelines for building fit
<b>Colour and materials</b>	Vibrancy and accent especially in winter	Appropriate colour and accent guidelines
<b>Quality definition</b>	Definition of quality through texture, materials, richness, scale, materials and colours	Be specific without being prescriptive
<b>Transition and interface with exterior</b>	Better connect interior with exterior	Extend uses outdoors, transparency, interconnections, depth of experience indoor with

		outdoor
<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Bonusable features</b>	Measurable public benefit, affordable housing, public amenities, heritage, public art, mixed use, not standard public open space	Guidelines should refer to bonusable items and measurement
<b>Balance height and density</b>	Height and massing to location	Building separation and privacy guidelines
<b>Mixed Use</b>	Lack of mixed use and permissions	Encourage and bonus mixed use in specific areas
<b>Green buildings and green infrastructure</b>	Lack of encouragement and promotion	Guidelines and incentives
<b>Parking</b>	Exposed and undesirable visual impacts	Wrap parking with other uses or screen appropriately
<b>Building illumination</b>	Need s coordination and direction	White lighting guidelines are being implemented for uniform approach
<b>Green roofs</b>	Need to promote where appropriate	Need policy
<b>Building Safety and Security</b>	Needs consideration	CPTED Guidelines
<b>Appropriate building and more building types</b>	Not all buildings need to be the same – promote different building types	Illustrate different building types in guidelines for innovation and flexibility
<b>THEME 3: MEMORABLE PLACES</b>		
<b>Permissive spaces and places</b>	Little flexibility in use of spaces and parks for creative uses	Create special permissions for uses in specific areas to allow street festivals and other uses that activate the spaces
<b>Affordable places for all</b>	Access to all spaces for families and others	Guidelines for public access and “positive loitering”
<b>Lack of Activity</b>	From the City that says “No” to the City says “Can” with right scale and proportion of space for activities and requirements to accommodate activities	Promote and require activity programming as part of space design



<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
<b>Weather Protection</b>	Over sidewalk as it is seen as an intrusion/encroachment rather than an asset and requirement	Sidewalk weather protection required in specific areas
<b>Permeability and Transparency</b>	Blank walls and opaque windows	40 to 50 percent transparency requirement
<b>Types: formal and informal</b>	Too many rules for creating meaningful places	Provide for innovation and dynamic programming of a variety of special experiences
<b>Infrastructure Shaping Place</b>	Infrastructure dominant in decision-making	Place should come first, then infrastructure
<b>Public as art</b>	People-watching and loitering is discouraged	Encourage people watching and positive loitering
<b>Art as public</b>	Rotation of public art in the Centre City	Art programs that circulate public art and coordinate installations/rotation
<b>Landscape other than trees</b>	Landscape limited to trees and should include shrubs, flowers, and other elements	Guidelines to include many types of landscaping
<b>Vibrancy</b>	Limited inside/outside relationship of buildings	Extend uses outdoors and encourage interaction between indoors and outdoors
<b>Measurement of design quality</b>	No baseline	Create baseline measurement of new standard
<b>River edge recognition</b>	More recognition of river's edge as important feature	Guidelines for river edge connection and enhancement
<b>Experience versus design</b>	Memorable places are defined as much by experience as by design	Incorporate experiential design and activities into the design of memorable places

## ***3.2 Process Lessons***

### **What Worked Well in the Engagement Process?**

- The workshops were well-organized
- They provided a forum for open and transparent discussions
- The Calgary staff team provided more than adequate information and education to inform individual and group interaction at the workshops
- The team members were dedicated and committed to the process
- The presentations by the City of Calgary at the workshops were effective in providing key messages and informing the audience on the purpose and background for the project
- The workshop materials and displays were very good and provided clear information and directions
- The second workshop's site visit and analysis was very effective in engaging the internal and external stakeholders
- The workshops achieved a broad participation from City staff and a good representation from the professional stakeholders in the Centre City area
- Pre-registration for the workshops was an effective method to determine the level of participation at each workshop
- The location at the downtown campus of the University of Calgary served as a good presentation, open house, and presentation facility
- The Hotel Arts location was a good location in the Beltline to access the residential population
- The workshop participants provided focused and helpful comments
- Feedback from participants was positive and supportive
- The Urban Development Institute was very helpful in recruiting workshop participants from real estate developers, consultants and other related industry representatives in Calgary

### **What Needs Improvement in the Engagement Process?**

- The time between workshops was too short and didn't leave enough time for analysis of the feedback, technical analysis, and preparation for the next workshop
- Calgary staff were justifiably overwhelmed by the tight time frame and were not able to balance other responsibilities
- The project website should be established earlier in the process if possible
- More time is needed to spend on the technical development of the urban design guidelines content and framework
- There needs to be a wider breadth of stakeholder and public outreach
- There also needs to be a broader array of engagement tools
- A north Centre City location might have been more central for the workshops and open houses

- The Saturday morning time appeared not to be the most convenient time to attract maximum participation

### **Staff Feedback: What went well?**

- Well organized
- Earned some trust
- Early Engagement
- Presentation
- Questions and Answers
- Open House Panel
- Input for content – (UD Elements)
- Good location for Thursday and Friday
- Team Dinner – appreciative
- Participants had the information they needed to participate
- Organized - No Visible glitches
- Adaptable – Michael and Team saw the need to change
- Presentation, Open House materials and workshop materials are well prepared and received at workshops
- Responsive, focused team effort - Very professional working attitudes
- Generation of respondents – Energy /Passion - Good discussion
- Right staff, right number of staff
- Very professional
- Set up / take down
- Positive “Team” energy
- Production of materials
- Thursday workshop was a good discussion about topics.
- Groups made effort to cover all three and when rushed - focused on key elements
- General discussion worked
- Volunteers were helpful - different facilitation styles and not experts at the table
- Good pace / pacing of workshop meeting – with respect to workshop agenda and schedule
- Stakeholders were really engaged and involved especially at the stakeholder workshops

### **Staff Feedback: What Could We Do Better?**

- Attracting Attendance
- Clarifying of specific Intent
- Complete Preparation further in advance
- Less last minute scrambling
- Less overtime / More preparation
- Facilitation Questions
- the role of Michael Von Hausen

- Could utilize more of his tremendous experience
- Venue Issues – could be cheaper (Church, Community Hall)
- Should allow more time in between stakeholder engagement events ... stressful timeline!
- Allow more time for Design and Planning of each workshop / Engagement Event
- Logistics for handling material transfer to and from off-site workshop venues
- Use of photos that show winter conditions of public realm (in Calgary)
- Understanding of the different roles and responsibilities of support staff in organizing public engagement events
- Be more creative in the format of the workshops
- Utilize Michael's expertise in Facilitation
- Catch more attention from a broader stakeholder
- Better food
- End product - How much content?
- Take engagement to the people/public
- Local events, newsletters
- More time for notice to community
- Multi-layer communication strategy - focused on outreach
- Involve a more diverse group of participants – encourage new perspective on old topic
- More volunteers, more hands
- More time for planning so support staff have time to juggle multiple projects
- More consideration of desired outcomes from engagement prior so exercises and materials are effective
- Have an evolving project output, not defined, but an idea of what it may be so that engagement can be focused
- Innovative community engagement
- Partner with compatible projects
- Pilot Sparks - 10<sup>th</sup> Street
- Public Venue - Public Realm Experiment
- Is Friday the best time for a workshop?
- Improve communication to varied stakeholders
- Directions on what will be the outcome of the workshops
- Diverse stakeholders list

### **Staff Feedback: More About Could Do Better**

Anarchy	How will this affect or impact me?	Project health check
Don't "Dumb Down" document	What actions can I take?	
Simplicity		
"WINTER City" Emphasis	"Where are all the Loud Voices"	
Timely Response from Project Sponsor	Realistic Time lines Deadline Expectation	Ability to hire staff for events - logistics team
Shared Expertise - Sharing	Piggy back on Big Community Events e.g. Lilac Festival, etc. (like TOD team's events)	

## 4.0 CONTENT ANALYSIS

### 4.1 Content Options

Options	Positives	Negatives
<p><b>A. <u>Status Quo:</u></b> Same principles, context, themes, and design elements</p>	<p>+ somewhat consistent with CC Plan and MDP</p>	<ul style="list-style-type: none"> <li>- too limited</li> <li>- unclear</li> <li>- gaps</li> <li>- limited results</li> </ul>
<p><b>B. <u>Comprehensive:</u></b> Calgary-specific principles, create more comprehensive Context section including special areas, and consider more design elements.</p>	<p>+ most consistent with statutory and non-statutory plans including CC Plan and MDP + more extensive + land use specific in principal themes of streets, buildings, and places + special areas add to “Context section</p> <p><b>Optional:</b> + checklist for applicants, community, and City of Calgary</p>	<ul style="list-style-type: none"> <li>- Good balance and comprehensiveness</li> </ul>
<p><b>C. <u>Over-Comprehensive:</u></b> Includes implementation and checklist</p>	<p>+ add implementation section + add checklist and process of review</p>	<ul style="list-style-type: none"> <li>- beyond terms of reference</li> <li>- premature in assuming implementation steps</li> </ul>
<b>Recommendation</b>		
<p><b>Option B</b> with modifications as necessary</p>	<p>+ comprehensive + sets new standard with clarity and application</p>	<ul style="list-style-type: none"> <li>- more comprehensive yet flexible</li> </ul>

## 4.2 Content Recommendations

**Policy Context:** add new section on policy context to ensure connectivity and content between Centre City Plan (CCP), Municipal Development Plan (MDP), and the Land Use Bylaw (LUB). The Land Use Bylaw connection is critical for requirements.

**Context:** expand and include regional design, gateways, corridors, special uses, landmarks, and the riverfront (check consistency with Centre City Plan).

### Themes:

- a. **Great Streets:** address issue of land use by using 7 streetscape characters in the City Centre Plan.
- b. **Quality Buildings:** address issue of land use by using 7 streetscape characters in the City Centre Plan.
- c. **Memorable Places:** address issue of land use by using 7 streetscape characters in the City Centre Plan.

**Elements:** add missing elements including the following and integrate under appropriate matched theme areas

riverfront
tree retention
social and cultural retention
livability
compatibility/fit
privacy
edges
acoustics
daylight
alcoves
indoor/outdoor amenity space
streets engineering requirements

**Glossary:** add a glossary of terms at the end of the design guidelines.



## 4.3 Format Recommendations and Illustrative Samples

### Structure of Document(s)

- Make the design guidelines document concise and directed at the uses so that it is as self-evident as possible to reduce staff and consultant confusion and drawing resubmissions.
- Create a design guidelines document that is very visual to further illustrate the intentions of the guidelines. Be specific as possible to reduce misunderstandings.
- Build a “local application and feel” to the design guidelines so that they apply specifically to the unique Calgary Centre City landscape. Use local and national centre city illustrations as examples for reference.



**Figure 2:** Local photos of “Places” and “Buildings” with distinction and identity.

- Create an easy reference (Table of Contents) that directs the reader to the specific section of interest to answer the key question – “What do I have to do to achieve great design and value.” But in so doing, also educate the reader in additional “add value ideas” that enhance property development and site planning.
- These guidelines should be web-friendly and interactive (with internal and external web links).



**Figure 3:** Historical example of value-added adaptive reuse.

- Link the design guidelines document to the Land Use Bylaw where necessary and differentiate where possible what is “required” from what is “recommended” and “not recommended”. A key outstanding issue is – what is enforceable and what is not. That is to say are guidelines – voluntary or required? How can we have them be required “Applicants will” versus “Applicants should”? An additional option is to develop overall design guidelines for the Centre City; and develop design standards (requirements) for separate ARP areas.



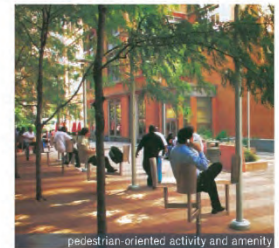
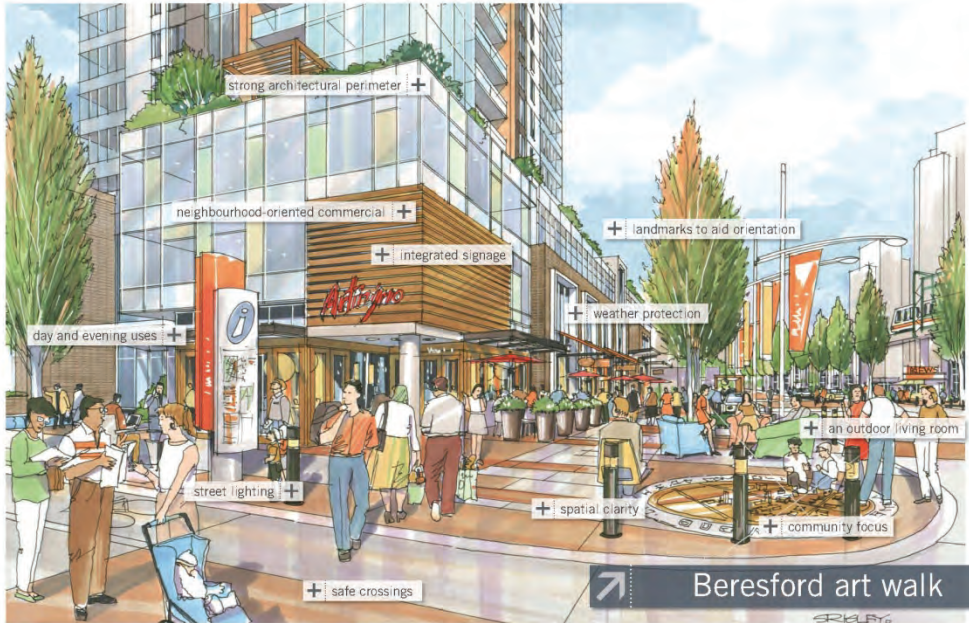
**Figure 4:** Suggested bonus density provisions in specific areas for mixed use buildings.



# Master Format of Themes

## Theme: Streets

**Illustration of Design Elements:** Illustration on first page and detailed on following pages.



# Design Elements 1: Buildings

## THREE PIECES

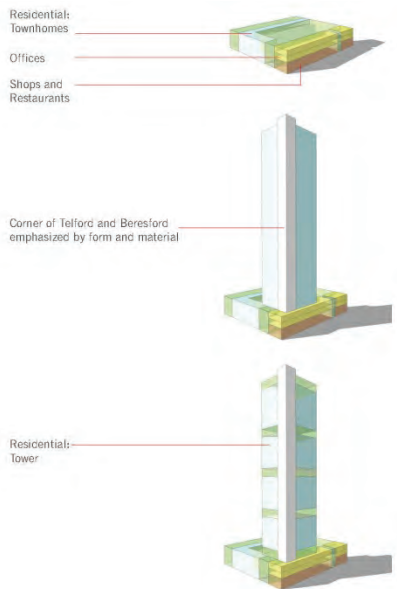
Buildings should have a top, middle, and bottom; these define a building's anatomy.

### DESIGN APPLICATION ELEMENTS

- Step 1: Design the building's functions based on the program.
- Step 2: Articulate the relationships between top, middle, and bottom in terms of look and feel.
- Step 3: Ensure that both the top (hat) and the bottom (feet) have definition to create distinctive edges while harmonizing (except in iconic architecture) with the surroundings.

#### CHICAGO'S DOWNTOWN HYATT HOTEL

has a defined top, middle, and bottom.





# Design Elements 2: Buildings

## STREET WALL

Defining the street wall with buildings is important in framing the street and its character.

### DESIGN APPLICATION ELEMENTS

- The street wall is normally defined by the buildings; it can be also defined, in part, by street tree planting.
- The height and character of the façade are both important to the feel of the street.
- A defined street wall is important to define a consistent street feeling (normally defined by building setbacks from the property line).



**NORTH FALSE CREEK,  
VANCOUVER, BC**  
Podium (3 storey) street wall  
and slim towers above

BUILDINGS

## Design Elements 3: Streets

### SIDEWALK ANATOMY

A sidewalk should provide for a safe and desirable experience, with a buffer strip between the pedestrian and the traffic.

#### DESIGN APPLICATION ELEMENTS

- Sidewalks should be a minimum of 1.5 meters wide. If possible, there should be a 2 meter wide boulevard for street tree planting, gardens, and grass.
- Sidewalks do not have to be on both sides of the road in residential areas, and the space on one side of the street can be reallocated to the other side to double the space.
- Bikeways and walkways can be separated or combined for recreation purposes but the preference is to separate them.
- Pavement for bikes and concrete for pedestrians can easily distinguish pathways. Stencil signs can further reinforce use.

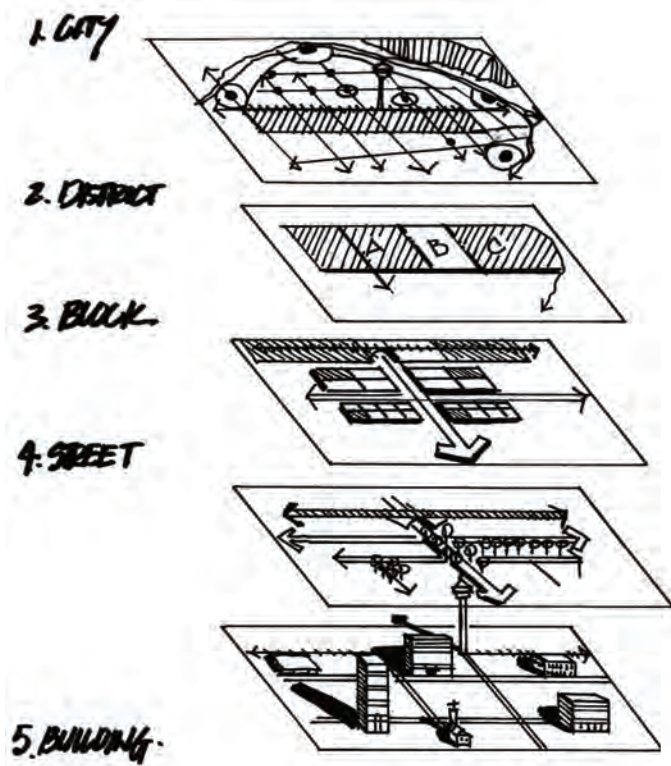
#### ▼ A SAFE PEDESTRIAN WALKWAY

On one side are townhomes that are close to the sidewalk (eyes on the street) and on the other side is a grass boulevard with trees — separating the pedestrian from traffic (Vancouver, BC).

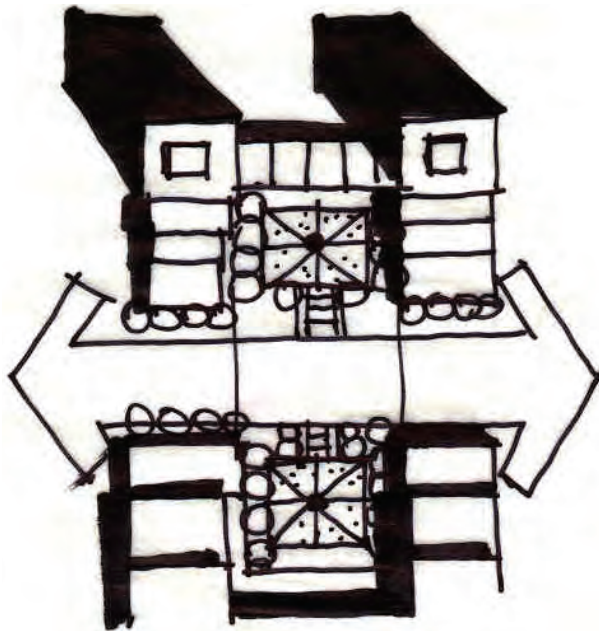




### Graphic Sample 1: Context



### Graphic Sample 2: Building Orientation - sun orientation, form, and massing



## 5.0 CONCLUSIONS

The six stakeholder and public workshops were productive. The feedback from the participants was supportive and generally enthusiastic. These workshops will help inform the content and next steps in the development in the Centre City Urban Design Guidelines. Commitment from the participating City of Calgary staff to meet the demanding workshop schedule was important to attain the successful results.

### *5.1 Content, Format, and Process Next Steps*

The following are suggested steps required to complete the Centre City Urban Design Guidelines. These steps are more detailed than the broader Project Timeline and Next Steps illustrated in 5.2 and only cover the period from June 2102 to formal approvals.

1. Complete policy consolidation noting conflicts and redundancies.
2. Add consolidation layer to design guidelines to identify further gaps or redundancies and add as appropriate.
3. In consultation with internal stakeholders, add stakeholder gaps and solutions as appropriate.
4. Translate into “graphic” urban design guidelines only when content is complete.
5. Determine format based on users and testing sequence, language, and content.
6. Review with core team and select staff.
7. Circulate draft document for review to internal stakeholders prior to workshops to review.
8. Set urban design guidelines on website for comments (communications actively involved).
9. Execute internal workshop to discuss potential gaps, sensitivities and application testing on identified sites.
10. Circulate to external stakeholders for review.
11. Execute workshop with external stakeholders to discuss potential gaps, sensitivities and application testing on identified sites, and complete revisions.
12. Complete Public Open House(s) and associated revisions.
13. Seek formal Calgary Planning Commission (CPC) and Council approvals.

## 5.2 Overall Project Timeline

The broader next steps are illustrated in the accompanying Project Timeline and Next Steps Chart.

# Project Timeline and Next Steps

Project Milestones	Project Milestone End Dates
Project Charter	March 2012
Engagement Plan	March 2012
Communication Plan	April 2012
Policy Consolidation	June 2012
Intensive Internal and External Engagement	June 2012
Draft Guidelines	October 2012
Stakeholder Feedback	Dec. 2012
Guideline Revisions	Feb. 2013
Calgary Planning Commission (CPC) Council Approvals	Spring 2013, Phase 1 ends
Phase 2, Change Management and Preparation for Implementation - Potential Design Standards and Policy Amendments	Phase 2 will require the completion of Phase 1 prior to a decision being made to progress through to Phase 2
One year monitoring of impact	2014

# APPENDIX

# **Appendix A:**

---

# **Display Boards and Information Package**



# Centre City Urban Design Guidelines

## What is it?

This Project is to make Calgary's Centre City:

- a great and robust place to live, work and play through design excellence, and
- alive with vibrant and safe streets, memorable and comfortable places, green open space, quality shops, offices and housing for all.

## Guideline Vision

The Centre City Urban Design Guidelines will be a guiding document that is:

- clear,
- highly-graphic (less text),
- inspirational (not controlling), and
- descriptive (not prescriptive).



It is for the improvement and development of the public realm (streets, buildings and places) in the Centre City area.

calgary.ca | call 3-1-1

Commitment to make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY

# Centre City Urban Design Guidelines

## Where are we now?

### April 5, 2012

One internal stakeholder meeting held for all business units at The City directly impacted by the project.

### April 26 and May 3, 2012

Two engagement sessions held for stakeholder representatives from communities within the Centre City, the design and development industry, and various community-based organizations.

### May 31 - June 2, 2012

Two public open houses/workshops and one stakeholder workshop is being held to gather feedback for the proposed guideline framework on what is important and what is needed in the document.



## Why are we doing this?

In recent years, several policies have been approved to guide development at the Centre City, such as:

- Centre City Plan
- Beltline Area Redevelopment Plan
- East Village Area Redevelopment Plan
- 17 Avenue SW Urban Design Strategy
- Calgary Downtown Retail District Strategy

Besides these policies and plans, other City departments and business units such as Transportation and Parks, have also developed various high-level policies. The intent of this project is to consolidate the various policies and guidelines into a single document, making it easier and more efficient to reference urban design provisions.

calgary.ca | call 3-1-1

Choose/Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# Project Phasing

## Phase 1

This phase will:

- run through 2012,
- consolidate various urban design requirements within existing policies to become a single set of urban design guidelines for the Centre City, and
- produce a guideline that will be a comprehensive design tool to help achieve increased clarity, consistency and certainty in development requirements. This will contribute towards a more efficient and effective development approval process.

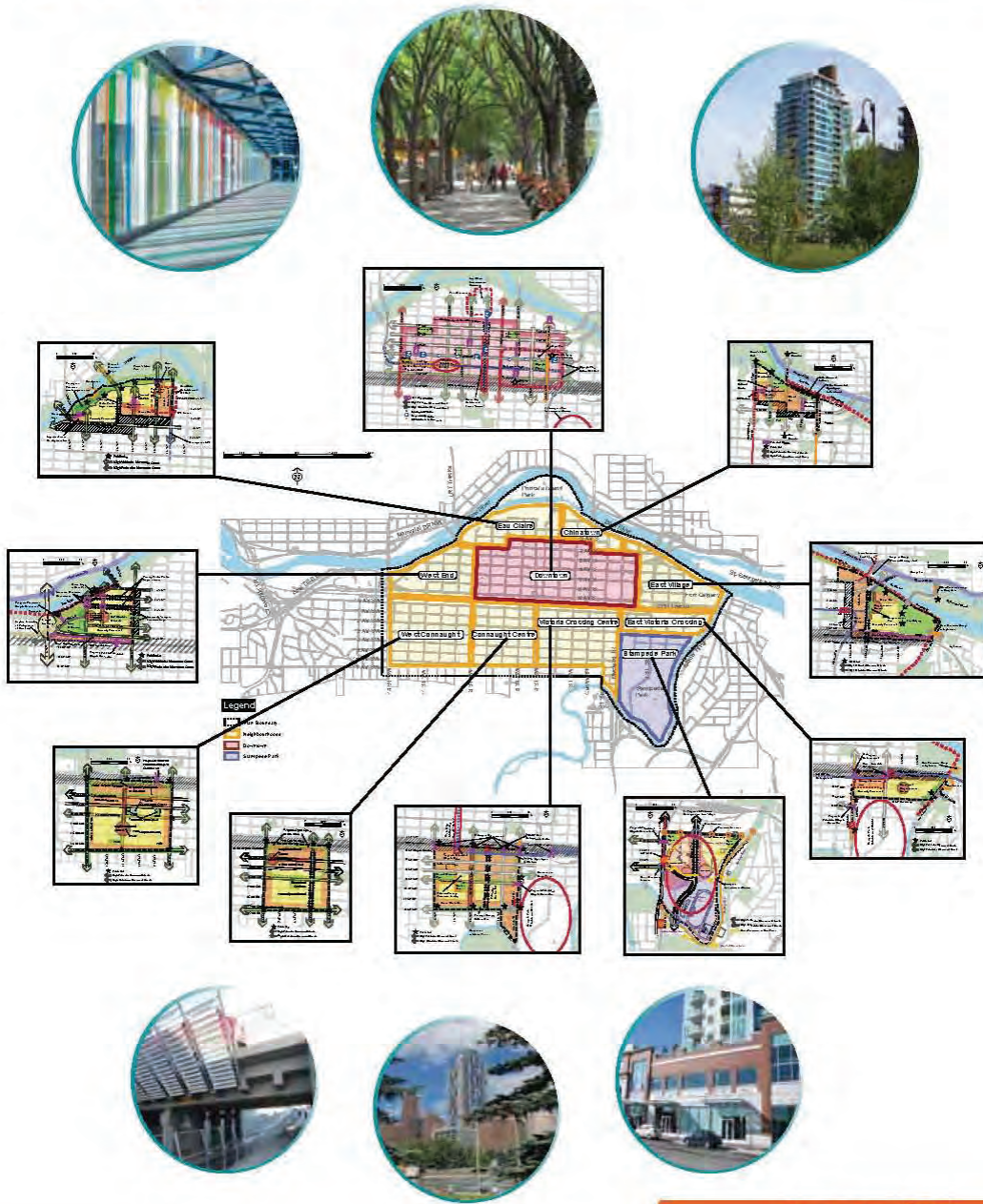


## Phase 2

This phase will:

- begin after the approval of the proposed Centre City Urban Design Guidelines in 2013, and
- include the implementation process for applying the urban design guidelines, as well as a process to monitor and evaluate its use and effectiveness.

# Study Boundaries



calgary.ca | call 3-1-1

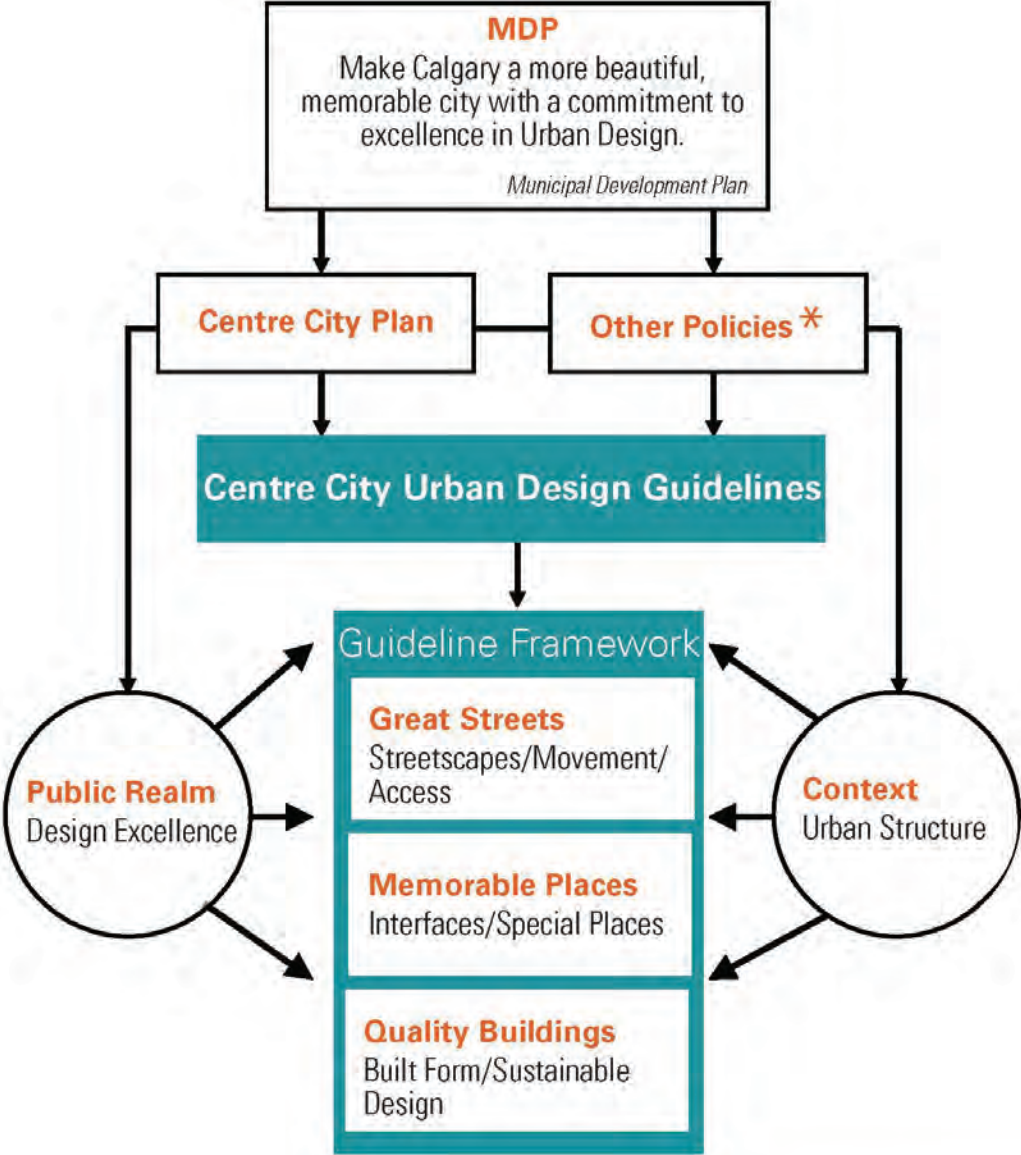
Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# Overall Framework



\*Please refer to examples of such policies in panel 2.

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.

calgary.ca | call 3-1-1



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# 10 Guiding Principles



## Context and Place-making

- Create a sense of place with unique neighbourhood character
- Conserve, protect and integrate existing natural, cultural and heritage resources
- Optimize built form with respect to surrounding context – streetscape characters, massing and spacing of buildings, placement on site, and response to adjacent uses, heights and densities



## Connectivity and Continuity

- Achieve visual and functional connections between buildings and places
- Ensure connection to existing and future networks



## Legibility and Accessibility

- Clarity and simplicity of access for all types of users
- Clear and consistent set of directional and information materials allowing ease of urban navigation



## Functional and Aesthetic Integration

- Facilitate the conjunction of land use, built form, landscaping and public realm design



## Vitality and Animation

- Encourage active uses
- Attention to details such as signage and way finding
- Add colour, wit and fun

calgary.ca | call 3-1-1

Orward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY

# 10 Guiding Principles



## Enclosure and Human Scale

- Define street edges, ensure heights and building mass respect users
- Attention to scale



## Comfort and Safety

- Achieve a sense of comfort and create places that provide a sense of security at all times
- Consider seasonal performance



## Diversity and Variety

- Promote designs that accommodate the broadest range of users and uses



## Quality and durability

- Encourage the use of durable and long lasting materials and details that will provide a legacy rather than a liability



## Adaptability and Sustainability

- Develop planning and building concepts which allow adaptation to future uses, new technologies
- Attention to lifecycle costs
- Reduce ecological footprints
- Incorporate sustainable practices and materials

calgary.ca | call 3-1-1

Choose/Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# Context *(urban structure as defined in the Centre City Plan and other policy documents)*

## Intent

To encourage diversity, flexibility and added value through the identification of unique qualities and characteristics; reinforcing character areas and streetscape character, protecting historic resources, parks and open space and encouraging innovation and creativity in the development of the centre city.



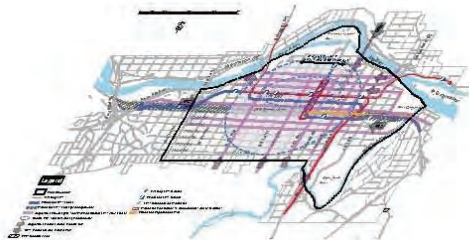
**Streetscape Types**



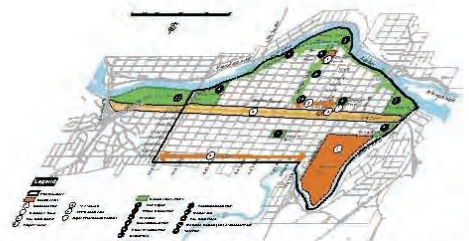
**Pedestrian Network**



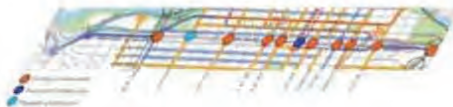
**Bicycle Network**



**Transit Network**



**Character Areas and CPR Special Area**



**Underpasses**

passageway for vehicles/pedestrians under the CPR

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.

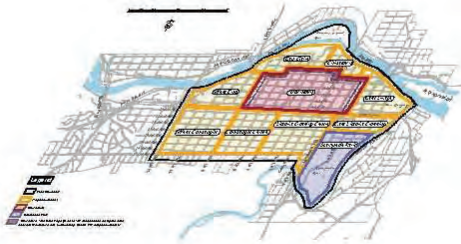


THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY

# Context *(urban structure as defined in the Centre City Plan and other policy documents)*

## Intent

To encourage diversity, flexibility and added value through the identification of unique qualities and characteristics; reinforcing character areas and streetscape character, protecting historic resources, parks and open space and encouraging innovation and creativity in the development of the centre city.



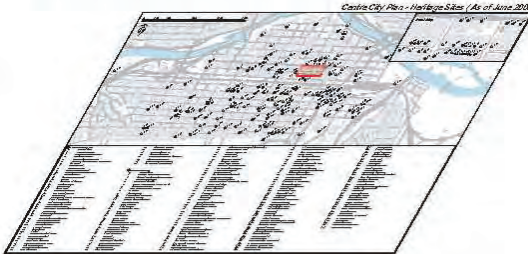
Land Uses



Shadow Sensitive Areas



Gateways, Landmarks, View Corridors



Historic Resources



Parks and Open Space



sPARKS

a street park or street right-of-way doubling as park space

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.

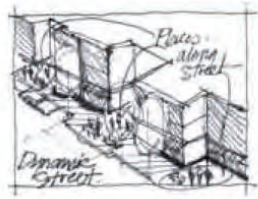


THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# Great Streets

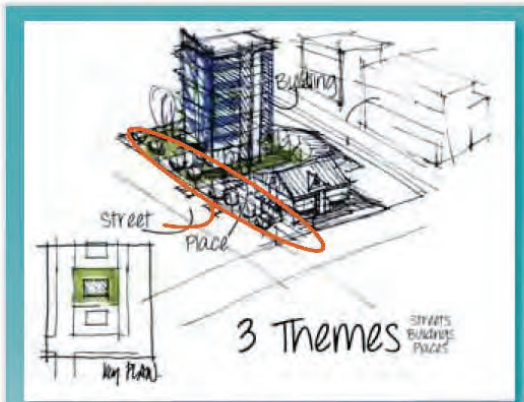
10



**Pedestrian Circulation**  
(building entrances, sidewalks from building to curb, parking, transit stops, +15 skywalk system)



**Pedestrian Crossings**  
(curb bulbs, pedestrian scrambles, mid-block crossings)



## Intent

To develop a legible and comprehensive network of pedestrian, bicycle, transit and vehicular linkages that establish a system of streetscape characters and priority pedestrian corridors that through their design and connectivity, promote walkability and facilitate safe, accessible and enjoyable movement of people and goods throughout the Centre City



**Accessibility**



**+15 Skywalk System**



**Bike Facilities**

PUBLIC REALM DESIGN EXCELLENCE

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



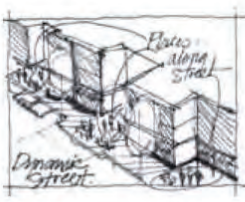
THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# Great Streets



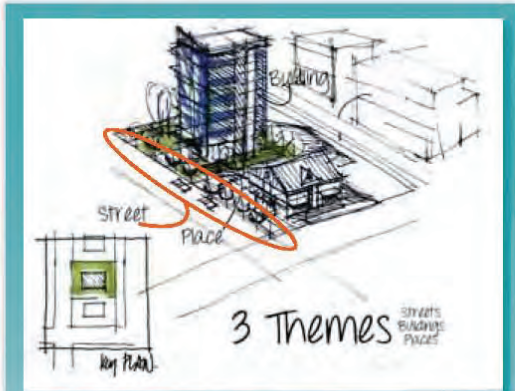
**Transit Interfaces**  
(bus stops, LRT stations and adjacent areas)



**Vehicle Access, Service and Loading**



**Alleys**  
(rear access, lanes)



## Intent

To develop a legible and comprehensive network of pedestrian, bicycle, transit and vehicular linkages that establish a system of streetscape characters and priority pedestrian corridors that through their design and connectivity, promote walkability and facilitate safe, accessible and enjoyable movement of people and goods throughout the Centre City



**Traffic Calming**



**Parking**  
(on-street parking, on-site parking)



PUBLIC REALM DESIGN EXCELLENCE

calgary.ca | call 3-1-1

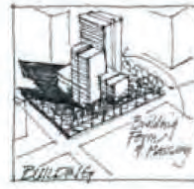
Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY

# Quality Buildings

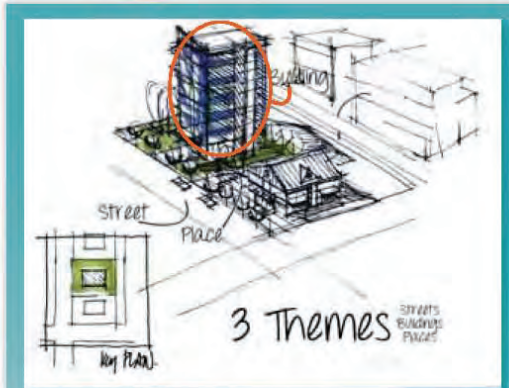
Site Plan and Building Orientation



Scale and Massing



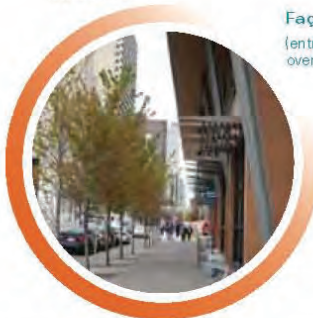
Step Back  
(of buildings from property lines)



## Intent

To enhance the public realm through the design of high quality, sustainable buildings that are diverse in building form, type and use; humanly-scaled in their massing to provide a sense of enclosure on the street and allow for sunlight penetration, and thoughtfully integrated with the pedestrian zone to create an active and continuous street frontage and a public realm that is lively, safe and successful.

Façades  
(entrances, colonnades, canopies, overhangs)



Tower Separation



PUBLIC REALM DESIGN EXCELLENCE

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.

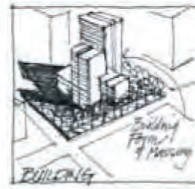


THE CITY OF CALGARY  
LAND USE PLANNING & POLICY

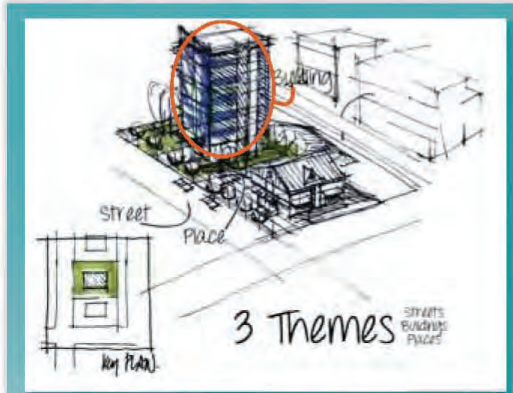


# Quality Buildings

Materials and Colours



Building Lighting



+15 Skywalk System

(bridges, passageways, entrances, atriums, winter gardens)



## Intent

To enhance the public realm through the design of high quality, sustainable buildings that are diverse in building form, type and use; humanly-scaled in their massing to provide a sense of enclosure on the street and allow for sunlight penetration; and thoughtfully integrated with the pedestrian zone to create an active and continuous street frontage and a public realm that is lively, safe and successful

### Bonusable Features

(bonus is a term used in the Centre City to allow an increase in density of development in return for providing quality public amenities)



Green Buildings and Sites

(district energy, low impact development)



PUBLIC REALM DESIGN EXCELLENCE

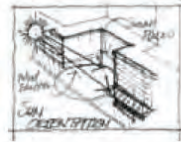
calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF CALGARY  
LAND USE PLANNING & POLICY

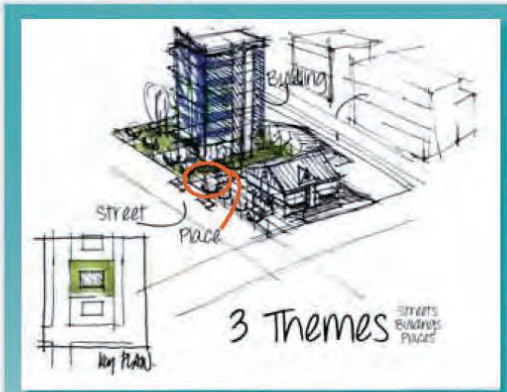
# Memorable Places



Public Sidewalks



**Building Setback Areas**  
(landscaping, art, grade separation, small recess, lighting, patios, corners)



## Intent

To facilitate the creation of an integrated public and private interface zone between the building facade and the curb, that promotes a continuous, legible and attractive streetscape while supporting innovative opportunities for place-making through the design of unique places and open spaces in the centre city



**Urban Places and Open Space**  
(plazas, squares, parks, courtyards)



**Landscaping**  
(street trees, underground utilities, low impact development)



**Furnishing**  
(seating, bike racks)

PUBLIC REALM DESIGN EXCELLENCE

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.

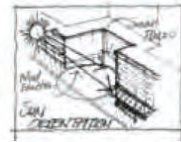


THE CITY OF CALGARY  
LAND USE PLANNING & POLICY



# Memorable Places

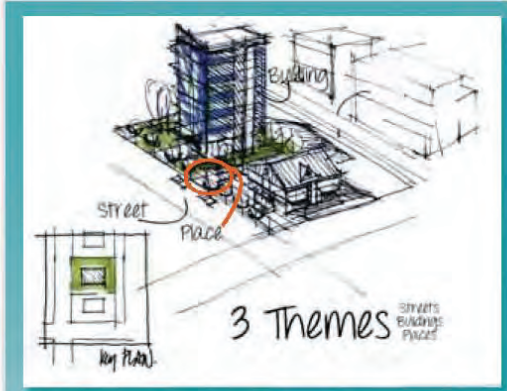
15



**Pedestrian Lighting**



**Signage**  
(directional signs, heritage interpretation)



## Intent

To facilitate the creation of an integrated public and private interface zone between the building façade and the curb, that promotes a continuous, legible and attractive streetscape while supporting innovative opportunities for place-making through the design of unique places and open spaces in the centre city.



**Public Art**



**Bonusable Features**

(bonus is a term used in the Centre City to allow an increase in density in return for providing quality public amenities)



**Public Amenities**  
(washrooms, newspaper kiosks)

PUBLIC REALM DESIGN EXCELLENCE

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY



# Project Timeline and Next Steps

Project Milestones	Project Milestone End Dates
Project Charter	March 2012
Engagement Plan	March 2012
Communication Plan	April 2012
Policy Consolidation	June 2012
Intensive Internal and External Engagement	June 2012
Draft Guidelines	October 2012
Stakeholder Feedback	Dec. 2012
Guideline Revisions	Feb. 2013
Calgary Planning Commission (CPC) Council Approvals	Spring 2013, Phase 1 ends
Phase 2, Change Management and Preparation for Implementation - Potential Design Standards and Policy Amendments	Phase 2 will require the completion of Phase 1 prior to a decision being made to progress through to Phase 2
One year monitoring of Impact	2014



Send your comments

Land Use Planning & Policy  
Xia Zhang - Project Manager  
403-268-5339  
Xia.zhang@calgary.ca

Mail to:  
City of Calgary  
PO Box 2100, Stn. M,  
#8135  
Calgary, Alberta T2P 2M5

calgary.ca | call 3-1-1

Onward/ Make Calgary a more beautiful, memorable city with a commitment to excellence in urban design.



THE CITY OF  
**CALGARY**  
LAND USE PLANNING & POLICY

# **Appendix B:** **Workshop Agendas**

---

# Agenda: Workshop #1

**What:** INTERNAL STAKEHOLDER WORKSHOP #1  
**Centre City Urban Design Guidelines Project**  
**When:** Thursday 1:30 – 4:30 pm, April 5<sup>th</sup>, 2012  
**Where:** Calgary Power Reception Room  
**Who:** Centre City Urban Design Guidelines Internal Stakeholders

---

1:30 – 1:45 pm	Opening Remarks and Self Introduction
1:45 – 2:00 pm	Project Introduction – Xia Zhang  Meeting Outline – Michael von Hausen
2:00-2:15 pm	Listing of Conflicting Policy/Process Issues
2:15-3:15 pm	Group Exercise 4 groups led by Xia Zhang, Angela Kiu, Juliet Pitts, David Plouffe)
3:15-3:30 pm	Coffee Break (coffee/tea/fruit/cookies)
3:30-4:00 pm	Presentations by each group of 6
4:00-4:15 pm	Summarizing Common Themes/Prioritization
4:15-4:30 pm	Next Steps

# Agenda: Workshop #2

**What:** KEY STAKEHOLDER WORKSHOP  
Centre City Urban Design Guidelines Project  
**When:** Thursday, April 26<sup>th</sup>, 11:00 am to 2:00 pm  
**Where:** TELUS Convention Centre 8<sup>th</sup> Avenue  
**Who:** Internal and External Key Stakeholders

---

11:00 am – 11:15 am	Sign in/Get Lunch
11:15 am – 11:30 pm	Working Lunch and presentation of process
11:30 am – 12:00 pm	Introduction of site assessment exercise
12:00 pm – 12:45 pm	Walking Tour and Analysis
12:45 pm – 1:15 pm	Group Exercise/Focused Discussion
12:45 pm – 1:15 pm	Presentations by each group
1:45 pm – 2:00 pm	Conclusion



# Agenda: Workshop #3

**What:** KEY STAKEHOLDER WORKSHOP #2  
Centre City Urban Design Guidelines Project  
**When:** Thursday May 3<sup>rd</sup>, 2012, 11:00 am to 2:00 pm  
**Where:** University of Calgary Downtown Campus, 906 - 8<sup>th</sup> Ave. SW  
**Who:** Internal and External Key Stakeholders

---

11:00 am – 11:15 am	Sign in/Get Lunch
11:15 am – 11:30 pm	Working Lunch/Summary of Emerging Themes
11:30 pm – 12:10 pm	Presentation and Discussion - David Down
12:10 pm – 12:20 pm	Coffee Break/Dessert
12:20 pm – 1:50 pm	Group Exercise/Focused Discussion
1:50 pm – 2:00 pm	Conclusion

# Agenda: Workshop #4

**What:** PUBLIC OPEN HOUSE AND WORKSHOP #1  
Centre City Urban Design Guidelines Project  
**When:** Thursday, May 31<sup>st</sup>, 2012, 5:00 pm to 9:00 pm  
**Where:** University of Calgary Downtown Campus, 906 - 8<sup>th</sup> Ave. SW  
**Who:** Broader Stakeholders and General Public

---

5:00 – 5:30 pm	Registration and Tour Presentation Boards  Place dot on City Aerial Photo where you live or work  Complete Survey
5:30 – 6:00 pm	Welcome and Presentation – David Down  Question and Answer
6:00 - 6:30 pm	Tour Registration Boards Complete Survey
6:30 – 7:00 pm	Registration for Workshop Coffee Break
7:00 – 7:15 pm	Workshop Introduction – Michael von Hausen
7:15 – 8:15 pm	Group Exercise (including coffee/refreshment break) 5 groups led by Xia Zhang, Angela Kiu, Juliet Pitts, David Plouffe, and David Down)
8:15- 8:45 pm	Presentations by each group of 6 – 8
8:45-9:00 pm	Summary and Next Steps – Michael von Hausen

# Agenda: Workshop #5

**What:** KEY STAKEHOLDER OPEN HOUSE AND WORKSHOP #3  
Centre City Urban Design Guidelines Project  
**When:** Friday, June 1<sup>st</sup>, 2012, 11:00 am to 2:00 pm  
**Where:** University of Calgary Downtown Campus, 906 - 8<sup>th</sup> Ave. SW  
**Who:** Internal and External Key Stakeholders

---

11:00 – 11:30 pm	Registration and Tour Presentation Boards  Place dot on City Aerial Photo where you live or work  Complete Survey/LUNCH
11:30 – 12:00 pm	Welcome and Presentation – David Down  Question and Answer
12:00 - 12:15 pm	Workshop Introduction – Michael von Hausen
12:15 - 1:15 pm	Group Exercise 5 groups led by Xia Zhang, Angela Kiu, Juliet Pitts, David Plouffe, and David Down)
1:15- 1:45 pm	Presentations by each group of 6 – 8 (5 minutes each)
1:45- 2:00 pm	Summary and Next Steps – Michael von Hausen

# Agenda: Public Workshop #6

**What:** PUBLIC OPEN HOUSE AND WORKSHOP #2  
Centre City Urban Design Guidelines Project  
**When:** Saturday, June 2<sup>nd</sup>, 2012, 8:30 am to 12:00 pm  
**Where:** Hotel Arts, 119 -12 Avenue SW  
**Who:** Broader Stakeholders and General Public

---

8:30 – 9:00 am	Registration and Tour Presentation Boards  Place dot on City Aerial Photo where you live or work  Complete Survey
9:00 – 9:30 am	Welcome and Presentation – David Down  Question and Answer
9:30 - 10:00 am	Registration Workshop and Tour Presentation Boards  Complete Survey
10:00 - 10:15 am	Workshop Introduction – Michael von Hausen
10:15 - 11:15 am	Group Exercise (including coffee/refreshment break) 5 groups led by Xia Zhang, Angela Kiu, Juliet Pitts, Denise Carbol, and David Down)
11:15- 11:45 pm	Presentations by each group of 6 – 8 (5 minutes each)
11:45- 12:00 pm	Summary and Next Steps – Michael von Hausen



# **Appendix C:** **Survey**

---

# SURVEY

## **Centre City Urban Design Guidelines Project, City of Calgary**

Welcome to the Centre City Urban Design Guidelines Project! We greatly appreciate your time and effort in participating in this open house. To help us refine our Centre City Urban Design Guidelines, we would appreciate you completing the following survey as part of reviewing the presentation boards.

**We recommend you complete the following steps to make the process efficient and informative:**

**Step 1:** Review each presentation board briefly to obtain an overall sense of the organization of the 3 themes and accompanying design elements.

**Step 2:** Review each presentation board in detail and answer each of the following 4 questions carefully.

**Step 3:** Fill in the contact information and return the completed survey to the registration table.

**Thank you for your participation!**

### **Contact Information:**

---

---

**Name:** \_\_\_\_\_

---

**Address:** \_\_\_\_\_

---

**Email:** \_\_\_\_\_

---

**Telephone:** \_\_\_\_\_

The personal information collected via this form is being collected under the authority of section 33 (c) of the freedom of information and protection of privacy (FOIP) Act. The information will be used for the purpose of development of Centre City Urban Design Guidelines. If you have any questions regarding the collection and use of this information please contact Xia Zhang at (403) 268-5290

For further information about , please contact **Xia Zhang**, Project Manager, Centre City Urban Design Guidelines

T 403.268.5339 | F 403.268.3542 | W [www.calgary.ca/urbandesign](http://www.calgary.ca/urbandesign)

Location | 4-B12-8, Municipal Building, 4th Floor

Mail | #8117, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5

## **GUIDELINE FRAMEWORK**

---

### **1.0 URBAN DESIGN PRINCIPLES**

These principles apply to all development sites in the Centre City, no matter where they are located, their land use or built form.

- 1.0 Place-making and Character
- 1.1 Connectivity and Continuity
- 1.2 Legibility and Accessibility
- 1.3 Functional and Aesthetic Integration
- 1.4 Vitality and Experience
- 1.5 Enclosure and Human Scale
- 1.6 Comfort and Safety
- 1.7 Seasonal Performance
- 1.8 Quality and durability
- 1.9 Adaptability and Sustainability

#### **QUESTIONS:**

**1. Have we missed any important principles? Please List?**

**2. Do we need to add any further information to the principles to make them clearer?**

## 2.0 CONTEXT

Each development considers its specific context and depending on where the site is located and what it is adjacent to, there are a number of contextual layers that may influence what is expected for that development. This is the CONTEXT piece and relates to the additional level of detail that may be required beyond first principles.

**Intent:** To encourage diversity, flexibility and added value through the identification of unique qualities and characteristics; reinforcing character areas and streetscape character, protecting heritage resources, parks and open space and encouraging innovation and creativity in the development of the centre city.

- 2.1 surrounding use
- 2.2 street typology
- 2.3 character area
- 2.4 historic resource
- 2.5 sunlight protected area
- 2.6 view, landmark and gateway
- 2.7 parks and open space
- 2.8 CPR special area
- 2.9 Underpasses
- 2.10 sPARKs

### **QUESTIONS:**

1. Have we missed anything? Please List?

2. Do we need to add any further information to Context or reword the context elements to make them clearer?



## 3.0 THEMES

Three overall themes shape the design guidelines for the Centre City. These three themes – Movement and Access (Linkages), Interface (Places), and Built Form in turn have design elements that act as a comprehensive checklist for each theme. Each theme is clearly defined by an intent statement that outlines the end results.

### 3.1 MOVEMENT and ACCESS (Linkages)

**Intent:** To develop a legible and comprehensive network of pedestrian, bicycle, transit and vehicular linkages that establish a system of streetscape characters and priority pedestrian corridors that through their design and connectivity, promote walkability and facilitate safe, accessible and enjoyable movement of people and goods throughout the Centre City.

3.1.1 Pedestrian circulation (from/to public sidewalk, building entrances, parking, transit stops, +15, etc.)

3.1.2 Pedestrian crossing

3.1.3 Urban Braille

3.1.4 +15 Network

3.1.5 Bike facilities

3.1.6 Transit interface

3.1.7 Vehicle access, service and loading

3.1.8 Alleys

3.1.9 Traffic calming

3.1.10 Median

3.1.11 On-site parking

#### **QUESTIONS:**

1. Have we missed anything? Please List?

2. Do we need to add any further information or reword the elements to make them clearer?

## 3.2 INTERFACE (Places)

**Intent:** To facilitate the creation of an integrated public and private interface zone between the building façade and the curb, that promotes a continuous, legible and attractive streetscape while supporting innovative opportunities for place-making through the design of unique places and open spaces in the centre city.

3.2.1 public sidewalk

3.2.2 utilities

3.2.3 public amenities (washroom, newspaper kiosk)

3.2.4 trees

3.2.5 furnishing

3.2.6 lighting

3.2.7 signage

3.2.8 public art (inc. animated)

3.2.9 urban places and open space

3.2.10 setback areas (landscaping, art, grade separation, small recess, lighting, patio, corner, etc.)

3.2.11 bonusable features

3.2.12 utility

### **QUESTIONS:**

1. Have we **missed** anything? Please List?

2. Do we need to add **any further information or reword** the elements to make them clearer?

### 3.3 BUILT FORM

**Intent:** To enhance the public realm through the design of high quality buildings that are diverse in building form, type and use; humanly-scaled in their massing to provide a sense of enclosure on the street and allow for sunlight penetration; and thoughtfully integrated with the pedestrian zone to create an active and continuous street frontage and a public realm that is lively, safe and successful.

- 3.3.1 Scale and massing
- 3.3.2 Step back
- 3.3.3 Orientation and tower separation
- 3.3.4 Façade (entrance, colonnade, canopy, etc.)
- 3.3.5 Building lighting
- 3.3.6 +15 (bridge, passageway, entrance)
- 3.3.7 Winter garden and other bonusable features

#### **QUESTIONS:**

1. Have we missed anything? Please List?

2. Do we need to add any further information or reword the elements to make them clearer?





# **Appendix D:** **Workshop Notes**

---

# Workshop #1: Internal Stakeholders, April 5<sup>th</sup>

Issues	Gaps	Solutions
<b>Building Façade and Setback</b>		
	Height and density	Proper massing, public/private interface
	Active uses at base	Activate edges with potential uses such as restaurants and retail
	Façade articulation and architecture	Details and vary materials, setbacks, weather protection/wind mitigation, vertical elements, human scale at ground level, signage wayfinding, transparency and permeability
<b>Street Functionality</b>		
	Sidewalk width	Adequate width for street
	Street tree zone	Specific protected zone
	Tree placement	Consistent standard
	Clear walking	Specific zone
	Bike lanes	Standards for specific streets
	Utilities	Coordinated
<b>Access to Sunlight</b>		
	Protect sun access	Sun requirements
<b>Land Use Coordination</b>		
	Land use and adjoining street treatments/activities	Coordinate land use and activities
<b>Transportation Infrastructure</b>		
	All modes of transportation access	Universal access
	Equality among infrastructure users	Priority for pedestrians in the downtown
<b>Appealing elements</b>		
	Trees	Standard for consistency
	Art	As part of design
	Street furniture	Standards for consistency
<b>Safety</b>		CPTED principles followed and maintenance requirements
<b>Essentials of Life</b>	Food	Amenities and street-oriented uses
	Water	

<b>Issues</b>	<b>Gaps</b>	<b>Solutions</b>
	Shelter	Weather protection
<b>Mix demographics</b>		
	Provide access for all	Universal design concepts
<b>Infrastructure/Utility placement</b>		
	Coordinated infrastructure placement with public realm requirements	Create coordination guideline for new developments
<b>Flexibility of existing elements in City Centre to accommodate new/innovative elements</b>		
	Little flexibility for innovation	Create flexibility for innovation in new guidelines
<b>Private and public properties interface treatment</b>		
	Lack of distinct guidelines	Need public/private interface guidelines
<b>Need for good examples</b>		
	Lack of inspiring examples	Include good examples in design guidelines
<b>Moving from good to better</b>		
	Paradigm shift needed in the City	Define what is better as new standard
<b>Unifying themes with surprise elements</b>		
	Lacking themes to create surprise elements	Create themes to create surprise
<b>Comprehensive and inclusive design approach or framework</b>		
	No comprehensive design approach	Determine approach as part of design guidelines
<b>City of Calgary Departments Working together</b>		
	Working between departments can improve quality of the City Centre	Customized and agreed upon standard

# Workshop #2: Internal/External Stakeholders, April 26<sup>th</sup>

Original Notes from Stakeholders on April 26 <sup>th</sup>	Emerging Themes from April 26 <sup>th</sup> Workshop	Identified Components Discussed by Stakeholders on April 26 <sup>th</sup>
<p><b>Team 1: Suncor @ 6<sup>th</sup> Avenue</b></p> <p><b>What works well?</b></p> <ul style="list-style-type: none"> <li>• Historic space works best               <ul style="list-style-type: none"> <li>- Texture, Material, Awnings,</li> <li>- Public/Private Realm transition, Transparency</li> <li>- Uses (Good Earth Restaurants)</li> </ul> </li> <li>• Ground Texture (Suncor)               <ul style="list-style-type: none"> <li>- Suncor Plaza location (Sun)</li> <li>- Bus Shelters</li> </ul> </li> <li>• Bike Racks in Street Tree Alignment</li> </ul> <p><b>Better</b></p> <ul style="list-style-type: none"> <li>• Less Grade Separation               <ul style="list-style-type: none"> <li>- SW / Bldg Entrance</li> <li>- Street level/Plaza</li> </ul> </li> <li>• Useable Arcades</li> <li>• More Patio</li> <li>• More Mixed Use</li> <li>• Public Trees</li> <li>• More Unified Street Furniture</li> <li>• Pedestrian Scale Signage</li> <li>• Vehicle/Pedestrian Separation</li> <li>• Pedestrian Scrambles (no room on corners @ intersections)</li> <li>• Bus Zone Treatments</li> <li>• +15 Architecture/Public Art</li> </ul> <p><b>Excellent</b></p> <ul style="list-style-type: none"> <li>• Narrow Travel Lanes / Repurpose for bike lanes</li> <li>• More permissive/accessible spaces (Activate)</li> <li>• On-Street Parking (Protect Pedestrian realm)</li> <li>• Smaller/Better defined plazas (or remove) -</li> </ul>	<p><b>Theme 1 Public-Private Interface (From building face to curb)</b></p>	<ul style="list-style-type: none"> <li>• +15 Integration</li> <li>• Plaza</li> <li>• Trees/Landscaping</li> <li>• Transit Integration</li> <li>• Surface materials</li> <li>• Grade separation</li> <li>• Furnishings</li> <li>• Lighting</li> <li>• Seasonal performance</li> </ul>
	<p><b>Theme 2 Movement and Mobility</b></p>	<ul style="list-style-type: none"> <li>• Sidewalk</li> <li>• Pedestrian crossing/street corner</li> <li>• Bike facility</li> <li>• On-street parking</li> <li>• Transit</li> <li>• Roadway design</li> <li>• Accessibility</li> <li>• +15</li> <li>• Pedestrian amenities (seating, lighting, public washrooms, paper kiosks, etc)</li> </ul>
	<p><b>Theme 3 Special Conditions and Context</b></p>	<ul style="list-style-type: none"> <li>• Active building frontages</li> <li>• Gateway</li> <li>• Crime Prevention Through Environmental Design (CPTED)</li> <li>• Special location (e.g. adjoining a park, heritage building/structure)</li> <li>• Heritage</li> <li>• Utilities</li> <li>• Accessibility</li> <li>• Special uses</li> <li>• Sunlight protection</li> <li>• Lighting</li> </ul>



<p>Add cafes</p> <ul style="list-style-type: none"> <li>• Engaging Public Space</li> <li>• Pedestrian scale lighting</li> <li>• Better Public Art</li> <li>• Tree Trenches – Allow Trees to mature</li> </ul> <p><b>Team 2: Transit @7 Avenue</b></p>	<p><b>Theme 4 Access, Servicing and Parking</b></p>	<ul style="list-style-type: none"> <li>• Building entrances (pedestrian)</li> <li>• Parking access</li> <li>• Servicing/loading/waste removal</li> <li>• Back alley</li> <li>• Lay-by facilities</li> </ul>
<p><b>Make it excellent / perfect!!</b></p> <ul style="list-style-type: none"> <li>• Pedestrian scramble at intersection – resurface the street and related infrastructure</li> <li>• Make transit and infrastructure <u>At Grade</u> (no barrier / barrier free!)</li> <li>• Major East – West bike route (besides just transit)</li> <li>• Better integration of private development and public realm – private and public parties to work better (process-wise)</li> <li>• Cost – sharing for enhanced public realm (e.g. ,Barclay and Stephen Avenue Documents)</li> <li>• Add in <u>Colours</u> – in signage, buildings, infrastructure</li> <li>• Preserve original sidewalk, stamps and continue this fun and historical practice</li> </ul> <p><b>Working Well</b></p> <ul style="list-style-type: none"> <li>• Colonnade works – <u>Quite</u></li> <li>• Well - <u>at the Bay</u></li> <li>• Use of light materials</li> <li>• Height of space</li> <li>• Busy, Well-peopled corners and street/active)</li> <li>• Human – scale buildings</li> <li>• Low buildings – (like the church) allow for sunlight penetration</li> </ul> <p><b>Make it better</b></p> <ul style="list-style-type: none"> <li>• Better setbacks at corners for pedestrians to gather and wait</li> <li>• Trees please!!</li> <li>• Organize street furniture and signage to de-clutter</li> <li>• Improve sidewalk paving / surfaces</li> <li>• Lighting to be pedestrian – scale</li> <li>• Have heritage interpretation</li> <li>• Add colours and plants/flowers</li> <li>• Add clear canopies / roofs to all major</li> </ul>	<p><b>Theme 5 Building Form and Character</b></p>	<ul style="list-style-type: none"> <li>• Building scale and massing</li> <li>• Building orientation and tower separation</li> <li>• Active building frontages</li> <li>• Façade treatment and transparency</li> <li>• Step back</li> <li>• Set back</li> <li>• Grade separation</li> <li>• Canopies/colonnade/shelters</li> <li>• Entrances, corners</li> <li>• Lighting</li> </ul>

<p>transit stops!</p> <ul style="list-style-type: none"> <li>• Add more interesting features like Fountains, Public Art</li> <li>• Public Washrooms?</li> <li>• Artistic, Decorative Billboards, Paper kiosks, Service Stands</li> <li>• <u>Create Destinations</u> (as part of Transit network through the downtown/Centre City – <u>Place Making</u>)</li> <li>• Programming to keep places lively</li> <li>• Better integration between +15 and At-Grade public Realm</li> <li>• <u>Narrow</u> transit corridor/ * Add Bike lanes / Widen sidewalks!</li> <li>• Make transit stations and related infrastructure <u>At Grade</u></li> </ul> <p><b>Team 3: Underpass</b></p> <p><b>Works Well</b></p> <ul style="list-style-type: none"> <li>• Some facades comedown to street on N side</li> <li>• North Side sidewalks in better shape</li> </ul> <p><b>Could be Better</b></p> <ul style="list-style-type: none"> <li>• More animation at sidewalk</li> <li>• Historic structure (south side)</li> <li>• Celebrate CPR history better</li> <li>• Dramatic lighting – brighter in day than at night</li> <li>• Pedestrian/Bike Interface improvement</li> <li>• Improve head room under structure</li> <li>• Reduce from 4 lanes to 2 lanes</li> <li>• A row for bikes grade separation</li> <li>• Colour</li> </ul> <p><b>What does Excellent Look Like?</b></p> <ul style="list-style-type: none"> <li>• Adherence to access design standards</li> <li>• Pedestrian crossings at Grade (Track Level) - Choices</li> <li>• Remove pavilion to get view thru / respect historic buildings</li> <li>• Rain/Water Control</li> <li>• Grade separate Pedestrians, Bikes and Cars</li> <li>• Better pedestrian surface treatment</li> <li>• Scramble crossings on intersections</li> <li>• Some facades comedown to street on N side</li> <li>• More animation at sidewalk</li> <li>• historic structure (south side)</li> <li>• Celebrate CPR history better</li> <li>• Dramatic lighting – brighter in day than at</li> </ul>		
---	--	--

<p>night</p> <ul style="list-style-type: none"> <li>• Pedestrian/Bike Interface improvement</li> <li>• Improve head room under structure</li> <li>• Reduce from 4 lanes to 2 lanes</li> <li>• A row for bikes grade separation</li> <li>• Colour</li> <li>• North Side sidewalks in better shape</li> <li>• Pedestrian crossings at Grade (Track Level) <ul style="list-style-type: none"> <li>- Choices</li> </ul> </li> <li>• Adherence to access design standards</li> <li>• Remove pavilion to get view thru / respect historic buildings</li> <li>• Rain/Water Control</li> <li>• Grade separate Pedestrians, Bikes and Cars</li> <li>• Better pedestrian surface treatment</li> <li>• Scramble crossings on intersections</li> </ul> <p><b>Team 4: 11 Avenue</b></p> <p>Good</p> <ul style="list-style-type: none"> <li>• Mid block connections</li> <li>• Wide side walls (East side) – at spots</li> <li>• Every block being different – different character</li> <li>• Arch features</li> <li>• Openess (relief to street, building)</li> <li>• View sheet *</li> </ul> <p>Better</p> <ul style="list-style-type: none"> <li>• Narrow carriage way long blocks</li> <li>• Expand the pedestrian way</li> <li>• Add green belt and colour</li> <li>• Taking obstacles out of the realm</li> <li>• Consistence in surface treatment on sidewalk</li> <li>• Increasing opportunity for landscaping</li> <li>• Quality of street lighting – scale/frequency</li> </ul> <p>Ideas</p> <ul style="list-style-type: none"> <li>• Public realm in the middle</li> <li>• Utilities</li> <li>• Use distinct energy heat vents to add green</li> <li>• Opportunity to run heat when roads are open up</li> </ul> <p>Best</p> <ul style="list-style-type: none"> <li>• Excite</li> <li>• Space in front - math hunter</li> <li>• Highlighting the features – illumination</li> <li>• Animate void spaces – Trans Atlantic</li> <li>• Saving space – parking lot (Park?)</li> </ul>		
--	--	--

## Team 5: 13 Avenue

- Curb bulbs - Slowed traffic
- Median - Refuge or redundant (already a good pedestrian throughway)
- Bicycles - Slower traffic means bikes and cars co-exist?
- Public Art
- Public Shelter – canopies / overhangs
- Seating
- Contrast – street wall right to property line vs. those set back – room for flexibility in consistent street wall
- Street trees – effective where present and noticeably absent
- Residential towers frame space – setback helps – more light, feels roomier
- Materials and finishes – Variety of finishes – granite nice but \$\$\$\$\$ Lighting, landscaping, bike racks, seating / benches
- Biggest added value bang for your buck

### Excellence

- Formal vs. Informal spaces – benches/coffee
- Canopies – scale, colour, vibrancy
- Scale – podium, awnings, setback at grade
- Land use at corner could have wrapped to better finish – purpose – Finish the building
- Sparks – promote activity, encourage pedestrian
  - Encourage testing of ideas in public realm, before creating policy (feedback in real situation)



# Workshop #3:

## Internal/External Stakeholders, May 3<sup>rd</sup>

### Table 1

#### Group 1 – 1

Are they clear?

- Confusion between Objectives / Guide
- +15 vs “+ 15 Connectivity
- Link to the **CONTEXT**
- Best Practices / Benchmarks
- Too much Text
- Roles and Function / Context – Priority Objectives
- Context/Application - Is it necessary?

#### Group 1 – 2

What's missing?

- Definition – Role, Function, Scale
- Graphics / Images
- People / Activities
- Furnishing / Public Art
- “Nice to have” vs. “Must to have”
- Qualitative / Value
- Reference to MDP
- Exposure to sunlight
- How to define programming

#### Group 1 – 3

What's missing?

- Inspirational / Creative Realization - People / Activities/Role and Function/ Values
- Outcome  
Diversity not Consistency  
Site -specific
- Set priorities

### Table 2

#### Group 2 – 1

Are Design Objectives Clear?

- Encourage High-Quality and Consistent Design Treatment  
Vague Recommendations  
Use Visuals for clarity (Better)
- Sidewalks shall provide appropriately – Scaled... Path Widths
  - o “Appropriate” – Unclear word
  - o Add “Consistent” Clear Path Widths

#### Group 2 - 2

- ...Should not impede Normal pedestrian traffic
  - o what is Normal?
  - o any more concrete measurement?
- Need a Calgary Character to all Guidelines
- ..... Protection devices and structures over public sidewalks  
but we recommend:
  - o Facilitate in place of encourage.... - This is Good!!!

### Group 2 – 3

- Design objectives must have an hierarchy of importance in the guidelines
- Integrated weather protection devices.....  
“Integrated” is unclear: to building or design theme
- City needs to invest in public realm - Relates more to implementation process

### Group 2 – 4

Guidelines:

- Reinvestment in the downtown should be set in place (Implementation and Finance and long-term maintenance)
- Consistent Seamless Integration should be City-Let/Funded (Implementation)

Important cementation

- Incentivise to create publicly-accessible public space on private lands or City to invest and recover costs on improvements

### Group 2 – 5

- Guidelines must include recovery of Historic Sidewalk Stamps (GAP)
- Buffer Zone Missing for Cyclists and Vehicles/Cyclists and Pedestrians – Include Guidelines (GAP)
- Define curbs well (GAP)
- (GAP) Recognition of historic site with historic building
- Keep building, modify sidewalks

### Table 3

#### Group 3 – 1

Attached document

- What does Consistent mean?
- Intent is unclear - Provide design solutions for the safe movement of people....
- What is policy? What is guidelines?

#### Group 3 – 2

Special Conditions and Context

Intent Statement:

To provide an Urban Environment that is legible, comfortable and provides a sense of personal safety

- Separate Policy and Guidelines  
See Attached

### Table 4

#### Group 4 – 1

Is it clear?

Existing Policy

- More specificity  
First bullet
- Accessibility
- Universal Design
- Bullet 4 is unclear  
Should we create congestion?
- Align – for the most part

Area

1. Mac Parking
2. Corner Park – N of Manhattan
3. Trans Alta Building Entrance (3 across)
4. Gang –

What is missing?

- District Base Parking approach for Beltline
- Bike Parking
- Disconnect with Calgary Parking Authority
- Policy Gap with Accessibility

#### **Group 4 - 2**

- Is there a hierarchy?
- How the Guidelines deal with Access
- Is Access # 1?

### **Table 5**

#### **Group 5 – 1**

Building Form / Massing

Objectives

- Unclear
- Contradiction
- Need freedom to be creative – latitude to fulfil intent
- Subjectivity
- Provide framework for objectives “goals”/”wish”

#1

Break up into “mitigate/optimize” – positive language

Sunlight impact

- List of things that work / don't work

#### **Group 5 – 2**

Pedestrian – scaled street – wall

1 – 6 storey (universal)

Bow – on a podium or a plaza?

Vs. Small residential point tower

- Character zones established
- Encourage diversity
- Tool Kit
  - o if plaza
  - o If residential – high street

Principles

- Flexibility
- Related to context / use

#### **Group 5 – 3**

Micro-climate

- No discussion of wind, shelter
- Only deals with shady side of building and light
- Seasonal sun catches / shade (deciduous trees)

GAP

- Objective outdoor micro-climates  
usable 3 - 4 seasons of the year

#### **Group 5 – 4**

Shadow Protection

# Workshop #4:

## Public Open House and Workshop May 31<sup>st</sup>

### Table 1 Great Streets

#### Overarching:

- Psychology of Design/Colour
  - Understand behaviour
  - Permeates all elements
- Safety – Perception of safeness, Pedestrian comfort
- What are the elements that do this?
  - “Power of Ten”
  - Texture
  - Colour
  - Sunlight
- Consider Climate
- Sustainable Design – How does it manifest in all Urban Design Decisions
- Climate Sensitivity – Importance of +15 system
- Practicality of design ideas for this climate
- Street surfaces (sidewalks) should be functional in all weather
- Provide more places to park your butt – (more furniture, less parking)
- Better “Edges” Ledges, etc. for lingering comfortably
- More “Digital” applications in providing information re: Public Realm
- Designate areas as “Visually Quiet”
- Designate areas as Digital / Electronic Info “ZONES” (“Times Square”)
- Cycling – clearly differentiate types of cycle opportunities – e.g. shared streets, dedicated routes, bike priority signals, wayfinding
- Communicate clearly to both drivers and cyclists
- Consider climate effects on cycling – identify key routes and maintain the same

### Table 1 Quality Buildings

- “CALGARYNESS”
- “Regional” characteristics
- How can buildings reflect this place?
- Learn from “Main Alberta Street” examples
  - Shop width
  - Texture, worth, scale
- Recognise what makes us distinct
- “Retrofit It” existing buildings to be more successful
- Require some interpretation of Calgary “Identity”
- What is a Grown up Manifestation of this Place?
- Light – Distinct to this Place – Celebrate, Enhance
- Calgary specific “Enclosure Principles” which respond to Light, Scale, Street Width.

## **Table 1**

### **Memorable Places**

- Provide for cultural Gatherings/Traditions
- Need “Town Squares”
- “Ownership” sense
- Activities
- Food
- Flexibility for unplanned use
- Good transit access
- Allow for seasonal “Pop ups”
- Good edges, Active uses
- More, smaller scale facilities; encourage family use, four seasons
- Pedestrian access – Mid block connections (through buildings)
- More Porosity / Permeability to activate streets / Spaces
- More Foliage, Green Stuff
- Less emphasis on street trees, more on concentrations of landscape e.g. Bryant Park, London  
“SQUARES” and NOOKS
- Programming – Enhance Activity
- Need 4 – Seasons (or 3 +/-) Activities
- Has sense of connectedness to community e.g. Boxwood

## **Table 2**

### **Quality Buildings**

- Variety of uses at Grade Level – to help activity at street level to make it safe/enable safe environment/Perceived safety/perceived safety
- Permeable facades
- Critical to have all day activities on any street level – to have lively vibrant downtown Centre City
- Streetscape is about activities spilling out onto sidewalks, alleys at street level
- Getting maximum sunlight to buildings
- Variety of buildings orientation within a block
- Avoid monolithic mass
- Human Scale – No imposing lobbies, smaller and inviting lobbies, space around entrances
- Interesting building lighting adds to better streetscape – changing light colours at transit LRT Station bridges
- Need some more +15 for East-West Connections
- Landscape +15 to make it more pleasant, “Alive”
- Wide sidewalks, gardens, landscape
- Animate +15 with more Public Art!!
- “Yarn Bombing” add colours to Public Space; Public Art



## Table 2

### Memorable Places

- Scale of open spaces – progression from private to semi-private to semi-public
- Large open space can kill connectivity
  - too exposed; isolated – far to get help; empty, big, dangerous – feel unsafe
  - mono-use – add variety of uses to activate the open space
- “Urban Oasis” – at grade for inside and outside oases

## Table 2

### Great Streets

#### Pedestrian Circulation

- Street access – level wherever possible; Ramps not steps/stairs; - Universal design
- Movement along streets – properly discernible interface between sidewalk and roadway (distinct difference)
- Best achieve with slight slope; “bumpy surfaces” - Not
- Easily discernible - TOKYO??
- No elevated crosswalks – hard to tell where road or sidewalk is
- Better connections and connectivity among all pedestrian ways, bikeways, pathways – e.g. Bikeways “Disappearing” once these into centre city
- Building entrances – to have proper area / space to access these entrances
- Covered Entrances
- Short, easy access between building entrances and transit stops - more direct linkage between transit stops and entrances
- Vary materials / giving each street its own identity

#### Pedestrian Crossings

- Audible signals

#### +15 Walking System

- Keep this just to CBD - Limit this system to keep streets, “Alive” and Active/Generate street life

#### Accessibility

- Is this about shared space as well? If Yes – then change
- Word “Accessibility” to another word

#### Bike Facilities

- Public bike parking
- Have bike lanes
- Integrate bike facilities with transit

#### Alleys

- UGLY – Make them liveable; unique character!!
- Mixed uses at alleys liven these up, give them real identities
- Have food trucks operate at alleys
- Services – restrict loading and waste activities to night time / evening (after hours)
- Smaller vehicles and more frequent services
- Coordinate / Integrate servicing with people uses at alleys

#### Traffic Calming

- Entrances to parkades at furthest point of the block (in the direction of motor travel)
- Transportation Planning : set some rules on clearing way for emergency vehicles
- Reduce opportunities to park in the CBD and increase Mass Transit
- Transit Hub/Interchange - For convenience of connecting travel modes e.g. one buss to another etc.
  - Maybe like within one block

### **Table 3**

#### **Great Streets**

General Comment: Show me the Money \$\$ (there must be monetary support FIRST)

##### Great Streets

###### Function

- Bike racks outside LRT Stations
- Safe bike storage downtown
- Bike lanes between road and sidewalk
- Make bike lanes weather dependent
- Accessibility - more wayfinding, address multiple abilities i.e. visibility vs. wheelchair and curbs
- Revisit one way streets: is it about speed? It may not be necessary
- Parking for bikes is needed
- Bicycle terminals
- Parking authority must be on board – use parking spots for bike parking
- Make streets consistent but interesting
- + 15 having different accesses
- Purpose of streets can change with seasons
- Streets should build on character of the area
- Unique quality of communities, streets, places

### **Table 3**

#### **Quality Buildings**

- can transform area around it,
  - people coming in and
  - activities around it
- interesting facade that draw people to it
- fear of loitering is counter productive
- encourage people uses and gathering (i.e. concrete balls – people gather but don't stay long enough to seem like loitering)
- do not be restricted
- Make places sustainable – change in uses over time
- Quality buildings have multiple uses (i.e. ground floor of parkade being retail / office space)
- Impatience is seeing changes in uses, spaces, and how to encourage these changes?
- If you build it, they will come
- More grocery stores
- Groceries more expensive downtown, but people still willing to come
- Residential built with grocery stores – increases comfort (i.e. Coop versus Safeway downtown)
- Rules, say what's not allowed rather than what is allowed? - Encourages / Increases Creativity
- Playground guidelines – need to be flexible
- Designing a space to serve a variety of services for different users, dog parks and winter use of parks
- Plus 15's – No? or during different times of day for work, leisure, shopping may have different preferences
- Linking different levels, entries, accesses

### **Table 3**

#### **Memorable Places: Pop-Up Chairs**

- Memorable places must allow bikes, different modes of travel to get there and parking
- Use of spaces makes places memorable

###### What you can do there

- Coffee shop in a park
- River Cafe transformation

- Courthouse park – needs something there
- Museums, library, make it memorable on the outside , make places comfortable (benches, tables outside - Science centre
- Having many things to do there makes it more memorable
- Public washroom
- St. Patrick's Island and bridge only connected on one side
- Connectivity is important
- Safety (technical) slippery surfaces obstacles
- Cultural landscapes

#### **Table 4** **Great Streets**

- Pedestrian (circulation) Realm/Environment
  - Parking in two places
  - Through buildings
  - + 15's
  - Public Art
- Interaction between traffic and pedestrians / Bikes.
- Variable surfaces and codes/colours for pedestrian/bikes etc. with clear definitions
- Better linkages to +15's (not creepy stairs)
- Safety (high winds etc.) changes in industry
- Synchronized lighting
- Accommodation of pedestrians during construction
- Interface with transit – net grade
- Calming
  - Traffic circles
  - Make roads narrow
  - One ways made into a 2 way
  - On street parking
  - Supply of commercial lacking to create street life

#### **Table 4** **Quality Buildings**

- During construction
  - Wind
  - Micro climate
  - Predicting weather
- Alleys
  - Animate them
  - Less regulation
  - Balance service and space
- Diversity
  - Heritage buildings
  - Identified/Inventory
  - Valuate
  - Awareness and Accommodate
  - Finding new uses
  - Find complementary design
  - Tax incentives
  - Sandstone/natural materials
- Scale and massing

- Density (bonus)
- Uneven street scope with forced
- Congestion tax
- More variety

#### **Table 4**

##### **Memorable Places**

- Urban places
- Library, museums
- Well planned public space
- Integrated uses e.g. bus shelter
- Public sidewalks
- + 15's
- Eyes on 4<sup>th</sup> street
- Programming

# Workshop #5:

## Internal/External Stakeholders, June 1<sup>st</sup>

**Table 1**

### **Memorable Places**

- i) Public Sidewalks
  - Width - Anticipate Volume
    - Prioritize
  - Uncluttered – Organize elements
  - Contiguous “System”
  - Consistent material treatment – purposeful changes of Material/Character/Colour e.g. East Village, 1<sup>st</sup> Street
  - Historic sidewalk elements – Stamps, Street names, Contractors , Interesting elements
  - Consideration of existing – utilities, manholes - Operational considerations
  - Consider Durability, Appropriateness of Materials - for All Seasons
  - Safety Issues
  
- ii) Building Setback
  - Heritage Buildings – accept narrowing of sidewalk - Accentuation
  - Respect Private Property Rights
  - Encourage more setback provisions to allow “SPILL OUT” uses where appropriate
  - Greater integration of inner/outer space – Create BONUS provisions
  - Floodplain Issues – Encourage creative/comprehensive solution to raised main floors
  - Overhang above setback areas – Arcades – only permit if enclosing full public realm – Width, Sunlight penetration
  - Create certainty around parameters
  
- iii) Urban Places / Open Space
  - Existing inactive spaces – Why?
  - People / Activity – Locate at Centres of activity – associate with Transit
  - Characteristics?
    - “Legibility”
    - Clarity – What are we allowed to do? “OWNERSHIP”
    - Connectedness – to Street, Uses
    - Interesting Public Art, Interactive e.g. Famous Five – “Secret Tattoos”
    - Less Negative, more Positive messaging (no more “NO”)
  - Clear Wayfinding
  - Appropriate Scale: “REFUGE”, Davey Park
  - Furnishings – Flexibility – Movable, Seasonal Considerations
  
- iv) Landscaping
  - We underestimate value of existing; undervalue it
  - Replace trees in timely manner
  - Consider “colour” of Calgary
  - Consider Native Plantings
    - Survivability
    - Less focus on non-native trees?
  - Sustainability
    - Eliminate irrigation?
  - Can landscape design take precedence over satisfying number requirements?
  - Context/Appropriateness
  - How do we measure Design “Quality” of landscapes? How do we convince Council/CPC?



- v) Pedestrian Lighting
  - E.g. Underpasses - Issues
  - Over Lighting Issues – Streets lit for cars as priority e.g. Central Memorial Park - Pedestrian emphasis
  - Prioritize according to street type
  - Experimental lighting – Developers responsibility
  - Consistent direction to Developers RE: Light Type, Style
  
- vi) Signage
  - Simplicity – clear graphics e.g. NOT + 15 maps
  - Clear Orientation
  - Walking Distances
  - Heritage Signage / Plaques
    - e.g. London – Very Simple,
    - Adds local interest, Commemoration,
    - Need consistent program, makes a place memorable eg. Chumir Centre
  - Digital vs. NOT? Size, Number?
  - Eliminate commercial signage through phones, IPADS, etc.
  - Significant impact on public Realm - What is the value to the Public?
  - Stamp out STICKERS!!!
  - Limit / Control Sandwich Boards
  - Less obstructions – “DIRECTORY” systems for Spaces, Blocks
  
- vii) Bounusable Feature
  - Sustainable Design?
  - District Energy – is NEW - Needs incentives
  - Applicants want it in – “EASY DENSITY”
  - Don't tie to LEED
  - Bonus System - Needs to be simpler, - Needs more frequent updating
  - Historic Preservation - Places and Buildings
  - Enhanced Public Realm – Widened Sidewalks, appropriately located Plazas – Compensation
  - Public Art - Toss as Bonus Feature? OR manage differently? OR allow SPACE for Public Art and contribution – City to determine who Owns/Maintains Art

## Table 2 Great Streets

NEW BUBBLE: Policy Gaps

- 1) Onus (of Developer) to maintain connectivity or access
  - e.g. Letter of Credit to provide temporary or transition access with landscaping, etc.
  - No closure of access
  - Maintaining Public Realm
  
- 2) 2<sup>nd</sup> Policy Gap
  - REPLACE WITH SAME QUALITY MATERIALS - not asphalt e.g. Sidewalks (12 Ave and 1<sup>st</sup> St SE; end of 17 Ave SE) - Have Budgets for these
  - Suggestions to locate these ∩ Under Accessibility Elements
  
  - Add
    - i) Materials Element
    - ii) Utilities (ENMAX) Element
  
- 3) Up requirements for Hoarding and Boarding – visually pleasing; to be maintained throughout the project

- 4) Vehicle Access, Services and Loading  
Street Medians  
Eyes on Street – have a caveat during DP on leasing terms for maybe have CRUs of 75%(?) at grade
- 5) Vacant store front – use this for artistic activity – have a program; pop up small – scale temporary displays
- 6) Pop ups Patios – more investigation needed to determine if pedestrian zones allow for this
- 7) Bike Facilities - Add : Bike Lanes
- 8) \* Organize Elements per this SKETCH - see Figure sketch in text

#### VEHICLE REALM

- Number of traffic lanes;
- One way or two way - better for active / retail streets
- On-Street parking
- Bike lanes
- Medians – Green/Public Art/or no median
- Paving surfaces
- Stacking lane (for R/V)
- Vehicular access – Entrances, driveways, curb-cuts - Curd Design
- Quality of pedestrian crossings
- Mid-block crossings
- Soft landscape
- Lighting
- Banners
- Consolidate elements at sidewalks
- Bus stops and Levels? - transit interfaces
- Curb treatment

#### PEDESTRIAN REALM

- Pedestrian comfort – Wind-level conditions recommended for wind mitigation studies (Micro-climate engineering)
- Width of sidewalks
- Materials, colours, textures
- Universal access/design
- Bike parking
- Utility locations (to be part of design) - consider at the start!!
- Street furniture / lighting
- Quality landscaping
- Facilitate maintenance access for landscaping
- CPTED
- Way-finding
- Traffic signalisation
- Pop-ups: food trucks/kiosks

#### PEDESTRIAN REALM INTERFACE

- Commercial street frontage - Active
- At-Grade entries : Residential  
– with individual entrances (Town Houses)
- Signage – Commercial  
None on street furniture  
Public Realm – not for Sale!!! (Don't sale signage on furniture) - No third party advertising
- Digital Architecture

#### PEDESTRIAN REALM SETBACKS

- Private space to be accessible to public
- No parking between sidewalk and building (even no grandfathering of this!!)
- Weather protection – canopies, colonnades - for people to stop, be comfortable, to use, to talk etc.

Question : Should +15 be a Bonusable item??

## PEDESTRIAN REALM VIEW CORRIDORS

- Protect the view corridors

## Temporal Usage / Programming

- Night-Day )
- Winter-Summer ) ACTIVATION
- Lunch-Dinner )
- Special Events )
  
- Illumination

## Table 3 Memorable Places

- Sidewalks – cafe's
- Should include +15's connection
- Good building/street interface
- Flexible, programmable, to meet diverse needs / inclusive
- Celebrate historical context
- Combination of street, architecture, place works
- Climate – consider sun, snow, rain exposure and protection /shelters  
Could use +15 more but issues re: private space
- What about vertical memorable places
- Glazing in windows – see inside
- Space definition – formal/informal
- Calgary has too many rules to promote informal animation e.g. Street art, performers, kiosks
- Salvage original concrete
- Signage- to many, cluttered replace with consistent way finding
- Sidewalks – width isn't everything, but needs to be well designed.
- Variety in sidewalks is OK – creates interest
- Who implements – private vs. Public – need incentives?
- Infrastructure should fit into quality of place, not vice versa
- Recessed entry-outdoor milling space with canopy
- Accessibility/Seating that encourages people to stay e.g. sit and rest, people watch, movable (like in Paris)
- Washrooms/water fountains are key, to include all elderly, ill – can't go out without access
- Encourage loitering for all e.g. shoulder areas off busy streets for cafes
- Australia, Italy – little tents with heat for cafes (need to change bylaws)
- Restaurant cafes in parks eg. Tomkins, also creates eyes on parks
- Also more markets
- Public vs. Art - Temporary  
e.g. like water did  
Or Rio-favela art  
Circulate permanent art around locations

## Landscaping:

- CPTED vs. Beauty
- What about more shrubs?
- Trees, etc. as way-finding?
- Storm water maintenance in new street designs e.g. pervious pavements, Silva cells
- Landscape as furniture

## Table 4 Quality Buildings

- Nebulous
- Context is important to defining (site specific)
- Successes within guidelines

### INTENT

- Good buildings serve as transitions from public space to private land
- Needs to include integration to surroundings
- VISTA (Calgary Tower)
- Way-findings
- Iconic
- Climate

### COLOUR AND MATERIALS

- Peace Bridge – distinct
- More flexibility – key in on it to get certainty
- Scale of materials
- Texture

### TRANSITION/INTERFACE - Most important

- Grid - consolidated block/comprehensive can limit potential at mid-block
- Principle
- Transparency
  - Depth of experience
  - Use
  - Permeability
- Green Buildings
  - sustainability
  - pull it out as an element
- Strategic and Adaptive Context (changing context)  
Principle  
Wide range of possibilities
- Catalysts and Responsive sites
- Flexible policy (adaptive) to respond to change – consider many options
- Relationship of massing to context
- + 15 a component of extra – site circulation
- +15 visibility and connectivity
- +15 extra site circulation and connectivity

### BONUSABLE FEATURES

- Seeing development not occur at density because bonus is not enough of incentive
- How do we incent for what we want?  
16 – 24 floors – cognizant of technical (underground parking) or economic requirements.  
Understand site needs
- Interpretive Issue to test definition
- Common amenity space
- What is worthy of a bonus?
- Is there other ways of incenting? (Property tax?)
- Identify needs and direct bonusing more specifically
- Changes with market

- “Tangible Public Good”
  - Define this for bonuses
  - Bonusing for alleviating resources drain on municipality

#### Building Form, Massing and Scale

- Not much incentive to do otherwise
- Easiest to get approval
- Garrison took twice as long to approve
- Processing time incentives to have innovative projects move more quickly

#### Setbacks

- Zero – lot lines are good – reclaim setbacks where beneficial
  - Setbacks on south exposure
- Consistency is nice
  - Anomalies are pleasant surprises

#### Step backs – clarity – simplicity

- Heritage Context – balance it off
- Key words – ideas
  - Exceptions as examples
- Make rules to be broken for Great reasons and great buildings / built form



# Workshop #6:

## PUBLIC OPEN HOUSE AND WORKSHOP, June 2<sup>nd</sup>

### Memorable Places

#### Pedestrian Lighting:

- Improved lighting for personal use and safety with respect of environment i.e. lights in payment

#### Public Sidewalks:

- Engaging sidewalks for security and ambiance
- Analyze existing infrastructure for utilization

#### Public Art:

- Ensure the art is monitored and controlled

#### Environment:

- Make comparatives with similar cities regarding weather conditions etc.
- Use of trees, street furniture, etc. to enhance environment, while respecting safety.
- Using alley ways as side streets enhancing beauty and safety
- + 15 enhancement as a public space in combination with exterior areas
- Concern of river front and ensure its preservation. Make it a focal point but preserve its integrity

### Quality Buildings

#### 1. Facades / Materials and Colours:

- Differentiate twin – Tower Buildings for variety in Design treatment

#### 2. Scale and Massing:

- Spread out density horizontally instead all stalled up vertically eg. 4 x 10 not just 40. Can this be bonusable? With retail at grade.

#### 3. Bonusable Features:

- Have to be careful in determining the worthwhile features – must contribute towards Real Good public realm
- Develop criteria for this Rank Priority
- “MUST” - to be Policy
- “TO BE NICE” - be bonusable

#### 4. Tower Separation

- Sun penetration – mandatory
- quality green space / open space for all new developments

#### 5. Site Plan / Building Orientation:

- New development to contribute to a monetary fund to improve existing green space of existing development
- \$/Funding partnerships for quality maintenance of Open/Green space

#### 6. + 15 Skywalk

- NO MORE! We are a winter city!! (Design for winter city)
- Change +15 skywalk to : CONNECTIVITY between buildings at grade/at streets
- Reduces street life/activity
- No access after work hours!!!

7. Facades
  - Design for winter city with canopies/awnings (wind protection or attenuation)
  - MUST BE permeable at street level with Mixed Uses!
  - Multiple entries – visually and physically for more permeability
  
8. Building Illumination
  - Have this be done meaningful
  - Use colours meaningfully
  - Keep light white, VET building materials - speak more instead!!!
  
9. Facades - of Parkades
  - Parking above ground – A necessary evil that can be treated to be More Visually Pleasing  
And parking space can be easily converted to offices, etc. in the future
  
10. Set back - Step Back / Facades
  - Different step backs to be set for different land uses  
Residential - have front yards  
Commercial - have Patios/selling space  
Tower Entrances - have Urban Plazas
  - Have Calgary Aesthetics:
  - Not transfer Vancouver more to Calgary (Podium Method)
  - Encourage more town houses that allow for more family living - can contribute to better street life
  - \* Diversity of housing forms!!! - e.g. 3 – 4 bedrooms
  
11. Green Buildings / Sites
  - A certain percent of Green Roofs TO BE A MUST - Say at top of podiums
  - Net Zero - Love to have - Be bonusable Item?
  - District Energy Heating - New Development
  - Water Conservation - Overall Measures
  
12. Materials and Colours
  - Nice to have Regional materials - to generate local design
  
13. Site Plan / Building Orientation
  - Smoother Connection - Zero Step Entry for Universal Access
  
14. Bonusable Features
  - Affordable housing!
  - Heritage!
  - Public Art!
  - Public Space
  
  - How do you ACTIVATE A Space?
  - What is happening at Spaces?
  - Overdesign can restrict!
  - Freedom of what happens – Avoid Overregulation
  - Allow interaction of people, for example with ARTS!
  - Have spaces to loosen up restrictions
  - Reduce regulatory framework for pop-up activities, i.e. Farmers Market!
  - Give people opportunity to try things!
  - Places / Elements that resonate

### Traffic Calming

- More traffic circles
- Measures in residential areas – various techniques – bulbs, integration of landscaping, narrowing lanes

### Vitality - Land Uses Around the Street

- Mixed uses, street wall, accessibility, visibility
- Must look at the street “holistically”
- Balance of function of the street/priorities
- Multi-modal \* pedestrian, \* bikes, \*car system. \* Pedestrian First

### Pedestrian Street : landscaping, sidewalk, widths

- Focus on small thing – continuity for pedestrian network of great streets

Accessibility - thinking about demographics, making public realm comfortable, surfaces, merging sidewalk to public

Weather Protection – awnings and canopies, places to sit, offset street design for wind effects, trees for protection/canopy. Interface between Public and Private Property given careful consideration

### Bike Parking - scooters also

\*Set aside streets - focus on pedestrian - more seating, public art, cycling facilities, strong emphasis on social activity “Experience Streets”

### Consideration to Proportion

- Width of street and surrounding building enclosure

### Plus 15's

- Improvements i.e. lighting, revamp older sections – better integration to street level
- Curb cuts – how business is accessed, need to be better thought out in terms of impact on pedestrian – continuity of public realm
- Alley – missed potential – incorporate into pedestrian circulation system, green the alley, activity business/residential turn backs on alley
- Opportunities for temporal uses – festivals community activities and special events

### Simplify Permit Process

- To support vitality, more spontaneous uses – cafes seasonally, street vendors

### Street markets

- How do we encourage these??
- What can we do as a Municipality to encourage these markets

## **General Comments**

- Buildings can't be designed in isolation
- UDRP misplaced in process
  - UDRP discussion at the beginning
- Helpful to have priority objectives upfront
- Context – ever area has a “character”
- Integrative Model at start of process
  - Quality building is one piece
- Missing - Animation – Land Use - to achieve vibrancy
  - 1<sup>st</sup> two floors
- Sustainable buildings
  - Social sustainability (neighbourhood fabric)

- Long term funding (financial sustainability)

Missing:

- Address sustainability

Illustrations:

- Danger of something that does not match pre-conceived notion

Diagrams:

- Imply prescriptive  
Performance objectives

Principles vs. Rules:

SAFETY\* RULES\*

Environmental Safety

- Noise and exposure (Airport)
- Not every building needs to be a monument – Stand outs are important
- Consistent urban fabric
  - What is a signature building?
- Uncluttered with less noise
- Problematic – lacking history
- Need more in-between building types “cul-de-sac in the sky”

Nodes:

- Identify important sites
- EV – Master Plan not aligned with policy, UDRP, Transportation etc.

Calgary – Developer Friendly City

- Amenity and Activity
- Objective based

Do we have a Calgary Style?

- What is mandated by The City
- “clones of clones”
- Has that been done before?
- Public Engagement can undermine the development
- Best Buy – Scale

“Certainty with Flexibility”

- Is it possible?
- Highly skilled professionals to achieve
- Principles or rules?
- How do we get our baseline to be the quality - Urban Fabric
- More discretion - exempt from bylaw (8<sup>th</sup> and 8<sup>th</sup>)

# **Appendix E:** **Survey Summary Notes**



## 1.0 10 GUIDING PRINCIPLES

- “These principles apply to all development sites in the Centre City, no matter where they are located, their land use or built form.” What about roads?
- Context and place-making – unique to overall character of collection of neighbourhoods, but individually as well.
- Heritage resource - I think features
- Connectivity and Continuity – are these connections ecological, transportation, if yes, state
- Enclosure and Human Scale – Edges and Human Scale – not just a mention to scale, it’s “making” scale appropriate
- Vitality and Animation – This is really important – where the “anarchy” comes in “joyful mischief” + “chance encounters”
- Comfort and safety – subjective design for flexibility, CEPTED, change “consider” to “incorporate” seasonal design – this goes along with now to make spaces adaptable with limited budget. Good ex. The Winnipeg canal shelter design competition.
- Diversity and variety – How?
- Adaptability and Sustainability – use of flexible + durable materials (movable).
- Social, economic, environmental – holistic view of sustainability

### Anything Missing?

- Looks complete
- Perhaps 1.4 and 1.6 and 1.7 might apply. However the winter city principle is important to Calgary – implications to +15 and public, enclosed winter places
- Inclusivity
- Winter city design
- Reasonableness and practicality
- One that speaks about Calgary specific identity
- Social inclusion
- Clarification on stat plans
- Mention MDP but not area plans such as Beltline East Village
- Future opportunities for existing under-developed sites
- Community gather places/spaces
- Aging in place – universal design
- Affordability + Gentrification – can have a good or bad effect on diversity + livability of community
- Don’t forget Joy and delight

### Any further information?

- Simple definitions would be helpful just to make sure everyone has the same understanding (general public may not be as familiar with terms like “place-making” or “legibility” for example)
- Place-making – helpful to think of “memorable places”
- Just use plainer language
- If sustainability doesn’t incorporate a triple bottom line approach – social, environmental + economic, it should.
- Define what “public space” is – most public space we have limitations on access (hours, barriers) use (types of activity). Be clear about expectations. i.e., if the Jesus church can sing in city hall, why can’t I throw a Frisbee in the outside plaza of the municipal building?

- How to consider high population density in design implementation (long term density, population)
- Transitional uses
- Accessibility – not just physical, but visual, hard of hearing, etc. cost timing
- Diversity – ethnic, lifestyle, age, gender, etc.
- The way the principles are listed it feels like there are 20 principles because each one lists two dimensions e.g., Quality and Durability. I would try to focus the principles on one thing to make it clear what is being addressed. E.g. “quality materials” or “quality, durable materials”.
- The diversity and variety point would benefit from a bit more detail. I think it would be beneficial to diversify massing options.

## 2.0 CONTEXT

- 2.1 Surrounding land uses – not just land uses, but functions, concept mapping on how people use spaces – for rest, quiet, active, recreation, temporary rest, lunch, etc.
- 2.3 Character areas – define what this means
- 2.4 Historic resources – features
- 2.5 Shadow sensitive areas – preservation of sun exposed areas
- 2.6 Gateways, Landmarks, view corridors

### Anything missing?

- No.
- No.
- Mixed use
- Hard to read. Don’t know what class 1-5 shadow areas mean.
- 1. Overarching principles, i.e., how is this backed politically + financially
- 2. Are guidelines different for retrofitting vs. new development? Perhaps should be.
- 3. 2.1.1 – Dead spaces, parking lots – spaces that can be used for different functions @ different times of day.
- 4. 2.1.2 – Areas of crime/vandalism. Not to push these people out but ways to integrate
- Community centres (formal/informal gathering places) e.g. rec centres, schools, churches, etc.
- Hierarchy/important places/civic Calgary spaces vs. other spaces. “postcard” spaces
- Also consider how places were developing/redeveloping now will evolve +change in the future

## Any further information?

- Again, simple definitions would help. (I'm not familiar with sPARKS – how is it different than parks?)
- Streetscapes + open spaces – could be unique in their micro-context – streets could have different identities, not all the same – influenced by historical or natural or cultural “clues” – another place-making element @ pedestrian scale.
- Explain in detail each of the 12 maps. Too small and the legends are not clear
- Everything looks good
- I feel this is very clear

## 3.0 3 THEMES

### 3.1 GREAT STREETS

- Hierarchy of streets – not all streets need to be great streets... to be part of a great system.
- Triangle of Ped-Bikes-Transit-Car
- 3.1.1 Pedestrian circulation – bikes, pedestrians + bug board users/roller bladders... More generous sidewalks
- 3.1.2 Pedestrian Crossing – barrier free travel
- 3.1.3 Accessibility – legibility, wayfinding
- 3.1.4 +15 Skywalk System – connection between street + +15, access + signage connecting lower level + upper public realm. The little signs telling you where it is not enough. You need to tell people why to go up there + what is up there. Dead ends tell people where to go. Look at Toronto/Montreal underground signage. Less emphasis, destroys liveliness of the streetscape
- 3.1.5 Bike Facilities – integrated into transit, more public parking, connected bike lanes/pathways
- 3.1.6 Transit Interfaces – Integrate into public realm + urban fabric
- 3.1.8 Alleys – clarify for who – vehicle access, service and loading or people? Multifunction spaces
- 3.1.9 Traffic calming – narrow streets with wider sidewalks + bike lanes
- 3.1.10 Parking – less emphasis, focus on people + bikes
- Too many vehicle topics

#### Anything Missing?

- What does “bike facilities” include?
- No
- Wind breaks especially for Calgary
- Approach to traffic planning – organization by speed - by segregation of modes
- No +15, focus on the street, winter city, green streets
- Commerce
- These are the functions, but what about the experience?
- Fun, toy, wonder, discovery
- Policy gaps – Maintenance; What happens when dev. Stops
- Weather protection + view corridor ; construction fence/barrier
- The diagram that zones the street cross section is maybe a useful organizing diagram.
- Pedestrian scale (sidewalk, elements, materials)

- Green infrastructure
- Public art

### **Any further information?**

- Would one way vs. two way streets fall under “accessibility” or “vehicle access”, service + loading”? one seems so broad, the other so specific
- We should start thinking of the ground floors of buildings as public spaces – part of the streetscape & connectivity
- Pedestrian Crossing – narrower roads for easier crossings
- +15
- Pedestrian circulation – re-organization of parking metres, signage etc. to ensure proper pedestrian crossing.
- Accessibility should also talk about universal design. Transit interface – focus on larger shelters. In the winter lining up for a bus is terrible.
- It’s good
- Areas character; accessibility; users/abilities; seasons, function
- Do we need to introduce some temporal info – can we change /shift use of streets depending on time of day/season
- Movement + pause
- Flexible + Maintained
- Look @ corridor... not just street/block
- Eyes on the street
- Accessibility
- Integrate outdoor and indoor realms. +15s are good but it “locks” people indoors.
- Need to focus on “winterizing” the city
- Think about walking sheds for people with reduced mobility
- I think we could look at the interaction of various uses with the street. For example hotels.

## **3.2 QUALITY BUILDINGS**

- 3.2.8 +15 Skywalk System – already under quality streets? Do you mean the quality of the +15?
- +15 animation
- 3.2.2 Scale and massing – density, appropriate density
- 3.2.3 Stepping back – on street level + upper levels
- 3.2.5 Facades/3.2.6 Materials and colours – explore unconventional, beauty/delight/variation/art – relate to building lighting
- Tower separation – this should be more defined and clarified. I understand the concept, but this specific purpose benefits + guidelines should be provided
- 3.2.8 +15 skywalk system – less focus – how related to buildings?
- 3.2.9 Green buildings and sites – Yes! More please
- 3.2.10 Bonusable features - how is this really working? It’s pretty new here is it not? Provide ex’s of best practices + where we are going next – baby steps  
Focus on quality of public space, not just quantity
- Bonusable features – community meeting space

## Anything Missing?

- You never actually use the word aesthetic, is there a reason? Buildings that look good
- Lighting of exteriors of buildings – interest, excitement, dynamics of night city
- Connectivity inclusiveness – doesn't isolate itself from the streetscape
- No +15, winter city design, sun/shadow
- Density
- Municipal revenue stream
- In between buildings, such as Jan Gehl's concepts – the rule of thirds – see Toronto's Design for high rise buildings
- Accessible public spaces one or two floors up?
- At-grade uses/penetration + ability to encourage flow between buildings + public areas
- Flexibility
- Preservation of historic buildings/landmarks
- Bonusable features or other incentives, particularly to achieve better outcomes on existing buildings that are being refurbished, or encourages them to be retrofitted to improve the streetscape/public realm
- Accessibility
- Preserve existing context, especially heritage or other significant buildings
- Victoria park/Beltline not receiving diversity of form and materiality at street level. New development all same brick facade

## Any further information?

- How are “massing” and “materials and colours” different? I don't know what “tower separation” means.
- Good to define “green” buildings and sites as well as “Bonus-able” features.
- Bonusable features – public spaces @ ground floor – cultural/retail/venues, etc. (Jamieson Place +15 park on the ground floor) beyond permeability
- +15 skywalk system should be re-titled as “connectivity” - +15 development should be discouraged - Embrace Calgary as a winter city
- Stepbacks – tied into bonusable features; less stepback required for commercial; so... build mixed use and maximize lot use.
- To be clear that the discussion should be about the goals, features, performance, quality of buildings but be careful to leave out the discussion about style, architectural language and expression. Architectural diversity should be encouraged.
- Less technical lingo
- Green buildings – building envelope – there are going to be separate guidelines for this – so integrate with these ie. DBA's guidelines
- People gathering uses – multiple uses  
What is allowed rather than not
- Bonusable features – not clear if offsite improvements will be allowed which might enhance some of our character areas
- Don't regulate to the lowest common denominator
- Bonusing is a tool to encourage better design.



### 3.3 MEMORABLE PLACES

- Memorable places ... for all the right reasons
- 3.3.1 Public sidewalks – use different + varied materials to enhance street identity
- 3.3.2 Building setback areas – shelter
- 3.3.3 Urban places and open spaces – quality + usable in 4 seasons
- 3.3.4 Landscaping – edible – grow food too
- 3.3.5 Furnishing – multi-functional (see highline in NYC)
- 3.3.6 “Pedestrian” lighting – too specific?
- 3.3.8 Public art – more please!
- 3.3.10 Bonusable features – again, focus on quality over quantity  
Eyes on street make safer in addition to lighting (ie. Lighting alone not enough)
- All about people – activated flexible unique programmable spaces; Responses to context and history
- Look, feel, activity
- Furnishing – seats that don’t discourage sitting!
- Other public amenities – key for accessibility

#### Anything Missing?

- Comfort (I’m thinking against weather conditions) snow, wind, rain, etc.
- Scale is important too (as it is in other themes)
- Landmark such as public buildings, public arts on selected locations
- Heritage buildings: how new development merge with heritage buildings
- Architectural guidelines for specific streets to create characteristics and memories for streets.
- Community spaces – gardens
- Four season places, winter city
- Not just public art, but public animation – music, areas of short or long interaction with things + space, 5 senses, see, touch, smell, etc.
- How to connect Centre City to other places + cool neighbourhoods – university, Inglewood, Kensington, etc. Given that the university has a plan to connect U of C to downtown through eyes high, many things to do, activity not design
- Should we have some historical events (Ft. Calgary as one example)
- +15 network
- Weather protection plan/policy
- Programming... allow for spontaneity; kiosks... flex seating
- Historical elements
- Overarching goal – to encourage/achieve lots of people using spaces
- Safety – people need to feel safe to come out
- Historical context
- Accessibility
- Activity day and night!
- Public buildings
- People! Involvement/engagement of communities in place-making – encourage grassroots (e.g., City Repair in Oregon)
- Serendipity! Joy! Delight! Fun! (year round) (24 Hour)

#### Any further information?

- Include something about main level amenities facing outwards towards the street + pedestrians
- Again, brief definitions would be help (e.g. bonus-able features). These would just be in diagram format.
- As per 3.2 overlapping principles
- Bonusable features should emphasize the QUALITATIVE not the QUANTITATIVE (prescriptive).
- We need more places that could be enjoyed during the full year.
- Public amenities makes me think of grocery stores, daycares, community centre
- To make a place memorable... place should shape infrastructure, NOT the other way around
- Public art should be higher up on the list
- I feel like these elements are a part of great streets category: Public sidewalks, landscaping, furnishing, pedestrian lighting, signage, public art

## OTHER COMMENTS

- What I think Calgary needs:
  - Like the idea of better wayfinding throughout downtown, in +15 and in how streets link up with the +15 system
  - Would like to see two way streets again downtown
  - Dedicated, safe (not just a painted line) bike paths for commuting (not just recreation)
  - More seating in public spaces
  - A bike lane on 8<sup>th</sup> Ave mall!
  - Love how the food trucks have been animating public space – more of this/street vendors beyond 8<sup>th</sup> Ave mall
  - True rapid bus service (Curitiba-style) to spread the reach of our limited C-train
  - Save more and re-use heritage buildings for character streets
  - More street-level amenities on main floor of Calgary's office towers (and less blank walls)
  - More "Alley" parties (e.g. outside the GRAND theatre)
  - Safer pedestrian crossing along 7<sup>th</sup> Ave.
  - Love "Boxwood" style cafés in public spaces
  - Give more reason to go to/use parks and public space
  - More trees!! Always more trees!!
  - A place that supports small local business like sidewalk citizen bakery or village ice cream (incentives to help them thrive)
- The integration of all the great + exciting ideas is the next step – very important ie. Synergy of creative solutions – sustainable feature integrated with winter city, public art, interpretive opportunities...
- Avoiding of a checklist of the "right things" – "integration" and "synergy" could be a principle on its own.
- Three themes (buildings, streets, and spaces) don't seem to be helpful – U.D. should be about relationships rather than objects (unless you have good process for integrating them at the end of the process).
- The Centre City drawings are helpful but too small!! And no explanations of legends.
- Suggest that the guidelines include lots of diagrams, rather than illustrations that may appear to be too prescriptive.
- The urban structure should help to determine building massing, setbacks, public realm, rather than each building/street be a one-off.

- How to get at guidelines that encourages more building types rather than everything become a tower.
- Street trees need a strong strategy.
- Need an overall design strategy for sidewalk street furniture so that there is overall consistency + quality of its public realm.
- Precedence should be given to the fact that Calgary is a winter city
- The plan needs to be more affordable, functional in its genesis but also in its life cycle. The plan and operations/maintenance should have built in revenue expectations that support the built and natural environment and the increased use anticipated.
- Shoulder communities: Inglewood , 17<sup>th</sup> Ave/Mission, Hillhurst, will be impacted by decisions made in Centre City Plan. It is important that their character doesn't become compromised by grand plan.
- Some elements feel more like social engineering rather than urban design. Anytime built infrastructure nudges citizens towards specific/preferred behaviour. We lose more of our freedom and individuality.
- One thing these guidelines don't address is buy-in for good urban design in this city. People want things pretty, but get uptight about using their tax dollars to do so. How do we create a business case for this work? Who do we target?
- Consider youth, university students.
- I thought the facilitator was excellent! Michael von Hausen
- Love the initial concepts of a) inspiration; b) descriptive (not prescriptive). I'm not a fan of rules!
- Add additional new park and open space – this is a dense environment with a lot of people and less park space per person than other areas
- Keep in mind quality vs. quantity when it comes to public art – one good piece is worth many poor pieces
- Allow flexibility in design – not every huge condo needs to be a point tower on a podium
- Don't push fake historicism to conformity of design
- Eliminate the blight of surface parking lots – allow underground lots
- Eliminate billboards – they don't belong in residential areas
- Mention what is done – it is a complete waste to see money spent on quality infrastructure and then see it rust away or be pitched over with plain asphalt
- Don't overly regulate design – it tends to lead to the lowest common denominators rather than good or great design. Not everybody will like everything – better to have some items that are loved/hated rather than something where everybody says blah, it isn't great but it isn't terrible.
- Photographs – can we source pictures that show lots of people using the spaces – this reinforces that such spaces are successful
- The dialogue was excellent this session in particular the exchange of ideas and education opportunities
- There was terrific sense of opportunity to contribute. Great job.
- Focus on “public” – consider eliminating advertising/billboards
- Local, independent: arts/culture/entertainment/restaurants
- Special attention should be paid and a commitment to specific character areas similar to the treatment of 12 Ave S (south side) with stampede branding and sidewalk treatment
- There may be priorities internally but the individual treatments and strategies should have community specific engagement and tie-in at a much more micro scale than existing policy. Examples include 1st SW, 4 ST SW, Volunteer way
- The high level approaches are a good start to guide this process but I would like to see strategies at individual street level rather than identifying simply “high street” or “Green Street”. Take a few instances and take it further.

- Dismayed to think when we use more pictures, less words, we dumb things down. We assume that people cannot understand. Problem in visuals – we never pick ugly ones. Balance (diagrammatic)
- Mistake of too much information (too much to digest)
- It is about design (subjective) not to be confused by bylaw
- Not sufficiently addressed of aging in city, Urban Braille one idea – deeper + more practical way of moving people
- Very good start. Thanks.
- Thanks for the great workshop Thursday night
- Calgary is awesome