



THE

COMMUNITY GUIDE

TO THE PLANNING PROCESS



The Community Guide to the Planning Process



Credits

First Edition 1994
Second Edition 1998
Third Edition 2002
Fourth Edition 2008 (Included updates in 2010 and 2012)
Fifth Edition 2014
Sixth Edition 2017

Prepared by the Federation of Calgary Communities and The City of Calgary, Calgary Growth Strategies with the assistance of other groups and individuals.

Grant assistance from:

1994 Affordability and Choice Today (A.C.T.) Program
(a joint initiative of the)
Federation of Canadian Municipalities
Canadian Home Builders' Association
Canada Mortgage and Housing Corporation

Special Thanks to:

- Alberta Association of Architects
- Alberta Association of Designers & Architectural Technologists
- Calgary Home Builders' Association
- Urban Development Institute

2002 Calgary Community Lottery Board

2008 Alberta Real Estate Foundation

Special Thanks to:

- Calgary Real Estate Board
- Canadian Homebuilder's Association, Calgary Region
- City of Calgary – Community Transportation
- City of Calgary – Development and Building Approvals
- City of Calgary – Land Use Planning & Policy
- Community Association volunteers - advisors and interview participants
- Community Mediation Calgary Society
- Planning Program, Faculty of Environmental Design, University of Calgary
- Urban Development Institute, Calgary

And the many individuals involved with these organizations who helped with this update of the Guide.

And a special thanks to Cathy Taylor, Robin Thompson (2008) and Bruce Cooper (2012, 2014, 2017)

Design by Benjamin Morin

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Using The Guide

General Information

The Community Guide to the Planning Process explains the planning system in Calgary including the policy structure and planning processes. It is an excellent planning reference for communities, as well as other interested groups.

Planning Language and Acronyms

Please note that important terms that appear occasionally (e.g. relaxation) are usually bolded in the text and can be found in the Glossary of Common Planning Jargon in **Appendix E**. Important terms that appear regularly (e.g. land use amendment) are sometimes bolded only the first few times they appear in The Guide. These terms and others may also be found in **Appendix E** and are often more fully described in a section of The City, so check the Table of Contents.

There are many acronyms in urban planning and they are used quite casually. Check **Appendix G** for a list of acronyms.

Hyperlinks

The Guide includes many hyperlinks to The City of Calgary's website, as well as other websites. These links are bold and orange and are underlined. Though we will try to keep the links up to date, there may be times when we are unaware of when other organizations make changes to their websites. If a link does not work, perhaps search for information directly on The City of Calgary's website or other organizations' website.

Cross References

In making The Guide more user friendly, we have included cross references throughout The Guide. Bold green text provides links to useful information in The Guide.

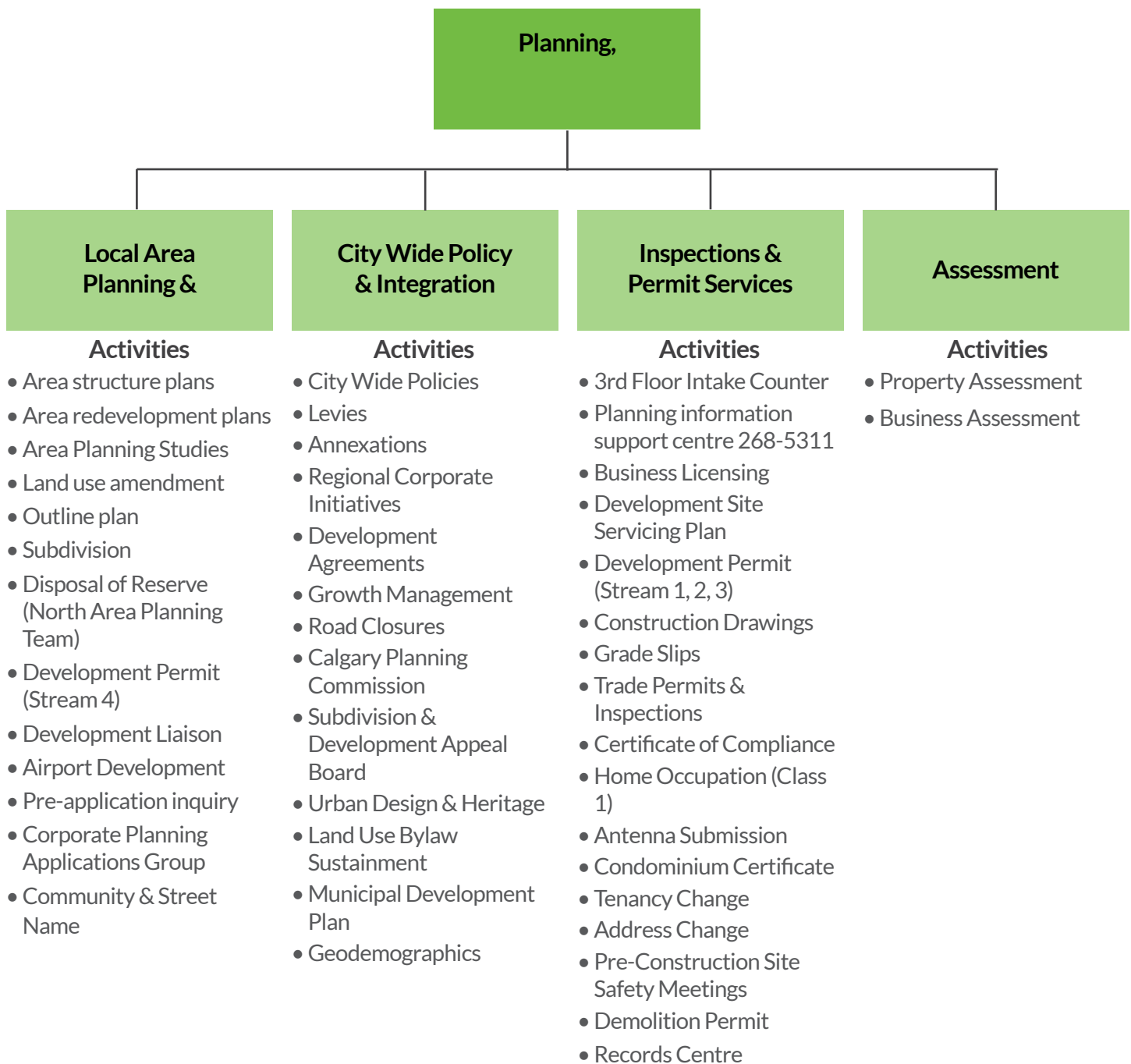
Updates to The Guide

The Community Guide to the Planning Process is periodically updated with additional information. Contact the Federation of Calgary Communities or visit our website at calgarycommunities.com for the latest updates.

The Guide is also posted on The City of Calgary's website.

If you see something that needs updating or if you have a suggestion to add something to The Guide, contact a Federation planner.

Planning, Development & Assessment Organizational Chart



Contacts & Resources

Federation of Calgary Communities

Suite 101, 720 28th Street N.E.

Calgary, AB T2A 6R3

Phone: (403) 244-4111, Urban Planner Extensions: 203 and 210

Fax: (403) 244-4129

Email: planning@calgarycommunities.com or

engageinplanning@calgarycommunities.com

Web: calgarycommunities.com

Partners In Planning – upcoming planning workshops:

Web: calgarycommunities.com/our-services/urban-planning/education/

Other planning information:

Web: calgarycommunities.com/our-services/urban-planning/

Other planning resources: Members' Only webpage

Web: calgarycommunities.com/members-only/

City of Calgary - General

All City departments can be reached by calling 3-1-1 within Calgary or (403) 268-CITY (or 268-2489). Using 'Browse by Topic' or the search function on the front page of The City of Calgary website is a useful way of finding web-based information, calgary.ca

City of Calgary – City Council

calgary.ca/council

Councillors

Phone: (403) 268-2430

Fax: (403) 268-8091 or 403-268-3823

Email: councillorweb@calgary.ca

Web: calgary.ca/councillors

Courier Address:

The City of Calgary

Councillor Offices (8001)

700 Macleod Trail South S.E.

Calgary, AB T2G 2M3

Mailing Address:

Offices of the Councillor (8001)

P.O. Box 2100, Station M

Calgary, AB T2P 2M5

The Mayor

Office of the Mayor
The City of Calgary
P.O. Box 2100, Station M
Calgary, AB T2P 2M5
Phone: (403) 268-5622
Fax: (403) 268-8130
Email: themayor@calgary.ca
Web: calgary.ca/mayor

City of Calgary – Planning & Development

Planning Services Centre
3rd Floor, Municipal Building

Mailing Address:
PO Box 2100, Station M (#8117)
Calgary, AB T2P 2M5

Phone: 311 or (403) 268-5311
Email: plngbldg@calgary.ca
Web: calgary.ca/pd

Helpful Webpages

Land Use Bylaw 1P2007

calgary.ca/landusebylaw

Municipal Development Plan (MDP), Calgary Transportation Plan (CTP), and User Guide

calgary.ca/mdp and calgary.ca/ctp

Centre City

calgary.ca/centrecity

Heritage Planning

calgary.ca/heritage

City of Calgary - Other Contacts

City Clerk's Office (City Council and Committee Meetings)

Sandstone Building
700 Macleod Trail S.E.
Calgary, AB T2P 2M5
Phone: 403-268-5861
Fax: (403) 268-2362
Email: cityclerk@calgary.ca
Web: calgary.ca/cityclerks or click [here](#) for Agendas and Minutes

Mailing Address:
City Clerk's Office
PO Box 2100, Station M (#8007)
Calgary, AB T2P 2M5

City Council Policy Library (City Clerks department)

This includes Council policies on planning and other items.
Web: calgary.ca/council-policy-library

Calgary Planning Commission

For information contact:
Secretary, Calgary Planning Commission
The City of Calgary
800 Macleod Trail S.E.
Phone: 3-1-1 within Calgary or (403) 268-2489
Web: calgary.ca/cpc

- Information includes agendas and a list of CPC members

Calgary Police Service (Look for Crime Prevention Unit , CPTED)

Headquarters
5111 47 St. N.E.
Phone: 403-428-2200
Email: cps@calgarypolice.ca
Web: calgarypolice.ca > Sections and Units > Crime Prevention

Community Transportation (Community Traffic Studies, Traffic Calming)

Transportation Planning Business Unit
Calgary Municipal Building
7th Floor, 800 Macleod Trail S.E.
Phone: 3-1-1
Web: calgary.ca/transportationplanning

Mailing Address:
P.O. Box 2100, Station M, (#8124)
Calgary, AB T2P 2M5

Real Estate and Development Services (Encroachments, Sales & Leasing)

Municipal Building
9th Floor, 800 Macleod Trail SE
Phone: 3-1-1
Fax: (403) 268-1948

Mailing Address:
Corporate Properties
PO Box 2100, Station M (#8052)
Calgary, AB T2P 2M5

Email: encroachments@calgary.ca
realestateinquiries@calgary.ca
Phone: 3-1-1

Neighbourhood Partnership Coordinators

Phone: 3-1-1 within Calgary or (403) 268-2489
Web: calgary.ca/CSPS/CNS/Pages/Neighbourhood-Services/Neighbourhood-Partnership-Coordinators.aspx

Engagement Resource Unit

Phone: 3-1-1 within Calgary or (403) 268-2489
Email: engage@calgary.ca
Web: calgary.ca/engage

Subdivision & Development Appeal Board

Deerfoot Junction Building (DJ3)
4th Floor, 1212 31 Avenue N.E.
Phone: (403) 268-5312
Fax: (403) 268-5982
Email: info@calgarysdab.ca
Web: calgarysdab.ca/

Mailing Address:

City Appeal Boards, The Subdivision & Development Appeal Board
PO Box 2100, Station M (#8110)
Calgary, AB T2P 2M5

Obtaining Information about Properties, Plans & Applications

MyProperty – calgary.ca/MyProperty

Through “My Property”, you can look up City of Calgary information about:

- The land use designation or zoning of property
- Any building permit or development permit issued on a property in the last three years
- Some policy plans that may impact a property (note: data may be incomplete; on specific applications check with City staff)
- Land use-redesignations link directly to calgary.ca/pdmap
- Links to City planning policies
- Property assessment values
- You can look up individual properties or look at a map of several blocks.

Planning Applications by Community

- New planning applications are posted every Tuesday on The City website in a PDF file.
- Go to calgary.ca/Planning-Applications-by-community-or-ward.aspx

- Applications for land use changes, and stream 4 development permits are listed at developmentmap.calgary.ca.

Property Research Centre (Document & Map Sales)

Municipal Building, 3rd Floor, 800 Macleod Trail S.E.
Calgary, AB T2P 2M5
Phone: 311 within Calgary or (403) 268-2489
Fax: (403) 268-4615
Email: plngbldg@calgary.ca

More information and Online Publications: calgary.ca/planningpublications
Planning Publications
Also see the [City Council Policy Library](#) at City Clerks, which includes some planning related documents.

Other Contacts:

Calgary Regional Partnership (Calgary Metropolitan Plan)

Phone: (403) 851-2509
Email: info@calgaryregion.ca
Web: calgaryregion.ca

Community Mediation Calgary Society

Suite 301, 1609 14th Street S.W.
Calgary, AB T2R 1B2
Phone: (403) 269-2707
Fax: (403) 269-2804
Email: info@mediation.ab.ca
Web: communitymediation.ca

Province of Alberta (Land Titles)

Service Alberta Building
710 4 Avenue S.W.
Calgary, AB T2P 0K3
Phone: (403) 297-6511
Fax: (403) 297-8641
Email: lto@gov.ab.ca
Web: servicealberta.gov.ab.ca > Land Titles

Department of Municipal Affairs

Web: municipalaffairs.gov.ab.ca

Queen's Printer (Municipal Government Act online)

Web: qp.gov.ab.ca > search for Municipal Government Act

Department of Environment and Parks

Web: aep.alberta.ca

Alberta Land-Use Framework

Web: landuse.alberta.ca

Calgary Horticultural Society (Community Gardens)

208 50th Avenue S.W.

Calgary, AB T2S 2S1

Phone: (403) 287-3469

Fax: (403) 287-6986

Email: office@calhort.org

Website: calhort.org

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Chapter 1

Introduction

A. Guide to the Planning Process

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A. Guide to the Planning Process

Community associations have an important role to play in urban and community planning. They help to shape and communicate community goals and aspirations in both policy planning and implementation of plans. They are repositories of local knowledge and history. They provide City of Calgary authorities and development applicants with advice and insight into neighbourhood issues, concerns, and desires.

The Federation of Calgary Communities (the Federation) and The City of Calgary (The City) appreciate the many hours community association volunteers commit to ensuring that development makes a positive contribution to our city.

As Calgary grows and we seek more sustainable ways of living, the voices of community associations help to manage community change in a way that is respectful of community character, mindful of the future, and that balances the interests of the neighbourhood with the interests of Calgary as a whole.

The purpose of the Community Guide to the Planning Process (The Guide) is to help community volunteers deal with planning issues in an effective and rewarding manner. It is also hoped that the Guide will help to promote positive and productive working relationships among communities, applicants, City staff and all the players in the planning process.

The Guide has been prepared by the Federation in cooperation with The City of Calgary, and with information from various other sources, with community association users in mind.

Planning policies and rules often change. So while the Federation will do its best to keep this Guide current and accurate, The City of Calgary will always be the most up-to-date and authoritative source of City information.

In brief, the purpose of this Guide is to:

- Provide you with a basic understanding of the policy context and legal framework within which planning operates
- Clarify the roles, rights and responsibilities of the many stakeholders
- Help you with the task of reviewing planning applications
- Describe the various steps of the planning process
- Provide advice for planning committee operation
- Let you know where you can get more information

The Community Guide to the Planning Process was first published in 1994 as part of the Planning Education Program, and has been updated periodically ever since. The Federation of Calgary Communities intends to update this document regularly. See the [Updates to The Guide](#) section for further information.

Chapter 2

Planning in Calgary

- A. Principles of Good Planning**
- B. Overview of Planning**
- C. The Hierarchy of Calgary Plans**
- D. The Land Use Bylaw**
- E. Changing Rules, Plans & Policies**
- F. Other Planning Considerations**
- G. Current Planning Issues**

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A. Principles of Good Planning

“Good planning” is a general concept – there is no single approved statement of what good planning consists of; however, over time a number of principles, concepts and practices have been accepted as bases for good planning:

- Create and maintain aesthetically appealing, orderly and comfortable communities.
- Promote sustainable development that meets the needs of the present, without compromising the ability of future generations to meet their own needs.
- Evaluate the physical and use impacts of a proposal, and attempt to minimize any negative impacts and maximize positive impacts.
- Respect the landowner’s right to the use and enjoyment of their land and restrict those rights only to the extent necessary for the greater public interest.
- Protect and promote the health, safety and welfare of the public.
- Consider ecological and environmental impacts.
- Consider impacts on culture, heritage and community.
- Protect the public interest when managing growth and development, including efficiency in the development, delivery and use of infrastructure.
- Encourage public participation in planning decisions. This includes informing the public of proposals that would affect them, and soliciting and considering their opinions.
- Maintain fair planning processes in which good development can flourish.
- Recognize the responsibility of planners to implement the rules and policies established by the appropriate authorities (e.g. City Council or other levels of government).

These considerations may not be applicable in all situations, and there may be more! Still this list is a reasonable basis for the evaluation of planning proposals.

Good Planning in the Calgary Context

City Council-adopted policies that give direction to planning decision-making include: the *engage!* Policy and Framework, the Triple Bottom Line, Municipal Development Plan Principles and Council Priorities.

The engage! Policy and Framework



Anyone who is interested in or affected by an issue, a project, a service or other activity of The City of Calgary is called a stakeholder. Both City Council and City Administration recognize that decisions are improved by engaging stakeholders, which is why The City's approach to stakeholder engagement is guided by the *engage!* Policy and Framework.

The City of Calgary's *engage!* Policy provides a foundation to help ensure a consistent and effective approach to stakeholder engagement in all engagement processes led by the The City.

The *engage!* Policy outlines five cornerstones upon which the engagement framework at The City is built. They are as follows:

- *Accountability*: Demonstrating that results & outcomes are consistent with promises.
- *Inclusiveness*: Reaching & hearing the voices of those interested or affected.
- *Transparency*: Ensuring decision processes, procedures & constraints are understood and followed.
- *Commitment*: Leading & resourcing appropriately for effective engagement.
- *Responsiveness*: Being accessible to address stakeholder concerns.

Citizens, communities and other stakeholders are encouraged to adopt the *engage!* Policy's Cornerstones when invited to participate in City-led engagement initiatives.

In addition to the Cornerstones, the Spectrum of Strategies and Promises (see [Appendix C](#)) is incorporated in The City's *engage!* Policy to help clarify the role stakeholders are being asked to play in engagement activities, along with their sphere of influence, and the commitment or promise made by The City as a result of that engagement.

Stakeholder engagement is more meaningful and informed when both City representatives and stakeholders are committed throughout the process to upholding the Cornerstones, Strategies and Promises. It is useful for communities to understand the *engage!* Policy and thus how The City sees community consultation.

For more information, contact the City of Calgary Engagement Resource Unit. Email: engage@calgary.ca or phone: 311.

Triple Bottom Line

Triple Bottom Line (TBL) is a decision-making, planning and reporting policy. Decisions of all kinds, including planning decisions, are to be evaluated using the Triple Bottom Line (social, economic, environmental) Policy Framework.

The TBL Policy Framework is a synopsis of Council-approved policies, categorized into 20 themes under four categories: economic, social, environmental and smart growth policies. Approved by Council in 2004, the Triple Bottom Line Policy Framework is used to ensure a more comprehensive, systematic and integrated approach to decision-making by Council and Administration. It assists The City to create economic, social and environmental value and minimize any harm resulting from City activities.

The Triple Bottom Line requires that decisions:

1. Incorporate sustainable development principles by considering and addressing the social, economic, environmental and smart growth impacts of all its decisions and actions, with regards to planning, policy, strategies, services, operations, approvals, and all other City business.
2. Protect and enhance the economic, social and environmental well-being of present and future generations of Calgarians.

The Triple Bottom Line Policy Framework is available from The City of Calgary.

The Principles, Directions and Goals of the Municipal Development Plan and Calgary Transportation Plan

In 2010, the Municipal Development Plan (MDP) and Calgary Transportation Plan (CTP) were put into effect as a result of the “Plan It Calgary” process. These are the approved documents that distill several years of consultation and discussion on what constitutes “good planning” in the Calgary context, and how it should be implemented. The MDP/CTP was built upon the Sustainability Principles for Land Use and Mobility approved by Council in 2007, which were derived from existing policy direction, Smart Growth principles, and the direction of imagineCalgary (see [Appendix A](#) for more information).

Plans to be informed by these Smart Growth principles include **inter-municipal development plans**, transportation network plans, regional policy plans, **area structure plans**, **area redevelopment plans**, major **outline plans** and major development permits. The sustainability principles are:

Principle 1 - Create a range of housing opportunities and choices

Principle 2 - Create walkable environments

Principle 3 - Foster distinctive, attractive communities with a strong sense of place

Principle 4 - Provide a variety of transportation options

Principle 5 - Preserve open space, agricultural land, natural beauty and critical environmental areas

Principle 6 - Mix land uses by having homes, businesses, schools and recreational opportunities in closer proximity

Principle 7 - Strategically direct and manage redevelopment opportunities within existing areas

Principle 8 - Support compact development

Principle 9 - Connect people, goods and services locally, regionally and globally

Principle 10 - Provide transportation services in a safe, effective, affordable and efficient manner that ensures reasonable accessibility to all areas of the city for all citizens

Principle 11 - Utilize green infrastructure and buildings

See [Appendix A](#) for more information on the Sustainability Principles.

Key Directions for Land Use and Mobility followed the Sustainability Principles in 2008. They represent the strategic moves required to guide Calgary towards the imagineCalgary vision and the Sustainability Principles.

Direction 1 - Achieve a balance of growth between established and greenfield communities

Direction 2 - Provide more choice within **complete communities**

Direction 3 - Direct land use change within a framework of nodes and corridors

Direction 4 - Link land use decisions to transit

Direction 5 - Increase mobility choices

Direction 6 - Develop a **Primary Transit Network**

Direction 7 - Create **complete streets**

Direction 8 - Optimize infrastructure

The completed MDP is about managing growth and change. It includes goals, objectives and policies that support the Key Directions and Sustainability Principles. They are organized under these headings in Part 2 of the MDP:

- A prosperous economy
- Shaping a more compact urban form
- Creating great communities
- Urban design
- Connecting the city

A **complete community** is fully developed and meets the needs of local residents through an entire lifetime. Complete communities include a full range of housing, commerce, recreational, institutional and public spaces. A complete community provides a physical and social environment where residents and visitors can live, learn, work and play.

The **Primary Transit Network** is a permanent network of high-frequency transit services, regardless of mode, that operates every 10 minutes or better, 15 hours a day, seven days a week.

A **complete street** is designed and operated to enable safe, attractive and comfortable access and travel for all users including pedestrians, cyclists, as well as public transit and private vehicle users. A complete street incorporates green infrastructure and optimizes public space and aesthetics wherever possible. The degree to which any one street supports different modes of transportation, green infrastructure or public space varies depending on surrounding context and roles of the street (MDP).

- Greening the city

These are expanded upon in Chapter 2, Section **B. Overview of Planning** of this Guide, and are fully described in detail in Part 2 of the [Municipal Development Plan](#) available from The City.

The goals of the Calgary Transportation Plan (CTP) include:

- Align transportation planning and infrastructure investment with City and recreational land use directions and implementation strategies
- Promote safety for all transportation systems
- Provide affordable mobility and universal access for all
- Enable public transit, walking and cycling as the preferred mobility choices for more people
- Promote economic development by ensuring the efficient movement of workers and goods
- Advance environmental sustainability
- Ensure transportation infrastructure is well managed

For more information, see the [Calgary Transportation Plan](#).

Council Priorities

City decision making is also measured against a list of Council Priorities, which is established every four years*. The progress of the MDP and CTP is also reported at four-year intervals in order to inform Council priorities. The current list of Council Priorities is available from The City of Calgary.



***Note:** In 2013, after the Province of Alberta changed municipal political terms to 4-year terms, Council voted to establish council priorities and budget reviews every 4 years. Prior to 2013, it was 3 years.

B. Overview of Planning

Planning in Alberta is governed by the Municipal Government Act (MGA), the Alberta Land Stewardship Act and the Alberta Land-Use Framework.

Municipal Government Act (MGA)

The MGA provides the legal framework for making planning decisions at the municipal level. It establishes a range of plans, identifies planning authorities in the Province of Alberta, and provides provincial statutory guidelines for the administration of local improvements. It also establishes the required procedures and some of the relevant planning matters that can be considered in preparing and implementing planning policies and making decisions on planning matters.

The purpose of the Planning & Development section (Part 17) of the Municipal Government Act:

“is to provide means whereby plans and related matters may be prepared and adopted:

(a) To achieve the orderly, economical and beneficial development, use of land and patterns of human settlement, and;

(b) To maintain and improve the quality of the physical environment within which patterns of human settlement are situated in Alberta

without infringing on the rights of individuals for any public interest except to the extent that is necessary for the greater public interest.”

The MGA enables The City of Calgary to create **statutory plans** and a **land use bylaw**. Statutory plans are those that are created by a municipality and are approved by bylaw under provincial legislation. This process ensures a formal public hearing for members of the public to present to Council. All statutory plans must be consistent with one another and be considered when reviewing development applications that fall within the plan boundaries. Some examples of statutory plans include the Municipal Development Plan and area redevelopment plans.

Council also provides guidance on planning matters by approving non-statutory plans. Council typically reviews non-statutory plans and can adopt them either by bylaw or resolution. This ensures that there is a formal public hearing during which members of the public can present to Council. Some examples of non-statutory plans include regional context studies and the Urban Forest Strategic Plan.

In turn, these documents aid planning authorities such as Development and Subdivision Authorities, Planning Commissions and Appeal Boards to make decisions on proposals to designate, subdivide or develop land.

The City of Calgary land use planning and control is managed through the creation of policy that is applied using a range of implementation tools, which will be described later in this chapter.

Alberta Land Stewardship Act (ALSA)

ALSA authorizes the Provincial Government to direct the development of, and subsequently approve, regional plans (i.e. covering several municipalities). It requires provincial departments, regulatory agencies, municipalities and other local government authorities to align their decisions, plans and bylaws with regional plans as they are developed and approved. It enables the Alberta Land Use Framework (ALUF).

Alberta Land Use Framework (ALUF)

Approved in 2009, the ALUF sets out an approach to manage public and private lands and natural resources to achieve long-term economic, environmental



and social goals. The ALUF, and ongoing work under its mandate, provides a blueprint and tools for land-use management and decision-making. A key strategy is the development of regional land-use plans based on major river watersheds. Calgary is part of the South Saskatchewan Regional Plan process (ongoing as of 2013). The Calgary Metropolitan Plan (CMP) represents a “sub-regional” plan.

Calgary Metropolitan Plan

The Calgary Metropolitan Plan, approved by the Calgary Regional Partnership in 2009, addresses regional environmental and landscape protection, growth corridors and nodes, density thresholds for urban development, and regional transit networks. Calgary’s MDP and CTP are consistent with this plan.

For more information on the relationships between legislation, plans, policies and implementation go to Section C, **Figure 1: Hierarchy of Calgary Policy Plans with Planning Implementation Tools.**

Policy Planning

Policy planning guides long-term planning in the city. This area of planning addresses growth management and such topics as community change/stability, community improvement, heritage, etc. Each of these plans contain principles of action for long-term planning at various levels:

- **City wide planning** - The Municipal Development Plan (MDP), and Special planning studies on topics of city-wide application
- **For new communities** - Local area plans including regional context studies (RCSs), area structure plans (ASPs), community plans (CPs) and special planning studies
- **For existing communities** - The Developed Areas Guidebook, (DAG), Local area plans including regional context studies (RCS), area redevelopment plans (ARPs), community plans (CPs) and special planning studies
- **Intermunicipal areas** - Intermunicipal plans developed in conjunction with the adjacent municipal districts, policy planning matters such as annexation, and compatible urban/rural development in fringe areas.



Implementation Planning

Implementation planning is a means of implementing the above mentioned policy documents and occurs in response to a specific application by or on behalf of a landowner. Applications must also conform to the Land Use Bylaw.

The tools and instruments of implementation planning consist of a variety of approvals and permits established by Council and reviewed by the

administration in response to applications made by the public. (For more on implementation planning see [Chapter 5](#).)

Examples of implementation tools include:

- Land use redesignations
- Subdivisions (including outline plans, tentative plans, and subdivisions by instrument)
- Development permits

C. Hierarchy of Calgary Plans

The Municipal Development Plan (MDP)

The **Municipal Government Act** requires Alberta municipalities with a population of 3500 or more to adopt a municipal development plan setting out general planning directions.

Planning decisions, especially regarding land use and infrastructure, have very long-term impacts. Long range planning helps address long-term economic, social and environmental needs, coordinate public investment, and provide a framework for local planning and decision-making.

The Plan It Calgary process created an integrated Municipal Development Plan and Calgary Transportation Plan. For the most part, The Community Guide to the Planning Process refers to the MDP, which also includes the key elements of the CTP. The plans came into effect on April 1, 2010. The MDP is a statutory plan, adopted by bylaw, and all subordinate plans and decisions must be in keeping with its policies. Amendments to the MDP require a public hearing of City Council.

The MDP includes information on how it is to be interpreted and implemented; city-wide goals, objectives and policies (outlined below); a discussion of different areas of the city and policies for their evolution; policies for different types of development; a description of the future transportation network; and maps that illustrate the plan. Calgarians involved in planning issues should read the MDP to get an understanding of the City's direction, implications of the plan, and how citizens and communities can participate in its implementation. This Guide offers only a brief introduction to the MDP.

See [Chapter 5](#) for more information on how policy plans and other factors are used in implementation planning.

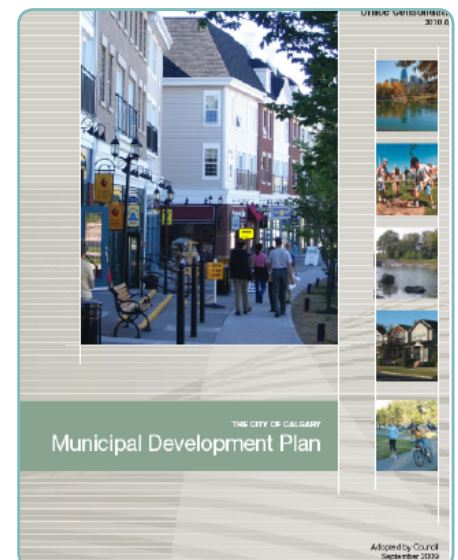
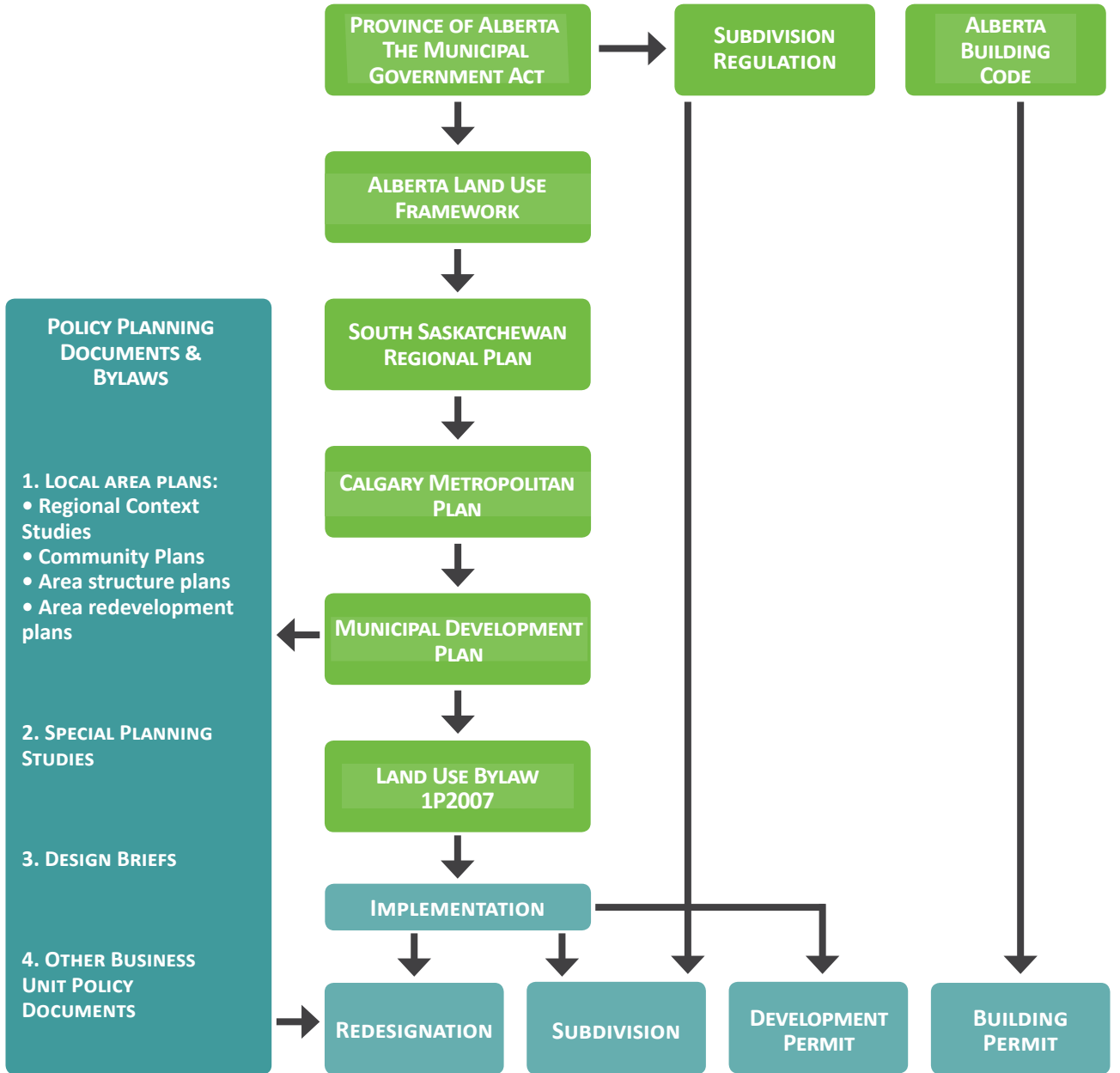


Figure 1: Overview of Planning Flowchart



Direction of the MDP and CTP

Calgary's population is expected to more than double over the next 50 to 60 years (the time horizon envisioned by the Plan It Calgary process). The proportion of older adults is expected to increase as well. How do we support growth and demographic change in a fiscally, environmentally, and socially responsible way? The general intent of the MDP/CTP is to direct more growth to the existing city footprint, and less to new developing areas (i.e. greenfield development). The MDP and CTP provide the policies that will start to create a more compact, vital and quality urban form over the next 30 years. A central idea is that more intense/dense development would be organized around a Primary Transit Network of very high frequency transit service. These are areas where a diversity of residential, commercial and services uses currently exist, or where they could be developed over the long-term to support neighbourhood and economic vitality. This Primary Transit Network would connect activity centres (i.e. centres of population, jobs and services) and linear corridors of activity. This structure is to be accomplished through strategic redevelopment of some existing areas/corridors and by enabling a land use settlement pattern that supports higher densities and a mix of uses in Calgary's new developing areas. The goal is for the majority of Calgarians to live within walking distance of the Primary Transit Network, and for Calgary to evolve a relatively more compact urban form.

Goals and Objectives of the MDP

The following is adapted from MDP educational material. For a full discussion of the goals, objectives and enabling policies of the MDP, see the [MDP Part 2](#).

1. Prosperous economy

Build a globally competitive city that supports a vibrant, diverse and adaptable local economy, maintains a sustainable municipal financial system and does not compromise the quality of life for current and future Calgarians.

- Create urban form and mobility systems to support a prosperous economy
- Attract and retain people and business
- Support a healthy natural environment
- Sustainable municipal finances

2. Shaping a more compact urban form

Direct future growth of the city in a way that fosters a more compact efficient use of land, creates complete communities, allows for greater mobility choices and enhances vitality and character in local neighbourhoods.

- Strategic intensification
- Vibrant Centre City

What is Compact Development?

Successful compact development is a land use pattern that features most of all of the following:

- Access and proximity to transit
- A mix of uses
- Medium to high densities appropriate to the context
- High quality public spaces
- Inter-connected streets
- Concentrations of population and/or employment; and
- Pedestrian, bicycle and transit friendly design

TYOLOGIES

Calgary consists of distinct geographic and functional areas that share common attributes with other areas across the city. Similar land use patterns, road layout, age of the buildings and the stage within a community life cycle help to define an area in terms of its development form and how it functions. They also provide determinants of how the area might change and transform in the future. These broad geographic areas, defined as “Typologies” are shown on the Urban Structure Map (Map 1 in the MDP). Typology-based policies supplement other policies contained elsewhere in the MDP providing interpretation of broad, city-wide policies within the context of a specific area to help provide guidance to planning and development processes.

The typologies are:

Centre City (including Downtown)

Activity Centres

- Major Activity Centre
- Community Activity Centre
- Neighbourhood Activity Centre

Corridors

- Urban Corridor
- Neighbourhood Corridor

Developed Residential Areas

- Inner City
- Established

Developing Residential Areas

- Planned Greenfield
- Future Greenfield

Industrial Areas

- Standard Industrial
- Industrial-Employee Intensive
- Industrial Greenfield

(Adapted from Municipal Development Plan, The City of Calgary, 2009)

- Activity Centres (concentrations of population and jobs)
- Corridors (linear areas of activity along primary transit corridors)
- Redevelopment of brownfields and greyfields
- Link land use and mobility decisions

3. Great communities

Create great communities by maintaining quality living and working environments, improving housing diversity and choice, enhancing community character and distinctiveness and providing vibrant public places.

- Provide greater opportunities for housing choice
- Sensitivity to local character
- Protect heritage resources and values
- Create quality public spaces, parks and other community amenities
- Provide for a full range of community services and facilities
- Support community engagement and understand local needs

4. Urban design

Make Calgary a livable, attractive, memorable and functional city by recognizing its unique setting and dynamic urban character and creating a legacy of quality public and private developments for future generations.

- A beautiful and memorable city
- Promote design excellence
- Attention to built form – buildings, landscaping, streets, communities
- Enhance the public realm

5. Connecting the city

Develop an integrated, multi-modal transportation system that supports land use, provides increased mobility choices for citizens, promotes vibrant, connected communities, protects the natural environment and supports a prosperous and competitive economy.

- Create local destinations and mixed use areas that support active transportation (e.g. activity centres and corridors)
- Land-uses that support the Primary Transit Network
- Industrial lands with access to skeletal road system and regional highways.

6. Greening the city

Conserve, protect and restore the natural environment.

- Maintain strong connections between Calgary and its regional ecological systems
- Create ecological networks within the city
- Protect biodiversity and natural areas
- Green infrastructure
- Reduce energy demand and promote alternative energy sources

7. Framework for Growth & Change

*As stewards of the land within its jurisdiction, The City of Calgary will provide leadership on growth and change within a strategic framework that achieves the best possible social, environmental, and economic outcomes while operating within The City's financial capacity. (See **Figure 2: Framework for Growth and Change.**)*

- Linking municipal financial decisions and infrastructure capacities
- Align business units, work programs and budgets
- Public accountability
- Land supply policies
- Intensification targets – 30 & 60 year
- Core indicators and targets

The Guide to the MDP and CTP:

The Guide to the MDP and CTP was prepared shortly after the MDP and CTP were approved (2009) to provide common understanding within Administration, industry and in the community on how MDP and CTP will be applied and implemented, particularly in development application decisions. The Guide:

- Provides interpretation of key policies, metrics and calculations
- Describes the role of local area plans (ARPs, etc.) and the MDP in development decisions
- Indicates when a local area plan might be needed, or amended, in response to development
- Describes an escalation process for disagreements on interpretation

It is recommended that the community planning representatives review [The Guide to the MDP](#).

Monitoring the MDP/CTP

The MDP and CTP are living documents. To evaluate progress toward the policy direction of the MDP and CTP, a broad spectrum of indicators and targets has been developed. The Core Indicators for Land Use and Mobility can be found in the MDP Part 5, Figure 5-2. These indicators are proxy measures for the social, environmental and economic performance of the

MDP and CTP. They are intended to track the overall progress towards achieving the goals and objectives. The reporting of the indicators will happen in advance of each four-year business cycle of City Council (when budgets and Council Priorities are set), and will also inform 10-year major reviews of the MDP/CTP.

Framework for City Planning and Infrastructure Decision-Making

In order to strengthen The City's approach to managing growth, a Framework for Growth and Change has been developed. In practice, the Framework will work to ensure that policy, strategy and infrastructure investment are aligned to facilitate a supply of planned and serviced lands that help achieve the objectives of the Calgary Metropolitan Plan (CMP), the Municipal Development Plan (MDP) and the Calgary Transportation Plan (CTP). See [Figure 2: Framework for Growth and Change](#), and [MDP Part 5](#).

The Framework indicates the role of the provincial government, which provides legislative direction for land use and transportation planning through the Municipal Government Act, the City Transportation Act and the Alberta Land Use Framework. The MDP and CTP, in turn, provide policy direction for a process that strategically manages growth and change for The City of Calgary.

The MDP links land use to municipal financial and infrastructure capacity. This will ensure that the intensification of developed areas of the city is supported and prioritized to optimize existing infrastructure, including the Primary Transit Network. In the same way, timely investment in the Primary Transit Network and other critical infrastructure is supported for higher intensity areas, enabling a greater number of people to live or work close to quality transit service and satisfy their daily mobility needs by walking, cycling and taking transit.

When setting planning and investment priorities The City will consider the following inputs: the policy direction of the MDP and CTP, the MDP and CTP performance monitoring, the Monitoring Growth and Change Series (land supply and demand information), and information on The City's infrastructure status and fiscal capacity for growth.

Figure 2: Calgary Planning Hierarchy



Local area plans (LAPs)

The City provides a range of policy plans for “local” geographic areas, communities and neighbourhoods. The MDP policies inform local area plans (LAP) by providing a city-wide level of direction on land use, urban form and transportation that is interpreted and applied within a local planning context. Local area plans and other planning documents are considered when addressing discretionary development applications (see [Chapter 5](#) for more information on implementation).

Local area plans include two categories: statutory and non-statutory. Statutory plans are those prepared in alignment with the regulations of the MGA. They are usually prepared at a community scale and include area redevelopment plans (ARP) and area structure plans (ASP). ARPs direct the redevelopment, preservation or rehabilitation of existing lands and buildings, generally within developed communities. ASPs direct the future land use patterns, transportation and utility networks and sequence of development in new communities. The MGA requires that all ASPs and ARPs must be consistent with the MDP.

ARPs and ASPs in existence prior to approval of the MDP are recognized by the MDP as policies providing specific direction relative to the local context. Future reviews of, and amendments to, those ARPs and ASPs will be required to align with the policies of the MDP.

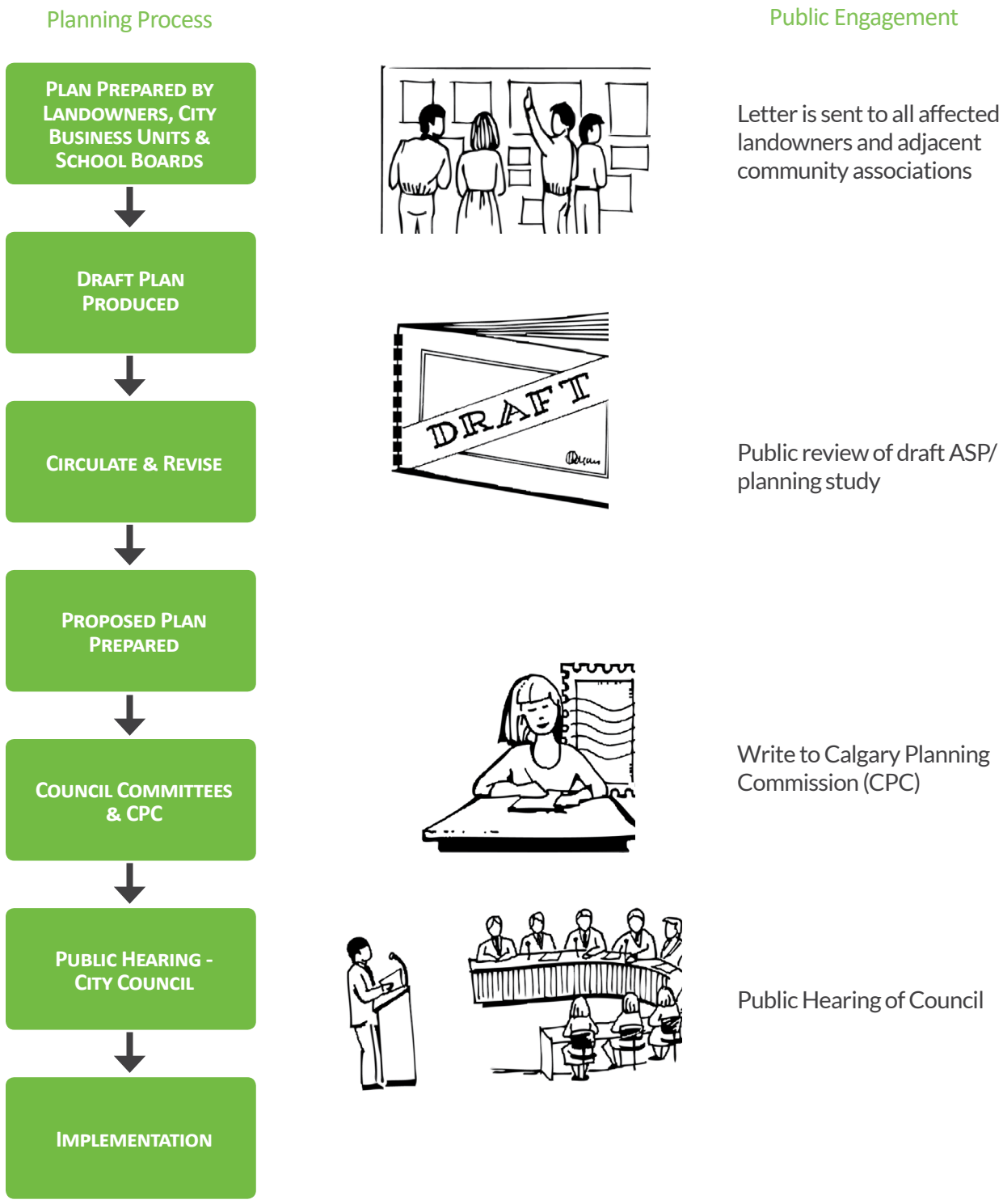
Non-statutory local area plans are also prepared for specific areas of the city, and include plans that apply to future growth corridors, watershed basins, areas of interest across multiple-communities or small redevelopment sites within one community. The City prepares these plans in a similar manner to its statutory plans, including depth of detail, public engagement and processes for plan approval.

The non-statutory plans are approved by resolution of Council, following a public hearing. Such plans may include but are not limited to:

- Regional context studies
- Community studies, community plans or community design briefs
- Station area plans – Comprehensive plans for transit oriented development
- Corridor land use studies – Comprehensive redevelopment plans for major streets
- Open space and park plans

The contents of local area plans will vary based on the scale and purpose. See [MDP Part 3, 3.1](#).

Figure 3: Area structure plans / Planning Studies Flowchart



Regional Context Studies

A regional context study (RCS) is a non-statutory local area plan prepared for larger geographic areas of the city. Non-statutory plans are approved by resolution of Council, following a public hearing. A RCS is intended to provide a framework and level of strategic planning between the MDP, and subsequent local area plans, detailed studies and/or community plans over a 30-year time line. They are usually prepared for greenfield areas, but may also be prepared for large areas that include multiple established communities.

Area structure plans (ASPs) and Community Plans (CPs)

Area structure plans (ASPs) and Community Plans (CPs) provide the basis for the more detailed levels of planning (land use redesignations, subdivisions, etc.). Plans for new areas are approved either by Bylaw (ASP) or by resolution of Council (CP). In both cases, the process for approving and amending a plan is similar and involves a public hearing of City Council.

Area structure plans and Community Plans establish the general planning framework for turning undeveloped areas into new suburbs. They address a range of technical matters such as transportation, servicing networks, locations of schools, parks, and commercial sites and the density and types of uses permitted. They may also address specific issues such as sour gas, airport noise and the environmental impact of new development.

ASPs and CPs are prepared in close consultation with the landowners and developers, municipal service providers, outside servicing agencies (e.g. school boards, utility companies) and affected interest groups. An initial draft of the plan is circulated to all parties affected by the proposed development including adjacent communities.

After the circulation responses have been received and considered, a proposed plan is prepared and presented to a public hearing of Council through the Calgary Planning Commission. ASPs and CPs provide the basis for the more detailed levels of planning (land use redesignations, subdivisions, etc.). (See [Figure 3](#).)



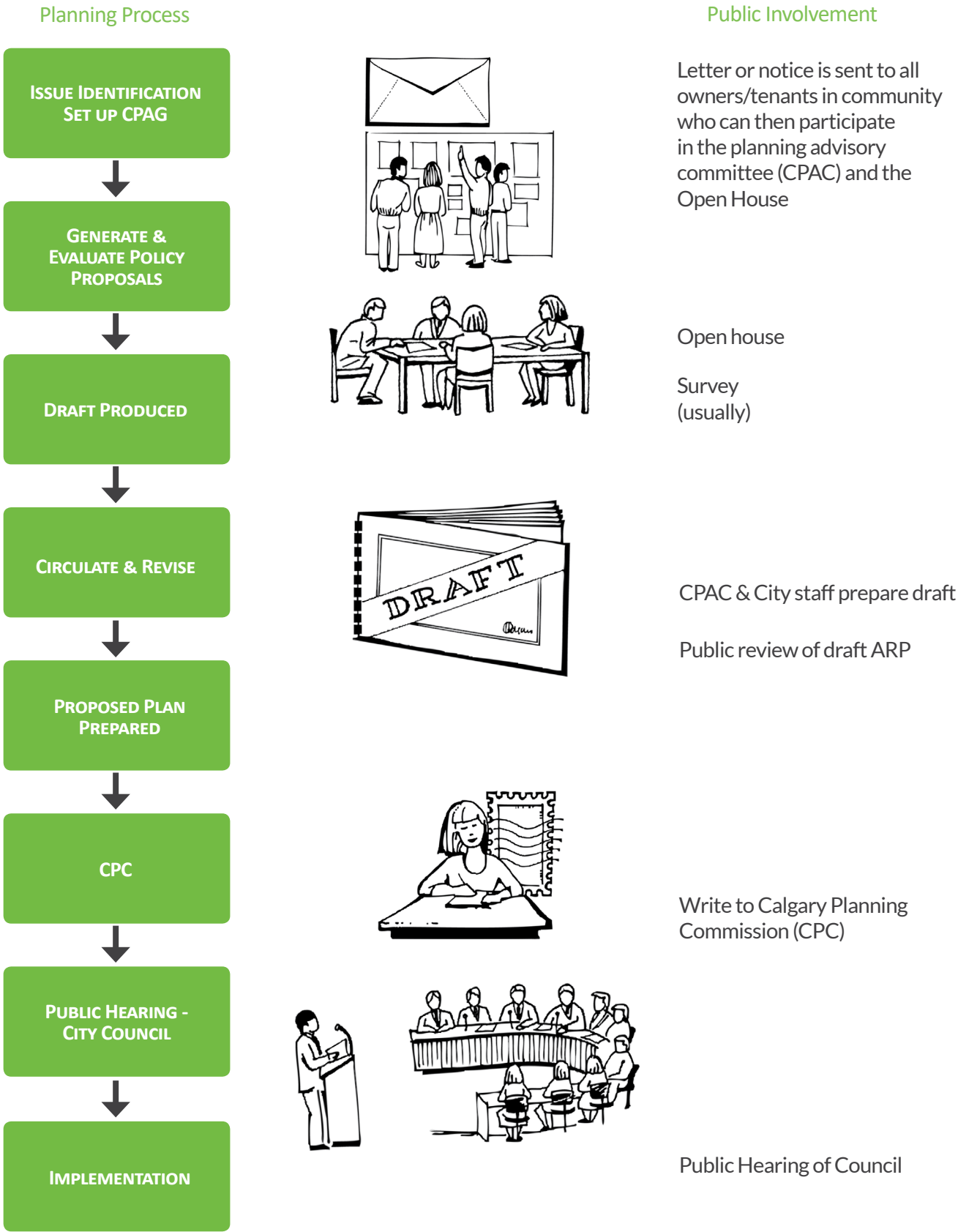
Area redevelopment plans (ARPs)

Area redevelopment plans (ARPs) are medium to long-range community planning studies undertaken at the direction of City Council. Although most ARPs in Calgary have been prepared for residential communities, they may also be undertaken for industrial, commercial or mixed-use areas.

ARPs contain policies that help guide the future development of individual communities. In addition, ARPs provide mechanisms to implement, in a sensitive manner, city wide objectives at the community level.

ARPs typically address land use designations (zoning), transportation issues, open space and recreation, and some social issues.

Figure 4: Area redevelopment plans / Planning Studies Flowchart



An ARP often has white and blue pages (the pages provide supporting information and are included in the appendix). Technically the ARP is the white pages only, which are adopted as a bylaw by City Council. The appendix contains the background supporting information and have no legal status.

Public engagement is an essential component of the ARP process. However, communities differ in their range of issues, political engagement, number of interested volunteers, and general attitudes toward development. These and other factors can result in modifications to the basic public engagement component of the ARP process (see [Figure 4: Area redevelopment plans / Planning Studies Flowchart.](#))

The general steps in the ARP process are:

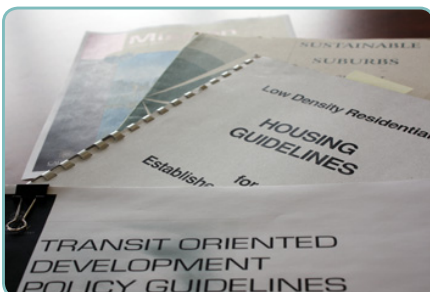
- Notify residents, businesses and property owners of the process
- Identify issues
- Create a Community Planning Advisory Committee (CPAC)
- Planning process – identify alternatives
- Develop preferred alternatives
- Approval process - draft plan
- Approval process - final plan

Special Planning Studies (Concept Plans, some LRT Station Area Plans, Special Land Use Studies, etc.)

Special studies are prepared by The City to address specific planning issues, which usually cover a broad geographic area. Some examples are the Sustainable Suburbs Study, the Centre Street Special Study, and the Low-Density Residential Housing Guidelines for Established Communities.

As these types of studies are not identified and defined in the Municipal Government Act, they are non-statutory documents, approved by Council resolution rather than adopted by bylaw.

Where a special study is for a specific geographical area with an existing resident population, the public engagement process is normally similar to that of an ARP. In studies for non-residential areas, potentially affected individuals are contacted and offered the opportunity to become involved in the process in ways that have been tailored to the needs of the particular study. Other special studies that are not geographically based (e.g. Transit-Friendly Design Guidelines) will have a participatory process designed specifically for that study. These processes are intended to ensure the involvement of those persons and organizations that may be affected by recommendations of the study. Community consultation may be undertaken through appointees from the Federation of Calgary Communities if no local interest group can be



identified.

As non-statutory documents, these studies do not require a public hearing for approval, however City Council has traditionally held a public hearing before approving these documents.

D. The Land Use Bylaw

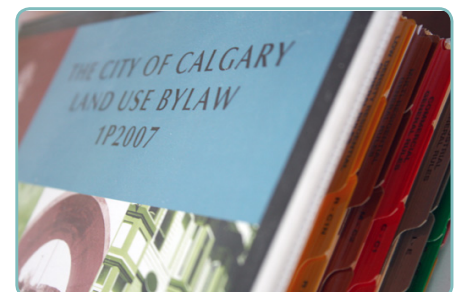
Alberta's Municipal Government Act requires that each municipality adopt a land use bylaw (LUB). A LUB regulates the use and development of all buildings and land within the municipal boundaries. It does so by defining the range of uses considered appropriate for any particular site and setting out basic rules for site and building design. The LUB works in concert with other bylaws, plans and policies. It is the bylaw used, on a site-by-site basis, to implement Council policies established by the Municipal Development Plan, area structure plans, community plans, area redevelopment plans and policy studies.

A LUB also establishes the structure for the development permit decision-making process. In addition, it provides the Development Authority with the powers and duties responsible for administering the LUB and deciding upon all development permit applications. (The Development Authority at The City of Calgary can be represented by Calgary Planning Commission or designated planning officials.)

Content of the Land Use Bylaw

Calgary's Land Use Bylaw is sometimes referred to by its bylaw number 1P2007. Sections include:

- Interpretation of the LUB - Interpretive instructions and definitions
- Administration - Rules for development permit applications, notification requirements, appeals, and decision-making
- Rules Governing all Districts - Rules for parking, lighting, signs and **floodway/flood fringe** regulations
- Uses and Use Rules - Districts, such as R-1 and C-N2, that list the uses allowed in the district and the rules that apply to the uses
- Land Use Districts - Districts that define applicable land uses by area within the city
- Land Use Maps - Maps that show the land use district for each parcel of land in the city



Land Use Districts

There are several categories of land use districts in the Land Use Bylaw:

- Low-Density Residential Districts provide for uses such as single detached, duplex and semi-detached dwellings (sometimes referred to as side-by-side duplexes), secondary suites and some forms of rowhouse and townhouse
- Multi Residential Districts provide for uses such as apartment or townhouse buildings
- Commercial Districts provide for uses such as stores, offices, services
- Industrial Districts provide for uses such as manufacturers, warehouses, repair and service
- Special Purpose Districts include parks, recreation facilities, educational, medical, social institutions, airports and future urban development lands
- Downtown, East Village and Beltline Districts are specific to those areas
- Municipal Land Use Districts

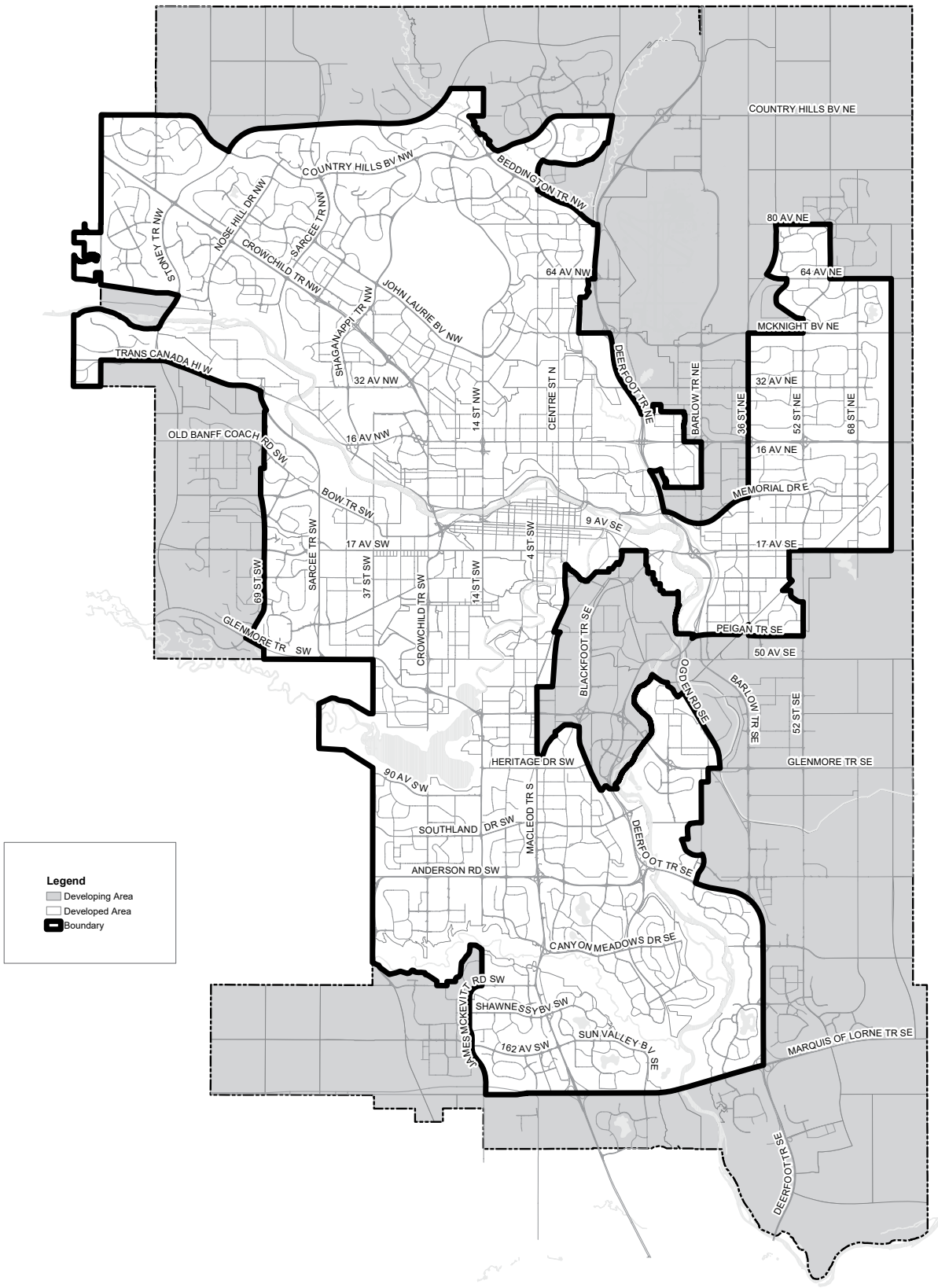
Each category includes a number of specific districts. For example, in multi-residential there are districts ranging from townhouse-type development (M-G) to high-rise apartment buildings (M-H3). **Appendix B** includes an overview of the districts currently used in the Land Use Bylaw. All land within the city, other than expressways and roads, has been assigned a land use designation. To find out the land use designations in your community, or for a specific property, go to calgary.ca/landusebylaw or calgary.ca/MyProperty

Uses and Rules

Within each land use district, there are allowable uses designated as either permitted or discretionary. **Permitted uses** are those that are considered by Administration to be appropriate. If a proposed development for a permitted use meets all the rules of the LUB, the development must be approved and a permit issued. **Discretionary uses** are generally considered to be uses that may be appropriate in the land use district, depending on site-specific context and the merits of the application.

The Development Authority will consider an application for a discretionary use but may or may not approve and issue a permit. Even when a discretionary application meets all the rules of the LUB, an approval is not guaranteed and an application may still be refused. Discretionary applications allow the Development Authority to consider the impacts and compatibility of a development on the surrounding community and neighbours, respecting the fact that what works on one particular street or community may not work or be appropriate in any other situation. Discretionary applications allow the

Figure 5: Map of Developed and Developing Areas in Calgary



Development Authority to consider the impacts of any required relaxation of the rules for the development and provide the ability to impose various conditions, which may limit or impose site or use-specific restrictions. Any use not listed as either permitted or discretionary is not allowed in the district. However, an applicant can apply to amend the district to one that lists a certain use (also known as a land use amendment).

Each land use district sets out the development standards or rules that regulate such things including parcel size, size of the building and the uses that may go on the land or within the building(s). Whereas the uses identified as permitted or discretionary are fixed and cannot be changed without a land use amendment, the rules governing development standards such as setback areas, building height, etc. may be varied by a relaxation when warranted by the Development Authority. **Relaxations** are determined based on a site-by-site analysis and are weighted against the merits of the application. The LUB is a city-wide tool, which cannot anticipate site-specific contexts; therefore, relaxations play a critical part in applications. They allow applicants to ask for a variance when the circumstances merit one and allow the Development Authority to vary the rules based on what is appropriate for a specific site.

Developed Areas / Developing Areas

The LUB divides the city into **Developed Area** and **Developing Area**. The Developed Area applies to those areas of the city that completed their initial residential development and the Developing Area applies to those areas that had yet to complete their initial residential development at the time the 1P2007 bylaw was adopted (in 2007). The boundary between the Developed and Developing Areas will not change as developing communities are built out (see [Figure 5: Map of Developed and Developing Areas of Calgary](#)).

This concept recognizes that development happens very differently in each of these areas. In the Developed Area, residents want assurances that redevelopment and additions will respect the pattern of development already established. Residential districts for use only in the Developed Area contain a “C” in the district notation (e.g. R-C1, R-C2, M-CG, M-C1) for “Contextual.” Contextual rules typically require that new developments must take into consideration building height, massing and setbacks of existing developments on neighbouring properties.

In the Developing Area, where no established pattern of development yet exists, the focus is on ensuring efficient development and providing opportunities for innovative housing. There is little or no built context to take into consideration. Developing Area districts have different standards for residential development including built forms, building height and parcel coverage.

See Chapter 5 Implementation Planning, Section C Development Permit Applications for more information about the application of Contextual rules.

Application of the Land Use Bylaw

For more information on how the LUB is applied in development decisions, see **Chapter 5** on implementation, in particular **Section C. Development Permit Applications**.

Bylaw Sustainment

The LUB is not a static document; it is amended and updated frequently. It will continue to evolve in coming decades as City Council responds to societal shifts, industrial trends, consumer demand changes and technological advances. A long-term sustainment team monitors and facilitates implementation of on-going changes.

If you have any concerns or suggestions for improvement, contact the City of Calgary or a Federation of Calgary Communities Planner. The Federation sits on the LUB Stakeholder Advisory Committee.

More information

For more information, visit The City of Calgary website on [Land Use Bylaw 1P2007](#). It includes:

- Full-text version of the Land Use Bylaw in PDF format, as well as an interactive, online version
- Maps showing land use designation for each land parcel within the municipal boundaries
- The Land Use Bylaw Matrix showing each district and the corresponding uses listed in each district

Printed copies of the Land Use Bylaw may be viewed at Central Library (downtown) and select other branches.

The Federation of Calgary Communities and The City of Calgary offer a free course on the Land Use Bylaw each year through the [Partners in Planning](#) (PIP) training program.

E. Changing Rules, Plans & Policies

There are a range of rules, plans and policies that govern the planning process, some created by The Province, some by The City. Those rules that have been adopted by City Council can only be changed by Council. Changes to approved bylaws, plans, policies or other rules may be requested. However, it should be recognized that changes take substantial time and effort and may not always be successful.

To Change the Existing Rules

- Understand the existing rules and which level of government is responsible for them.
- Contact the municipal or provincial department involved to obtain background information on the rules you wish to change. Inform the responsible authority of the changes you would like to see and request their advice. Perhaps at this stage, you will find that there are good reasons for keeping the rules in place and you would better spend your time organizing your case within the existing rules.
- If you wish to proceed, contact your appropriate elected representative.
- Copy any correspondence with the Councillor or Member of Legislative Assembly to the responsible civil servant or planning authority.
- Generally follow the advice you receive from the elected officials and staff. This may involve writing reports, garnering more popular support, and speaking to the parties whom your proposed change would affect.
- If you have questions about changing the rules contact the Federation of Calgary Communities, The City's Local Area Planning & Implementation Business Unit, City Wide Policy & Integration Business Unit, or your Councillor or MLA for advice.

Getting a New Area Plan

Communities sometimes request an updated ARP or other policy work. These requests may compete with other priorities for the resources of The City, and to find a place in the planning department work plan. The City is divided in three geographical areas for processing planning applications and preparing community plans. Call 3-1-1 to find the name of the Area Manager that oversees the area of your community. The Area Manager can help to identify policy planning opportunities.

The MDP, Part 5 provides the approach The City will take in managing how and where growth occurs, including prioritization of local area planning. Recommendations to proceed with an LAP are based on criteria that include:

- Advancing the objectives of the MDP, CTP and other corporate strategic initiatives
- An assessment of The City's financial capacity
- An assessment of The City's infrastructure
- A demonstrated need for planned land within the city
- Consideration of the operating and life-cycle costs to The City in supplying and maintaining infrastructure
- The City's ability to provide efficient and cost effective utility servicing

- Opportunities for land use that supports Primary Transit Network
- Landowner interest
- Community interest

Development of a New LAP

In cases where The City is receiving significant land use or development applications within a defined community or typology area with no LAP, Administration may determine that a new LAP be commenced. This would be done in order to better understand the cumulative impacts of the developments, to provide additional land use, mobility or urban design direction, and guide overall development and public investment in the area. Ideally, Administration will be aware of this interest and consider this as part of its overall prioritization of planning projects within its 4-year work plan.

Major Updates to Local area plans that are Inconsistent with the MDP/CTP

The City may receive significant land use or development permit applications that are consistent with the policies of the MDP and CTP, yet inconsistent with policies or land use patterns for the local area plan. In these cases, Administration, in consultation with the community and other stakeholders, may determine that an existing ARP, design brief, concept plan, etc. be rescinded, in whole or in part, and replaced with a new plan or new sections. Administration would need to review this as part of its overall prioritization of local area plan preparation and bring it forward for Council approval.

Application-Triggered Amendment to an Existing LAP

As has been the case in the past, amendments to LAPs may be triggered by a site-specific land use applications that support the direction of City policies (including the MDP and CTP), but may not be consistent with the local area plan. Administration, upon consultation with the applicant and the local community, may recommend a LAP amendment go forward in conjunction with the proposed land use amendment. In this case, Administration will need to demonstrate how the LAP amendment is aligned with the MDP, including references to specific policies, indicators or processes.

For more information on implementation planning see [Chapter 5](#).

F. Other Planning Considerations

Safety

Safety in the private and public spaces of our city is an important element of achieving a good quality of life. Keeping our city a safe place to live requires the efforts of citizens, community organizations and The City of Calgary, amongst other groups. You may become involved in the safety of your community through programs with your community association or with other Calgary organizations working towards crime prevention and safety goals. The Calgary Police Service (CPS) and their Hub Messaging System, a community automated notification system that delivers vital information to residents and business owners within the City of Calgary, is one way to increase communication around community safety issues.

Another way of determining perceptions of safety in your community is to conduct a safety audit. The goal of a safety audit is to identify why you feel unsafe in an area and, if possible, to improve the environment or the activities in the area to make it safer and less threatening.

The benefits of doing a safety audit in your community may include:

- Getting to know your neighbours better
- Reduced feelings of fear
- Physical changes that make a place feel safer
- Increased participation in community programs
- Reduced incidence of crime
- Increased community pride

Often, your Community Resource Officer with the Calgary Police Service will be able to provide you with support, information and perhaps accompany you on a safety audit.

Another tip to prevent crime in your neighbourhood is to know your neighbours and have them know you. If you are alert, aware, and in contact with your neighbours, crime can be reduced.

Crime Prevention through Environmental Design

While the underlying reasons for crime are complicated and not easy to resolve, it is important to consider how the design of a space may encourage or reduce opportunities for crime. It is also important to recognize that if a space feels unsafe, normal activities and uses of the space can be discouraged. Crime Prevention through Environmental Design (CPTED) can be used to anticipate issues and design to prevent or mitigate them.

What is it?

CPTED is ‘crime prevention through environmental design’. It deters criminal activities through the design of our built environment.

CPTED is based on the premise that design can influence and encourage certain behaviours that enhance natural surveillance, territorial reinforcement, access control and maintenance. In plain language this means the comfort and safety derived from sharing and embracing our public spaces, including streets, parks, plazas and everything in between; taking ownership for these places, using and loving them; limiting opportunities for crime; and maintaining our public realm as an expression of that shared ownership and pride. It can also be applied to private and semi-private spaces by differentiating that specific place’s role with visual and physical cues.

Why use it?

We have an ongoing dialogue with our surroundings, when we do not feel safe somewhere, we stay away, and that space can start to feel less and less safe. CPTED works because it creates a built environment that deters criminal activity while nurturing public and private spaces in a natural way. It is not the militarization of space but simple steps that communities can explore to prevent crime. It can be inexpensive, grow social capital through its implementation and foster a stronger sense of place and belonging. Examples include:

- Community murals to deter graffiti
- Buildings that allow for surveillance both in and out with wide windows and proper lighting
- Legible parks that tell us how to flow through and use them appropriately

For more information on safety audits and CPTED, contact the Crime Prevention Unit of The Calgary Police Service or visit their website (see [Contacts & Resources](#) section).

Heritage Resources

Calgary’s heritage is an inheritance passed down from generation to generation. Archaeological resources, in present day Calgary tell us that native Canadians have occupied the area for thousands of years. In just over a century, the small settlement of traders that grew up around Fort Calgary developed into the great western Canadian city we know today. The character of our communities, streetscapes and parks are the valued legacies of our brief history in the area.

For community associations, heritage issues can come into play (for example) when there are development applications affecting historic resources, when



planning policies encourage heritage preservation, or when community groups want to identify, protect and celebrate historic places as part of their community character.

City Council, in February 2008, approved the Calgary Heritage Strategy, a long-term approach to support preservation of Calgary's historic resources. The Calgary Heritage Strategy is based on the historic preservation principles of Identify – Protect – Manage.

The Calgary Heritage Strategy is used to:

- Provide guidance for long range heritage planning decisions
- Provide input into corporate work plans and budgets
- Provide a source of ideas/inspiration
- Contribute to Calgary's prosperity and quality of life

City of Calgary heritage planning services include:

- Evaluating potential heritage sites and maintaining the "[Inventory of Evaluated Historic Resources](#)"
- Reviewing planning permit applications on historic resource sites
- Exercising regulatory authority, under the Historical Resources Act, regarding the protection and alteration of municipally designated historic resources
- Recommending sites to City Council for designation protection under the Historical Resources Act
- Providing advice and information to City Council, Administration and the public on heritage conservation legislation, policy and best practices
- Awarding Lion Awards to citizens for significant achievements undertaken on behalf of heritage conservation in Calgary and presenting interpretive plaques to raise heritage awareness
- Building partnerships with institutions, non-profit organizations and the private sector to facilitate and build capacity for community heritage conservation
- Maintaining a website of heritage information at calgary.ca/heritage

Heritage planners are available to discuss heritage issues and programs that relate to your community. Go to calgary.ca/heritage for more information or contact The City of Calgary (see the [Contacts & Resources](#) section).

Transit-Oriented Development

Transit oriented development (TOD) is a walkable, mixed-use form of development typically focused within a 600 metre radius of a primary transit

station, either a Light Rail Transit (LRT) station or Bus Rapid Transit (BRT) stop.

Higher density development is concentrated near the station to make transit convenient for more people and encourage ridership. This form of development utilizes existing infrastructure, optimizes use of the transit network and creates mobility options for transit riders and the local community. Successful TOD provides a mix of land uses and densities that create a convenient, interesting and vibrant community for local residents and visitors alike. (The application of such development principles can be appropriate in many circumstances, not just TOD specifically.)

TOD in Calgary

The [Transit Oriented Development Policy Guidelines](#) (2004) provide land use and development polices and design guidelines for the development or redevelopment of properties within a Transit Station Area. Within the document are seven planning objectives that must be achieved in developments and plans in station areas:

- Ensure transit-supportive land uses
- Increase density
- Create pedestrian-oriented design
- Make each station area a “place”*
- Node into a community gateway and a vibrant mixed-use hub of activity
- Manage parking, bus and vehicular traffic
- Plan in context with local communities

Design guidelines found under each policy objective provide options for implementing the TOD within the contexts of the different station types throughout Calgary. Together, the policy objectives and guidelines provide direction for all levels of planning processes and applications in station areas, which help to clarify The City’s intent for development and achieve Council approved policy.

A copy of the Transit Oriented Development Policy Guidelines is available from The City of Calgary at calgary.ca/todplanning.

Public Realm Improvements

The City, community associations, Business Improvement Areas (BIAs) or groups of residents may want to make improvements to the public realm. Improvements are sometimes initiated by The City, or by property owners through petition, and are sometimes funded by special taxes or levies on affected property owners.

***Note:** A place is defined as a unique environment, transforming a utilitarian transit node into a community gateway and a vibrant mixed-use hub of activity.

Local Improvements

Local improvements are construction projects upgrading or improving infrastructure. This is commonly street or lane paving, new or replacement sidewalks, curb and gutter, and street lighting.

As part of an on-going program, all sidewalks, curbs and gutters in older communities are inspected and ranked on a priority list based on their condition. When replacement is required, The City initiates a local improvement. In other cases, local improvements are identified after The City receives public concerns.

The City also works with BIAs, community associations, and other groups to identify improvements in specific areas, like streetscape improvement projects. When The City initiates a local improvement project, the property owners and City Council ultimately decide whether the project will be constructed.

For more information on [Local Improvements](#), contact City of Calgary Roads, Local Improvement Unit.

Special Tax - Boulevard Maintenance or Enhanced Landscape Maintenance

A special tax pays for enhanced landscape and boulevard maintenance or other community amenities. Whereas local improvements are normally one-time levies, special taxes normally appear on property tax bills every year. These special taxes are the result of a successful community petition to The City of Calgary that is approved by City Council. For more information on special taxes on enhanced landscape and boulevard maintenance click [here](#).

Petitioning For and Against Local Improvements

If you want a project funded by local improvement or a special tax in your community, there is a specific petition process. There is also a petition process to oppose these initiatives. For more information on petitioning for or against local improvements and special taxes, contact The City of Calgary.

Other Public Improvement Options

In many cases, community associations want to make improvements to the public realm paid for by private fundraising and grants. Contact The City of Calgary department responsible for the land (often Roads or Parks), and also contact the Federation of Calgary Communities for information on what grants might be available.



Photo courtesy of the Hawkwood CA

Learn from other Community Associations

Many communities have embarked upon projects to improve the public realm. The Federation of Calgary Communities can put you in touch with community associations who have been involved in public realm improvement projects.

Floodway, Flood Fringe and Overland Areas

Calgary's rivers are a vital part of Calgary's history, pathway system and communities. While the banks of the rivers and the rivers themselves are owned and managed by the Province of Alberta, the land directly adjacent is private property, governed by the rules of the Land Use Bylaw. Parcels adjacent and near the rivers can fall into one of three categories (also see **Figure 6: Flood Hazard Diagrams**):

- Parcels located in the **floodway**: parcels adjoining the river channel that would provide the pathway for flood waters in the event of a flood of a magnitude likely to occur once in one hundred years.
- Parcels located in the **flood fringe**: parcels abutting the floodway, which would be inundated by floodwaters of a magnitude likely to occur once in one hundred years.
- Parcels located in the **overland flow** area: parcels abutting the floodway or flood fringe which would be inundated by shallow overland floodwater in the event of a flood of a magnitude likely to occur once in one hundred years.

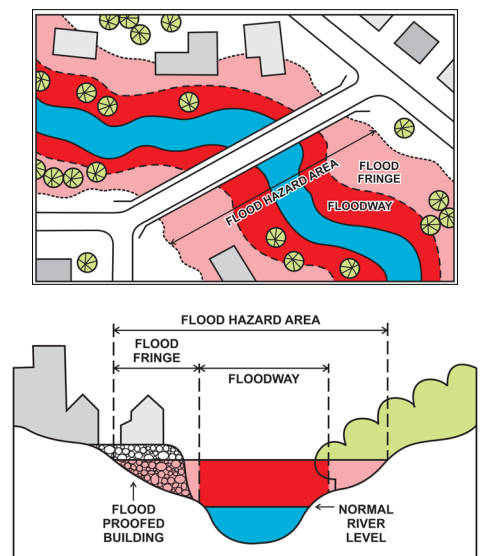
Some communities feel the impact of being close to the river and can experience flooding and groundwater seepage. It is important to safeguard dwellings and other structures by ensuring appropriate development standards are met, including designing buildings in a way that best prevents livable space from being flooded. Rules within the Land Use Bylaw help to mitigate against the potential for flood damage. The rules also allow parcels in close proximity to the river to develop in a respectful and sustainable way, while still remembering the development potential of those parcels.

Geodemographics

Although historically Calgary has experienced times of rapid growth and periods of slower growth, the City is expected to have over a million additional residents in sixty years. These new Calgarians (workers, students, children, families) have the same needs as other Calgarians- homes, jobs, amenities, and city services.

At the same time as Calgary's population is growing, it is also changing. Children grow up and move out, couples marry and start families, businesses open and expand, and buildings are torn down and rebuilt. This change is a constant and inevitable part of the urban experience in a dynamic city

Figure 6: Flood Hazard Diagrams



Source: Alberta Environment and Sustainable Resource Development.
aep.alberta.ca/

like Calgary, and we can better plan for the future by understanding how communities and their residents change over time.

Planners at The City analyze patterns of historical growth and make predictions about where future growth will occur. There is general agreement that Calgary is now so large that residents are less willing to commute from new suburban communities, so in the future more growth will occur in existing communities.

The population and job forecasts done by city planners attempt to balance growth between new communities and established communities, under the assumption that communities will grow according to their local area plan. If there is no local area plan, the forecasts follow the policies of the Municipal Development Plan.

Areas of significant growth may need expensive upgrades to city services like water, sewer, roads, and fire protection. With accurate forecasts, municipal spending can be planned and budgeted well in advance, saving money and making sure Calgarians continue to receive high-quality service.

G. Other Matters of Interest to Communities

Improvements to Facilities and Amenities on City-Owned Lands

Community associations and social recreation groups with facilities or amenities on City-owned land most likely hold a legal agreement with The City of Calgary, in the form of a License of Occupation (LOC) or a Lease. These agreements include a section titled “Associations Installation of Improvements”. A group should always inform their **Neighbourhood Partnership Coordinator** (NPC) of any proposed work to be done to the facility or amenity. Depending on the cost and scope of the project, an NPC will then help the group navigate through the various City processes required in order to receive appropriate approvals to proceed with the work.

Why Does The City Require Approvals for Improvements?

There are two reasons The City reviews proposed improvements on City owned land:

- To ensure that the group has adequate financial resources to complete the project
- To ensure that quality work is completed for a group to reduce risk for the board, volunteers, and The City of Calgary

Types of Improvements

The organization holding the lease/LOC is obligated to follow the conditions of their legal agreement, as well as the conditions of the relevant development application permit type. The process for receiving approvals for a project depends upon:

- The cost of the project and
- If the project requires a development permit

Any project requiring a development permit

A group will have to meet the requirements of the legal agreement through a financial and technical review of their project, submitted to the NPC. When the financial and technical review has been approved by The City, a group may then apply for the appropriate development permit. This entire process may take up to 10 weeks to complete if all of your information is in order. It is important for groups to plan their construction timelines accordingly.

Projects costing less than \$20,000 not requiring a development permit

Groups must inform their NPC of the project, but there is no requirement for any other approvals. NPCs are always a great resource for projects.

Projects costing between \$20,000 and \$49,999 not requiring a development permit

Approval is required from the appropriate Neighbourhood Services manager. An NPC will let you know what information is required and will facilitate getting the appropriate approval letter from the manager.

A project costing more than \$49,999 not requiring a development permit

A financial and technical review of the project is required before the Neighbourhood Services manager provides approval of the project. Your NPC will help with this process.

For more information, contact your NPC. If you don't know who your NPC is, call 311 and they will direct you to the appropriate Neighbourhood Services office.

Community Gardens

Community gardens are becoming increasingly popular in Calgary. Amongst many other benefits, community gardens are useful for community development, food production, greening the city, acting as a noise filter, and enhancing neighbourhood security and safety.

Both the Calgary Horticultural Society and City of Calgary Parks value

community gardens for their contribution to the health and well-being of communities. Parks specifically supports the creation of new community gardens on public lands (e.g. Municipal/School Reserve) and the retention of existing community gardens in the city. Parks supports community gardens by working with a variety of community organizations. Additionally, community gardens can be created on private lands, such as churches.

Community garden groups can either informally organize with private land owners (e.g. churches, businesses) to develop gardens or can submit applications to The City year round to apply for approval to develop a public community garden on public lands. The time required to process an application is site-specific. Applicants receive a written response outlining approval in principle and conditions, or suggestions if sites are not feasible.

Each community garden is unique. Applications are reviewed from a site-specific perspective to determine if the plan for the garden is compatible with existing site use and any limitations such as environmental conditions, future development plans and/or access considerations. A diversity of garden styles are encouraged to address the variety of sites and incorporate conditions of development. Site elements such as irrigation, tree cover and slope are considered, along with distance from other recreational and residential spaces.

For more information, contact City of Calgary Parks and the Calgary Horticultural Society. For information on applying for community gardens on public land, contact Parks or your Neighbourhood Partnership Coordinator.

Care Facilities

Care facilities are defined as those providing for the accommodation and care or rehabilitation of individuals. They include facilities such as nursing homes, group homes, halfway houses, recovery homes and shelters, but do not include hospitals or daycares. This classification applies only to facilities, which provide overnight accommodation and care.

Care facilities are an integral part of complete communities and critical to meeting the growing need for a wide range of specialized accommodation and care in Calgary. It is not unusual for neighbours to be concerned when some kinds of care facilities are proposed, but there is little empirical evidence that these uses have negative impacts. Furthermore, the Calgary experience is that once established they are well accepted in communities, generate few concerns or complaints, and are important parts of communities in fighting crime and creating safe viable neighbourhoods.

Working with community and agency stakeholders, The City has developed a system of planning principles and Land Use Bylaw provisions that define different special care uses and provide opportunities for a range of facilities throughout the city. As far as possible, facilities are encouraged and developed within a residential setting. When care facilities are proposed early public engagement is strongly encouraged.

The planning principles to guide the location of care facilities encourage smaller facilities, dispersed throughout the city and fitting with host neighbourhoods and community form. They discourage an over-concentration of facilities serving one type of need or facilities locating in areas inappropriate for their residents. Other measures encourage a cooperative approach involving service providers or operators, community associations, the public and City staff. Measures may include a care facility community advisory group, the development of a best practices guide for applicants and stakeholders, completing an inventory and monitoring system to track facilities and their performance, identifying opportunities for ongoing public education and dialogue, and more recently, the drafting and adoption of Good Neighbour Agreements (GNA).

Good Neighbour Agreements (GNA)

GNAs are instruments that provide communities and care facility operators an opportunity to mutually build a relationship responsive to the needs of each group and address concerns regarding the location and operation of the facility. Agreements can be formally negotiated, though remain voluntary and without legally binding language. The development of such socially responsible initiatives encourages accountability and cooperation while promoting good will, mutual understanding and long-term relationship building.

In the process of developing a GNA, The City of Calgary can help to facilitate the agreements between two parties (e.g. an agency and a community association), as well as provide tools and guidelines to help parties begin their communication process together. Each GNA is unique. They require collaboration between adaptive, creative and dedicated team members. Existing facilities without an Incident Log or GNA may wish to consider implementing these options to help reinforce their commitment as a good neighbour to their host community. Improvement of the relationship with the community results in benefits to the community, the operator, as well as the people using the facility.

Establishing early communication with affected communities as a way to identify potential impacts and concerns is imperative when initializing a GNA. Creating and implementing a GNA is a several step process (see below) that requires the commitment of a 'stakeholders group' made up of the service provider and community representatives, as well as other interested parties. A facilitator could also be chosen to help support the process (e.g. City of Calgary representative or another third party representative).

Initially, the stakeholder group meets to identify and discuss issues they would like resolved and mitigated within the GNA. This early stage may also involve identification of additional stakeholders who should be brought to the table (e.g. representatives of Calgary Police Services, Bylaw Enforcement). Subsequent meetings include the formation of principles and provisions to be included with the agreement. Parties can then sign off on the agreement, and begin the process of implementing the initiatives. Agreements can be

renewed on a yearly basis or as when seen appropriate. GNAs can include various provisions depending on the type of facility being located within the community, and the subsequent community needs. Typical provisions within such an agreement may include:

- Regular open houses and community education events
- Regular meetings of the stakeholders group
- Provision to participate within community events
- Provisions for adequate parking
- Provisions for control of loitering and management of crowds
- Provision for appropriate landscape and facility maintenance
- Provision to participate in area crime prevention
- Provision for identification of a contact person for complaint resolution
- Provision for resolving disputes and a resolution process
- Periodic reviews of the Good Neighbour Agreement to determine the effectiveness of the application of the good neighbour provisions

Go to the following links for more information on the [Planning Principles to Guide the Location of Special Care Facilities and Shelters](#) (2011), the [Good Neighbour Agreement Initiative](#) and [care facilities](#) in general or call 311.

Affordable Housing

Affordable housing is an integral part of the social and economic infrastructure of a healthy city. It is essential for attracting a diverse workforce that ensures economic development and vitality. Affordable housing is also a key component of safe, diverse and viable communities. As such, The City of Calgary's Municipal Development Plan includes policies to encourage opportunities for the development of affordable housing in every community.

According to the Canada Mortgage and Housing Corporation, housing is considered affordable if shelter costs account for less than 30% of before-tax household income; this applies to both the rental and home ownership market.

In Calgary, the proportion of low-to-moderate income households who overspend on shelter and hence need affordable housing is approximately 20%. Despite best efforts to provide more affordable housing over the years, this need has remained constant for the last two decades as Calgary's population has continued to grow.

The greatest demand for affordable housing exists amongst renters; however, homeowners are overspending too. Those who require affordable housing can include any type of household, for example, seniors, singles, families, recent immigrants, people with disabilities, and aboriginals. A well-functioning housing system provides housing solutions for all its citizens.

Affordable housing in Calgary is provided by a range of housing providers primarily in the public and non-profit sectors. Affordable housing can be any type of building form, for example, apartments, townhouses, low and high rises, secondary suites, as well as attached and detached single-family homes.

As Calgary's housing market continues to reflect trends such as higher rents and increasing house prices, the provision of affordable housing in all Calgary communities continues to be a significant City Council priority.

Go to The City's website for more information on [affordable housing](#).

Secondary Suites

Legal secondary suites have been identified as one way to broaden the range of housing options and to address the issue of affordable housing in Calgary. Land Use Bylaw 1P2007 recognizes secondary suites as a use and contains rules to guide their development.

What are Secondary Suites?

A secondary suite is a legal accessory dwelling unit (consisting of a bedroom, bathroom and kitchen) developed within, or on the same property, as a single detached dwelling. Secondary suites must be approved for development in accordance with the Land Use Bylaw prior to making an application for a building permit.

Secondary suites may only take the form of the following:

- Within a principal dwelling
- Above a rear detached garage
- Standalone structure

Secondary suites and backyard suites are permitted and discretionary uses in many low-density and multi-residential districts. In districts in which Secondary suites are neither permitted, nor discretionary, landowners can apply for a land use redesignation to add a secondary suite or backyard street as a discretionary use. If the use is discretionary or requires a relaxation, a development permit is required. See **Chapter 5** for information on the land use redesignation and development permit process.

Depending on the construction date of the secondary suite, it will have to comply with either the Alberta Building Code (built after December 31, 2006) or the Alberta Fire Code (built before December 31, 2006).

Note: The introduction of secondary suites and backyard suites as a listed use in some districts in the Land Use Bylaw 1P2007 does not make previously

illegal suites legal. The City of Calgary maintains a registry of legal and safe secondary suites. To find out if a suite is on the registry, visit secondarysuites.calgary.ca

For more information, please refer to Land Use Bylaw 1P2007. There is also additional information on The City's website on [secondary suites](https://secondarysuites.calgary.ca).

Childcare Policy

Childcare services are an important part of complete communities. A childcare service is defined as a use where temporary care and supervision is provided to children who are either under the age of thirteen or are between 13 and 14 and, because of special need, require childcare. These services may also provide programming for social, creative, educational and physical development of children. Alternative names for these childcare services include day cares, preschools, out of school programs, etc.

Childcare services are often placed in residential areas. "Day homes" with up to six children are a permitted use and do not require a development permit. Larger childcare services in homes require discretionary development permits. With more than 10 children, a land use redesignation is usually required in a low-density residential area.

[The Child Care Service Policy and Development Guidelines](#) provide guidance on how to plan childcare facilities sensitively when they are in low-density residential areas, including guidelines for site selection and design. For more information, contact The City of Calgary.

Chapter 3

Roles of Stakeholders in the Planning System

Chapter 1

Chapter 2

Chapter 3

Chapter 4

Chapter 5

Chapter 6

Chapter 7

Appendix A

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Appendix G

A. Role of the Community Association

B. Role of the Public & Neighbours

C. Role of the Applicant

D. Role of the Development Authority & CPAG

E. Role of Calgary Planning Commission

F. Role of the Urban Design Review Panel

G. Role of Ward Councillors & Council

H. Role of the Federation of Calgary Communities

Roles, Responsibilities and Relationships

Community associations (CAs) and other groups play important roles in the planning process, and each has certain responsibilities and priorities. The key to success among these players is relationships. Taking the time to build relationships with City staff, councillors and development applicants will result in better information, better discussion, better outcomes and a more rewarding experience for community volunteers, applicants and other stakeholders.

A. Role of the Community Association

Community associations are one of many participants in the planning process. Community association planning committees may take on a number of roles and tasks related to community building, change and improvement. Although most community association planning committees will be primarily involved in reviewing applications for redesignation (rezoning), subdivision and development permits, there are other equally important (and in some ways more proactive) opportunities for planning committees to affect change in their communities. It is desirable for planning committees to move beyond a reactive position (strictly responding to applications) to include more proactive planning pursuits (such as community development initiatives and projects). With regard to development applications:

The role of the CA planning committee is advisory. Their job is to comment on how a proposed development fits into the community and, where possible, suggest changes, which could make the proposed development more compatible or beneficial.

Role of BIAs

Some communities include Business Improvement Areas (BIAs). BIAs were formerly known as Business Revitalization Zones (BRZs). A BIA is a program by which business people can jointly raise and administer funds to improve and promote their business areas. BIAs are established by City Council bylaw, in response to a petition from business owners. The BIA receives financing from its members by means of a special levy added to all business assessments within the BIA.

Like community associations, BIAs are circulated development applications within their boundaries and they are a stakeholder in local policy planning. They often take on public improvements in the BIA as well. It is beneficial for community associations and BIAs to

Although planning committees have no formal jurisdiction or authority in planning matters (with the exception of the Subdivision and Development Appeal Board and during Public Hearings, where CAs have official standing), they play a valuable role in the planning process. Specifically, they:

- Provide advice, background information, community context, and community issues and concerns to The City of Calgary
- Advocate for planning activities within their community
- Attract desirable development to the community
- Act as a vehicle for community improvement and as a voice for the community

As it is the committee's role to comment on the "bigger picture," the views of a planning committee may not always coincide with the views of some individual residents in the community. It is not necessary for the planning committee to come to an agreement with everyone. However, it is best to include all strongly held opinions in the response to The City and be able to provide support for the community association's position.

Communities are encouraged to discuss applications with applicants and invite them to meetings of the planning committee. Good relationships between applicants, community associations and file managers from The City of Calgary can result in more timely approvals and development projects that are beneficial to the community. [Chapter 4](#) includes more discussion about building positive relationships and win-win solutions.

When circumstances permit, the community association should try to ensure that adjacent residents are aware that there is an application for development that could affect them. There will be a City notice posting on most occasions. If requested, your committee can facilitate their participation in the planning process by offering to voice their concerns to The City, even though the association itself may not have any concerns. Alternatively, CAs can enable community residents to raise their concerns themselves. You also have the option, if requested, to assist the neighbours with presentations to Council or the Subdivision and Development Appeal Board.

What Community Associations Should Communicate in Response to Applications

The City of Calgary respects the unique understanding that community associations have of their communities. The City, and also the applicant, benefit from hearing what communities like or do not like about a proposal, and the reasons why communities feel that the development will or will not suit their community. As such, The City (and the applicant) needs constructive comments expressing the positive and negative aspects of a proposal. If there are problems, community associations may want to point to potential solutions.

See [Chapter 4](#) for more on community association planning committees and the Federation's [Members Only](#) section for tools and resources for increasing community involvement in the planning process.

B. Role of the Public and Neighbours

The public is usually interested in the planning process when an application affects them directly. The public and neighbours are not usually mailed planning applications. They usually learn about applications through notice postings (signs posted on the site of the proposed development setting out the nature of the application), advertisements in the newspaper in some specific cases, sometimes through the community association planning committee or outreach by the applicant.

CA planning committees have a responsibility and opportunity to promote community involvement by:

- Informing neighbouring residents and including them in the review and decision-making process



- Ensuring that residents and the broader community receive regular updates on their planning effort, issues, and successes
- Providing a means for stakeholders and the broader community to provide input to the CA planning committee
- Ensuring that comments and input from stakeholders and other citizens are heard and considered
- Encouraging residents to send in independent comments
- Conducting community-wide initiatives to get feedback, such as an information meeting, opinion poll, or petition whenever the magnitude of development warrants a broader mandate
- Providing a forum for the community to exchange ideas with developers as appropriate
- Explaining what information The City is looking for in terms of comments on applications

One of the key methods for increasing community involvement in the planning process in your community is to keep community members informed by providing regular updates on the planning effort, issues, and successes. It is equally important that there is an opportunity for community members to provide comments and suggestions to the CA planning committee generally, and on specific issues. A responsible planning committee will ensure that comments and input from residents and other community members are heard and considered.

See the [Members Only](#) section of the Federation's website for The Planning Committee Guide, as well as a number of tools and resources for increasing community involvement in the planning process.

The public and neighbours have an opportunity to comment on planning applications independent of the community association. Notice postings and other advertisements indicate who to contact for more information and how to participate further in the approval process for the specific application. The public is invited to participate in the process to provide information and insight on local community conditions to the Development Authority. This is particularly important because of the potential impact a development may have on the neighbours. Although the public may raise various issues, the planning authorities are limited by legislation as to what factors they may consider in making a decision. It is, therefore, best to concentrate on planning issues.

Chapter 5 provides information on public notification for different kinds of applications.

The specific method available for the public to make their position known varies on whether the application is for a redesignation, subdivision or development permit. The different routes are outlined in Chapter 5. Community associations may wish to assist neighbours in navigating the planning process.

C. Role of the Applicant

The applicant is the person, organization or corporation making the application. This could be anyone from your neighbour to a small builder to a representative of a company involved in large-scale developments. The applicant has a right to expect to develop their land within certain physical constraints and policy limitations. The courts and common law tradition guarantee that they will be treated fairly and consistently, that the applications will be judged in relation to existing policies, and that decisions be based on planning principles and approved planning documents. The applicant pays fees that are designed to offset the cost of processing the application.

Applicants may contact the community association and adjacent residents prior to submitting applications. While there is no legal requirement to do this, it is strongly encouraged as it is a valuable means of receiving initial feedback from the community and is a benefit to all parties. Applicants often spend a considerable amount of time and effort dealing with the planning process before development can happen. Constructive relationships between applicants, community associations and neighbours can help to secure more timely approvals, avoid appeals, and result in outcomes that are mutually beneficial to the applicant and the community. Community associations can be proactive by initiating contact with applicants and would-be applicants, and by inviting them to meetings when appropriate.

D. Role of the Development Authority & CPAG

Who is the Development Authority?

The Development Authority is an official appointed by City Council to exercise development powers and perform duties on behalf of the municipality, including rendering decisions on development permit applications. The Development Authority makes the decision on most development applications. However, at The City of Calgary, more complex applications are forwarded to the Calgary Planning Commission (CPC) for a decision. In these cases, CPC acts as the Development Authority.

What is the Corporate Planning Applications Group?

The Corporate Planning Applications Group (CPAG) is the inter-departmental group of staff who review planning applications including land use redesignation, subdivision and development permits. CPAG includes urban planners, engineers, technicians and support staff from Planning, Development Engineering, Transportation and Parks. The recommendations of CPAG are sent to the Development Authority, for a decision or action.



Role of the CPAG team

CPAG deals with all planning applications that require a multi-departmental review. These reviews take place when other experts, in addition to the planner, are required in order to properly assess the application. This review typically requires engineering, transportation planning and/or parks planning expertise.

CPAG is broken down into a number of teams, based on geographical areas and functional requirements. Each CPAG team has representatives from the four core functions: Planning, Development Engineering, Transportation and Parks. The representative on the CPAG team is known as a “generalist”. All generalists are required to have a broad knowledge of the requirements of the departments they represent. They function as equal partners in the technical review and decision-making process for CPAG applications. In addition, the CPAG team has access to “specialists” within the City Administration for feedback and advice on issues such as heritage status of buildings, geotechnical matters, etc.



The File Manager

The CPAG team generalist from Planning acts as the file manager for the application and oversees the management of the application through the process. The file manager’s name and contact information can be found on the circulation cover sheet and on the notice posting. The file manager is the principal contact for applicants, community associations and other interested parties.

E. Role of Calgary Planning Commission

Calgary Planning Commission (CPC) is a committee appointed annually by City Council to act as the Subdivision Authority on all subdivision matters, to make recommendations to City Council on land use planning matters in The City of Calgary, and to act as Development Authority on some developments.

Who sits on CPC?

The membership of CPC includes the general managers of Planning & Development and Transportation, two Council members, and six citizen members. A full list of members is included on The City website, as well as CPC agendas and other information. See the [Contacts & Resources](#) list at the beginning of The Guide.

What does CPC do?

Calgary Planning Commission:

- Makes recommendations to Council on land use planning documents such as area structure plans, area redevelopment plans, and other plans
- Makes recommendations to Council on applications to change land use designations (zoning) for individual properties within the city
- Makes recommendations to Council on street and lane closures, street names, and community names and boundaries
- Acts as the City's decision maker for subdivisions and some development permits, and makes recommendations on the disposition of publicly-owned reserve lands
- Responds to requests from Council on planning related issues
- Acts as Development Authority on certain types of development permits. Development permit applications dealt with by CPC are typically larger or more complex developments, or where policy issues are in flux

Development permit applications that typically go to CPC include:

- Developments which require the use of bonus provisions
- Shopping centres over 7000m²
- Direct Control sites where specific Council guidelines require CPC approval
- Proposed Place(s) of Worship - Large
- Addiction Treatment and Custodial Care developments with more than ten residents
- Prominent sites in entranceways or gateways, as defined in the MDP
- Developments which, in the opinion of the Development Officer, should be reviewed by CP

Administration may also take to CPC any development that is judged to be pertinent to CPC. This is defined as projects with major impact, discretion and/or precedent in policy, or exemplary projects for the information of CPC. There are many potential reasons a development application could go to CPC, so check with the file manager.

Can Community Associations Communicate with CPC?

The planner is expected to include community comments received in their report to CPC, but there are further opportunities to communicate with CPC. First, determine if and when the development, land use application or policy plan you are concerned with is to be presented to CPC. Ask the planner responsible (typically the file manager) or the CPC Secretary. The CPC agenda is usually posted on The City website the Friday before the meeting.

Any letter received by the CPC Secretary in a timely fashion (to ensure that CPC members have time to review the letter, it should be sent about two weeks in advance of the meeting) will be circulated to CPC members for their consideration. You can also contact individual members of CPC directly. The contact information for CPC members is on The City's [website](#). Meetings of CPC are open to the public, but they are not public hearings. Affected parties are not able to speak unless a member of CPC asks them a question. Some CPC matters, including policy work and land use amendments, later go to a public hearing of Council, while subdivision applications and development permits do not.

F. Role of the Urban Design Review Panel

Some applications are reviewed by the Urban Design Review Panel (UDRP). Urban design includes the relationship between buildings in a neighbourhood as well as the relationship between the buildings and the streets, parks and other spaces that make up the public domain.

The mandate of the UDRP is to review from an architectural and urban design perspective, new development and major redevelopment proposals within the Centre City, Transit Oriented Development areas, Business Improvement Areas, Main Street areas and prominent gateway locations. The UDRP may also review any other significant development proposals referred to it by the Development Authority. In addition, the Panel provides advice on City of Calgary capital projects with significant urban design impact.

The UDRP provides independent, best practice expertise through the application review process – it may consider a project at the pre-application stage and/or during the circulation and review period.

The Panel's advice, which typically either endorses or recommends further review, is forwarded to CPAG, the applicant and also to the Calgary Planning Commission as part of the planning report to CPC. The planning report to CPC may include the applicant's response to the UDRP's comments. The UDRP does not have any powers of approval and the applicant or Development Authority may or may not act on the Panel's comments, at their own discretion.

The Panel has twelve members who are appointed by Council for a term of one year. The members of the Panel have professional backgrounds in areas such as architecture, landscape architecture, planning, urban design and engineering and may include a heritage conservation specialist when appropriate. The meetings are not open to the public.

G. Role of Ward Councillors & Council

Councillors are decision makers in the planning process for redesignations and policy plans. Before they make a decision, they hear opinions from the public at a public hearing. See Chapter 5, Section A. **Land Use Designation** for information on speaking to a public hearing of Council.

City Council is not directly involved in decisions on subdivisions and development permits. Council has delegated the decision making power for subdivisions and development permits to the Calgary Planning Commission, and to staff members acting as the Subdivision Authority or the Development Authority.

Individual councillors are appointed by Council to sit as members of the Calgary Planning Commission (CPC). Council members are also appointed to sit on the Subdivision and Development Appeal Board (SDAB), which hears appeals of decisions made by the Subdivision Authority and Development Authority*. Councillors are expected to not use their position to attempt to influence the decisions of the Development Authority.

Communicating with your Councillor

It is very helpful for community associations to maintain a good relationship with their councillor's office, including the councillor's executive assistant.

On matters which are Council's responsibility your councillor should be aware of the community's position. On specific ward matters the position of the ward councillor typically carries a lot of weight with other Council members. However, the views of what is a ward matter and what is a matter of city-wide interest can vary with different projects and the councillor must weigh local and city-wide interests. While the decision of a councillor should be based on planning principles, it is important that they are aware of communities' comments and concerns.

Although the formal role of the councillor is limited to the specific roles noted above, if there is a problem or land use issue in your community, it is important that you bring this to your councillor's attention. They can be helpful in the resolution of problems, and can explore and initiate policy reviews and changes, which may avoid future problems. Development applicants often meet with councillors to discuss their plans, including in the pre-application stage. Councillors may encourage applicants to meet with the community and appreciate it when community associations provide a coherent, constructive voice on development issues.

***Note:** Councillors who sit on the Subdivision and Development Appeal Board (SDAB) cannot participate in appeals in their own ward. As it is a quasi-judicial body, it is important that you not talk to any SDAB member (including any appointed councillors) about an appealed development permit otherwise they would have to disqualify themselves from the debate and decision on that SDAB item.



Role of Council Committees

The City has a number of boards, commissions and committees that assist in policy formulation and decision-making. Most notably, City Council operates several Standing Policy Committees and Special Committees comprised of councillors that allow for detailed consideration of items prior to a full Council meeting.

The meetings are usually open to the public, except for **in camera** items. Standing Policy Committee (SPC) meetings are open to the public and members of the public are invited to address the committee on issues that are being discussed. Most items discussed at SPC do not have a public hearing at City Council, so this may be your only opportunity to speak to them in front of the councillors.

Check with City staff or your councillor if an item of interest to you is going to a Council committee and see if there is an opportunity to speak.

Agendas and minutes of City Council and Committees are posted on The City [website](#). Agendas for committees are usually posted five days in advance of the meeting.

Standing Policy Committees (SPC)

Standing Policy Committee meetings are public hearings. Below is a list and description of the SPCs:

- **SPC on Planning and Urban Development**

Terms of reference: Land use planning and policy, development and building approvals, property assessment.

- **SPC on Transportation and Transit**

Terms of reference: Planning, design and monitoring of transportation routes, traffic operations, parking facilities and public transit.

- **SPC on Utilities and Corporate Services**

Terms of reference: Oversees services provided by the Corporate Services Department, as well as the Utilities and Environmental Protection Department and its business units, including Environmental & Safety Management, Water Services, Water Resources and Waste & Recycling Services.

- **SPC on Community and Protective Services**

Terms of reference: Parks, recreational, cultural, and social services, disaster services, emergency medical services, fire and rescue services, and associated grants provided or allocated by The City.

Special Committees

Special Committees are not public hearings, but members of the public may attend (except for in camera sessions). The following Special Committees sometimes deal with planning-related issues:

- **Priorities and Finance Committee**

Terms of reference: This committee oversees financial planning and reporting, personnel, accountability and related issues.

- **Land and Asset Strategy Committee**

Terms of reference: Overseeing The City's involvement in property transactions, and The City's properties and buildings; overseeing The City's vehicle assets; overseeing The City's project management processes for the design and construction of new City assets. Meetings are often in camera due to the nature of the items.

- **Intergovernmental Affairs Committee**

Terms of reference: Responsible for representations concerning the impact of other governments' policies on The City, coordinating long-term growth and development plans between Calgary and other municipalities, and developing strategies to address the needs of affordable housing in Calgary.

H. Role of the Federation of Calgary Communities

The Federation of Calgary Communities (the Federation) is a not-for-profit, support organization, which serves the needs of community associations. Its mission is "to improve neighbourhood life in Calgary by providing services and programs that create, support and enhance vital and representative community-based associations." The Federation's planning role includes:

- Educating and informing community associations about the planning system, planning processes and current planning issues
- Helping communities deal with specific planning issues
- Encouraging networking and information sharing among communities and other groups on planning issues of common concern
- Facilitating community involvement in some planning processes
- Representing community interests on some city-wide planning issues and for future communities in greenfield developments
- Advocating for the community association role in planning

The Federation employs two urban planners who are available to assist community associations in the establishment and operation of planning committees, undertaking community visioning exercises and

community-based planning initiatives. Some examples include the creation of community charters and plans. As well, they answer questions about the planning process and planning issues.

The Federation has developed some resource materials for community association planning committees focused on citizen engagement. Specifically, these tools and resources are aimed at promoting more effective and representative planning committees, greater citizen involvement in community planning, and proactive, visionary planning exercises. Please visit the [Members Only](#) section of the Federation's website to access a number of contacts, resources, and useful articles for community association planning volunteers including information on increasing community involvement in the planning process.

Additionally, the Federation and The City of Calgary conduct the [Partners in Planning program](#), a certified training program that is designed to educate volunteers and other interested people about the planning process and planning issues. Courses are offered several times a year. Some courses include The Basics of Planning Implementation and Understanding the Land Use Bylaw.

The Community Guide to the Planning Process is maintained by the Federation. If you think that something should be updated or added contact a Federation planner. Planning information and news is published in the



bi-monthly electronic newsletter, [Get Engaged!](#), which is sent to community associations and is also posted on the Federation website.

Chapter 4

Community Association Planning Committees

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Appendix G

A. Introduction to Planning Committees

B. Committee Membership

**C. Guidelines for Planning Committee
Membership**

D. Principles for Planning Committees

E. Making Meetings Work

F. Dispute Management

A. Introduction to Planning Committees

Community association planning committees may take on a number of planning-related roles and tasks related to community building, change and improvement. The primary role of a planning committee is to review and respond to planning applications affecting the community and address general planning and development issues as they arise. However, there are other equally important (and in some ways more proactive) opportunities for planning committees to affect change in their communities.

Community associations that receive few planning applications may feel it is unnecessary to set up a fully functioning planning committee. It may be better for the association executive to act as the planning committee in these situations, but at minimum a “Planning Director” should be designated to manage issues that arise. If your community faces numerous proposals for development, you should consider establishing a planning committee.

The purpose of a community association planning committee is to:

- Be a positive and pro-active force in the direction, development, and evolution of the community’s physical environment
- Be mindful of the community’s role in the overall development of Calgary, including relationships with neighbouring communities and role of the Municipal Development Plan and Calgary Transportation Plan
- Promote community interest and facilitate community dialogue on local planning and development issues
- Represent the community’s perspective on local planning and development issues to The City of Calgary
- Advance the goals of the area residents by supporting high quality development and community planning in the community

For more information on planning committees, review the Federation’s Planning Committee Guide, which can be found in the Federation’s [Members Only](#) webpage for further details on navigating this process.

Other issues

Your mandate may also include traffic issues, long range planning exercises (initiated by The City or the community), providing planning information to the community in your newsletter, promoting good development, public improvements to streets and parks, and other initiatives related to the environment, heritage, etc. It is important that your committee not take on too much. Some issues may be best dealt with by subcommittees or other community association committees.

B. Committee Membership

The membership of the community planning committee is very important. Ideally:

- The CA planning committee membership should reflect the range of community diversity and interests and should be selected through a process that is open and welcoming to all members of the community association.
- It is important to have enough committee members to provide a variety of perspectives on development proposals, and a pool of people you can draw upon if some are unavailable. Many successful committees have 6 to 12 people, but meetings should not be too large. The committee should have a minimum of three people. The task of reviewing applications should not be left up to one person.
- Try to select people from different areas of the neighbourhood and include people who represent a cross section of community members. You should have a mix of different ages and backgrounds, residents of different housing types, and a mix of long-time residents and newcomers to the community. It may be useful to include a local merchant to represent the business community. A well-balanced committee will have a sense of continuity and will also be looking to the future.
- Both continuity and turnover are important. Always have some people who have been around for a few years, but bring in new blood on a regular basis. Keep in mind that there is high turnover in City departments. The knowledge and “institutional memory” of your committee can be an asset to file managers.
- Your committee should have access to a volunteer who understands the planning process from a technical or professional perspective (e.g. an architect or designer, an urban planner, a builder, a developer or a real estate agent). The person may be a regular member of your committee, or someone you can consult on occasion.
- Record keeping is important for the purposes of continuity. Some projects take a long time to conclude or go dormant and resurface in other forms. It is good to have an avid archivist who will help you keep good records and materials.
- Availability is important. Busy committees benefit from having a Chair or members who are flexible during work hours and can attend meetings or respond quickly to an issue.
- If your community has an area redevelopment plan, try to select someone who sat on the ARP committee. Their experience will be helpful, and they will have a good idea of what type of development is consistent with your ARP. Participants in other relevant planning studies will also be helpful.

Have members who participate in the [Partners in Planning](#) (PIP) program or have a Partners In Planning Certificate. All committee members should take the free PIP courses.

C. Guidelines for Planning Committee Operations

The following guidelines indicate how some community associations handle their planning committees. These are only suggestions, and if your community has found a system that works, pass on your success by letting the Federation of Calgary Communities know about it. Some community associations have established formal terms of reference and procedures. The Federation has developed a terms of reference template based on planning committee best practices. The document can be tailored and customized to each individual community and can be accessed through the [Members Only](#) section of the Federation's website. The Federation has also developed a guide for how to establish a community association planning committee, which is also in the Members Only section of the Federation's website.

In setting up your community association planning committee, you need to consider the following elements:

Mandate

Determine the purpose of the committee, its goals, its authority. Document this in your terms of reference. This will help you stay on track and be accountable within the committee and to the community association board.

Membership

Membership should include both residents of the community who are community association members in good standing, as well as representatives of community groups (e.g. representatives of schools, churches, seniors' group) or businesses (e.g. individual business representatives or a business revitalization zone). Some community associations require individuals to demonstrate commitment by attending a minimum number of meetings before becoming a full member. See Section **B. Committee Membership** for more information.

Leadership and Management

The chair of the planning committee should be a member of the board of the community association. It may also be helpful to have a co-chairman and a secretary/record-keeper. Applications come in at all times of year, including around the holidays, so think about who would replace key people during vacation times or succeed them if they leave the committee. Delegation of tasks (properly supervised) is necessary to build the skills of committee members.

Procedures to Process Applications

When processing application, have a clear strategy and system to:

- Receive and review applications in a timely manner
- Call and conduct your meetings
- Communicate with applicants and adjacent residents, inform them of certain meetings and invite them to attend
- Convey comments to The City and report to the community

It is important to have a robust, well-organized process for receiving planning applications and disseminating information to committee members. It is better to have a permanent and frequently checked mailing address for circulations (the community hall, for example), but if the address or other contact information changes make sure you update the Federation of Calgary Communities and The City of Calgary immediately.

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Authority and Accountability

The committee should be able to communicate with The City and the applicant without referring back to the board of the community association except in the case of very substantial or controversial developments. Larger or more controversial issues may go to the board for discussion. In cases of very large projects, the community association, perhaps in collaboration with the applicant or The City, may hold public meetings. Generally, the more impact a project has, the greater accountability and consultation there needs to be. Typically, larger and more complex projects have longer timelines that allow more consultation. Though the committee should not always have to refer to the board for support, it should ensure that the board knows what work the committee is doing and can support the work. The board is ultimately responsible for the work of the committee. The relationship between the committee and the board should be outlined in the committee's terms of reference and the bylaws of the board.

Rules of the Committee

You need to consider responsibilities of committee members, conduct of meetings, how to make decisions, who speaks on behalf of the committee, committee structure, minutes, reporting to the community association, and issues like ethics and conflict of interest.

Some communities find simple membership rules (residency, minimum meeting attendance, etc.) sufficient to avoid potential conflict of interest situations (e.g. a developer with financial interests in the community as a committee member), and some have other guidelines. Another issue that can arise is a committee member who is right next door to a proposed development. Neighbour input is always welcomed by The City, but the planning committee has to keep the broader community interest in mind as well.

Conduct of Meetings

Some communities have rules for the conduct of meetings when applicants are invited to attend. For example, applicants may present their project and answer questions, but they leave the room when the committee discusses the proposal and comes to a decision. Having said that, negotiations with applicants are better carried out in the committee meeting rather than one-on-one, so there is no misunderstanding.

Giving Input

Communities are engaged in planning matters to provide input into the process, not to make decisions on applications. Consider procedures for giving input. Planning committees usually operate by consensus and rarely take votes. Consensus doesn't mean that everyone agrees, just that everyone can live with it. According to [The PRIMES](#) (McGoff, 2012), trying to manage a process where the only definition of success is that "everyone agrees on everything" is doomed for failure. A system where there is a good process and people are treated well often leads to better satisfaction with outcomes

Writing the Response

Chairs often write the response letters to planning applications, but sometimes this job is delegated. Letters that are straightforward can go back through the Chair. If the issue is complicated, it can be circulated to the committee for further review and approval. If a new person is delegated to write the letter a more experienced person can be assigned to help them.

Meeting Schedules

Planning committees often meet monthly. Committees may meet more or less frequently depending on how busy they are, but to keep on top of things and for group cohesion, most committees find it useful to meet regularly. Some committees deal with simpler applications via email, but face-to-face meetings are best for complex applications and productive dialogue.

Responsibility

It is important that your committee recognize the needs of both the community as a whole, and more broadly of Calgary, as well as concerns of residents immediately adjacent to a proposed development. For example, a common conflict arises when communities benefit from increased population or amenities, but the adjacent property owners object to higher densities or new uses.

Reporting to the Community

Planning outcomes should be communicated to the board, and also to community residents through the community newsletter, website or other means. If timelines permit, the planning committee can solicit input on current applications through the newsletter. If residents know there is a planning committee looking after community interests, they are more likely to contact you when they see a notice posting sign, or if they have something to contribute. Communication is an important part of being legitimate and representative. It is equally important that there is an opportunity for community members to provide comments and suggestions to the CA planning committee generally, and on specific issues. A responsible planning committee will ensure that comments and input from residents and other community members are heard and considered.

Development Principles/Guidelines

It is helpful for planning committees to have development principles or guidelines. These may be principles in your ARP or other guidelines developed with your community association. Informal community guidelines do not hold the weight of City plans, but are helpful to committee members (particularly new ones), and will help shape consistent and coherent responses to planning applications. They can also be helpful for development applicants and file managers to better explain your point of view.

D. Principles for Planning Committees

As Calgary continues to grow, development in new areas and redevelopment in existing areas presents opportunities to improve communities. By participating in the planning process community associations can help to manage and direct positive change. You should strive to support development that is compatible and beneficial to its surroundings and contributes positively to the overall character of the neighbourhood.

These suggested process-related principles are meant as general guidelines for your committee to keep in mind as they review circulations. They should help you execute your role in the planning process more effectively.

In order to be a valuable participant in the planning process, your community association planning committee should try to follow rules and guidelines, which govern their approach to planning. Here are some cornerstones:

Be Informed

- Be familiar with the site where the development is proposed. It is a good idea to have a committee member review the potential development site before it is discussed at the committee meeting.
- Be familiar with The Community Guide to the Planning Process. Understand the basic steps of the planning process as presented in this guide.
- Take advantage of planning education courses available through the [Partners in Planning](#) program and other initiatives. Read the Federation's [Get Engaged!](#) newsletter. Pay attention to policy and planning developments in the city. Visit The City and Federation websites for useful information.
- Familiarize yourself with any policy studies, ASPs, ARPs, or other planning documents that relate to your community.
- Have a copy of the land use designation map and know what each designation means. Just because a lot is sitting vacant now, does not mean it will stay that way.
- Be aware of the difference between good planning arguments, and arguments that are inadmissible (i.e., those that cannot be considered by the planning authorities as being relevant in rendering a decision). Common inadmissible arguments include comments on property values and the user of a development.
- Have realistic expectations. It is not necessary or possible for neighbours or volunteers to “re-design” projects in detail, or turn around established bylaws or policies in response to an application, except in the most unusual circumstances. (See Chapter 2, Section **E. Changing Rules, Plans & Policies**). Work in good faith with the other people who are also doing their jobs in the planning process – the file manager and the applicant.
- Keep in mind that the file manager is dealing with many applications and has deadlines to meet. Applicants also appreciate prompt feedback from communities and City planners. The earlier the feedback, the easier it is for applicants to make changes, secure timely approval and start building.
- Being informed can help you focus your comments and thus participate more effectively in the planning process.

Be Representative and Communicative

- Have the delegated authority to represent your community association's perspective. Your board should delegate the authority to the planning committee to respond independently in most circumstances.
- You represent the community as a whole; therefore, your position may differ from individual residents in the community.
- Report to residents on planning issues in the community newsletter. Residents should be aware that there is a planning committee looking after community interests on planning matters. Encourage residents to get in touch with you if they have an issue (e.g. if a notice posting sign is posted next door to them).
- You can notify residents who live near a proposed project that there has been an application made to develop land near them. There will also be notice-posting signs in most cases – if residents know about the planning committee, they may take the initiative to contact you. Neighbours can be invited to the meeting at which the development will be discussed.
- You should strive to involve residents in the planning and development matters that affect the community because a representative, fair, and constructive planning committee with well-founded views will often be more effective.
- You have a responsibility to support the involvement of community groups and individuals in planning and development issues and processes.
- If requested, facilitate neighbour participation in the process. You can also note their views in your response to The City, even if they conflict with your own.

Be Proactive

Consider developing a community charter and/or community plan that helps guide new development in the community. These documents outline the goals and objectives of the community, provide community context, guide the CAs actions in dealing with planning applications in the community, and allow developers to understand the community's perspective.

Undertake more proactive planning pursuits, such as community improvement projects, in addition to the planning application review process. The ability of a planning committee to move from taking positions (“We don’t like this”) to advancing interests (“We are interested in seeing something that integrates into the community better”) also goes a long way in adding legitimacy and strength to the planning committee from the perspective of The City and developers.

Communicate with the file manager to understand the issues and possible solutions. Endeavour to develop good, communicative relationships with applicants and file managers. This can make the work of your committee easier and more rewarding. Applicants and file managers can benefit from your knowledge of the community and its history.

Take a team approach to planning. Try to bring your committee members, the neighbours and the applicants together to reach positive solutions that benefit everyone. It is important to articulate the interests of your community in a constructive manner and look for common ground with the developer in order to resolve conflicts. This is sometimes referred to as moving from “positions” (we oppose your project) to “interests” (this is what our community is looking for – how does your project support that?). Success is more likely when all parties move beyond positions to find solutions based on their interests. Look for a win-win solution.

To understand what may eventually be built in your community, you may wish to do an inventory of vacant land and its zoning. Publish this information in your community newsletter and on your website, so all residents are aware. If you identify land use issues in your community, bring them to the attention of your board. They may authorize further actions such as contacting the land owners, the Councillor, or The City.

Be Consistent

Consistency refers to the stated position of your committee with respect to a particular type of application. Consistency does not mean that you shouldn't try to negotiate a unique solution to potential problems. Negotiations should be carried out at the committee meeting (rather than one-on-one) so the applicant and committee members have a clear idea of the community's position. Consistency also means not arbitrarily changing positions on a project, but only in response to good reasons. Over long processes plans and situations can change considerably, so it is important to keep good records, continuity, and keep the lines of communication open.

Draft some development guidelines or principles for your committee that can be used to evaluate specific types of development proposals.

Appoint one contact person for your committee to communicate with The City or applicants. These guidelines can help to avoid the common situation where one member of the committee tells The City or a developer one thing, and another member seems to contradict them. The committee should try to remain as cohesive as possible.

Be Prompt

Deadlines are important. If a file manager does not hear from a community within the time allotted to respond to an application, they must assume that

there are no concerns over the development. The time given to community associations to respond to circulations is three weeks from the mailing date. City planners understand that it is sometimes difficult for volunteers to be able to meet and review applications within the given deadlines. If you cannot comment by the date requested call the file manager as soon as possible to see if more time is available. If you arrange a new deadline, make sure you provide your comments at the time agreed upon.

Note that most circulation cover sheets ask communities to fax or email back immediately if there are “comments to follow.” This assures the file manager that you have the application in hand and that comments can be expected. If you have no concerns and do not intend to provide comments, you can indicate “no comment” on the response sheet, and the file manager will not expect anything further from the community association.

E. Making Meetings Work

Running a meeting is an art. You can “get through” a meeting or you can make your meetings a positive experience so that your volunteers are willing to come back again. You have people who want to be useful, and who have given up their evening to help their community. It is important for you to manage the meeting effectively.

Small groups like community committees have two functions – task and maintenance. To keep the group working on their tasks you have to make sure the group is maintained. This means you have to be aware of the subtle needs and motivations of your members and attempt to address them. Group members want to feel useful and respected. They generally are willing to learn and they enjoy working with people. This suggests that the chairperson needs to ensure that all members have an opportunity to speak and there is some response to the comments they make.

The most important and simple improvement to small group community meetings is going around the table at the end of a discussion and giving each person a minute or less to summarize what is important to them about the discussed issue(s). Creating an environment of openness and encouraging input is very important to group effectiveness. Without such an environment, certain members feel their opinions are undervalued and dissent forms within the group. As tension increases and people are not openly communicating, assumptions form and groups become polarized. Giving each member the opportunity to be heard reduces monopolization and moves the groups towards consensus (making the chairperson’s job much easier).

Suggestions for Managing Small Group Meetings

Here are a number of simple guidelines, which will help your meetings be more productive:

Prepare

Every minute spent preparing cuts time from the overall meeting length. If you have questions about an application speak to the applicant or file manager before the meeting to get the answers.

Keep the group manageable

Small groups work best. Keep your committee manageable (seven is a good meeting size), but also make sure your group is reasonably representative and you have an adequate number of people to call upon.

Large public meetings make good decision making very difficult

If you must have a large public meeting on a single issue break the group up into small groups for at least part of the time to get quality and depth in the discussion.

Tips for the chairperson

Although a good chairperson is the servant of the group you may have to maintain strong controls to ensure a fair and focused discussion at some points in the meeting. It is important to take guidance from the group in the organization of the meeting rules and procedures, but once the group has established the rules you should be firm about enforcing them. The meeting will be shorter and more productive.

Active listening is defined as an intent to “listen for meaning”, in which the listener checks with the speaker to see that a statement has been correctly heard and understood. The goal of active listening is to improve mutual understanding. Active listening by all is important. People have to respect what is being said by other group members, otherwise it will be repeated until it is heard or the person ignored will start to withdraw. Remember that understanding what someone is saying does not mean that you necessarily agree with their perspective.

The chairperson should ensure that quiet members are specifically asked for their opinions and if possible each person should be given a chance for a final comment before the chairperson summarizes the discussion.

Invite developers and neighbours

If you are going to discuss a planning application, you should consider inviting the applicant who can answer questions and may modify the proposal to address your concerns. Many meetings have had to be repeated because the applicant was not invited the first time. Some planning committees ask the developer to present the proposal and take questions, and then leave the meeting while the group discusses the proposal among themselves. At the end, the committee should present a unified point of view.

Don't rush

Go back frequently, summarize your understanding of where the discussion is and invite clarification. Bring everyone along with you. It saves time in the long run and saves volunteers.

Know beforehand how you want your community to grow

The community association should have an idea how it wants the community to develop. Some type of visioning or strategic planning process should be undertaken to define long-term goals so you have a basis to respond to applications. Contact the Federation of Calgary Communities (check the [Contacts & Resources](#) section) if you want to be put in touch with communities that have already done this sort of work.

Keep your opinion to yourself

This is a hard one. On major issues, your role as chairperson is to manage the debate, not to participate in it. You have enough to do ensuring that all the issues are covered and everyone is participating. If necessary, you can state your opinion at the end or you can step down for the discussion and let someone else chair. On controversial matters, you cannot be an advocate for one side and still be the chairperson.

Find consensus

On important matters take as much time as necessary to find consensus. (Consensus does not mean that everyone likes the decision, only that they can all live with it). Avoid voting if you can.

When dealing with planning applications, The City of Calgary wants to know what problems you have with an application not how the committee voted. A summary of your committee's concerns is all that is requested and used.

Take risks

There will be times when you feel that the discussion is going nowhere, ideas are being missed or the group dynamics are wanting. Have courage and take action. Interrupt the meeting and suggest using a brainstorm, having a break or dividing into smaller groups. Don't be afraid to try new things – there is an insight that comes from being a leader and you should trust it.

Have a flip chart

Provide a portable flip chart and keep point form notes of the discussion. It is a valuable aid to keeping meetings on track and preventing repetition of the same ideas.

Create a safe environment

It is up to you to ensure that your committee meetings are not threatening to participants. People need to be able to speak freely – even venting some emotion. Conflict is normal and acceptable but you need to channel it into productive discussion.

If you don't know, just ask

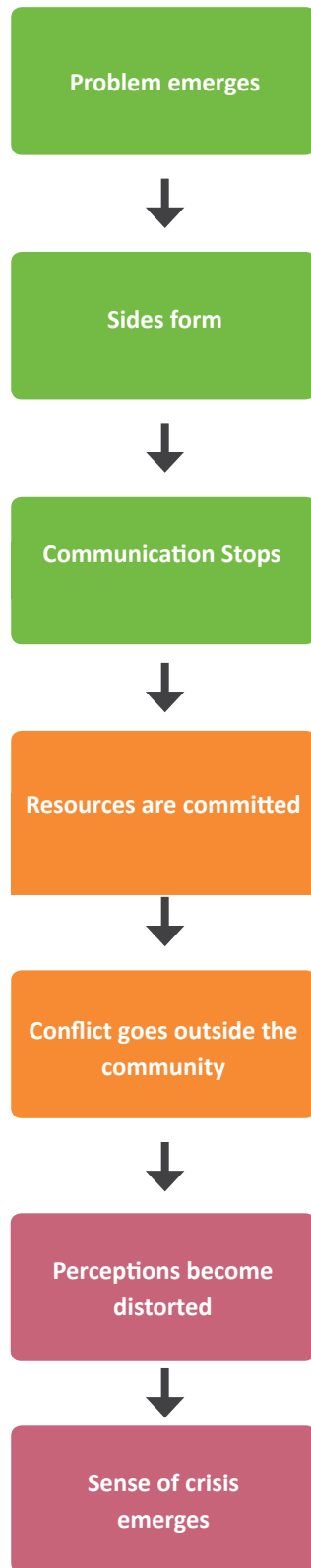
City planners are happy to answer questions on applications or call the developer. The Federation of Calgary Communities can also provide advice.

Take positives from conflict

Instead of looking at conflict as a negative force, effective leaders see conflict as a 'value-added' commodity within organizations and committees. Why?

- Conflict provides information: like a toothache announcing a cavity, conflict is an error indicator in a committee.
- Conflict contributes to opportunity for change: managed appropriately and strategically, conflict reduces over-reliance on the status quo.
- Conflict alerts the committee to potential safety or human rights issues.
- Conflict offers clarity regarding roles, responsibilities and results.
- Conflict provides opportunities for 'clearing the air' and starting over.
- Conflict provides opportunities for self-expression, and expression of differences that have potential value for the committee or others.
- Conflict normalizes differences and allows for fuller expression of ideas, as well as enhances creativity.
- If conflict happens in meetings, committees, etc., consider the positives that can arise from this conflict.

Figure 7: Spiral of Unmanaged Conflict



F. Dispute Management

If you have considered the advice in the previous section, your meetings should proceed more efficiently. However, conflict can still occur between applicants and the committee members or the neighbours. Conflict is certainly not bad, but if not managed properly can inject faulty reasoning and exaggerated arguments that move the whole group further away from a solution.

In addition to the frustration associated with major disputes, we sometimes lose good projects because builders will not risk the uncertainty of the approval process for innovative or controversial projects. One good example is the lack of seniors housing in the inner communities. Because of strong neighbour opposition, it is sometimes very difficult to get townhouse projects approved in low-density communities. The failure to accept this type of development means that as residents age they must leave their communities if they wish to find low maintenance (townhouse or apartment) accommodation.

The model, illustrated on the next page, describes the 'spiral of unmanaged conflict' which all of us involved in the planning process have seen operate far too often. The spiral and its captions illustrate the possible escalation of conflict if we do not work effectively to find solutions.

See Figure 7: Spiral of Unmanaged Conflict (recreated with permission from Carpenter, Susan L. & Kennedy, W.J.P. *Managing Public Disputes: A Practical Guide to Handling Conflict & Reaching Agreements* Copyright 1988 Jossey – Bass Inc., Publishers).

Some Ways of Reducing Conflict

1. Choose the best format for your purpose

Large public meetings are very poor for discussion but good for giving information and answering questions. Consider the range of formats you have available: community-wide meetings, block meetings, workshops, open houses, videos, surveys, etc. Choose the best for your purpose.

2. Make sure all parties are present

Unless all major, affected parties involved in the dispute are sitting together talking, any meeting has a good chance of doing more harm than good. Agreements reached among certain parties can be easily repudiated by non-attendees resulting in the need for another meeting to readdress the matter.

3. Make sure good notes are taken and agreed to

Too often different parties leave a meeting thinking they have an agreement, when in fact individuals still hold different understandings. Be sure the details of any agreement are gone over and written down before the meeting ends.

4. Keep your opinion to yourself

Controversial matters require a full time chairperson. Your ability to maintain your credibility depends upon your effectiveness in handling the meeting. Save your opinions for the end of the discussion, if you need to state them.

5. If you have conflicting points of view, record them all

Sometimes you can avoid unnecessary debate by simply including all the opposing points of view in your circulation comments. City planners consider and evaluate all issues identified and attempt to address them, where possible, no matter how many people hold the opinion.

6. Propose solutions or improvements

If there are ways to improve the development proposal or offer alternative proposals include them in your response to The City.

7. Break the problem down and deal with the parts

It is often valuable to take an issue and get the parties to break it down into parts, which can be more easily addressed. Thus, opposition to a new store can be dealt with in regard to traffic, garbage, noise, etc. – topics which can be addressed one at a time. This will allow you to get to the bottom of people's concerns quickly and avoid constant recycling of arguments.

8. Define group goals first

Define the objective you want to achieve and focus on the specific concerns and issues you are trying to resolve not generalized positions. Focus on what is important to the parties rather than their position.

9. Work with strong individuals

Your meeting will be much improved if you moderate the strong individuals and ensure all interested parties have generally equal opportunities to participate.

Community Mediation Calgary Society (CMCS) is a not-for-profit organization of volunteers available to assist in resolving conflicts between neighbours and within community associations and non-profit organizations.

They are a group of trained and skilled mediators who supply this free, confidential and voluntary (non-legal) service to the community.

CMCS provides the following services:

- Neighbourhood dispute resolution in relation to neighbourhood relationships, boundaries and fences, noise, harassment, pets, parking and trees
- Workplace dispute resolution for non-profit organizations and community associations
- Board facilitation for community association boards, church boards, non-profit boards
- Condominium and condominium board disputes

Visit www.communitymediation.ca or see the **Contacts & Resources** section.

Chapter 5

Implementation Planning

- A. Land Use Designation**
- B. Subdivision**
- C. Development Permit**
- D. Signs**
- E. Certificate of Compliance**
- F. Development Completion**
- G. Submitting a Complaint**
- H. Business Licence**
- I. Tenancy Change**
- J. Home Occupations**
- K. Building Permit**
- L. Occupancy Permission**
- M. Practical Guide to Construction Sites**

Chapter 1

Chapter 2

Chapter 3

Chapter 4

Chapter 5

Chapter 6

Chapter 7

Appendix A

Appendix B

Appendix C

Appendix D

Appendix E

Appendix F

Appendix G



Introduction

Chapter 5 describes the rules that guide application review, and the various processes used to implement planning policy and rules, from reviewing development permit and land use amendment applications, to how planning policy and rules are implemented in the Calgary planning system.

A. Land Use Designation

What is Land Use Designation (zoning)?

The land use designation is the legal control on the use and intensity of development on a parcel of land. These are defined in the Land Use Bylaw. As such, the Land Use Bylaw is the heart of the land use designation (zoning) system and includes:

- The general procedural and operational rules of the LUB
- A set of land use districts
- List of uses and sets of development rules that apply for each land use district
- A set of maps that assigns a land use district to every parcel of land in the city

Through the land use designations, LUB sets out the rules that determine how each piece of land may be used and developed. Each designation, or land use district, includes:

1. Detailed purpose statements

- Purpose statements are at the beginning of every LUB district.
- These statements are intended to capture the intent of the district and to guide the application of the district through the land use redesignation and subdivision process.

2. List of permitted and discretionary uses

- The uses allowed in a district cannot be modified. Developments are only allowed if the proposed use is included in the list of permitted or discretionary uses for that district.
- Permitted uses must be allowed if they meet all the rules of the Land Use Bylaw, even if they are inconsistent with area redevelopment plans.
- Discretionary uses are evaluated on their merits and may not be allowed if the use is considered by the Development Authority to be inappropriate in a particular location. (Refer to the explanation of relaxations in Chapter 2)

The Finer Points of Calgary Planning

There are two uses that are allowed in every land use district, even though they are not listed: Motion Picture Filming Location is a permitted use in all districts; and Excavation, Stripping and Grading is a discretionary use in all districts.

3. The district rules:

- District rules establish guidelines and requirements for developments. Rules may include minimum setback, parking requirements, maximum density and height limits, etc.
- The designation Direct Control (DC) is used for specific uses that are listed in Section 21(3) of the LUB, for developments that are so unique they are not listed, or for a proposed development that can't be regulated through any other district in the LUB.
- When considering a discretionary use, the Development Authority must take into account:
 - Any relevant policy plans (e.g. The MDP/CTP, an area redevelopment plan, community plan, design brief, special studies)
 - The purpose statements in the applicable land use district
 - The appropriateness of the location and parcel for the proposed development
 - The compatibility and impact of the proposed development with respect to adjacent development and neighbourhood
 - The merits of the proposed development
 - The servicing requirements
 - Access and transportation requirements
 - Vehicle and pedestrian circulation within the parcel
 - The impact on the public transit system
 - Sound planning principles

What is a Land Use Amendment (Redesignation)?

A redesignation takes place when a parcel of land changes from one land use designation to another. This may be necessary when a proposed use for that land is not listed as either a permitted or discretionary. Any owner of a site or their authorized agent may apply to have the land use designation of the site changed by way of a land use amendment. An individual cannot apply to redesignate a parcel of land without the landowner's permission.

Land use amendments (LUAs) may also be proposed by The City of Calgary as the result of a planning process leading to an area redevelopment plan, for example.

In developments requiring subdivision, as is common in **greenfield** situations, land use amendments are usually accompanied by an outline plan (Chapter 5, Section **B. Subdivision**).

The Finer Points of Calgary Planning

A Land Use Amendment and a redesignation are often used interchangeably. Don't worry if you hear both terms. They are the same thing!



Who Renders Decisions on Land use amendments?

While the Development Authority is allowed to make decisions on development permit applications, they are not able to approve land use amendments. The MGA states that only City Council can make decisions on land use amendments; all land use amendments are done by bylaw and only City Council can approve or refuse bylaws.

Upon receiving an application for a land use amendment, the Corporate Planning Applications Group (CPAG) evaluates the proposal and makes a recommendation for approval or refusal to the Calgary Planning Commission (CPC). CPC then provides recommendations on the amendment application to City Council at a public hearing.

What is the Land use amendment (Redesignation) Review Process?

Pre-Application

- If the proposed redesignation is likely to be controversial, the applicant would be wise to meet with the community association and neighbours prior to making an application. The applicant may also choose to request a pre-application meeting with a planner to discuss from the City's perspective any issues or potential problems prior to making an application.

Application

- The applicant applies for a land use amendment and completes all the requirements as outlined on the [Complete Application Requirement List \(CARL\)](#).

Circulation

- The file is reviewed by CPAG team members and then circulated to relevant City business units, community associations, and outside agencies.
- At the time of the initial file circulation, adjacent landowners, as defined in the Municipal Government Act (MGA) are notified, by mail, of a Land Use Bylaw amendment application. This notification invites landowners to submit a letter concerning the matter to the Corporate Planning Applications Group (CPAG) during the initial stages of the application review.
- A sign (often referred to as “notice posting”) will be posted on the subject site at the time of the initial file circulation. The purpose of

this is to provide adjacent landowners with information about the proposal and to provide CPAG staff with the opportunity to consider any comments submitted in response to the notice posting.

Planning Review

When evaluating proposals for land use redesignation CPAG/CPC may take into account relevant plans and policies, aspects of the context, the merits of the proposal and sound planning principles. Circulation comments and comments in response to the notice posting sign are considered as part of the application review.

The Role of the MDP in Applications

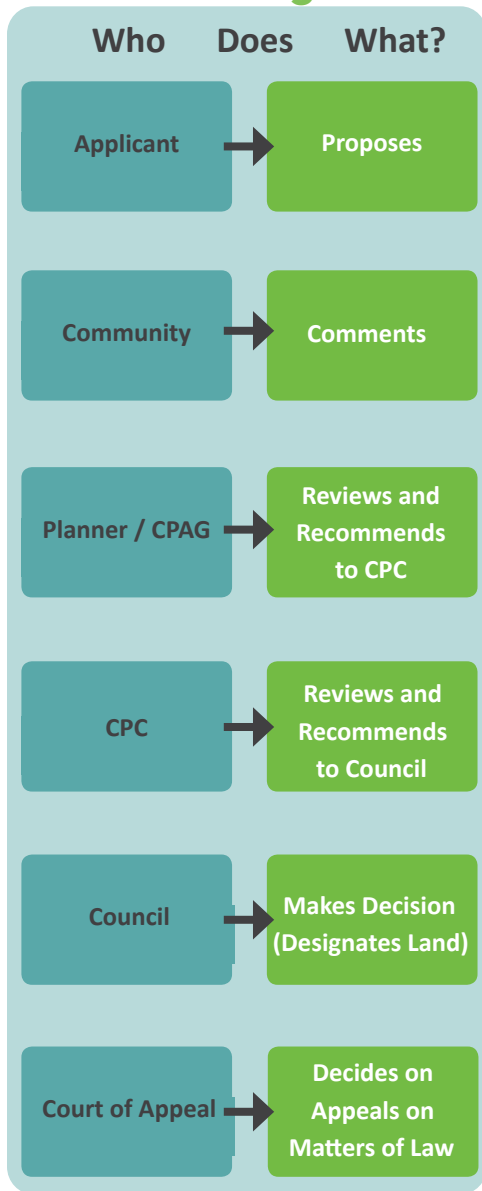
Although many of the MDP policies are strategic or high level, the MDP also includes some land use, mobility and urban design policies that are relevant at the development permit and land use amendment scale. When considering applications, the approving authority takes into account other plans and policies affecting the site, which would include the MDP, local area plans and design guidelines. In areas where a local area plan such as an ARP exists, the MDP recognizes the existing plan will provide guidance on local development decisions. But in cases where the local area plan and MDP/CTP may not align, for example with an older ARP, an application may trigger discussions on whether the local area plan of the MDP provides the most appropriate guidance at the scale of the application. If the local area plan is at odds with the policy direction of the MDP, this may lead to LAP amendments. For more on this, including flow diagrams of planning decisions that reference the MDP and LAPs, see the [Guide to the MDP and CTP](#). See also Chapter 2, Section E. **Changing Rules, Plans & Policies** of this Guide on local area plan amendments.

CPC Recommendation

- Following the circulation process, the applicant is informed by way of a Detailed Team Review (DTR) as to CPAG's intent to either recommend approval or refusal of the application. The applicant may address any issues of contention in order to acquire a more favourable recommendation.
- CPAG presents the application and its recommendations to CPC who then make a recommendation to City Council. If CPC recommends a refusal, the applicant has the opportunity to decide whether or not to pursue the application through a public hearing of City Council.
- When a land use amendment is taken to Council, a public hearing must be held. A notice of the public hearing must be given in accordance with the requirements in the Municipal Government Act in Section 692.



Figure 8: Stakeholder Roles in the Redesignation



Notification of Public Hearing

Following CPC’s recommendation, details of the application and date of the public hearing are advertised in The Calgary Herald at least 21 days prior to the hearing. Adjacent landowners are notified by mail. A notice posting sign is placed on the property again, this time to advise of the time and place of the public hearing at which City Council will consider the proposed land use amendment.

- Following the public hearing, Council either approves, refuses, or possibly tables the proposed amendment. Tabling or referral to Administration is typically to allow further engagement. Council’s decision is final and binding; there is no appeal of Council’s decision unless the appeal is based on a matter of law (e.g. legally binding procedures were not followed).

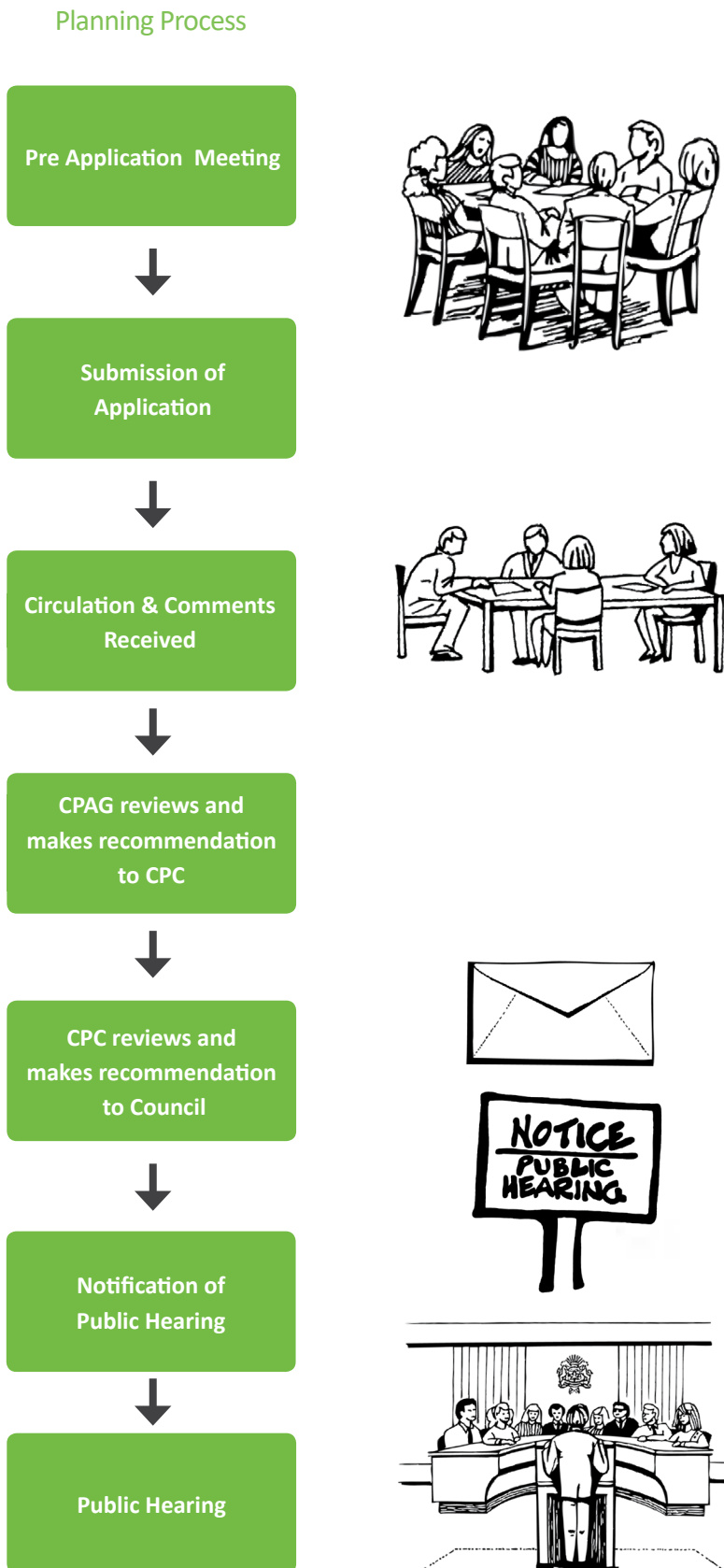
Re-application

- When a land use amendment application has been refused by Council, or withdrawn by the applicant after advertisement, the same application or a similar change in land use designation may be reapplied on the same parcel only after six months has passed from the date of refusal or withdrawal of the application.

How To Evaluate a Land use amendment (Rezoning) Application

1. Are you familiar with the site and the site context (development and uses adjacent to the site)?
2. Do you understand what is proposed?
3. What uses are allowed under the proposed designation, what is included or excluded?
 - When reviewing an application be aware that development may occur within the full range allowed by the land use designation. The applicant may state the intention of developing to a lower intensity (or height) than the Land Use Bylaw allows, but you should base your evaluation on the full range of uses and intensity of use that the Land Use Bylaw allows under the proposed district. For example, if the proposed designation is M-1 evaluate the application as if the 14 metre height will be used for any form of dwelling (e.g. townhouse, apartment) that could be built.
 - If it is a Direct Control (DC) proposal, be sure you know what the specific controls are (only with DC applications are specialized uses and design rules included). If a use in DC is made permitted it may not be possible to appeal the use at the development permit stage.

Figure 9: Land use amendment (Redesignation) Process



Public Engagement

It is wise for the applicant to meet with the community association and neighbours (if possible) before submitting an application. An applicant may also request a formal pre-application meeting with City staff.

Site notice posted.

Application circulated to community association, Ward Councillor and any applicable special interest group, (e.g., Business Revitalization Zone).

CPC is a public forum but not a public hearing. Applicants are advised to attend and observe the proceedings. Review is based on technical merit.

Notice letters sent to adjacent owners.

Notice of public hearing is posted on site.

Notice of public hearing is advertised in newspaper.

The public can address Council at the Public Hearing.

4. Does the proposal help achieve the intent and expectations of any approved policies (e.g., ARP, ASP)?
5. Will the proposal have an undue adverse impact on the neighbours and the community? Remember that the CPAG staff already has the information regarding such things as parking requirements, city-wide transportation policies and Land Use Bylaw rules. They want to know if there is something specific to the site or area they may be unaware of (e.g. if there is already a significant parking problem in the area).
 - Remember the *use* of the land is the main issue in LUA applications.
 - These are some matters that cannot be considered:
 - The characteristics of people who may use the proposed development (e.g. tenant vs. owner occupied). Comments must address the land uses, not the land users.
 - The economic benefits or losses (e.g., increasing tax revenue to The City, increased competition resulting in the loss of revenue to an existing business, etc.).
6. Would you like to inform or set up a meeting for the immediate neighbours, the surrounding blocks, or the entire community?
 - If you hold a meeting to discuss the proposal, it would be wise to invite the applicant to explain the details.
7. Can you get your comments in by the date requested? If you cannot comment by the date requested and you need an extension (to meet with the neighbours or the applicant, for example) call the file manager of the land use amendment to see if more time is available. You are normally given three weeks to respond with your comments and you should work to this time line.
 - If you will not have written comments please call or email the contact person on the circulation sheet to let them know not to wait the three weeks for your comments.
8. Prepare your written comments:
 - Give reasons why you think this is a good or not so good land use for your community and identify any important issues you feel should be addressed.
 - Provide suggestions as to how your concerns might be alleviated.
 - There may be disagreement between the neighbours and the planning committee or the general community membership on a proposal. Include comments and concerns from everyone in your response to The City and note when a specific concern is limited to a particular group.
 - Sometimes community associations actually vote on whether or not they support the application. Rather than a vote, City staff are interested in suggestions the community may have to improve the proposal if they have concerns.

9. Would you like to contact your councillor to discuss the proposal?
Land use amendment decisions are made by City Council and your councillor is interested in how you feel about the proposal.
10. Community association comments will be reported to the Calgary Planning Commission and City Council and you have the opportunity to address Council at the public hearing.
11. Land use amendment applications are circulated for your information. Even if you choose not to respond to the initial circulation, you still have the opportunity for input at the public hearing.

Land Use Designation & Amendment Questions

How do you Find Out the Land Use Designation on a Piece of Land?

Through the “My Property Website”, you can look up City of Calgary information about:

- The land use designation or zoning of property
- Any building permit or development permits issued for the property in the last three years
- The community, ward number and the name of the Ward Councillor

Go to calgary.ca/myproperty. Contact The City of Calgary for more information (see the **Contacts & Resources** section).

How is the Public Notified About Land Use Amendment Applications?

- The community association receives copies of all applications in their area to inform them of a proposed land use change.
- The applicant may meet with the community association or with adjacent land owners. There is no obligation on the part of the community or the applicant to arrange such a meeting but it can be useful to both parties.
- Owners of property immediately adjacent to the site are notified of the application having been received and then later on of the public hearing. These notifications are by mail and there is a notice posting on the site.
- All sites are posted with a notice of the upcoming public hearing after CPC has reviewed the application and made their recommendation to Council.
- The public hearing is advertised in the newspapers at least 21 days prior to the public hearing.

How Long Does the Land use amendment Process Take?

It depends upon the type and complexity of the application. Land use amendment applications take a minimum of 3 months and usually about 6 months to process. It may be much longer if there are difficult policy or technical issues that need to be resolved.

Making Presentations to Council

The final decision on all land use redesignation applications is made by City Council at a Public Hearing.

Council's agenda is available the Wednesday before the Monday public hearing and is posted on The City's [website](#). The order of the agenda may be changed at the beginning of the Council meeting so if there is an item you wish to speak to it is wise to let your Councillor know. You may also want to have a representative in Council Chambers at the beginning of the meeting (9:30 am) to see if the order of the agenda is changed. Items are not heard at specific times, but in the order Council approves. You may have to wait through many items before yours.

This is What Happens at a Public Hearing:

- The Mayor introduces the items on the agenda, in the order established by Council
- The Administration describes the proposal and the reasons for the Calgary Planning Commission recommendation
- Those persons in favour of the proposed redesignation are called upon to speak first
- Those persons opposed are called upon to speak after those in favour
- Speakers are allowed five minutes to present excluding any time required to answer questions Council members may ask
- There is no opportunity for rebuttal
- The Administration may then be called upon to provide clarification.
- Council debates and votes on the item

When Requested by the Mayor to Address Council, You Should:

- Come forward to the microphone
- Speak directly into the microphone
- Introduce yourself and explain how you are an affected party
- Address the Mayor as 'Your Worship' and members of Council as "Councillor... (last name)".



Written Submissions:

- Are accepted provided that they are printed, typed or legibly written
- Must be received by the City Clerk no later than 10:00 pm twelve days prior to the Public Hearing to be included in the Agenda of Council. For contact information for the City Clerk's office please refer to The Contacts & Resources section. Agenda minutes can be found at the following address: agendaminutes.calgary.ca
- Anyone wishing to distribute additional material at the Public Hearing must have a minimum of 35 copies available at the time of the presentation to give to the City Clerk. However, acceptance and distribution of this material will require the approval of the Mayor.
- You may also contact your councillor and other Council members directly prior to the public hearing

Time Limit:

- Each speaker is allowed a maximum of five minutes to present, excluding any time required to answer questions from Council.

Use of Visual Aids:

The following audiovisual equipment is available for use when making a presentation:

- Document viewer (hard copy material is encouraged)
- PC or Mac laptop that can be connected to a memory stick (Note: if you intend to use a computer, you can contact City Clerk's Office and make arrangements to test their equipment in advance of the meeting)

If you need a laptop computer, bring your own and advise City Clerks in advance so it may be set up ahead of time. Always bring hard copies in case of equipment or programming failure.

Arrangements can be made to test your audiovisual presentation or arrange for the display of architectural models prior to the Public Hearing. To do so, please contact the City Clerk's Office.

Number of Speakers:

Every citizen has the right to address Council; however, it is wise to limit the number of speakers. Have your presentation well thought out and organized before you present it. Avoid having several speakers make the same points over again. Don't be apprehensive. Council is aware that it is hard for people to address them and they appreciate your effort.

The following is a checklist that can be used in preparation for making a presentation at a Public Hearing.

Checklist for Presentations at Public Hearings of Council

Research and Presentation Preparation:

- Contact/meet with affected parties – if applicable host public meetings in the community and document the outcome (take minutes)
- Review and document relevant planning documents (area redevelopment plans, area structure plans, the infill housing guidelines, etc.)
- Carefully document meetings, discussions, and phone calls that took place during the process
- Seek advice from your Ward Councillor
- Review the Calgary Planning Commission report and recommendations
- Discuss any questions/clarifications with the planner/file manager
- Familiarize yourself with procedures by attending a Public Hearing of Council prior to making your presentation
- Advise affected community residents of their opportunity for input (written and verbal submissions to Council at the Public Hearing). Recognize that community opinions may differ and that acknowledging this gains credibility

Written Submissions:

- Written comments should:
 - Outline the pros and cons of the proposal
 - Identify relevant/specific community planning issues
 - Be as concise as possible. Few situations need a ten or twenty page explanation

Plan your presentation to include:

- An introduction of yourself and who you represent (only speak for others when they have agreed to you doing so)
- A description of the community's involvement with the applicant and affected neighbours
- Reasons why you support or oppose the proposed redesignation

Presentation Tips:

- Order of speaking: those in favour of the application speak first; opposed speak second. There is no opportunity for rebuttal.

- Focus on the use, not the users – characteristics of the users of the proposed development do not carry weight in the decision process. This is also true for issues of economic benefits/losses and property values, as Council cannot take these into account and has to rule such information out of order.
- Identify appropriate speakers (if more than one). Encourage affected parties to make brief and to the point presentations.
- Avoid repetition – 20 people saying the same thing is ineffective.
- Use visual aids:
 - Prepare in advance and check for accuracy
 - Make reference to visuals during your presentation – they are only useful if they have relevance to what you are talking about.
 - It may be helpful to have two people give the presentation - one responsible for speaking and the other for the visual aids.
- Practice and time your presentation including your visual aids – each speaker has a maximum of five minutes.
- Remember:
 - Be informed and stick to facts
 - Be prepared
 - Be fair and respectful

B. Subdivision

What is Subdivision?

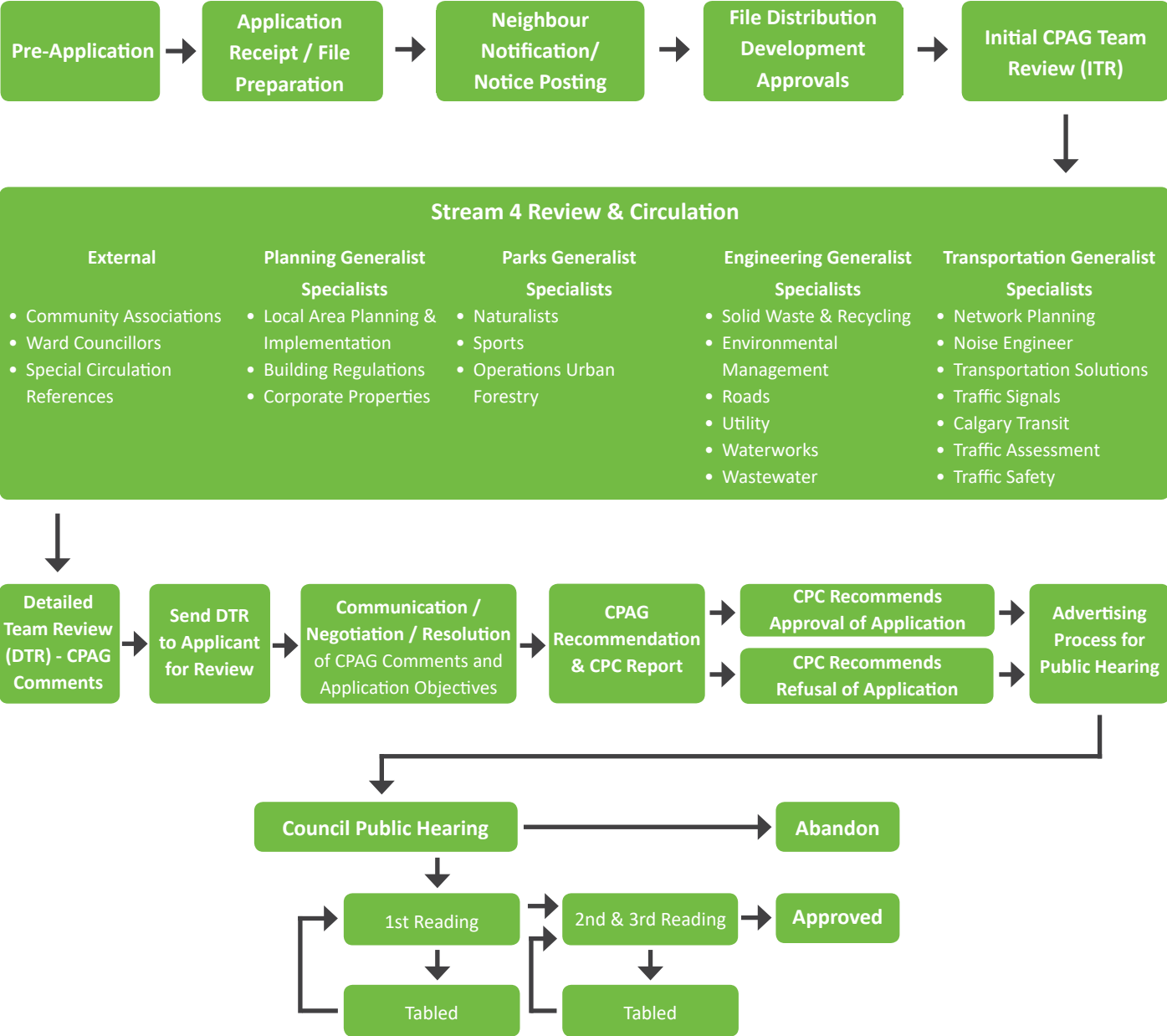
Subdivision is the process of dividing land into smaller parcels. In Calgary, the Subdivision Authority is currently the Calgary Planning Commission (CPC) or a designated City staff.

There are two basic types of subdivision: tentative plan and subdivision by instrument. Typically, when a tentative plan is prepared to subdivide a large undeveloped area, it is accompanied by an outline plan, which is described below.

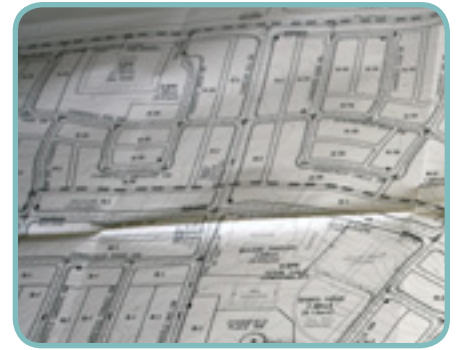
Outline plan

- An outline plan is a type of land use plan that provides a high level of detail on proposed land uses, typically for a large area that is substantially undeveloped. It also provides definitive information on the location and hierarchy of roads, the major municipal infrastructure services (e.g. water, sewer and storm drainage), the location and distribution of parks and schools, etc.

Figure 10: Site Specific Land Use Application Flowchart



- An outline plan is not a statutory plan; rather, it is a form of plan established by the City of Calgary to bridge the process between high level community planning (e.g. area structure plan) and the planning applications that follow (e.g. subdivision, land use designation and development permit).
- An outline plan is prepared by the applicant or developer.
- An outline plan must be consistent with any approved area structure plan or community plan that has been approved by City Council for the area.
- An outline plan is usually processed concurrently with a land use amendment, which places land use districts on the lands that are subject to the outline plan. The outline plan and, where applicable, the accompanying land use amendment, are circulated to relevant City business units and outside agencies, the Ward Councillor, adjacent landowners, community associations and Provincial Departments.
- The outline plan does not show individual lots and dimensions.
- CPAG staff present outline plans to the Calgary Planning Commission, which makes the final decision. As an outline plan is not a statutory document, there is no appeal of a decision on an outline plan.
- Once an outline plan is in place, a developer may proceed with an application to subdivide the land, usually by tentative plan.



Tentative Plan Subdivision

- A tentative plan is prepared when a proposed subdivision will create two or more lots and the subdivision is to be undertaken by a plan of survey.
- A conforming tentative plan details all the information contained in an approved outline plan. Specific lots are shown together with all dimensions and areas.
- The Subdivision Authority must make a decision within 60 days of receipt of a completed application unless the applicant grants the authority an extension in writing.
- Unlike outline plans, tentative plans are statutory plans, and decisions or conditions related to them may be appealed by the applicant, School Authority or Provincial Department.
- Tentative plan approval triggers the preparation of a development agreement between the developer and The City. The development agreement specifies construction and maintenance obligations, and includes rates charged by The City for storm, sanitary, water, inspection, roads and preparation of joint use school sites.

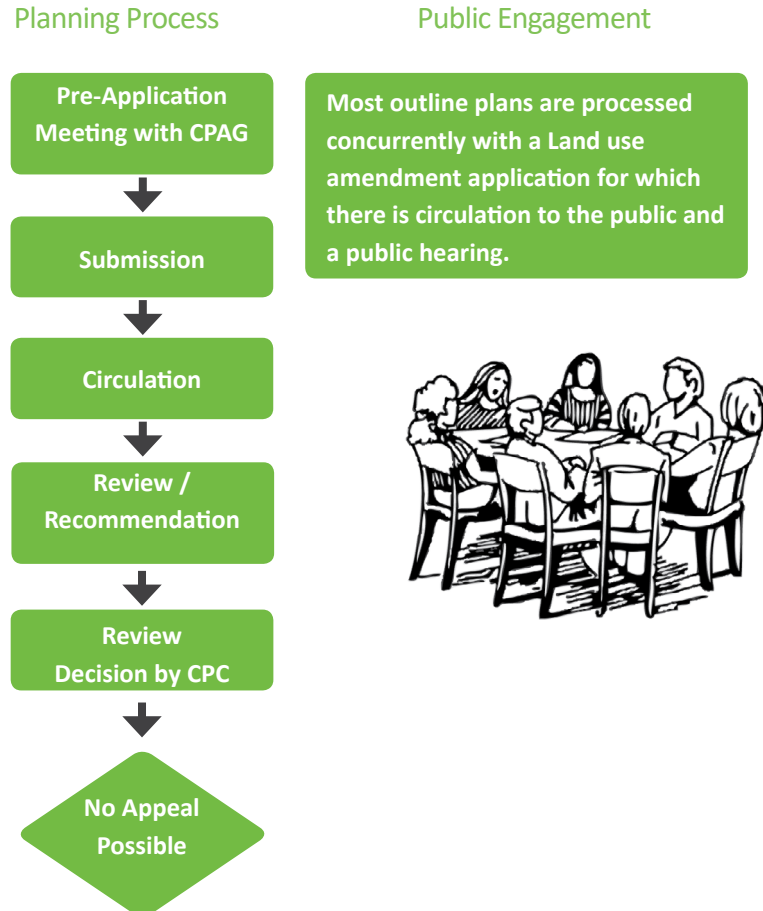
Subdivision by Instrument

- When land has previously been subdivided and divided into lots (e.g. Lots 1, 2 and 3), some of the lots may have been consolidated into one Title. The applicant may wish to create individual Titles to those lots. In order to do this, the applicant must apply for a subdivision by instrument.
- A survey, or Real Property Report (RPR), is not required unless existing buildings are to remain.
- The Subdivision Authority must make a decision within 21 days of receipt of a completed application unless the applicant grants an extension in writing.
- Subdivisions by instrument are statutory, and the applicant may appeal the decision or any conditions in the approval.

What is the Subdivision Approval Process?

- The landowner or the owner's agent applies for a subdivision.
- An analysis and identification of surrounding conditions is undertaken. This includes an assessment of adjacent land uses, landform, existing

Figure 11: Outline Plan Public Engagement Process



road networks, trunk lines for water, sanitary and storm sewer, electrical power, and a review of Council policies.

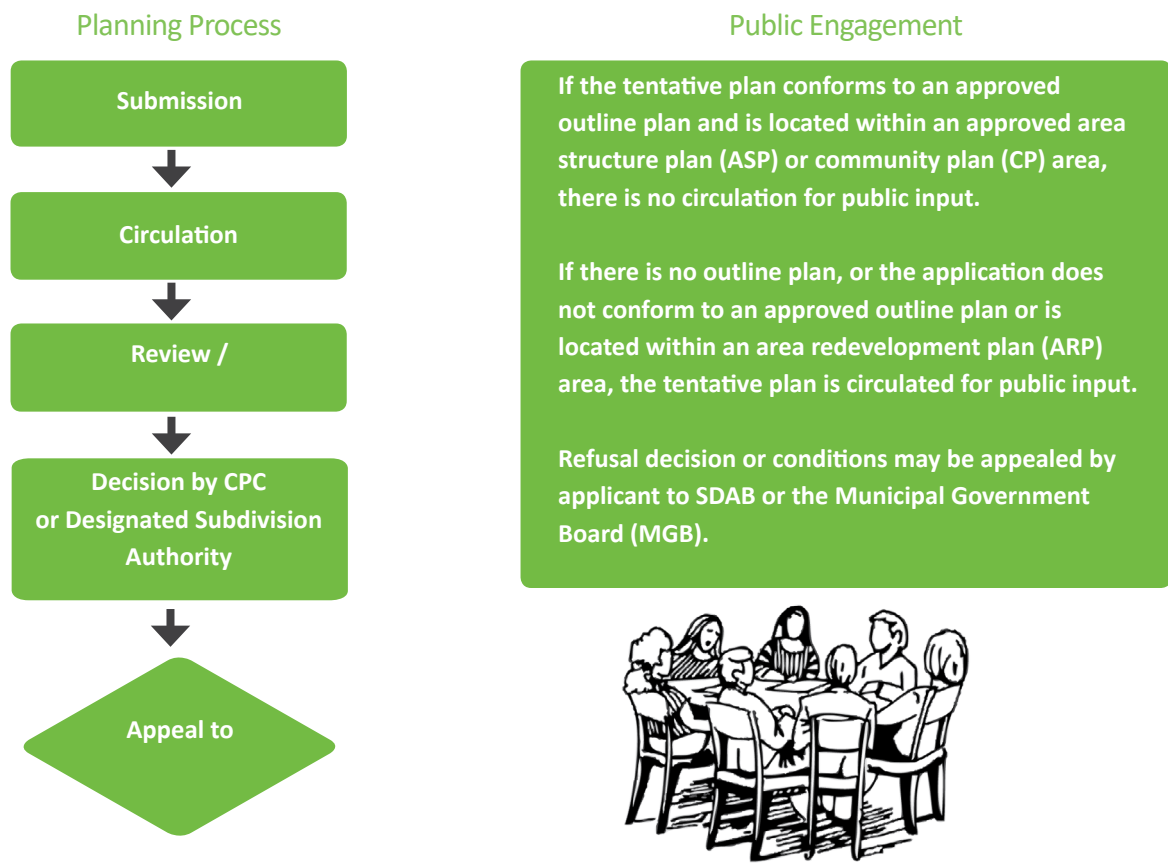
Outline plan

- Outline plans, usually with concurrent land use amendment
- applications are circulated to relevant city business units and outside agencies, the Ward Councillor, adjacent landowners, community associations and Provincial Departments.
- CPAG staff make a recommendation to the Calgary Planning Commission, which makes the final decision on the plan.
- There is no appeal process for outline plans as they are not statutory.

Tentative plan

- A tentative plan that conforms to an approved outline plan can be approved without circulation by a designated Subdivision Authority.
- If there is no outline plan, or the application does not conform to an approved outline plan, a full circulation may be required and a decision made by CPC.

Figure 12: Tentative Plan Public Engagement Process



- Tentative plan decisions may only be appealed by the applicant, School Authority or Provincial Department. Once a tentative plan has been approved, addressing occurs. Addressing refers to the process of assigning a building number to each lot within the site.

Subdivision by Instrument

- A subdivision by instrument is usually approved by the designated Subdivision Authority
- The application is circulated to relevant City business units and outside agencies, Ward Councillors, adjacent landowners and CAs.
- A Subdivision by instrument may only be appealed by the applicant. Once the application is approved, addressing occurs. CPAG may require the concurrent processing of a development permit.
- Other parties cannot appeal a subdivision by instrument (they can appeal a development permit if it accompanies the subdivision)

5

How You Evaluate a Subdivision Circulation

Outline plan

An outline plan circulation is often accompanied by a land use amendment application.

Generally, outline plans are for vacant land in the outer areas of the city, however large areas undergoing redevelopment require outline plans also (e.g. Garrison Woods, the former Bow Valley Centre site). The outline plan/land use amendment process allows for resolution of all major land use, transportation, servicing and open space issues. If a land use amendment accompanies an outline plan, refer to the previous section for information on that process.

Most outline plans are submitted after City Council has approved an area structure plan or community plan for which there has been a public hearing. Although not required by law, it is the City's practice to notify adjacent property owners of proposed outline plans. The outline plan is circulated to communities for your comments on any planning matters, which may affect you, and for information to advise you that planning is underway for the next phase of the development. If you have concerns or questions about the outline plan call the file manager listed on the circulation.

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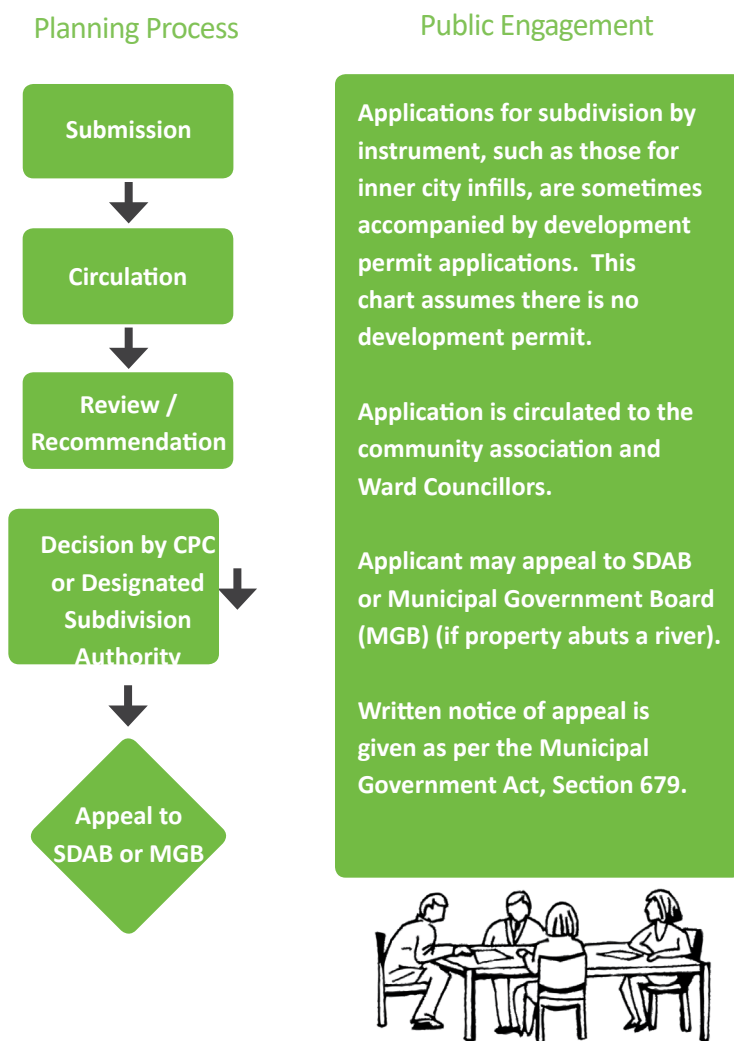
tentative plan or Subdivision by Instrument

These plans are more detailed than an outline plan, and show dimensions of individual lots, etc. If they conform to a previously approved outline plan and the land use designation is within an approved area structure plan (ASP) or community plan (CP) area, they are not circulated.

Some tentative plans and subdivisions by instrument within are redevelopment plans (ARP) are not related to approved outline plans, and are circulated. When you receive a subdivision circulation:

- Look for how well the proposal fits into its surroundings.
- List how the proposal could impact (pros & cons) the neighbours and the community.

Figure 13: Subdivision by Instrument Public Engagement Process



- If you have any questions, contact the file manager listed on the circulation, or the applicant.
- Depending on the impact of the subdivision proposed, you might want to talk to the immediate neighbours or hold a community meeting. The landowners adjacent to a proposed subdivision receive a written notice of the application.

Only applicants can appeal (refusals of or conditions of) tentative plans and subdivisions by instrument to the Subdivision & Development Appeal Board. Approvals cannot be appealed.

Subdivision Questions

How Long Does the Subdivision Approval Process Take?

It is difficult to generalize the length of time for the subdivision approval process, as it is dependent upon the unique circumstances of each application.

How is the Public Notified About Subdivision Applications?

- Existing community associations are circulated most applications.
- Adjacent landowners receive written notice of most applications in developed areas.
- The applicant may choose to meet with the community association and neighbours before the application is made.

What Happens After the Subdivision Authority Approves a Tentative plan/Instrument?

The plan/instrument (ePlan or Separation of Title document) is endorsed by the Subdivision Authority, and then is registered at the Land Titles Office. The endorsed plan/instrument must be registered with Land Titles within a year of the endorsement date. Transfer of title of lots cannot occur until the plan/instrument is registered.

What are Other Subdivision Related Processes and Notifications?

Process

Notification

Street & Lane Closure

- Council Public Hearing is advertised
- Letter sent to adjacent owners

*Disposition of Reserve
(Property transferred
through will or deed)*

- Notice is posted on the site
- Council Public Hearing is advertised

- Street & Lane Closure* - Letter is sent to parties whose address will be changed
- Address Change* - May be made on request of the property owner by the Addressing Officer

Reserve for Parks and Schools

The Municipal Government Act (MGA) allows municipalities to provide for the dedication of reserve land for schools and parks. Reserves may be required on the subdivision of all parcels larger than 2 acres (0.8 hectares) where reserves were not previously provided (see Appendix F, **Measurements of Area & Density** to better understand the scale).

As allowed by the MGA, The City requires 10 percent of the gross developable area of lands to be subdivided to be dedicated for the purpose of providing municipal reserve and/or school reserve. Dedication of reserve may occur in the form of reserve land, money in lieu or by filing a deferred reserve caveat against the title of the lands being subdivided. Municipal and/or school reserve (MSR) may be used only for:

- A public park
- A public recreation area
- School authority purposes
- A buffer to separate areas of land that are used for different purposes

Community association sites are typically located on municipal reserve (MR).

Environmental reserve is land considered unstable and generally unsuitable for development. Lands which are subject to flooding, or consisting of a swamp or ravine, or land abutting a watercourse to provide public access or prevent pollution are included. These areas are usually left in their natural state.

Disposal of Reserve Land

The Calgary Board of Education and the Calgary Catholic School District have procedures for closing schools or declaring school sites “surplus” to their needs, in accordance with the Closure of Schools Regulation (pursuant to the School Act), of the Province of Alberta. This is not a City process. For more information contact the appropriate school boards.

If a school authority no longer needs a school reserve, it must transfer the land to the municipality. Under the Joint Use Agreement between The City, the Calgary Board of Education and the Calgary Catholic School District, such land is transferred for a nominal sum. As well, if non-reserve land owned by The City has been transferred to a school board for a nominal sum, for school purposes only, once it is no longer required it is transferred back to The City



for a nominal sum. These requirements do not apply to land owned in fee simple by the school authorities, that is, land acquired prior to or outside of the reserve dedication process. Such land is subject to market value pricing. Buildings on all land are subject to market value pricing.

Disposal (sale or lease) of municipal and/or school reserve land must be carried out in accordance with MGA regulations which require advertising in a newspaper, posting on or near the site and the holding of a public hearing of City Council. Proceeds of a sale may only be used for school, parks or recreation related purposes.

Surplus School Sites on Reserve Land

A process for putting new uses on empty school sites that have been declared “surplus” was approved by City Council on July 27, 2009. Repurposed land will be changed from “Municipal and School Reserve” to “Community Services Reserve”.

In most cases these are sites where schools were never built and are presently open space. They are mostly in communities built between the 1970s and 1990s. Amendments (in 2009) to the Municipal Government Act allow a variety of public-related uses on these surplus sites, including libraries, care facilities, day cares, emergency services and affordable housing. These uses are allowed only on the conceptual school footprint, not on the surrounding grounds.

Regarding the process, The City first considers keeping the land as open space, and looks at the community’s open space needs. It then looks at options for other City uses. If there are no City uses the City considers third-party proposals from not-for-profit organizations, with the land remaining in City ownership. There is community consultation regarding the form and intensity of the development to be considered for the site. Later, at the development application stage, there is a land use redesignation public hearing and a development permit process.

For more specific information on the Policy for the Re-use of Surplus School Reserve Sites, contact The City of Calgary (see the [Contacts & Resources](#) section).

C. Development Permit Applications

What is a Development Permit?

Development refers to:

- New buildings
- Addition to, replacement or repair of existing buildings



- A change of use of land or buildings
- A change in the intensity of use of land or buildings
- The excavation or stockpiling of soil

The purpose of a development permit is:

- To ensure that the proposed use is allowable
- To ensure that the Land Use Bylaw rules are met and if not, to assess the merit of relaxing the rule
- In the case of discretionary uses, to allow an evaluation of the impact on neighbouring properties
- In the case of discretionary uses, to offer affected parties an opportunity to provide relevant information, ensuring informed planning decisions.

Development Permits for Permitted Uses

If a development permit is made for a permitted use and the proposal meets all the rules of the Land Use Bylaw, a permit must be issued. It is not advertised and there is no appeal.

Permitted uses may, for example, include a range of public uses (e.g. parks, utilities), protective emergency services, some commercial uses in existing buildings in commercial districts, and in some cases, single detached dwellings. Each district of the Land Use Bylaw has rules which may be relaxed if certain criteria are met. The ability to relax standards is an important element of the Calgary planning process because it allows more flexibility in design. Where a relaxation of a rule has been granted, that relaxation can be appealed.

Development Permits for Discretionary Uses

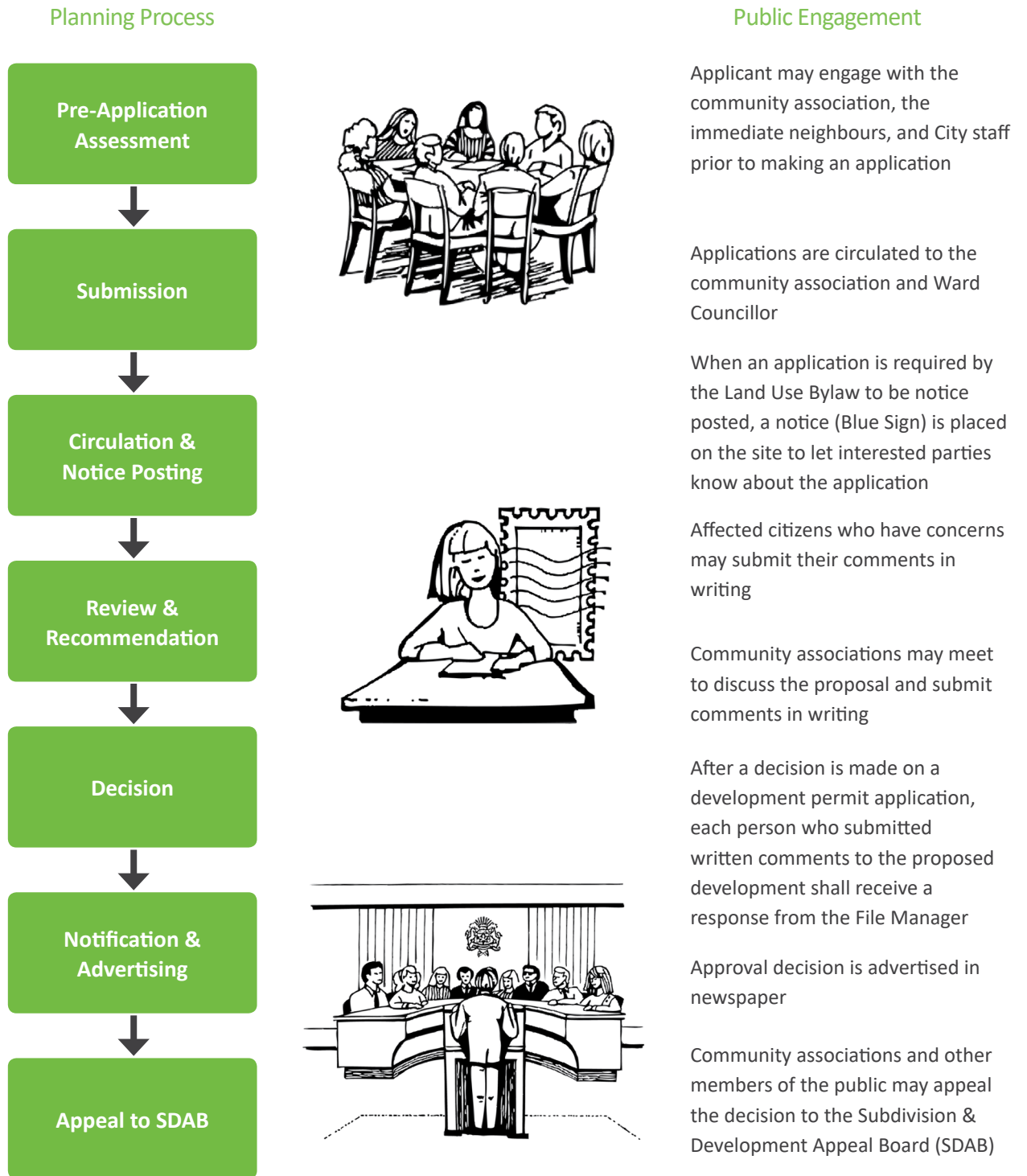
All discretionary uses require development permits. The majority of development permit applications circulated to communities are for discretionary uses. Unlike a permitted use, a discretionary use may be refused if the development is considered inappropriate in the proposed location or if the Development Authority believes it would have an undue adverse impact on the area.

Who Renders Decisions on Development Permits?

The Development Authority is responsible for rendering decisions on development permits. The Development Authority may be a designated City official or the Calgary Planning Commission (CPC). City officials designated as the Development Authority make the majority of decisions. However,

Figure 14: Development Permit Public Engagement Process

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more complex projects, larger projects or development proposals with special significance are usually presented to the CPC for a decision. The Development Authority or Calgary Planning Commission may approve, approve with conditions or refuse an application.

What is the Development Permit Process?

Application Submission

- There may be a pre-application meeting with City staff
- The applicant applies for a development permit.

[New Development Permit, Land Use and Subdivision Applications](#) are posted on The City website every Tuesday, broken down by Community and Ward. Development permits are shown on The City's [Planning & Development Map](#).

File Assignment – The Four Application Streams

You may hear reference to the City's system for streaming planning applications. When a planning application is submitted, The City channels it into one of four processing streams, depending on the complexity of the approval process for that type of application.

Stream 1

Stream 1 applications are generally the most simple and straightforward. They are often processed entirely by the staff at the public counter and the applicant may receive a decision before leaving the counter. Examples of Stream 1 applications are an application for a "Home Occupation – Class 1" (which is a home business that is basically no more than a desk and telephone operation) or a change of tenancy in an existing building where the use itself doesn't change (e.g. a restaurant to another restaurant).

Stream 2

Stream 2 applications are typically straightforward but must undergo a more thorough check by planning staff for compliance with rules. They are not reviewed by other City departments or external agencies and there is no public notification or circulation of the application to the local community association. An example of a Stream 2 application is a development permit for the change of use to a permitted use within an existing commercial building (in which case planning staff check if more parking is required for the new use).

Stream 3

Stream 3 applications require an evaluation by planning staff but do not

require input from other City departments. Some of these applications require public input. The application may be circulated to the local community association and a public notice may be erected on the development site.

Examples of Stream 3 applications are (this list is subject to change):

- Single and semi-detached infills (both contextual and discretionary)
- Addition to a residence
- RVs in front yard
- Home occupation – Class 2
- Change of use (e.g. from one listed use to another when discretion or relaxations are involved. Not to be confused with a land use redesignation)
- Liquor store in existing building
- Billiard parlour in existing building
- Amusement arcades in existing building
- Minor addition to commercial/industrial
- Signs (third party, freestanding, fascia, etc.)
- Secondary Suites
- Most applications for relaxation of Bylaw rules

The Circulation Matrix: Stream 3 applications are not circulated to communities unless the community has asked for them. Some time ago, The City asked each community association to identify which Stream 3 applications it wished to review. From the response, The City developed a list, known as the Circulation Matrix, which identifies the types of development permit applications to be circulated to each community association. City staff contact community associations every 18 to 24 months to determine which Stream 3 applications communities wish to be circulated. It is your community's responsibility to know what you have requested on the Matrix, to update the Matrix as required (we recommend annually), and to respond to circulations promptly, including a quick "no comment" if you have no concerns. If you do not respond to Stream 3 circulations, they may be discontinued. To review and update your community's request on the Stream 3 Matrix, call the Planning and Development general number (268-5311) and ask to be connected with the Stream 3 Team Assistant in Customer Advisory Services or contact Federation planners for assistance.

Stream 4

Stream 4 applications require review not only by planning staff but also by other City departments. As a result, Stream 4 applications are reviewed by CPAG, the interdepartmental group that reviews applications requiring input from Development Engineering, Transportation Planning or Parks.

- Development Engineering reviews issues such as solid waste collection, sewer and water services, road and sidewalk infrastructure, drainage, slope stability, environmental contamination, etc.

- Transportation Planning reviews matters such as traffic generation, road capacity, vehicular access, etc.
- Parks reviews matters such as protection of trees in adjacent City boulevards).

Stream 4 applications are typically circulated to the community association and the ward councillor as well as a range of external referees such as Enmax, Fire and Police. Examples of Stream 4 applications include development permits for new shopping centres, office buildings, multi-family residential developments and some infill developments.

Stream 4 applications are further split into Stream 4A files and Stream 4B files. Stream 4A applications can be processed by the generalists of the interdepartmental CPAG team. Stream 4B applications, which are generally the most complex, require extra analysis by functional specialists such as geotechnical engineers, flood specialists, heritage planners, traffic impact specialists, environmental specialists, etc. Normally, Stream 4B applications require the longest processing period.

Circulation

The application may be circulated to other relevant City business units, affected agencies, the Ward Councillor and the community association, all of which are given three weeks to respond. For circulation to the community association and the Ward Councillor, the file manager includes:

- A copy of plans
- A copy of the application form
- A location map
- A covering letter
- Community Association Feedback Form

Notice Posting

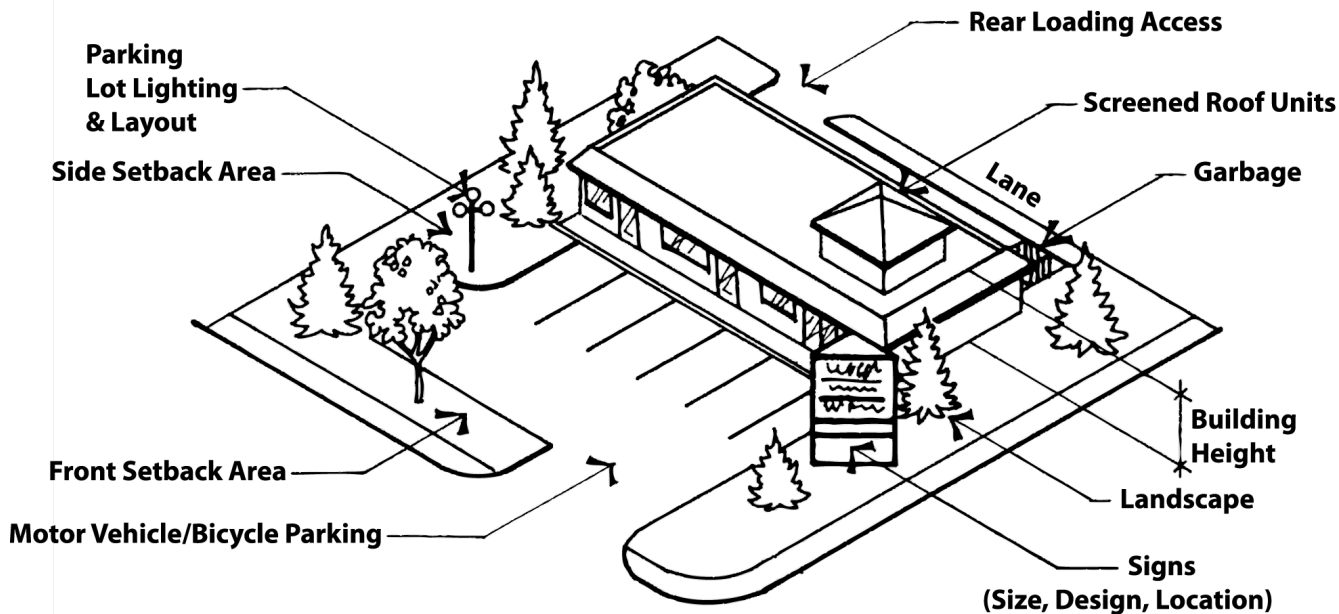
Some uses must be notice posted (see the Notice Posting Appendix of the Land Use Bylaw). A notice is erected on the parcel for which an application has been received. Notice posting is intended to let local people know that an application has been submitted to The City of Calgary for a certain type of development. It lists the proposed use of the building or parcel and states that any objections can be submitted to the Development Authority, what the notice of objection must contain, and by what date it must be received at The City. This allows the Development Authority to get a sense of the local issues that may affect a proposed development's suitability.

While the legal requirement is for the parcel to be notice posted at least seven days before a decision is rendered, notice posting normally occurs earlier in the process, at the same time that circulation is mailed to the community association.

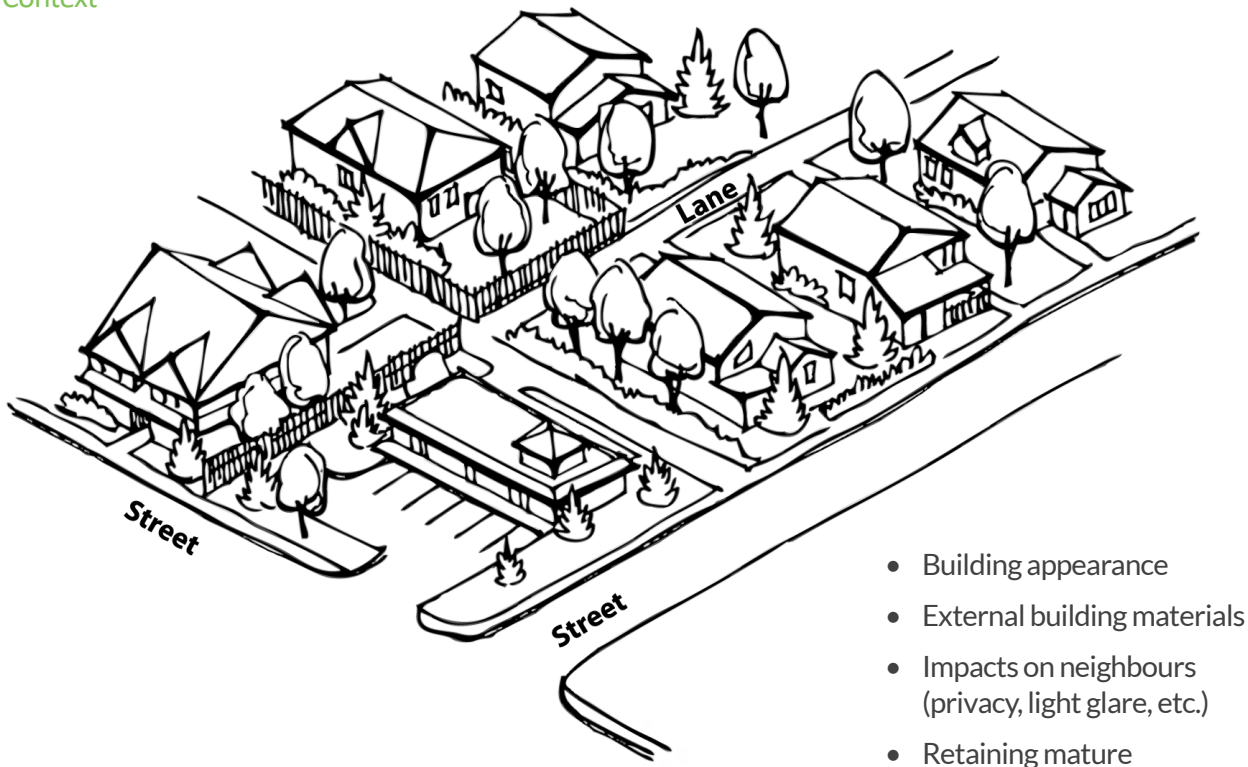


Figure 15: Commercial - Planning Criteria Considered by the Development Authority in Making Development Permit Decisions

Rules



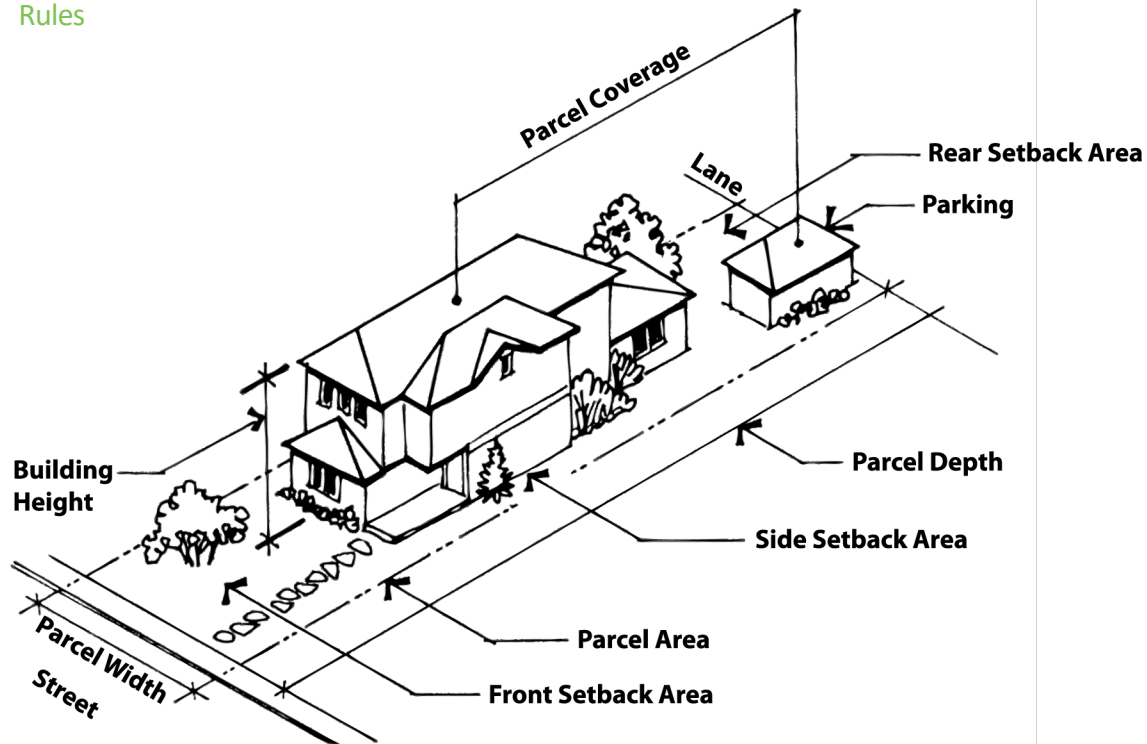
Context



- Building appearance
- External building materials
- Impacts on neighbours (privacy, light glare, etc.)
- Retaining mature

Figure 16: Residential - Planning Criteria Considered by the Development Authority in Making Development Permit Decisions

Rules



5

Context



- Relationship to neighbour's house
- Overlooking/shadowing
- Building appearance
- Retaining mature

Community associations may also be circulated some discretionary applications that are not notice posted.

- Only discretionary uses are notice posted; not permitted uses.
- Notice posting efforts are directed to uses located in close proximity to residential districts and to uses that have the potential to impact residents in residential districts.
- Discretionary uses that are not the primary uses in the district are generally notice posted (for example, a place of worship in a low density residential district).

The list of application types requiring notice posting can be found in the Land Use Bylaw Part 3, Division 3, Section 27. Only items listed there are notice posted.

Review

When evaluating proposals for discretionary permits, the Development Authority must take into account:

- Any relevant policy plans (e.g. The MDP/CTP, an area redevelopment plan, community plan, design brief, special studies) – see below for discussion;
- The purpose statements in the applicable land use district;
- The appropriateness of the location and parcel for the proposed development;
- The compatibility and impact of the proposed development with respect to adjacent development and neighbourhood;
- The merits of the proposed development;
- The servicing requirements;
- Access and transportation requirements;
- Vehicle and pedestrian circulation within the parcel;
- The impact on the public transit system; and
- Sound planning principles.

Circulation comments and comments in response to the notice posting are considered by the Development Authority as part of the application review.

The Role of Plans and Policies in Discretionary Review

Policy plans that inform discretion in the review of development applications include the Municipal Development Plan, statutory area redevelopment plans, non-statutory community plans or special studies, guidelines like the [Low Density Housing Guidelines for Established Communities](#) (Infill Guidelines), as well as the LUB. Relevant Council policies like the Triple Bottom Line framework may also be considered. There is no predictable weighting of these policies and plans as there are many factors to consider in

each decision. However in general, plans that have more specific and relevant direction in a particular situation will have greater influence, and plans that are more current will have more influence than out-of-date plans. See also the section below on the role of the new MDP.

The Role of the MDP in Applications

Although many of the MDP policies are strategic or high level, the MDP also includes some land use, mobility and urban design policies that are relevant at the development permit and Land use amendment scale. When considering applications, the Approving Authority takes into account other plans and policies affecting the site, which would include the MDP, Local area plans and design guidelines. In areas where a local area plan like an ARP exists, the MDP recognizes the existing plan will provide guidance on local development decisions. However in cases where the local area plan and MDP/CTP may not align, for example with an older ARP, an application may trigger discussions on whether the local area plan of the MDP provides the most appropriate guidance at the scale of the application. If the local area plan is at odds with the policy direction of the MDP this may lead to LAP amendments. For more on this, see Chapter 2, Section **E. Changing Rules, Plans & Policies** of this Guide on local area plan amendments.

Amended Drawings

There may be significant changes to a project as a result of negotiations between CPAG and the applicant. Amended drawings are not circulated to the community association for comment, but if a community association has expressed an interest in the project and asks directly for information on how the changes relate to community comments, the file manager is expected to convey the changes (community associations may want to ask to be notified of amended drawings when submitting their comments), and the applicant is also encouraged to contact the community association.

Decision

- After evaluating the application, the Development Authority may render a decision of Approval, Approval with Conditions, or Refusal.
- Calgary Planning Commission (CPC) acts as the Development Authority for certain developments and projects.
- For Stream 3 applications for infill homes, the file manager will distribute a Reasons for Approval document, which will explain the scope and review for the development application, document stakeholder input (including from community associations), comment on how concerns were addressed, how the application relates to relevant policy, Land Use Bylaw discrepancies, and a rationale for the decision on the application.
-



- If an application is approved, the Approval Package includes an Approval Letter to Applicant, Conditions of Approval.
- At the time of decision, two types of conditions may be applied to an approved development permit. First, “prior to release” conditions identify additional information or changes to the plans that must be submitted, to the satisfaction of the Development Authority, before the development permit is released by The City to the applicant. An example of a prior to release condition might be, “Delete the new tree that is proposed within the utility right-of-way”. Secondly, “permanent” conditions are conditions that are ongoing and apply for the life of the proposed development. An example of a permanent condition might be “The child care service shall accommodate a maximum of 35 children”.

Advertising/Notification

- Decisions rendered on applications for discretionary and permitted uses with relaxations are advertised as a public notice in the Thursday edition of the Calgary Herald. Affected parties are given two weeks to file an appeal.
- When a development permit has been approved, a notification letter is sent to the applicant as well as to all parties, including the community association, who submitted written comments to the proposed development. The letter advises of the approval and the appeal period.
- If it commented in writing, the community association is sent a copy of the approved plans, along with the approval letter indicating prior-to-release and permanent conditions. File managers are to respond to written concerns by writing brief comments in the margins of the community association letter, identifying how each issue was addressed, or by creating a new letter that addresses the concerns.
- Where a development permit application is refused, a registered letter is sent to the applicant. The letter states the reasons for refusal. It also includes an appeal form for the applicant. The refusal of a development permit is not advertised.

Appeal

- The applicant may appeal a refusal or conditions to the Subdivision & Development Appeal Board (SDAB). The public, community association or adjacent neighbours may also appeal a decision.
- When an appeal is submitted, the applicant and the appellant are notified in writing. Letters advising of the SDAB hearing are sent to adjacent property owners and the community association.

Development Permit Release

- After the advertising period has passed without an appeal, or the SDAB allows the proposal following an appeal, and all prior to release conditions have been met, the permit is released to the applicant.

Revised Plan Application

In some cases revisions are made to plans after the development application has been approved and the development permit has been released. A Revised Plan Application will only be accepted if in the opinion of the Development Authority there are no substantive changes to the originally approved development permit, and no new relaxations. If there are substantial changes a new Development Permit is required.

Expired or Cancelled Development Permits

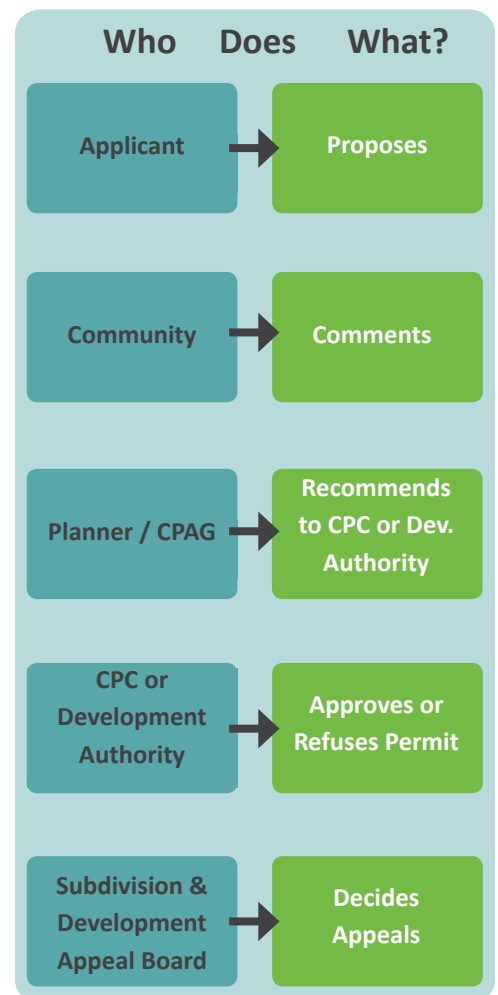
Once a Development Permit is approved, work must commence by a certain date from the date of approval or the permit is considered expired and a new development permit application must be submitted. An extension of the commencement date may be requested by the applicant, but the duration and number of extensions is limited. In some cases a development permit application may be cancelled before it is approved if it becomes inactive (e.g. if the applicant fails to respond to requests from the Development Authority for additional information). See Section 44 of the [LUB](#) for more information on cancellations and extensions. While not required, the City typically informs community associations about DP cancellations if the community was previously circulated.

How You Evaluate a Development Permit Application

Here are some things to consider when reviewing a development permit application:

1. Are you familiar with the site and site context (development and uses in the area)?
2. Does the proposal help achieve the intent and expectations of any approved policies such as an Area Redevelopment Plan or a Community Plan?
3. Are there ways to improve the application to better satisfy the community policy?
4. How will the proposal impact the neighbours and the community regarding such things as:
 - Compatibility with the neighbourhood (how well would it “fit” into its surroundings) - generally this refers to height, bulk,

Figure 17: Stakeholder Roles in the Development Permit Review Process



building materials, density, setbacks, etc.

- The relationship to the surrounding buildings and the streetscape
- Impact on the privacy of the neighbours (e.g. over viewing)
- Driveway (access) locations
- Parking
- Landscaping, including the retention of mature vegetation
- Safety - are there opportunities for appropriate surveillance, for people to watch what is going on in the space or be watched while in the space (window placement, fence height - can you see through or over the fence, is there adequate lighting)?
- There are some matters that cannot be considered:
 - The characteristics of people who may use the proposed development (e.g., renter vs. owner); comments must address the land uses, not the land users.
 - The economic benefits or losses (e.g., increasing tax revenue to The City or the proposed development creating too much competition resulting in the loss of revenue to an existing business, etc.).

5. Would you like to inform or set up a meeting for the immediate neighbours, the surrounding block, or the entire community? If you hold a meeting to discuss the proposal it would be wise to invite the applicant.

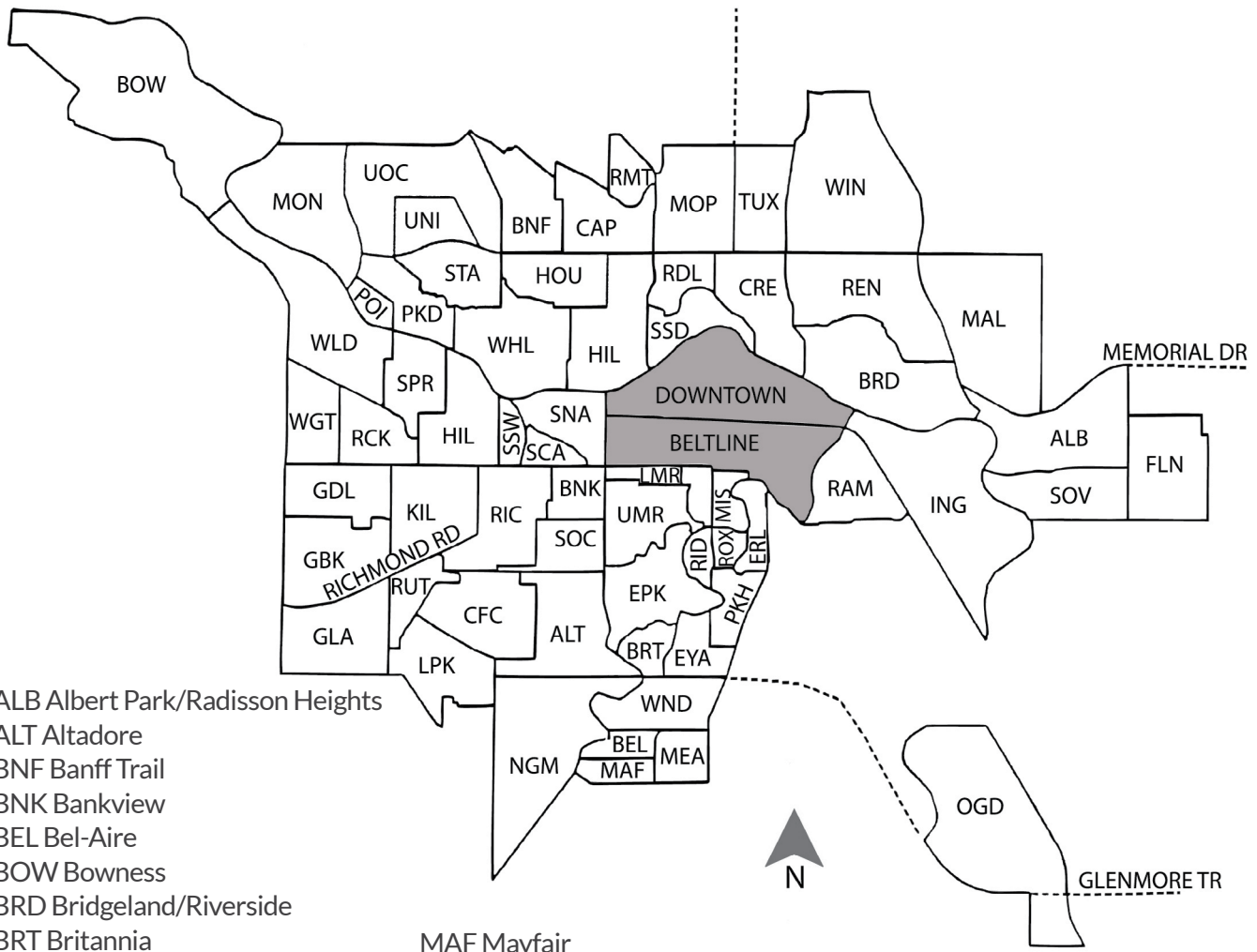
6. Can you get your comments in by the date requested? If you cannot comment by the date requested and you need an extension (to meet with the neighbours or the applicant, for example) discuss the matter with the staff member noted on the circulation. It is important to meet the deadlines as extensions will be given only in exceptional cases.

- If you will not have written comments please call the file manager on the circulation sheet to let them know not to wait for your comments.

7. Do your written comments:

- Provide planning rationale in support of or against the proposal and identify any important issues you feel should be addressed. It does not help the staff if you just oppose or support a project without giving reasons.
- Where appropriate, make suggestions to improve the proposed project and reduce any impacts it may have.
- Express your opinions using planning concepts (e.g. height, mass, parking) not personal preferences.
- Include comments and concerns from all positions in your response to The City and note when a specific concern is limited to a particular group. There may be disagreement between the neighbours of a proposed development and the general community membership.





ALB Albert Park/Radisson Heights
 ALT Altadore
 BNF Banff Trail
 BNK Bankview
 BEL Bel-Aire
 BOW Bowness
 BRD Bridgeland/Riverside
 BRT Britannia
 CAP Capitol Hill
 CFC CFB (Currie)
 CLI Cliff Bungalow
 CRE Crescent Heights/Regal Terrace
 EPK Elbow Park
 EYA Elboya
 ERL Erlton
 FLN Forest Lawn
 GLA Glamorgan
 GBK Glenbrook
 GDL Glendale
 HIL Hillhurst
 HOU Hounsfield Heights/Briar Hill
 ING Inglewood
 KIL Killarney/Glangarry
 LPK Lincoln Park
 LMR Lower Mount Royal

MAF Mayfair
 MAL Mayland Heights (incl. Belfast)
 MEA Meadowlark Park
 MIS Mission
 MON Montgomery
 MOP Mount Pleasant
 NGM North Glenmore
 OGD Ogden
 PKD Parkdale
 PKH Parkhill/Stanley Park
 POI Point McKay
 RAM Ramsay
 REN Renfrew
 RIC Richmond
 RID Rideau Park
 RDL Rosedale
 RMT Rosemont
 RCK Rosscarrock

ROX Roxboro
 RUT Rutland Park
 SCA Scarboro
 SSW Scarboro/Sunalta West
 SHG Shaganappi
 SOC South Calgary
 SOV Southview
 SPR Spruce Cliff
 STA St. Andrews Heights
 SNA Sunalta
 SSD Sunnyside
 TUX Tuxedo
 UOC University of Calgary
 UNI University Heights
 UMR Upper Mount Royal
 WHL West Hillhurst
 WGT Westgate
 WLD Wildwood

- Do not include a “community decision” in your comments. City staff cannot (and do not) consider whether a community has voted to “accept,” “support” or “reject” an application. The planners are interested in the problems the application may raise and how they could be addressed.
- Refer to the Community Association Feedback form for guidance to provide comments.

Development Approval Questions

Informing the Public About Development Permit Applications

The community association is circulated most significant discretionary applications.

- In some cases, the applicant may meet with the community association and neighbours.
- The site is notice posted when required by the Land Use Bylaw.
- Approvals are advertised in the Calgary Herald every Thursday. (Note: only approvals for discretionary applications and permitted applications with a relaxation are posted in the Calgary Herald.)
- [New Development Permit, Land Use and Subdivision Applications](#) are posted on The City website every Tuesday, broken down by Community and Ward. The register of all applications is available at the Property Research Centre, 3rd Floor, Municipal Building. Also, development permit applications are shown on the [City’s Planning & Development Map](#).

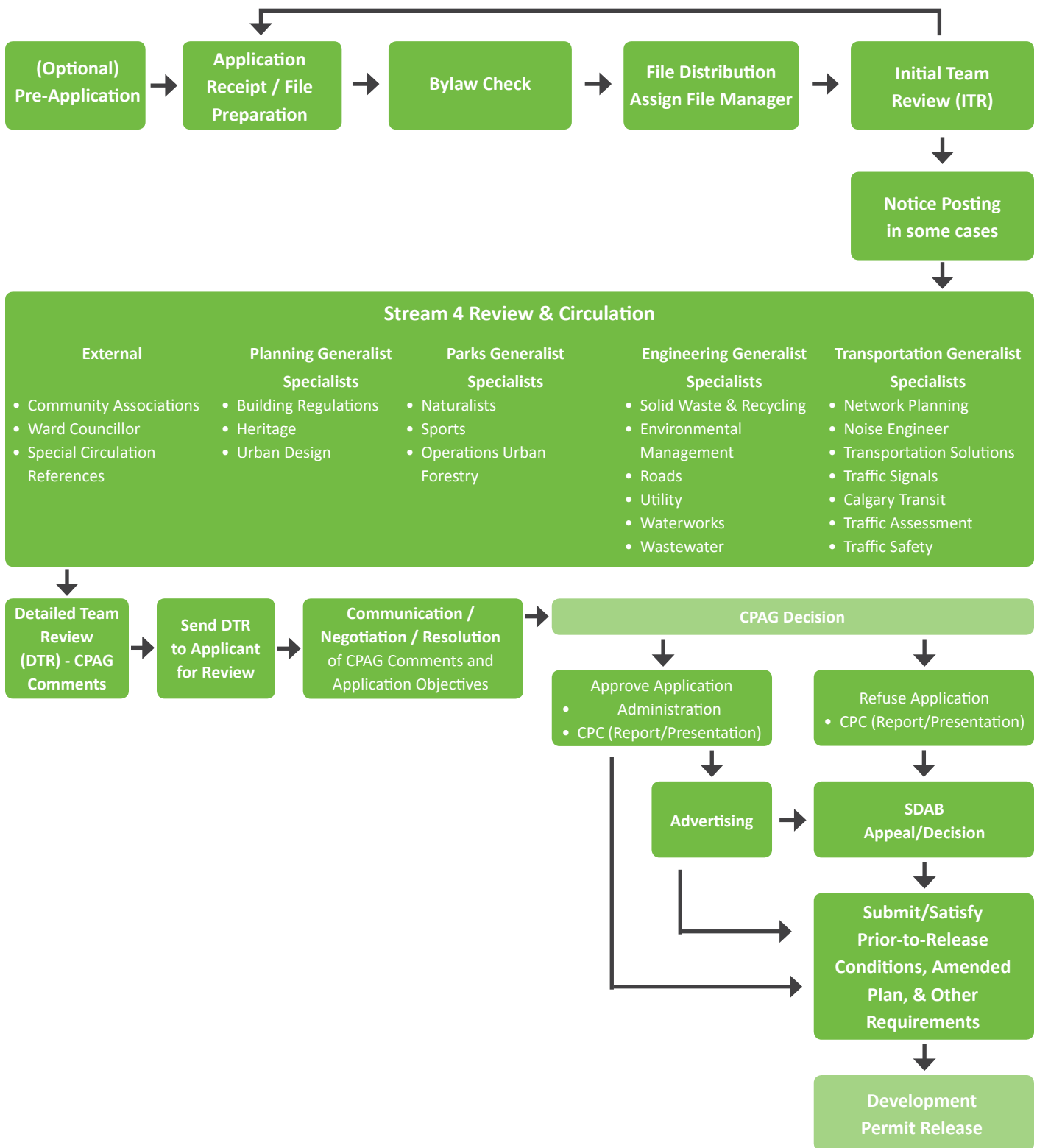
Contextual Rules in the Developed Area

The Land Use Bylaw divides the city into **Developed Area** and **Developing Area** (See map in Chapter 2, Section **D. The Land Use Bylaw**). In the Developed Area, property owners want assurances that redevelopment and additions will respect the pattern of development already established. Contextual rules mean that new developments must take into consideration existing building height, massing and setbacks of neighbouring properties. Residential districts for use only in the Developed Area contain a “C” in the district notation (e.g. R-C1, R-C2, M-CG, M-C1) for “Contextual.”

While every land use district in the Developed Area contains some rules to help new buildings fit into the existing context, most of the contextual rules apply to the use of a Contextual Single Detached Dwelling and Contextual Semi-Detached Dwelling.

A Contextual Single Detached Dwelling, for example, is a permitted use in the Developed Area. The contextual rules help to ensure that this built form is restricted in terms of its size, length, mass and location on a parcel in relation

Figure 19: Stream 4 Discretionary Development Permit



to adjacent buildings. Put more simply, a new house has to fit inside a building envelope that is defined by the adjacent houses to be deemed “contextual”. As long as a Contextual Single Detached Dwelling meets all the rules in the district and the applicable General Rules, it is considered a permitted use. This permit will normally be processed faster, will not be circulated or notice posted, and is not advertised or appealable. Contextual Semi-Detached Dwellings are subject to the same process.

An application for a house, which does not fit the contextual definition is considered to be the discretionary use of Single (or Semi) Detached Dwelling. These are subject to the review of the Development Authority, and rules can be relaxed. Planner discretion is informed by site conditions, context, and policy plans such as Area redevelopment plans and the Low Density Residential Housing Guidelines for Established Communities (see **Figure 18: Map of Established Communities in Calgary**). These discretionary uses are circulated for comment, notice posted, advertised and appealable.

As the Land Use Bylaw’s contextual rules are impacted by adjacent buildings, therefore the “context” of any parcel can change gradually over time as new adjacent buildings are built. Go to The City’s website for more information on [contextual dwellings](#).

Role of the Low Density Residential Housing Guidelines for Established Communities (Infill Guidelines)

The Guidelines are one of the tools planners use to evaluate discretionary applications in some areas of the city. (See **Figure 18: Map of Established Communities in Calgary**.)

History of the Guidelines

In response to concerns regarding infill development in the inner city, the Single-Detached Infill Housing Guidelines for Established Communities were adopted in 1988. The guidelines were replaced by [Low Density Residential Housing Guidelines for Established Communities](#) in 1993. These Guidelines addressed general design issues related to infill housing, and provided design guidelines to encourage contextually sensitive infills. Many of the concepts in the Guidelines were incorporated into Land Use Bylaw 1P2007 as contextual rules for the Developed Area. To reflect these and other policy changes, the Low Density Residential Housing Guidelines for Established Communities was updated in 2010.

Application of the Guidelines

The Guidelines are used in an advisory capacity to supplement the Land Use Bylaw and any applicable statutory plans (e.g. ARPs) when reviewing

discretionary low-density infill housing in the Established Communities. This includes Dwellings that do not meet the Contextual definition. The Guidelines do not apply to the rest of the Developed Area, only those areas listed as Established Communities.

The Guidelines are necessarily generic to all the Established Communities and cannot address the uniqueness of each community. Applications for low-density residential discretionary use permits in communities with unique architectural or historical significance are examined with the applicable Area redevelopment plans and other applicable community planning documents, in addition to the Infill Guidelines.

See **Figure 5: Map of Developed and Developing Areas of Calgary.**

D. Signs

Signs are covered by two pieces of legislation: the Sign Bylaw and the Land Use Bylaw. All signs, apart from certain types of temporary signs, require either a Development Permit or a Sign Permit, issued under the Sign Bylaw. Signs requiring a Development Permit are dealt with in the same way as other Development Permits.

The Sign Bylaw and the Land Use Bylaw set down standards for sizes and placement of signs. The intent behind these standards is to ensure that public safety (in terms of sign construction and location in relation to pedestrian and vehicular traffic) is not jeopardized and the signs contribute to the physical environment. Permit applications are checked against these standards. All signs are inspected after erection to ensure compliance with permit requirements.

E. Certificate of Compliance

A Certificate of Compliance is a formal request to verify that all buildings on a property are in compliance with applicable planning legislation. Supplying a Certificate of Compliance is not a legislative requirement but is rather a service provided by The City. A Certificate of Compliance is usually required by the intended purchaser of a property (or his financial institution) to ensure that the building, described on a Real Property Report (RPR) or Survey Plan complies with the rules of the Land Use Bylaw. If not, a Development Permit may be required.

If all is in order and the various requirements relating to building set-backs comply with the LUB, the stamp can be issued. A Certificate of Compliance verifies whether or not the information on the Survey Plan complies. It does not verify that the Survey Plan reflects what is on the site.

If an encroachment (buildings or structures that encroach onto utility rights-of-way, pole and/or sites, easement, or city-owned land) is identified on the

Survey Plan, you may also be advised to contact Corporate Properties. An encroachment agreement or removal of the encroachment may be required.

For further information, please contact The City of Calgary – Inspection & Permit Services or Corporate Properties & Buildings. See the [Contacts & Resources](#) section.

F. Development Completion

A development approved by development permit may also require a Development Completion Permit (DCP). A DCP is a document issued by the Development Authority confirming that the development has been satisfactorily completed in compliance with the approved plans and in accordance with the conditions applied to the approval of the development permit. A DCP is issued after a Development Inspector confirms the development is complete and in compliance. Not all development permits require a DCP. The applicant is advised when a DCP is required. Note that a DCP is not the same as occupancy permission, which is a separate document that confirms that buildings comply with the building permit, the Alberta Building Code, and other codes and regulations.

Sometimes, through lack of awareness, error or design, a development may not meet the terms of the development permit. In this case, the inspector advises the applicant of the non-compliance and typically gives the applicant a limited period of time to make the changes necessary to bring the development into compliance. Occasionally an applicant will submit a new development permit application to request approval of relaxations that would eliminate the non-compliance. Where remedial action does not eliminate non-compliance, the Development Authority may proceed with enforcement action. Development Completion Permits and related enforcement matters are administered by Development Inspections Services, which is part of the City's Building Services Business Unit.

In some circumstances and at the discretion of the Development Authority, a security deposit may be accepted

A Development Completion Permit is issued after an inspection is done to ensure that the development has met all the conditions stated in the approved Development Permit and on the approved plans.

In some circumstances, a security deposit may be accepted to allow the occupancy of a building or the commencement of a use prior to the development being completed. The security deposit may cover seasonal work such as paving, landscaping, and those items that cannot be completed until the next construction season.

G. Submitting a Complaint

Sometimes, through design, lack of awareness or inadvertent error, development does not meet requirements. Enforcement of matters related to development is handled by two separate units in The City.

Firstly, Development Inspection Services (a part of The City's Inspections and Permits Business Unit) inspects new development, once completed, to ensure that it has been developed in accordance with the approved development permit. Not all but many developments, once they are completed, are inspected for compliance by The City's development inspectors. If you feel that a development has not been completed in accordance with its approved development permit, you may advise The City and a development inspector will undertake a site inspection.

Secondly, Compliance Services (a part of The City's Animal and Bylaw Services Business Unit) responds to complaints to help ensure that development in Calgary is maintained in accordance with the requirements of the Land Use Bylaw and the provincial Municipal Government Act. If you feel that an illegal activity is taking place, you may submit a complaint and a compliance inspector will undertake a site inspection. Some examples of complaints that are dealt with by Compliance Services for properties in residential districts include:

- Illegal suites;
- Over height fences;
- Unapproved businesses in residential units (e.g. home occupations that do not have a permit);
- Commercial vehicles in excess of 4536 kilograms parked on a property
- Recreational vehicles parked in front of a home for longer than 24 hours (see Land Use Bylaw for details of rule);

Where to Submit a Complaint

The City's 311 number can be used to register a complaint related to a development.

Processing Your Complaint

The names of all persons lodging complaints are kept confidential. A follow up phone call is made to the person lodging the complaint in cases that are not that visible (e.g. no calls for landscaping that has been restored to an original state).

If, upon inspection, a new development is not in compliance with the approved development permit, a verbal or written request for compliance is

made. Generally people are advised they may either bring the development into compliance with the previously approved development permit or apply for the proper authorization to make the development conforming (e.g. development permit, redesignation). Usually, a four week period is given for compliance to occur. When an application for proper authorization is made, enforcement is typically deferred unless it is an issue of public safety. If non compliance continues then a written order is served. This can be appealed by the owner to the Subdivision and Development Appeal Board which decides whether the order is issued correctly or not. Should the written order or the Subdivision and Development Appeal Board decision be disobeyed, the City may then take the matter to the Provincial Court.

In the case of an illegal activity, the inspector may issue a fine (referred to as a “penalty” in the Land Use Bylaw). The penalties for offences are shown in Schedule B of the [Land Use Bylaw](#).

Investigation and prosecution time for matters related to development can range from a few days, with voluntary compliance, to many months if court action is initiated.

H. Business Licence

Why do Businesses Require Licensing?

The City of Calgary requires certain types of businesses and/or occupations to obtain a Business Licence, which shows that the business has met The City of Calgary’s licensing requirements and Land Use Bylaw requirements related to use. The City requires a business license in many circumstances:

- Where the operation of abusive business may have a negative spillover effects into the neighbourhood
- Where it is needed to help provide for consumer protection or for public safety
- Where a business is seen to conflict with generally accepted moral values of citizens
- Where a business license assists in legislative compliance (e.g. crime prevention or recovery of stolen property)
- Where it is a substitute for the business tax to help ensure fairness (e.g. where it is applied to businesses that are based in a location outside Calgary but conduct business inside Calgary).

Before The City will issue a Business Licence for a premise-based business, the building use must be approved by Development & Building Approvals through processes such as Tenancy Change, Building Permit, Development Permit or Home Occupation permit.

For Business License information, contact The City of Calgary - Business Licence (see the [Contacts & Resources](#) section).

I. Use Changes

An approval of a change of use may be required to confirm that a proposed use is consistent with the requirements of the Land Use Bylaw for the site.

A Tenancy Change is needed when an applicant:

- Is creating a new business
- Is taking over an existing business
- Is moving an existing business or
- Wants to increase the occupancy size of the existing business use

What approval is required for a change of use?

Note that the term “change of use” may apply not only to a change from one use to another use but also to a change to some aspect of the use, such as an intensification of the use. Depending on the circumstances, a change of use may require approval by a “tenancy change”, a building permit or a development permit.

- The “tenancy change” process may be used when the ownership of a business is changing but not other aspects of the business (e.g. no construction, no intensification, etc.). If the proposed use is in compliance and can be approved, then a letter is issued confirming the approval of the application. Tenancy change applications are not circulated to community associations. They are not advertised and there are no appeals. A tenancy change approval is required before the City will issue a business license.
- A building permit may be required if construction is taking place or, even if no construction is taking place, if upgrades are required to comply with health and safety standards. When there is a building permit, the use will be confirmed through the building permit; no further tenancy change application is required.
- A development permit is required wherever the Land Use Bylaw requires a development permit. This may apply, for example, where there is new construction, where the rules of the Bylaw are not met, where a new use is different from the use it is replacing or where an existing use is intensifying.

In some cases, the applicant may first need to apply for a land use redesignation of the property.

J. Home Occupations

Home occupations are small-scale businesses that operate out of a home in a residential neighbourhood. Two types of home occupations are allowed:

The first type is a Class 1 Home Occupation, which has no effect on the surrounding neighbourhood. This type is permitted in all residential neighbourhoods and is not circulated for comment or notice posted.

The second type is a Class 2 Home Occupation. This type is allowed when the business operations only have minimal effects on the surrounding community. (Note: this is a Stream 3 application – communities need to check this application type on the Stream 3 Circulation Matrix to be circulated.) Applications are circulated for comment and are notice posted.

Another kind of use in multi-residential and commercial districts is Live Work Unit. When it is a discretionary use (usually when it involves a new building or an addition) it may be circulated to the community association, but is only notice posted in C-N1, C-N2, CC-1, C-COR1, or C-COR2 districts.

See the Land Use Bylaw 1P2007 for more information on all these uses. For more information, please contact The City of Calgary.

K. Building Permit

Building permits are not discussed at length in The Guide as there is no public input to the building permit approval process. Go to The City's [website](#) for more information.

What is a Building Permit?

Building permits (BP) are required to erect new buildings or structures and to demolish, relocate, repair, alter or make additions to existing buildings or structures.

Building permits, however, are not typically required for the following:

- Fences and retaining walls less than one meter in height, sidewalks and planters, and fences
- Painting, decorating and general maintenance
- Minor repairs using similar or same materials and methods of construction for the purpose of maintenance, which do not affect any electrical or mechanical work
- Accessory buildings if their total area is less than 10 square meters and if they do not create a hazard

Who Issues Building Permits?

Safety Codes Officers issue building permits.

L. Occupancy Permission

Permission for occupancy ensures that buildings comply with the Building Permit Bylaw, the Alberta Building Code, and other codes and regulations.

Who Authorizes Occupancy?

The Safety Codes Officer has the final decision in the approval of permission of occupancy. However, there may be other inspections involved in the process depending on what is being developed. They include:

- Fire
- Heating, Ventilation & Air Conditioning (HVAC)
- Plumbing & Gas
- Electrical
- Development Approval
- Health

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M. The Practical Guide for Construction Sites in Calgary

Building construction and demolition project sites, if poorly managed, can have an unreasonably negative impact on resident quality of life in established neighbourhoods. City administration has developed a Practical Guide for Construction Sites in Calgary (the Practical Guide). This is a guide for developers and contractors working in residential communities to build positive relationships with residents in the immediate vicinity of new project sites.

What is the Practical Guide for Construction Sites in Calgary?

For use as a tool by developers and contractors, the Practical Guide is a collection of site management-related requirements from various existing City Bylaws and provincial legislation included in an easy to use format along with guidelines for enhanced communications with, and responsiveness to, community residents. Developer/contractor subscription to the Practical Guide is voluntary and site specific. By agreeing to adhere to the Practical Guide, developers and contractors show a commitment to site management best practices, this will result in them proactively addressing common resident and community site management concerns before they materialize and require City intervention.

Industry Canada

*For additional information regarding Industry Canada's mandate and the application of its authority please consult Industry Canada's Client Procedures Circular CPC-2-0-03. This publication and others pertinent to telecommunications are available [here](#).

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How do Developers & Contractors Benefit from Subscribing to the Practical Guide?

Developers and contractors who subscribe to the Practical Guide form better relationships with communities and area residents. This results in an enhanced reputation, fewer resident complaints requiring time to resolve and less time dealing with regulatory intervention by The City.

How do Community Residents Benefit from the Practical Guide?

Residents will have direct access to those in control of project sites managed by the Practical Guide subscribers and will be better able to have site management concerns dealt with in a timely and effective fashion. Residents adjacent to project sites will be updated on a regular basis of unusual activities at the sites that could impact them.

What is the Community Association Role?

In the process of reviewing development applications, community associations often meet with applicants and provide them with feedback comments. During this process, communities can encourage applicants to subscribe voluntarily to the Practical Guide.

For more information on the Practical Guide for Construction Sites in Calgary, contact The City of Calgary. The guide itself can be found [here](#).

N. Cell Phone Towers

The roles and processes that govern cell phone tower placement are described in detail in the City of Calgary's [Telecommunication Antenna Structures Siting Protocols](#), and in the related Telecommunication Antenna Structure Procedures Manual. It is strongly advised that you read these documents, which can be found through the search engine at The City's webpage, [Telecommunication Antenna Structures](#). The following is only a brief overview of the issue.

Who Approves Cell Phone Towers?

The City of Calgary is not the approving authority for telecommunication antenna structures; the Federal Minister of Industry is the approving authority. Industry Canada* is tasked with administering the orderly development and operation of telecommunication antenna structures, including cell towers. In this regard, Industry Canada requires that, in certain cases, the local



land use authority (e.g. the City of Calgary) and the public be consulted for input regarding the proposed placement of a telecommunication antenna structure. The terms that the City has therefore established for addressing cell tower submissions are described in the aforementioned Protocols.

The City is responsible for reviewing submissions on and, depending on the nature of the proposal, a letter of support (concurrence) or non-support (non-concurrence) is sent to the wireless service provider upon completion of its review of the proposal. In cases where The City does not support a proposal, it cannot prevent a proponent from ultimately gaining permission from Industry Canada to install a telecommunication antenna structure even if it contravenes The City's telecommunication Protocols.

Public Consultation

The City of Calgary's Protocols describe the public consultation required for cell towers deemed by The City to have potential impacts on or concerns for the community, the environment or the existing urban fabric of the city in general. These are called "Type A" applications. The City requires public consultation on:

- Towers of any height to be placed within 100 metres of any residential development or residential district
- Towers of any height to be placed in areas of environmental, historic, strategic or operational importance or sensitivity as identified by the Municipal Development Plan
- Applications to increase the height of an existing tower by more than 25% of the existing height

In these cases, the application is circulated to the community association for comment, and the applicant is required to hold a public consultation meeting, including written notification to residents within 300 metres of the proposed tower. The applicant is required to document the meeting for their submission to the City. The proponent must demonstrate how issues raised have been addressed and subsequently resolved or, where issues have not been resolved, the brief must explain why.

For applications deemed to have less impact ("Type B"), which includes cell installations on street lights and most rooftop installations, etc., consultation is not required but the application must be circulated to the CA for information.

The City's Review

The City of Calgary reviews and evaluates each submission based on land use planning criteria*. The specific elements and issues observed, reviewed, analyzed, evaluated and decided upon in reaching a decision to either support or not support a submission are predominantly, but not limited to, the following:

***Note:** The City of Calgary does not assess any submission for a telecommunication antenna structure with respect to health and radio frequency exposure issues or any other non-placement or non-design related issues. Any questions or comments the public may wish to make regarding health issues related to cell phones, cell towers and radio frequency exposure guidelines (Safety Code 6) should be directed to Health Canada on-line at hc-sc.gc.ca and to the proponent's representative. Industry Canada, Spectrum Management Operations Branch may also be contacted for information by phone at 403-292-4575 or by e-mail to spectrum.calgary@ic.gc.ca.

- Proposed location in a community or area
- Existing and proposed on-site uses and structures
- Adjacent sites and their existing and proposed uses and structures
- How close a cell tower is proposed to residential development
- Co-location potentials on the site and on nearby sites with other antenna structures
- Compliance with The City's telecommunication antenna structures policy
- Conformity with The City's MDP policies regarding historic sites and environmentally sensitive areas
- Design aspects of the proposal

Cell Towers on Municipal Property

Aside from receiving requests to place telecommunication structures on private lands, The City also receives requests to place telecommunication antenna structures on municipal property from cellular service providers. Under certain circumstances, municipal property may be used as a location for a telecommunication structure. Structures can be considered and ordered based on preference on the following areas on municipal property types:

1. Public utility lots
2. Road right-of-ways
3. Other municipal properties
4. Parks, open space or reserve lands (this would include Municipal Reserve that community associations have licences of occupation)

The City will consider allowing telecommunication antenna structure on municipal property if a proponent can:

- Demonstrate that there would be minimal public opposition and
- That prior to selecting a site on municipal property, the proponent has diligently evaluated other locations for siting the telecommunication antenna structure

Some community associations consider allowing a telecommunication structure on their licence of occupation (LOC) lands. Though there are benefits to allowing cell towers of CA LOCs (such as collecting a licensing fee for sub-leasing a portion of the LOC land to a cellular service provider), there are also disadvantages. Telecommunication towers can be controversial. As such, it is important for CAs to engage community residents in discussions to determine if hosting a cell tower is right for the community and how the CA can use the fees collected. If your CA is considering hosting a telecommunication structure and would like some resources on how to discuss the opportunity with your community members, contact Federation planners for support and information (see the [Contacts & Resources](#) section).

Chapter 6

Subdivision & Development Appeals

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**A. Introduction to Subdivision &
Development Appeals**

**B. What is the Calgary Subdivision &
Development Appeal Board?**

C. The Process of Filing an Appeal

D. Checklist for Presentations to the SDAB



A. Introduction to Subdivision & Development Appeals

This chapter explains the development appeal process. It is always best to resolve issues with development and subdivision applications during the application review process, and try to achieve a project and an approval that everyone can support, though sometimes this is not possible. (Note: affected persons cannot file an appeal against a subdivision application.) Appeals can be filed to potentially resolve issues. They can be a lot of work and there is no guarantee of the outcome. However, if circumstances warrant, neighbours or the community association may want to appeal a Development Authority approval to the Subdivision and Development Appeal Board (SDAB), or speak to an appeal filed by other parties.

B. What is the Calgary Subdivision & Development Appeal Board?

The Calgary SDAB is a quasi-judicial board established in accordance with the Municipal Government Act of the Province of Alberta and City of Calgary Bylaw 25P95. The SDAB is independent from The City of Calgary Planning Department. The Board hears appeals with respect to decisions regarding development permits, subdivision decisions, and enforcement orders. The SDAB holds hearings and determines facts based on written and verbal evidence.

SDAB Composition

The Board is comprised of citizens that bring a wide range of experience including building and development, community involvement, planning, and law.

The Calgary SDAB is appointed annually by City Council. The Board consists of a minimum of 12 to a maximum of 17 citizen members and no more than one councillor. In addition, Council may appoint up to seven supernumerary members. Supernumerary members are citizens that have served in the past for at least two years as a SDAB member. Board members cannot be employees of The City of Calgary or members of the Calgary Planning Commission. For a complete list of the current Board members please visit calgarysdab.ca.

The SDAB hears appeals regarding decisions made by the Development Authority or Subdivision Authority on development and subdivision applications and renders decisions based on relevant planning matters. It also hears appeals regarding enforcement orders, although the SDAB can only render decisions based on whether or not the Authority correctly issued the order. The SDAB's decision can uphold, vary or reverse the Authority's decision.

The Calgary SDAB is independent from the Development and Subdivision Authority. The SDAB makes decisions in an impartial manner and applies the principles of natural justice and procedural fairness, which includes but is not limited to:

- The right to a public hearing
- A duty to be fair
- The right to be heard by an unbiased, independent and impartial decision maker
- The right to have the opportunity to state your case
- The right to request an adjournment
- The right to be represented by legal counsel or an agent

What is the Mandate of the Calgary SDAB?

The Calgary SDAB meets when there are appeals to various decisions made by the Subdivision Authority or Development Authority. These decisions are listed below:

- A decision of the Development Authority (including the Calgary Planning Commission) regarding a development permit approval, **conditions of approval**, or a refusal
- A decision of the **Subdivision Authority** regarding a subdivision application, conditions, or refusal

*An **enforcement order** may also be issued to and appealed by the landowner, the person in possession of the land or building, the person responsible for the contravention, or any person considered affected by the enforcement order.

- An **enforcement order** issued by the Development Authority
- A deemed refusal of a development permit application or subdivision application, when a decision is not made within the legislated timelines of receipt of an application.

Neighbours and community associations can appeal development permit approvals. An applicant can appeal a refusal, conditions of approval or an **enforcement order***. Any party who feels they will be affected by the proposed development has the right to appear before the Board and explain why they are affected. The Board will then make a determination as to whether or not that person is an “affected person” with respect to the proposed development. The Board determines whether or not persons are affected on a case-by-case basis.

Decisions made by City Council (e.g. on land use) cannot be appealed to SDAB.

C. The Process of Filing an Appeal

How do I File an Appeal?

Appeals can be filed online or a Notice of Appeal form can be obtained from the SDAB office or downloaded from the SDAB website. The appeal must be received on or before the final date of the appeal period for it to be considered by the SDAB. The appeal period is 14 days and cannot be extended. (The deadline for a development permit application appeal is 14 days from the date of advertisement in the Calgary Herald). Other deadlines for appeal may vary and should be obtained from the SDAB office. The fee to file an appeal is \$100. The filing fee is refundable if the appeal is withdrawn prior to the commencement of the hearing, or at the discretion of the Board if the hearing has commenced.

The Calgary SDAB keeps a list of individuals who have been authorized to file appeals and speak on behalf of community associations at SDAB hearings. It is important to keep the list up to date so that the SDAB is confident that the appellant/speaker is actually representing the community association. Each year the SDAB administration contacts community associations for updated contact information. However, to be sure that the information is correct, contact the SDAB administration - See the Contacts & Resources section.

What Happens After an Appeal is Filed?

Once an appeal is filed, it will be scheduled for a hearing within 30 days. The hearing date is advertised in the Calgary Herald one week before the hearing. The appellant, applicant, owner of the property, community association and persons initially deemed by the SDAB to be an **affected person*** to the appeal will receive written notification of the hearing date at least 5 days prior to the hearing. The notice of hearing letter will include the date and time of the



***Affected person** is not defined in the MGA. The SDAB determines this on a case-by-case basis. An affected person could be someone who feels the enjoyment, use or value of their property may be affected by a proposed development. The onus is on the person to show they are affected. Any party who feels they will be affected has the right to appear before the SDAB and explain why they are affected. The SDAB will then make a determination as to whether that person is an affected person with respect to the proposed development.

hearing. Reports are prepared for each item scheduled on the agenda. These reports are sent to the SDAB members prior to the hearing and are available to the public. A copy of the report for any item can be downloaded from the SDAB website or obtained from the SDAB office prior to the hearing. Please contact the SDAB office for availability.

Can I Discuss an Appeal with a Member of the SDAB?

The SDAB speaks only through its written decisions. The public should not contact any SDAB member with respect to the merits or outcome of an appeal. Councillors appointed to the SDAB cannot hear nor render decisions on appeals that relate to a development located in their ward. If a SDAB member is contacted regarding an appeal matter, that member would be unable to participate in the appeal proceedings due to potential bias.

Can I Discuss an Appeal with the Applicant?

Sometimes development proponents (as applicants) and neighbours or community associations (as appellants) discuss the issues that led to the appeal and attempt to find common ground before the appeal is heard. This can sometimes lead to a request for adjournment (solutions that could result in the withdrawal of the appeal). However, it is best to have the Board make a ruling on the revisions to the approved plans to guarantee that the applicant will abide by any agreements.

What Happens at a Hearing of the SDAB?

Appellants (persons who file an appeal) are encouraged to make a verbal presentation to the SDAB. Persons who have been notified of the appeal also have the right to present a verbal, written and/or visual presentation to the SDAB. Parties may have someone speak on their behalf. If a number of appeals are filed on the same development, it is helpful to select a spokesperson and to organize presentations so that evidence is not repetitive.

The Chair announces each appeal and calls a representative of The City of Calgary Development Authority to present the application or order (i.e., where the site is located, the proposed development and the reasons for the Authority's decision).

The Chair will then ask for:

- All speakers in favour of the appeal (persons who filed an appeal or support the position of the appellant).
- All speakers opposed to the appeal (persons who oppose the position of the appellant).

When presenting an appeal, keep in mind that the SDAB does not consider precedent when making its decision. Each application is judged on its own merits. The reason that precedents cannot be used in arguments is that the SDAB has no way of knowing if sites presented as a precedent were built with or without the benefit of a development permit, or whether they have another status under the Land Use Bylaw.

In accordance with the legislation that governs the SDAB, the SDAB can only consider relevant planning matters when rendering its decision. Some examples of planning matters include design, parking, traffic, compliance with planning legislation and impact on neighbouring properties. Matters not related to planning include comments regarding a person's character, commercial competition or tenure (e.g. owner-occupied vs. renter-occupied). If persons stray from planning matters, the Chair will advise accordingly.

After the representative(s) summarize their presentation, SDAB members may ask questions of any speaker(s) relative to the planning aspects of the appeal.

After all parties have spoken in favour or opposition to the appeal, they will be given the opportunity to present rebuttal information. Rebuttal is not an opportunity for parties to re-argue their case but rather to speak to new evidence raised that could not have reasonably been anticipated.

The SDAB agendas are usually quite large. Some agenda items take longer to review and the withdrawal and adjournment of items makes it difficult to predict the exact time that an item will be heard.

Requesting an Adjournment

If the appellant, property owner, development authority, or applicant is unable to attend the hearing or need time to prepare for your hearing, a written request for an adjournment (postponement) can be made in advance of the hearing. An adjournment request can also be made verbally at the hearing. Sometimes applicants and appellants jointly ask for an adjournment if they are in discussions that might result in a solution that would end the appeal. Adjournment requests are not granted automatically. It is important that someone attend the hearing and be prepared to discuss the request for adjournment and/or present evidence to the SDAB in the event the request is denied.

Withdrawal of an Appeal

Should an appellant decide not to proceed with an appeal, a written letter of withdrawal should be forwarded to the SDAB as soon as possible. The filing fee is refunded if the appeal is withdrawn prior to the commencement of the hearing or at the discretion of the SDAB if the hearing has commenced.

Decision of the SDAB

The SDAB deliberates the outcome of all appeals in private. At the conclusion of the hearing, the SDAB may render its decision immediately with a summary of the reasons and issue a written decision in due course. Alternatively, the SDAB may decide to reserve its decision and issue a written decision in due course. A verbal decision is not official, nor can it be acted upon, until a written decision is issued. Development Permits will not be released until the written decision has been issued.

Written decisions are posted and archived in a [searchable database](#). This can be a useful resource when preparing an appeal. The SDAB is not bound by past decisions, as each appeal is unique and evaluated on its own merits. You should exercise caution when reviewing past decisions and making generalized conclusions. The SDAB makes rulings based on the evidence provided in the hearing not on precedence. However, past decisions may be useful in understanding the factors the SDAB considers when rendering its decision.

Appeal of the SDAB's Decision

An appeal of a decision of the SDAB lies with the Alberta Court of Appeal on



a matter of jurisdiction or law (i.e. if the SDAB erred in the way it made its decision rather than the decision itself). If an appeal of the SDAB's decision is being considered, it must be filed within 30 days of receipt of the decision. If you are considering an appeal, it is recommended that you consult with legal counsel.

Learning More about SDAB

Considerable and current information about appeals is on the [SDAB website](#) or contact the SDAB office directly. A course on Development Appeals is offered annually by the Federation of Calgary Communities and The City through the [Partners in Planning certificate program](#).

D. Checklist for Presentations to the SDAB

Filing an Appeal

- Contact the SDAB Office to obtain the proper appeal form or submit an appeal online.

Research

- Contact the Development Authority/Subdivision Authority, developer and/or applicant to obtain information about the project
- Obtain a copy of the report from the SDAB website, which contains background information about the development, subdivision or order, appeal(s) filed and any documentation received as a result of the appeal. Copies of the plans that the decision was based on will also be included.
- Review all relevant planning documents (Land Use Bylaw, ARPs, ASPs, Infill Housing Guidelines, etc.)
- Host public meetings and document their outcome
- Carefully document, in chronological order, all meetings, discussions, and phone calls, which took place throughout the application process.
- Identify and document the relevant planning issues
- Seek advice from the ward councillor and community association
- Take photographs of the site and neighbouring area (this may give the SDAB a visual perspective of what you are referring to)
- Encourage affected parties to attend and be prepared to speak at the hearing. If an affected party cannot attend the hearing, encourage him or her to write a letter outlining their position or compile a letter of objection signed by affected parties.
- Familiarize yourself with procedures by attending a session of SDAB

Presentation

- Plan Your Presentation. If you will be presenting your argument by means of an electronic presentation (on a laptop or a tablet) you must leave a hard and electronic copy of your presentation with the SDAB staff. For details call the office at 403-268-5312
- Coordinate your presentation with other speakers to avoid duplication of presentation material. The SDAB will NOT listen to the same evidence presented twice.
- If you plan to speak at the hearing, please sign the register located at the entrance of the hearing room.
- Introduce yourself (name and address) and whom you represent
- Explain how you are an affected party
- Provide a brief description of the meetings and contacts made with the community, the applicant and the affected neighbours. The SDAB may or may not find this relevant.
- Provide planning related reasons for why you support/oppose the appeal
- Show photographs of the site and the surrounding area that is applicable to the appeal. Also, have illustrative material and well-prepared drawings available for your presentation. Exhibits used in your presentation are retained by the SDAB for minimum 60 days and will only be returned after this time frame, if requested.
- You will be provided with an opportunity to rebut any new evidence presented by other parties

Presentation Tips

- Focus on the use, not the users – characteristics of the users of the proposed development are not considered admissible and will not be taken into account in rendering a decision. This rule is also true for issues of economic benefits/losses and property values.
- Precedence is not a planning principle and will not be considered by the SDAB
- The hearing room is equipped with a document viewer and a projector; you must bring your own laptop computer if you intend to rely on an electronic presentation, as one will not be provided for you. If using visual aids, it is recommended that you have someone assist you with setup ahead of time before the hearing. Contact the SDAB office for more information on the equipment in the hearing room.
- If you will be presenting your arguments by means of an electronic presentation (from a laptop computer or tablet device) you must leave a hard and electronic copy of your presentation with the Appeal Board administration.

- Practice and time your presentation
- Remember:
 - Be informed
 - Stick to relevant planning matters
 - Be prepared
 - Be fair
 - Be respectful

Chapter 7

Community Traffic Issues

A. Community Traffic Issues

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A. Community Traffic Issues

Most streets in Calgary are considered safe and pleasant streets along which to drive, walk or bicycle, and along which to live. On some streets, however, speeding vehicles, short-cutting traffic and conflicts among various road users detract from the safety and livability of the street. If problems are severe enough, residents and others may no longer consider that streets are safe or that their neighbourhood is livable. In these cases, traffic calming offers a means to help mitigate traffic and safety problems, and help toward preserving and enhancing neighbourhood livability.

Community-Based Initiatives

Prior to applying for a community traffic project, communities are encouraged to undertake certain initiatives listed in The City of Calgary's Traffic Calming Policy:

- Community publications can be used to highlight traffic concerns and encourage more appropriate behavior among motorists.
- Community events, public meetings and open houses involving residents and stakeholders can identify traffic issues and options available to deal with problems.
- City of Calgary publications, including Traffic TIPS brochures, electronic material, maps and documents. Most of these are available free of charge to the public. The City also maintains a [website](#) with considerable information (e.g. Traffic Calming Policy), much of which can be downloaded or printed for reference. Als
- [Speed Limit Observation and Warning System \(SLOWS\)](#): Through this City program a portable speed display board is connected to a radar unit, which is used to advise motorists of their speeds. The board displays the speed motorists are driving, and is intended to be a passive educational tool to encourage motorists to drive at or below the posted speed on neighbourhood streets.
- Trip reduction initiatives including carpool programs, work at home arrangements, car-sharing initiatives, flex-time and compressed workweek arrangements, transit services, walking and cycling. Information regarding these initiatives is available through The City of Calgary [website](#).

Liaison with Police

Communications with the police through community meetings and direct liaison can be an effective means of addressing local traffic issues. To make the best use of police resources, information regarding traffic and safety issues provided to the police should be detailed, and should identify the times, locations and nature of the traffic issues.

Liaison with Schools

Community groups can work with school board authorities and parent-teacher groups to discuss and highlight traffic issues in and around schools. School-related safety issues include parking and congestion, traffic generated by parents picking up and dropping off their children, and improper traffic maneuvers.

Liaison with Businesses and Institutions

Direct communication between residents, businesses and institutions is often the best way to draw attention to the traffic issues and subsequently identify and implement solutions agreeable to all parties. It may be advisable to include City staff in discussions and initial contacts to provide additional information and assist in considering solutions to traffic problems.

Community Traffic Projects

Community traffic projects are carried out through The City of Calgary's Traffic Calming Policy. The projects are undertaken on a needs basis, determined by an evaluation process and not on a first-come, first-served basis. Community traffic study application evaluations are normally undertaken in the winter of each year. See the Community Traffic Project process in Figure 20.

Traffic Calming

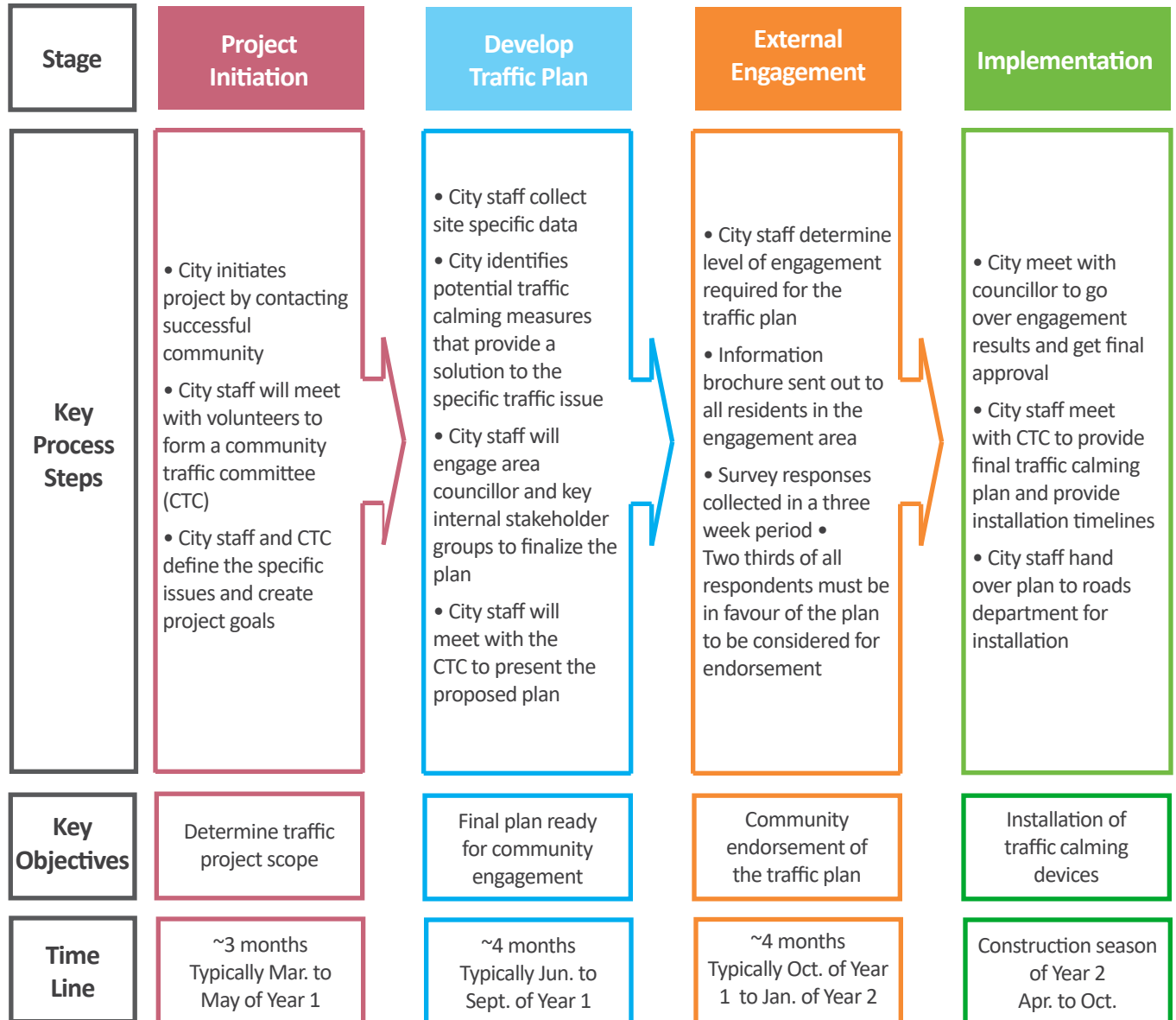
Traffic calming describes a range of techniques, which are used to influence motorist behavior and prevent undesirable driving practices. Typically, traffic calming involves physical devices e.g. speed humps, traffic circles and curb extensions constructed in a roadway, and may also include regulatory changes such as turn prohibitions. The Institute of Transportation Engineers has developed a definition of traffic calming which sums this up:

“Traffic calming is the combination of mainly physical measures that reduce the negative effects of motor vehicle use, alter driver behavior and improve conditions for non-motorized street users.”

For more information on these issues and to request a community traffic study, contact the Community Transportation section, The City of Calgary, Transportation Planning. Additional information can be found through the City of Calgary webpage on [Community](#)



Figure 20: Stages for Embarking on Community



Appendix A

Sustainability Principles for Land Use & Mobility

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In 2007, City Council approved the Terms of Reference for the creation of a new Municipal Development Plan. As part of the report, Council approved 11 sustainability principles to act as the over arching direction for the project, and as guiding principles for major land use and transportation studies and decisions until the plan was completed. These principles were further developed in the Plan It Calgary process that produced the MDP and CTP in 2009. See [Chapter 2 Planning in Calgary](#).

How the Principles were Developed

Three key sources of information were reviewed to develop these principles. They are:

1. Smart Growth (as defined by the two Smart Growth networks in the [United States](#) and in [Canada](#))
2. Current City of Calgary policy including the [Municipal Development Plan](#) and the [Calgary Transportation Plan](#)
3. The [imagineCALGARY Long Range Urban Sustainability Plan](#), which in turn used the Melbourne Principles for sustainable cities as a guide.

Two Smart Growth networks exist, one in the US and one in Canada. Both have developed a similar set of Smart Growth principles. Widely used and recognized within municipal government as well as the planning and transportation professions and the development industry, these Smart Growth principles are commonly referenced and understood in the community.

There are some important transportation-specific goals that aren't clearly articulated by Smart Growth. Therefore, transportation goals were selected from the Calgary Transportation Plan (1995). In February 2004 a public survey was conducted to determine if Calgarians still supported these goals. The results indicated that Calgarians generally supported the vision and land use strategies of the 1995 Calgary Transportation Plan.

The result of an extensive public and expert engagement process, the imagineCALGARY Long Range Urban Sustainability Plan includes goals and targets that provide additional direction and clarity to the sustainability principles for Land Use & Mobility. By incorporating the targets created through imagineCALGARY, the sustainability principles offer greater direction and create a "made-in-Calgary" approach to the broadly recognized Smart Growth principles. The Melbourne Principles for Sustainable Cities, adopted by Council, were used to guide the imagineCALGARY project.

How are the Sustainability Principles for Land Use & Mobility Applied?

The sustainability principles should be considered as a whole and are not to be used as individual statements. Individually, they do not provide an integrated, systems based framework for analysis that is required to achieve sustainability.

Details of Sustainability Principles for Land Use & Mobility

Principle 1: Create a range of housing opportunities and choices

Provide a mix of housing types and ownerships in the same neighbourhood to allow residents to live affordably in the same community throughout their lives. A mix of housing creates a more adaptable and resilient community fabric as it is able to respond to demographic changes such as aging populations, empty nesters and smaller households.

Principle 2: Create walk-able environments

Create pedestrian-friendly environments with an interconnected street network to ensure walkable access to commercial and public services and amenities. Streets and arterials are designed for walking, cycling, transit access and cars. Neighbourhoods are sufficiently compact with mixed uses to provide sustained transit service.

Principle 3: Foster distinctive, attractive communities with a strong sense of place

Create distinctive, high-quality communities designed with architectural and natural elements that reflect local conditions and the values of residents.

Principle 4: Provide a variety of transportation options

Couple a multi-modal approach to transportation with supportive development patterns to create a variety of transportation options. This principle includes increasing the availability of high-quality transit service, creating resiliency and connectivity within the road networks, and ensuring connectivity between pedestrian, bike, transit and road facilities.

Maintain and restore ecosystem functions. Respect the natural functions of the landscape, particularly working agricultural land, watersheds and aquatic habitats. Design communities to integrate natural systems with human activities while placing high value on community access to natural systems and parks.

Principle 6: Mix land uses

Mix land uses by having homes, businesses, schools and recreational opportunities in closer proximity. Mixed land use will provide alternatives to driving such as walking and biking while increasing transit viability. The resulting increased number of people on the street can enhance the vitality and perceived security of an area. Mixed land use is key to achieving more complete communities.

Principle 7: Strategically direct and manage redevelopment opportunities within existing areas

Direct redevelopment towards and within existing areas to create and enhance places in existing communities. Stable areas will be preserved and the existing community context will be valued. Strategic intensification makes more efficient use of existing infrastructure and increases transit efficiency.

Principle 8: Support compact development

Compact development supports transit viability and modes of travel other than the automobile. It also allows for the preservation of open space and more efficient use of infrastructure.

Principle 9: Connect people, goods and services locally, regionally and globally

Connectivity of all modes of transportation locally, regionally and globally ensures a more effective and efficient transportation system for people, goods and services.

Principle 10: Provide transportation services in a safe, effective, affordable and efficient manner that ensures reasonable accessibility to all areas of the city for all citizens

Transportation services and infrastructure should be delivered in a cost-effective and energy-efficient manner. The transportation system should provide citizens with safe, barrier-free access to services that supply reasonable access to all areas of the city. Optimally designed and operated transportation systems help to

improve the quality of life for citizens, support economic development and protect environmental health.

Principle 11: Utilize green infrastructure and buildings

Utilizing ecological services provided by the environment will reduce community and environmental impacts as well as private, public and taxpayer costs of development and infrastructure. Green infrastructure can include energy solutions such as co-generation or renewable energy and water solutions such as storm water retention and recharge. Green buildings include but aren't limited to externally certified standards such as LEED (Leading in Energy and Environmental Design), BOMA Go Green for commercial buildings and BuiltGreen(TM) for residential applications.



Appendix B

Land Use Bylaw Districts Summary

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Refer to [Land Use Bylaw 1P2007](#) for complete and up-to-date information on the Land Use Districts.

This appendix is adapted from Proposed Bylaw Summary, The Calgary Land Use Bylaw Review, City of Calgary, 2007.

Low Density Residential

“Low density residential” districts refer to land use districts where single detached and semi-detached housing are the most common form of development. It may also refer to some townhouse developments that occur at lower densities.

As Calgary’s population exceeds the one million mark, The City is encouraging development choices that will improve the long-term quality of life in both existing and future communities. Given the large proportion of land covered by low density residential housing and its continuing popularity, this type of development will continue to shape large areas of Calgary for years to come.

Overview of Low Density Residential Districts

The Land Use Bylaw (LUB) recognizes that Developed and Developing Areas have different needs (refer to page 29 to see Map of Developed and Developing Areas of Calgary) . In a Developed Area, property owners want assurances that redevelopment and additions will respect the pattern of development already established. In a Developing Area, where no established pattern of development yet exists, the focus is on ensuring efficient development and providing opportunities for innovative housing. See **Figure 5: Map of Developed and Developing Areas of Calgary**.

Districts for Developed Areas

In Developed Areas, the Low Density Residential districts are intended to ensure that new infill developments and additions to existing homes are sensitive to the surrounding context while still allowing for some evolution of the community. The key features of these districts are “Contextual” rules intended to ensure the size and location on the lot of new developments and additions are in keeping with the existing pattern of development.

R-C1L Residential Contextual, Large Lot, One-Dwelling District

Intended to accommodate existing residential development and contextually sensitive redevelopment in the form of single detached dwellings in the Developed Area on large parcels.

R-C1 Residential Contextual, One-Dwelling District

Intended to accommodate existing residential development and contextually sensitive redevelopment in the form of single detached dwellings in the Developed Area.

R-C1N Residential Contextual, Narrow Lot, One-Dwelling District

Intended to accommodate existing residential development and contextually sensitive redevelopment in the form of single detached dwellings in the Developed Area on narrow or small lots.

R-C2 Residential Contextual, One/Two Dwelling District

Intended to accommodate existing residential development and contextually sensitive redevelopment in the form of single detached, semi-detached and duplex dwellings in the Developed Area.

Districts for Developing Areas

The rules in the four land use districts for Developing Areas, that is, new communities, create greater flexibility and encourage innovation in new community development. New buildings are not expected to take into account surrounding development as in land use districts for Developed Areas. The new rules allow developers and builders to offer consumers houses featuring new construction methods and architectural styles.

The four districts intended solely for use in Developing Areas are:

R-1 Residential, One-Dwelling District

Intended to accommodate residential development in the form of single detached dwellings in the Developing Area.

R-1N Residential, Narrow Lot, One-Dwelling District

Intended to accommodate residential development in the form of single detached dwellings in the Developing Area on small or narrow parcels.

R-2 Residential One/Two Dwelling District

Intended to accommodate residential development in the form of single detached, semi-detached and duplex dwellings in the Developing Area.

R-2M Residential Low Density Multiple Dwelling District

Intended to accommodate comprehensively designed low density residential development in the form of semi-detached and duplex dwellings, townhouses and row houses.

Districts for City-Wide Development

Two districts are proposed to be used city-wide for the development of specific housing forms. Each one accommodates a very distinct type of housing that may be suitable for development in either the Developing or Developed Areas.

R-MH Residential Manufactured Home District

Intended to accommodate existing and new residential development in the form of manufactured home parks and manufactured homes in both the Developing and Developed Areas.

R-CH Residential Low Density Cottage Housing District

Intended to accommodate new development, in both the Developing and Developed Areas, in the form of a comprehensively designed cottage housing cluster. This form is typically characterized by smaller scale residential buildings and centrally located common open space.

Multi-Residential

Multi-Residential Development in Calgary

Accounting for nearly one third of Calgary's housing units' the market for multi-residential development in Calgary has grown to provide a wide diversity of forms ranging from townhouse to large, multi-storey, apartment buildings. Successful multi-residential development is essential if Calgary's enviable quality of life is to be sustained in the future. Multi-residential developments increase the density of residential areas, promote better public transit options and require less land consumption as the city grows in population. Increased density reduces new urban infrastructure needs such as roads, water and sewer systems and facilities. Generally, multi-residential development helps to promote a more compact and environmentally-friendly city.

Overview of Multi-Residential Districts

As with the Low Density Residential districts, the LUB recognizes that Developed and Developing Areas have different needs. In Developed Areas, rules for new developments are designed to produce developments that are sensitive to what already exists in the community. In Developing Areas, where no established pattern of development yet exists, the rules are designed to provide increased opportunities for creatively designed multi-residential sites.

There are a number of districts to accommodate a wide range of multi-residential developments in Calgary. Three of the districts (M-CG, M-C1 and

M-C2) are intended for application in Developed Areas (where development is substantially complete), three districts (M-G, M-1 and M-2) are intended for Developing Areas and five districts (MH1, M-H2, M-H3, M-X1 and M-X2) are intended for use in both Developing and Developed Areas.

Residential Districts for Developed Areas

In Developed Areas, contextual development rules help make new multi-residential developments sensitive to their surroundings while allowing for redevelopment and evolution of the community. The districts also allow for single detached, semi-detached and duplex homes on land designated for multi-residential to recognize existing uses and provide a range of development options for smaller, isolated sites.

M-CG Multi-Residential, Contextual, Grade-Oriented District

The purpose of the M-CG district is to provide for a mix of multi-residential buildings (potentially up to 12.0 metres in height) and lower density forms in the Developed Area. Multi-residential developments must provide at least some units with direct access to grade. Rules require that buildings are sensitive in scale, height and setbacks to existing development.

M-C1 Multi-Residential, Contextual, Low Profile District

The purpose of the M-C1 district is provide low profile multi-residential buildings that are sensitive to the scale, height and setback of existing development, in the Developed Area. Buildings will have a potential maximum height of 14 metres but there is no requirement for units to have direct access to grade.

M-C2 Multi-Residential, Contextual, Medium Profile District

The purpose of the M-C2 district is to provide for medium profile multi-residential buildings that are sensitive to the scale, height and setback of existing development, in the Developed Area. Although the rules provide for a variety of building forms, it is expected the majority of buildings will be apartments with a maximum height of 16 metres.

Residential Districts for the Developing Area

Three districts are intended to provide an array of multi-residential housing choices in Developing Areas. In these areas, no established context of development yet exists. Consequently, the rules provide greater flexibility in building and site design in order to encourage more housing choices, and greater innovation in design.

The rules are intended to help ensure that policy objectives are achieved; particularly in relation to density and choice of multi-residential housing forms. Multi-residential developments are the only form of residential

development allowed. Land designated as a Multi-Residential District cannot be used to only provide low-density types of housing.

M-G Multi-Residential At Grade Housing District

The purpose of the M-G district is to provide townhouse development that is low profile and low density, in the Developing Area. All units are required to have direct access to grade and will typically be a maximum of 12 metres in height.

M-1 Multi-Residential, Low Profile District

The purpose of the M-1 district is to provide low profile, (up to 14 metres) multi-residential buildings that are compatible with lower density development and located in the Developed Area.

M-2 Multi-Residential, Medium Profile District

The purpose of the M-2 district is to provide medium profile, multi-residential buildings located in the Developing Area. The density of developments in the M-2 district is regulated by Floor Area Ratio (FAR). Buildings have a maximum height of 16 metres.

Residential Districts for City-Wide Use

There are five additional districts that are intended to be used on city-wide locations, as designated by Council. Three districts (M-H1, M-H2, M-H3) are intended to provide for the development of high-density developments (typically apartment towers). These districts include the option for a limited array of commercial uses in the development. The other two districts (M-X1 and M-X2) are intended to provide for developments that include commercial uses on sites with a low-to medium profile, multi-residential development. It is worth noting that these districts are intended to be primarily residential. As a result, a maximum of 10% of the site can be designed for commercial uses and the allowed commercial uses are limited in nature to those which are most compatible with residential development.

M-H1 Multi-Residential, High Density, Low Rise District

The purpose of the M-H1 district is to provide multi-residential buildings in a high density, low rise (up to 26 metres) form throughout the city. The density of developments in the M-H1 district is regulated by Floor Area Ratio (FAR) and includes a limited opportunity for commercial uses.

M-H2 Multi-Residential, High Density, Medium Rise District

The purpose of the M-H2 district is to provide multi-residential buildings in a high density, medium rise (up to 50 metres) form throughout the city. The district can be applied to sites where this larger scale of development exists or where supported by Council policy. The density of developments in the

M-H2 district is regulated by Floor Area Ratio (FAR) and includes a limited opportunity for commercial uses.

M-H3 Multi-Residential, High Density, High Rise District

The purpose of the M-H3 district is to provide multi-residential buildings in a high density, high rise (greater than 50 metres) form throughout the city. The district can be applied to sites where this largest scale of development is supported by Council policy. The density of developments in the M-H3 district is regulated by Floor Area Ratio (FAR) and includes opportunity for commercial uses.

M-X1 Multi-Residential, Low Profile, Support Commercial District

The purpose of the M-X1 district is to provide low profile multi-residential buildings that are compatible with lower density development and that include limited commercial uses, in both the Developing Area and Developed Area. Buildings have a maximum height of 14 metres.

M-X2 Multi-Residential, Medium Profile, Support Commercial District

The purpose of the M-X2 district is to provide medium profile multi-residential buildings that include limited commercial uses in the Developed and Developing Areas. A limited range of commercial uses including office, retail, personal service, convenience store, take-out food services is included. Buildings will have a maximum height of 16 metres.

Commercial

Commercial Development in Calgary

Although commercial land districts are often associated with shopping centres and other retail use areas, they actually include a wide array of uses including restaurants, office buildings, movie theatres, medical clinics and places of worship. Commercial development occurs on different scales, ranging from neighbourhood shops and services to regional commercial centres located at strategic sites. Sites can generally be classified as being oriented to the neighbourhood, the community or the region. Commercial uses frequently follow important roads, creating a corridor of commercial activity. These location-specific features are key in determining the rules required for regulation and what uses are appropriate.

Overview of Commercial Districts

The Land Use Bylaw addresses the development requirements of commercial districts within Calgary. Designed to provide clear direction for development and accompanying parking standards, the Bylaw accommodates commercial trends as well as innovative and emerging uses. The commercial districts

provide specific considerations for local context. This approach allows for more certainty and for more compatibility with surrounding development.

The districts are based on existing commercial development and analysis of the trends and policies that are anticipated to influence the nature of commercial development in the future. Each district has a clear purpose which is articulated through the uses and rules applicable to that district. All districts have been designed to be used in specific settings such as pedestrian-oriented or auto-oriented and commercial nodes or corridors. District rules are also designed to reflect the character of the area the commercial site is going to serve: neighbourhood, community or regional market areas. The districts are:

C-N1 Commercial, Neighbourhood 1 District

Generally located in existing communities, these are typically small-scale retail and personal services in a storefront building. They are built close to the sidewalk and oriented for pedestrian access, with no parking provided in front. These developments need to relate well to adjacent properties, which may include low, medium and high density residential uses. The size is limited to prevent large operations with wide market areas from locating in these neighbourhood contexts.

C-N2 Commercial, Neighbourhood 2 District

These are typically small-scale retail and personal services and primarily accessed by automobile. They are adjacent to residential uses and therefore need to be developed to minimize potential impact on their neighbours. Safe and convenient access for both automobiles and pedestrians is provided. Use sizes are limited to ensure compatibility with a neighbourhood commercial site.

C-C1 Commercial - Community 1 District

These small to medium-scale commercial uses accommodate both pedestrian and vehicular access and are typically located along a commercial street or within a community. Landscaping and setbacks minimize impacts on nearby residential uses. These sites provide retail and commercial services to a few neighbourhoods and allow for a larger range and size of commercial uses.

C-C2 Commercial - Community 2 District

These medium-scale commercial uses are typically located on the boundary of several communities and feature comprehensively designed developments with several buildings. Sites have a variety of building and use sizes, shared parking and both pedestrian and vehicular access. Since these sites are larger in area and provide more parking and landscaped area, larger uses and buildings are allowed.

C-COR1 Commercial - Corridor 1 District

These buildings are typically small-scale retail and personal services located along pedestrian-oriented corridors with storefronts on both sides of the street. These commercial corridors are often historical or older areas where the buildings are close to the sidewalk with little or no parking in the front. New rules reinforce this development pattern by limiting automobile-oriented uses and requiring the storefront to be close to the sidewalk.

C-COR2 Commercial - Corridor 2 District

Typically small to medium-scale retail and personal service, this district provides a mix of auto-oriented and pedestrian-oriented buildings. These may occur along some commuter routes or at the end of pedestrian-oriented corridors.

C-COR3 Commercial - Corridor 3 District

Typically accommodating small to medium-scale auto-oriented services, these corridors are located along higher volume roads. Each site provides its own access, parking and landscaping. This district is not intended to accommodate large format retail (big-box) stores.

C-O Commercial - Office District

This district recognizes existing office development and accommodates new office development in strategic locations. Small-scale uses that support the office function may occupy a minor proportion of the building.

C-R1 Commercial - Regional 1 District

This district is intended for large-scale retail developments that typically contain one use on the site. Generally these locations are along major roads or other major transportation corridors and access is typically by motor vehicle.

Development standards address parking, building design, landscaping and pedestrian movement to enhance the appearance and function of the sites.

C-R2 Commercial - Regional 2 District

These are the large, enclosed shopping malls, characterized by shared parking and access, buildings located in the centre of a large site and surface parking surrounding the building. Typically these sites are located along major roads and are accessible by public transit. Smaller, free-standing buildings may be allowed around the perimeter of the site.

C-R3 Commercial - Regional 3 District

This district accommodates development consisting of a series of primarily large-format retail, restaurant and entertainment buildings. Sites generally require large tracts of land and provide for a variety of building sizes and use areas. Rules address the location of buildings on the site, traffic and pedestrian



circulation within the site, parking, landscaping, pedestrian amenities and building design.

Industrial

Industrial Development in Calgary

Industrial districts are essential to the city's economy. They are the places where many Calgarians work, where businesses operate, and where a wide variety of services and goods are provided. The Bylaw ensures that land is available for the diversified range of industrial operations that are an essential part of a thriving economy. It also provides tools to help create more attractive, integrated and efficient workplaces in the future.

Overview of Industrial Districts

Industrial land use districts in the LUB have been designed to accommodate a broad range of uses. The districts reflect the various contexts of development, key industrial trends, and the needs of industry. Each district is designed to accommodate a specific function which is defined by the uses and rules attached to that district.

I-G Industrial - General District

This district includes a range of industrial uses with some provision for support uses to serve the industrial area. It is intended for sites mainly in the interior of industrial areas. Few non-industrial uses are allowed.

I-B Industrial - Business District

This district accommodates employment-intensive, office and light industrial development with high quality architecture and site design. Uses may include a single building or a group of buildings in a campus or business park environment. Some support services for businesses and employees are allowed.

I-E Industrial - Edge District

This district provides for a less intensive interface between industrial areas and existing residential communities. There is a mixture of uses to accommodate the needs of the industrial area and the nearby residents. Rules are in place to minimize the impact on residential uses. Most uses are small-scale with no outside manufacturing activity or storage.

I-C Industrial - Commercial District

This district accommodates light industrial and limited other uses. Providing goods and services to the local industrial area, this district is intended to be located along major roads on the perimeter of industrial areas.

I-R Industrial - Redevelopment District

This district is intended primarily for industrial sites in the interior of older, established, industrial areas. These areas typically have smaller sites where it is more difficult to accommodate existing standard parking, setback and landscaping requirements.

I-O Industrial - Outdoor District

In this district, uses typically require large amounts of land, but do not require large buildings or large numbers of employees. The district provides for large sites, typically in un-serviced areas on the edge of the city, and it accommodates outside storage as a stand alone use.

I-H Industrial - Heavy District

This district accommodates heavy industrial development with operations that generally create impacts beyond site boundaries. It provides for activities where outdoor processes may produce noise, odour, vibration, heat, light or other emissions incompatible with non-industrial uses.

Special Purpose

Special Purpose Development in Calgary

Special Purpose districts in Calgary include many of the land uses where Calgarians play, learn, worship, and explore nature. Some of the notable sites in Calgary that are considered Special Purpose are McMahon Stadium, Confederation Park and Golf Course, Prince's Island Park, and community association sites. Other typical Special Purpose uses are those essential to proper functioning of the city, such as transportation routes, government buildings and land for future growth.

Overview of Proposed Special Purpose Districts

The Special Purpose Districts:

- Include defined uses that reflect the activities allowed on a site
- Reflect the limitations the Municipal Government Act places on reserve land
- Allow for flexibility on community-use sites where there are no Provincially-specified use restrictions
- Accommodate large community institutions and places of worship

S-UN Special Purpose - Urban Nature District

The S-UN district is primarily intended for natural use areas that will be preserved as natural area parkland or may have low-impact recreational uses. The district allows for limited improvements on the site and provide for passive outdoor recreational uses.

S-SPR Special Purpose - School, Park and Community Reserve District

The district accommodates schools, community association uses, parks, recreation area and open spaces that are situated on land designated as Reserve pursuant to the Municipal Government Act. The district provides for both buildings and open space components and allows for limited supportive uses to be combined with the main activity. Uses in the district are limited to those allowed under provincial legislation.

S-CS Special Purpose - Community Service District

The district accommodates schools, community association uses, parks, recreation areas and open spaces that are not on land designated as “Reserve” under the Municipal Government Act. As there are fewer restrictions on land uses, a greater array of community uses is allowed. The district provides for both buildings and open space components and allows limited supportive uses to be combined with the main use.

S-R Special Purpose - Recreation District

The S-R district accommodates large-scale recreation uses and actively used or developed open space, such as parks, playgrounds and sports fields. Limited supportive uses, such as food kiosks, can be combined with the main use.

S-CI Special Purpose - Community Institution District

The S-CI district is intended to accommodate large-scale religious, health care and educational uses. Sites are typically large and buildings are intended for large capacity uses. The district provides for the integration of several uses and services on a single site. Rules limit the effect of the large institutional use on adjoining residential districts.

S-CRI Special Purpose - City and Regional Infrastructure District

The district provides for infrastructure and services needed for the operation of the city and region. It also recognizes some of uses that are under Federal or Provincial jurisdiction; for example, Calgary International Airport lands.

S-URP Special Purpose - University Research Park District

The district applies only to the University of Calgary Research Park. It is principally intended to provide for research and development uses.

S-FUD Special Purpose - Future Urban Development District

The S-FUD district is intended to be applied to newly-annexed lands and lands where future urban development is expected to occur. It discourages subdivision on annexed lands until urban development occurs. Consequently, the district provides for extensive agricultural activities to continue until the land is needed for urban development. It also accommodates approved uses existing at the time of annexation. Sites in the S-FUD district will be redesignated to another district once planning process has established the appropriate land use districts.

S-TUC Special Purpose - Transportation Utility Corridor District

The district provides for provincial transportation and linear utility lines. It also allows for secondary uses where there is sufficient access and where such uses are compatible with surrounding uses.

Centre City Districts

For information on Downtown, Beltline and East Village land use districts, see Parts 11 and 12 of the Land Use Bylaw.

Mixed Use Districts

In 2017, Council approved new Mixed Use Districts, resulting in a new part 14 being added to the Land Use Bylaw. Part 14 includes the General Rules for Mixed Use Districts, the Mixed Use - General District and the Mixed Use - Active Frontage District.

Mixed Use - General (MU-1) District

This district is intended to be located along commercial streets where a mix of different uses could be located at the street level including commercial, residential or office type uses. It allows flexibility in terms of which uses are located at the street level, and it accommodates a mix of uses within a single building or within multiple buildings throughout an area.

Mixed Use - Active Frontage (MU-2) District

The district is intended to be located along commercial streets where commercial uses are located on the ground floor in order to promote activity at the street level and support retail nodes. It requires that every building have commercial type uses, such as shops and restaurants, at street level.

Both of these districts support street-oriented, mid-rise buildings and focus regulation on the interface of the building with the street.

Appendix C

Engage Spectrum of Strategies & Promises

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Anyone who is interested in or affected by an issue, a project, a service or other activity of The City of Calgary is called a stakeholder. Both City Council and City Administration recognize that decisions are improved by engaging stakeholders, which is why The City's approach to stakeholder engagement is guided by the *engage!* Policy and Framework.

The City of Calgary's *engage!* Policy provides a foundation to help ensure a consistent and effective approach to stakeholder engagement in all engagement processes led by The City.

The *engage!* Policy outlines five cornerstones upon which the engagement Framework at The City is built. They are as follows:

- **Accountability:** Demonstrating that results and outcomes are consistent with promises.
- **Inclusiveness:** Reaching and hearing the voices of those interested or affected.
- **Transparency:** Ensuring decision, processes, procedures and constraints are understood, known and followed.
- **Commitment:** Leading and resourcing appropriately for effective engagement.
- **Responsiveness:** Being accessible to address stakeholder concerns.

Citizens, communities and other stakeholders are encouraged to adopt the *engage!* Policy's Cornerstones when invited to participate in City-led engagement initiatives.

In addition to the Cornerstones, the Spectrum of Strategies and Promises is incorporated in The City's *engage!* Policy to help clarify the role stakeholders are being asked to play in engagement activities, along with their sphere of influence, and the commitment or promise made by The City as a result of that engagement.

Stakeholder engagement is more meaningful and informed when both City representatives and stakeholders are committed throughout the process to upholding the Cornerstones, Strategies and Promises. For communities, it is useful to understand how The City sees community consultation through the lens of the *engage!* Policy.

For more information contact the City of Calgary Customer Service & Communication Engagement Resource Unit. Email: engage@calgary.ca or phone: 3-1-1.

Figure 21: Spectrum of Strategies & Promises

Inform/Communicate

The City will provide context and background information (for all levels of engagement) to assist citizens and stakeholders in understanding issues, problems, alternatives and/or solutions, and services we provide. Our commitment is to:

- ▶ Provide information that is timely, accurate, balanced, objective, and easily understood.
- ▶ Respond to questions for clarification and direct citizens and stakeholders to sources of additional information.
- ▶ Share with stakeholders what we heard from them.
- ▶ Share with stakeholders if the input cannot be used in making the decision and the reasoning for why it may not be used.
- ▶ Share how the input was factored into the decision.

	Strategy	Promise
LISTEN & LEARN	Stakeholders and The City listen to and learn about each others' views, plans, concerns, and expectations.	We will listen to stakeholders and learn about their plans, views, issues, concerns and expectations and ideas.
CONSULT	Stakeholders' feedback is obtained through consultation to analyze issues and build alternatives, and thereby make contributions to the decision-making process. Consulting with stakeholders ensures issues and concerns are understood and considered.	We will consult with stakeholders to obtain feedback and ensure their input is considered and incorporated to the maximum extent possible. We undertake to advise how consultation impacted the decisions and outcomes.
COLLABORATE	Stakeholders are considered partners in the decision-making process, including collaboration on analyzing issues, building alternatives, identifying preferred solutions and making recommendations.	We will partner with stakeholders in a process that results in joint recommendations. We undertake to advise how collaboration impacted decision making.
EMPOWER	Aspects of the decision making process are delegated to stakeholders.	Where legislation permits, we will abide with the decisions made under delegated authority. Where legislation precludes making such a commitment in advance, we undertake to be guided by the outcome.

C

Appendix D

Summary of Plans & Permits

A. Circulation List for Applications

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Plan/Permit	Submitted By	Purpose	Major Elements	Public Engagement	Process	Approval Authority
Municipal Development Plan	City	To establish broad policies to guide long-term growth and change in the city.	<ul style="list-style-type: none"> • Policies on growth strategy, transportation, housing, economic activity, recreation, environment and social issues. 	Engagement with community representatives, other levels of government, local commerce and industry, builders and developers.	<ul style="list-style-type: none"> • Identify issues • Prepare and circulate draft • Revise and review at CPC • Hold public hearing 	Council
Area Structure Plan (ASP) Community Plan (CP)	City	To establish the general planning framework for new areas.	<ul style="list-style-type: none"> • General land uses • Density • Public facilities, roads and services • Environmental areas and parks • Costs 	Engagement with community representatives, land owners, local commerce and industry, builders and developers, municipal service providers, outside servicing agents.	<ul style="list-style-type: none"> • Identify issues • Notify landowners • Prepare and circulate draft • Revise and review at CPC • Hold public hearing 	Council
Area Redevelopment Plan (ARP)	City	To identify planning goals and objectives to provide a framework for future growth in an existing area.	<ul style="list-style-type: none"> • General land uses • Density • Open space • Social issues • Public facilities, roads and services 	Engagement with community representatives, land owners, local commerce and industry, builders and developers, municipal service providers, outside servicing agents.	<ul style="list-style-type: none"> • Identify issues • Notify landowners • Create a community committee • Prepare and circulate draft • Revise and review at CPC • Hold public hearing 	Council
Land use amendment (Redesignation)	Owner (or agent) City	To change the land use designation To match the land use designation to the ASP/ARP or policy reports.	<ul style="list-style-type: none"> • Land use 	Applicant may meet with community association or neighbours. Public notified by notice posting and advertisement.	<ul style="list-style-type: none"> • Circulate • Revise and review at CPC • Advertise public hearing • Notice post on the site and send to adjacent neighbours • Hold public hearing 	Council
Outline plan	Owner (or agent)	To establish patterns of land use (e.g. details of streets, utilities, reserve dedication). Prepared at the initial stage of major subdivision applications.	<ul style="list-style-type: none"> • Location and size of roads • Location of utilities, major land uses and reserves • Usually occurs together with the Land Use Redesignation process 		<ul style="list-style-type: none"> • Circulate • Review and make a decision at CPC and then make recommendations to Council on redesignations 	CPC



Plan/Permit	Submitted By	Purpose	Major Elements	Public Engagement	Process	Approval Authority
Tentative plan of Subdivision	Owner (or agent) (typically, the agent is the Alberta Land Surveyor)	To establish new lot lines and dimensions. Is the basis for a plan of survey to be registered with Land Titles Office.	Establishes: <ul style="list-style-type: none"> • Lot lines • Dimensions • Street names in developing communities 	No circulation when there is an Outline plan. Typically circulated when in a development community.	<ul style="list-style-type: none"> • Circulate and review application • Decision by Subdivision Authority Registration with Land Titles Office (Province) 	Subdivision Authority (Designated City staff or CPC)
Subdivision by Instrument	Owner (or agent)	To create individual titles where two or more lots had been on a single title.	Description identifying the new parcel(s) that is satisfactory to the Land Titles Office (Province)	If there is no Area Structure Plan or Community Plan adjacent landowners must be notified. In developed areas adjacent landowners are usually notified.	<ul style="list-style-type: none"> • Circulate • Review and recommendation • Decision* 	Subdivision Authority (Designated City staff or CPC)
Development Permit	Owner (or agent)	To ensure that new development meets the requirements of the Land Use Bylaw and any additional guidelines or policies required by Council.	<ul style="list-style-type: none"> • Setback requirements • Density • Parking • Height • Landscaping and amenity space • Sensitivity to context 	Circulation to community association. Notice posting on site when required by the Land Use Bylaw.	<ul style="list-style-type: none"> • Circulate • Some are notice posted • Review • Decision by Approving Authority or CPC* • Advertise 	Approving Authority (Designated City staff or CPC)
Building Permit	Owner (or agent)	To ensure that construction methods and materials comply with the Alberta Building Code and associated standards.	<ul style="list-style-type: none"> • Detailed construction materials to be used • Building safety 	None	<ul style="list-style-type: none"> • Plan circulation, code checks 	Safety Codes Officer (subject to appeal to Safety Codes Council)
Development Completion and Occupancy Permission	Owner (or agent)	To ensure that all conditions of the development and building permits have been met.	<ul style="list-style-type: none"> • Building completed and ready for occupancy • Site improvements completed or secured by a bond 	None	<ul style="list-style-type: none"> • Inspected by Development Inspection Services or Safety Codes Officer 	Inspected by Development Inspector or Safety Codes Officer
* Subject to appeal at the Subdivision and Appeal Board						

A. Circulation List for Applications

Redesignation

- Ward Councillor
- Community Association
- City Business Units:
 - Corporate Properties
 - Fire
 - Policy and Planning, Community Strategies
 - Local Area Planning & Implementation
 - Transportation Planning
 - Subdivision
 - Technical and Business Services
 - Urban Development
- Parks – Development and Operations
- Calgary Board of Education
- Calgary Separate School Board
- Calgary Parking Authority
- Calgary Health Region
- Calgary Economic Development Authority
- Other (e.g. public bodies owning land nearby)

Subdivision

- City Business Units:
 - Enmax
 - Emergency Medical Services
 - Fire
 - Corporate Properties
 - Calgary Police Services
 - Policy and Planning, Community Strategies
 - Tax & Assessment
 - Local Area Planning & Implementation
 - Building Regulations
 - Land Use Planning
 - Transportation Planning
 - Urban Development
- Parks – Development and Operations
- Calgary Board of Education
- Separate School Board

- Site Planning Sub-Committee of Joint Use Coordinating Council (JUCC)
- Ward Councillor
- Community Association
- MDs of Rocky View/Foothills
- Alberta Culture/Environment/Transportation
- Alberta Energy and Natural Resources
- Alberta Energy Resources & Conservation Board
- Canada Mortgage & Housing Corporation
- Calgary Health Region
- Telus Communications
- Shaw Cable
- ATCO Gas
- ATCO Pipelines
- CPR/CNR
- Airport Authority
- Tsuu T'ina Nation
- Other

Development Permits

- City Business Units:
 - Enmax
 - Fire
 - Corporate Properties
 - Calgary Police Services
 - Land Use Planning and Policy
 - Heritage Planner
 - Building Regulations
- Calgary Board of Education
- Separate School Boards
- Community Association
- Ward Councillor
- Calgary Health Region
- Other (e.g., Business Improvement Areas, Calgary Airport, Transport Canada)

Appendix E

Glossary of Common Planning Jargon

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For additional definitions see the [Land Use Bylaw 1P2007](#):

Part 1 – Division 2 Definitions and Methods

Part 4 – Division 2 Defined Uses

There are also glossaries in the appendixes of the MDP and CTP. See Appendix F for additional descriptions of Acre and Hectare and Floor Area Ratio.

Acre - 4,840 square yards, or 43,560 square feet. 1 acre is about 0.4 hectares.

Acreage Assessment - A method where the infrastructure costs of new suburbs are recovered by The City.

Actual Front Setback Area - Means the area of a parcel defined by the front property line, the side property lines that intersect with the front property line, and a line parallel to the front property line measured at the farthest building setback from the front property line - (LUB1P2007).

Address Change or Street Name Change - Approval required for street name or address change.

Adjacent Land Owner - The property owner (listed on the City tax roll) of the land next to the site on which an application is being processed.

Administration - A term often used to refer to departments of the City of Calgary. For example, "City Council referred the report back to Administration."

Affected Person - In the case of the Subdivision & Development Appeal Board, examples of affected persons are those who own property, carry on a business or reside in the vicinity of a proposed development. The Board determines this on a case-by-case basis. A person who merely visits the area probably would not qualify as an affected person.

Airport Vicinity Protection Area Regulation (AVPA) - Provincial rules that control the type of development that can occur in areas near aircraft flight paths. The regulation prohibits noise sensitive uses in certain areas.

Alberta Building Code - Minimum regulations and standards for public health, fire, safety and structural sufficiency.

Amended Drawings - Required for changes to a development permit application during the review process prior to decision. Not to be confused with Revised Plans.

Approving Authority - Outdated term. See Development Authority and Subdivision Authority.

Area Redevelopment Plan (ARP) - A statutory plan as defined by the Municipal Government Act, that directs the redevelopment, preservation or rehabilitation of existing lands and buildings, generally within existing areas of the city.

Area Structure Plan (ASP) - A statutory plan as defined by the Municipal Government Act that directs the future land use patterns, transportation and utility networks and sequence of development in new communities.

Awning & Canopy Permit - Development Permit Approval required for canopies or awnings on an existing building.

Bareland Condominium - A vacant (bare) parcel of land that is subdivided within.

Block Plan - A “bird’s eye view” of the outside of building foundations located on sites surrounding the one on which an application is being made.

Board Order - The decision of the Subdivision & Development Appeal Board for development and subdivision appeals.

Bonus - A means of allowing an increase in density of development in return for providing certain public amenities or benefits.

Brownfield - An abandoned, vacant, derelict or underutilized property where past actions have resulted in actual or perceived contamination and where there is an active potential for redevelopment.

Building Code - See Alberta Building Code.

Building Envelope - The three-dimensional space within which a building may be built.

Building Inspector - See Safety Codes Officer.

Business Licence - A permit issued by The City to operate a business.

Building Permit (BP) - A permit issued by The City to erect a new building or structure or to demolish, relocate, repair, alter or make additions to an existing building or structure.

Built Form - The layout (structure and setting on a site), density (height, storeys, and mass) and appearance (materials and details) of a development.

Bulk - See Mass

Business Revitalization Zone (BIA) - A group of business people who administer funds, collected through a special business tax, to improve the area and jointly promote their businesses.

Business Use Confirmation (BUC) - Confirmation that a proposed use would conform to the Land Use Bylaw (previously called a Building Permit for Use, now called a Tenancy Change Application/Approval).

Bylaw Enforcement - See Development Inspection Services.

Calgary Planning Commission (CPC) - A body enabled by the Municipal

Government Act to make Development Permit and subdivision decisions and recommendations on other planning matters.

Canopy Permit - See Awning & Canopy Permit.

Cash-in-Lieu for Parking - Council approved policies for specific areas that allow cash payment towards a parking fund instead of providing the required parking spaces.

Caveat - A warning that is registered on the title of a parcel of land (for example, the land is affected by airport noise or owes reserve). Call Provincial Land Titles for more information.

Certificate of Compliance - Sometimes required by the intended purchaser of a property (or their financial institution) to ensure that the building described on a Real Property Report meets the rules of the Land Use Bylaw.

Change of Use - A type of Development Permit required when the use in a building is changing.

Charrette - A design exercise where community members, planners, architects, designers or artists work together to develop visual solutions for a planning problem or concept.

Chief Subdivision Planner - The City staff person appointed as a Subdivision Authority to make decisions on subdivision matters.

Community Plan - A non-statutory plan for a new residential community that provides a framework for outline plans and land use amendments.

Community Association - A Community Association is a voluntary organization of residents in a geographic area, registered as a society and recognized by the Federation of Calgary Communities and The City of Calgary. Community associations typically provide local social and recreational activities, may develop and maintain a community centre on municipal reserve land, and represent community interests to The City in planning issues and other issues.

Community District - A distinct area of the city for which statistical data are produced. Community Association boundaries are often (but not always) contiguous with Community District boundaries.

Community Reserve - See Municipal Reserve.

Complaints - See Development Inspection Services.

Complete Community - As defined in the MDP and CTP, a community that is fully developed and meets the needs of local residents through an entire lifetime. Complete communities include a full range of housing, commerce, recreational, institutional and public spaces. A complete community provides a physical and social environment where residents and visitors can live, learn, work and play.

Complete Street - As defined in the MDP, a street designed and operated to enable safe, attractive and comfortable access and travel for all users, including pedestrians, cyclists and public transit and private vehicle users. A complete street incorporates green infrastructure and optimize public space and aesthetics wherever possible. The degree to which any one street supports different modes of transportation, green infrastructure or public space varies depending on surrounding context and role of the street.

Compliance - See Certificate of Compliance

Conditions of Approval - The rules that are applied to a Development Permit specific to that site.

Condominium - A building containing units that are individually owned, could be a warehouse, apartment, townhouse, etc.

Condominium Certificate - Required by Provincial Land Titles to ensure the building complies with City planning requirements when changing a building from one owner to multiple individually owned units.

Context - The setting or surroundings of a site or area; including traffic, use, built form, landscaping, etc.

Corporate Planning Applications Group (CPAG) - City staff from various business units who review and process planning applications.

Court of Appeal - Where Council redesignations or SDAB decisions may be appealed on questions of law or jurisdiction.

Deferred Services Agreement - An agreement with The City that services things such as sewer and water, will be paid for by the developer when they become available.

Demolition Permit - A type of Building Permit to move or demolish a building.

Density - As a general term, it is one measure of the intensity of development. In residential development it is usually measured by units/area. In large multi-residential, commercial or mixed-use development it may be measured by Floor Area Ratio. See Appendix F for more information, and the LUB for density in specific land use districts.

Density Transfer - See Bonus.

Design Brief - A non-statutory plan, similar to an ARP or an ASP but approved before The Planning Act 1977. They are still in effect for some communities but are sometimes replaced by ARPs, ASPs and Community Plans.

Detailed Team Review (DTR) - Is the communications document issued to an applicant that outlines CPAG's recommendation or position on a proposed application.

Developed Area - Defined by Land Use Bylaw 1P2007. It includes the area of the city that had completed initial residential development when Land Use Bylaw 1P2007 was adopted. This area is subject to different LUB provisions than the Developing Area (e.g. contextual rules).

Developed Areas Guidebook (DAG) - The Developed Areas Guidebook (DAG) sets out land use frameworks and common policies to guide growth and change for developed areas in Calgary. The DAG is part of Volume 2 of the Municipal Development Plan (MDP). It is one of two guidebooks for the Calgary areas that have established neighbourhoods; the second is the Centre City Guidebook. The Developed Areas Guidebook is intended to be read in combination with a Local Area Plan.

Developing Area - Defined by Land Use Bylaw 1P2007. It includes the area of the city that had yet to complete initial residential development when Land Use Bylaw 1P2007 was adopted. This area is subject to different LUB provisions than the Developed Area.

Development Agreements - A contract between an owner of land/developer and The City that details the obligations of both parties regarding development fees, schedules, etc.

Development Appeal Board - See Subdivision and Development Appeal Board (SDAB).

Development Authority - The Development Authority is responsible for rendering decisions on development permits. The Development Authority at The City of Calgary may be a designated officer (including lead planners, principal planners, and chief development officers) or the Calgary Planning Commission (CPC)

Development Completion Permit (DCP) - Is issued after an inspection is done to ensure that the development has met all the conditions stated in the approved development permit and on the approved plans.

Development Design Guidelines (DDG) - Design suggestions that supplement the rules of the Land Use Bylaw. The most often used is *Low Density Residential Housing Guidelines for Established Communities*.

Development Inspection Services - A section of the Land Use & Development division that ensures new buildings are built according to the Development Permit and follow up on complaints concerning the Land Use Bylaw.

Discretion - The term that describes the application of professional judgement by The City in reviewing applications. It is also the term used when the Development Authority varies any of the rules of the Land Use Bylaw. See also Relaxation.

Discretionary Uses - Are considered to be generally appropriate for the land use district. They are evaluated on merits and may not be allowed if the use is considered by the Development Authority to be inappropriate in a particular location.

Downzoning - A change of land use designation that decreases the allowed density or intensity of use. Converse is upzoning.

Electrical Permit - See Home Owner's and Contractor's Electrical Permit.

Elevation Plan - A drawing of the front, side or rear of a building.

Encroachment Agreement - An agreement with The City of Calgary when a structure is built on City-owned land.

Enforcement Order - Issued by a Development Authority, requiring compliance with the Land Use Bylaw.

Environmental Reserve (ER) - Land considered, in accordance with the Municipal Government Act, to be undevelopable because of its natural features or location (e.g. unstable slopes or floodways) that a developer may be required to dedicate at the time of subdivision. Not to be confused with Municipal Reserve.

Environmentally Significant Area (ESA) - A natural area site that has been inventoried prior to potential development and which, because of its features or characteristics, is significant to Calgary from an environmental perspective and has the potential to remain viable in an urban environment.

ePlans - ePlans is a web based service that allows for the electronic submission, circulation, and approval of subdivision and legal plan applications. All subdivision and legal plan applications are now required to be submitted through ePlans.

Established Communities - Communities identified in the Low Density Housing Guidelines for Established Communities where the guidelines apply for discretionary development permit applications.

Existing Building and Property Standards Notice - Issued by a Safety Codes Officer, requiring compliance with the Existing Building and Property Standards Bylaw. This Bylaw deals with minimum standards of repair and maintenance of existing buildings, fences, retaining walls and land.

File Manager - The CPAG team generalist from Planning who oversees the management of an application through the application and review process.

Floodway and Flood Fringe - The river channel and adjoining lands that would provide a pathway for floodwaters (floodway), and abutting lands that would be inundated (flood fringe), in the event of a one in one hundred years flood. These are defined in the Land Use Bylaw on the Floodway/Flood Fringe Maps. See Division 3 of the Land Use Bylaw for special rules regarding development in these areas.

Floor Area Ratio (FAR) - The quotient of the total gross floor area of a building on a parcel divided by the gross site area of the parcel. FAR is one of the measures to direct the size and massing of a building in relation to the area of the parcel of land it occupies.

Footprint - See Block Plan.

Garage - An accessory residential building or part of a principal building designed and used for vehicle parking.

Geodetic Datum - Land surveyor's term for the height above sea level and the latitude and longitude of a particular point on the ground, also known as coordinates.

Greenfield - An undeveloped parcel with no actual or perceived contamination, where there is active development potential. Around Calgary this is usually agricultural land.

Greyfield - A term sometimes used to refer to aging/obsolete or abandoned commercial sites (often strip malls or shopping centres) where there is active potential for redevelopment.

Growth Area Management Plan - A plan for greenfield growth areas of the city that is a tool for implementing key strategic policies and a servicing framework for subsequent Regional Policy Plans, Community Plans and ASPs.

Guidelines - See Development Design Guidelines.

Heating Inspector - See Safety Codes Officer.

Heating Permit - See Mechanical Permit.

Hectare - 10,000 square metres or approximately 2.47 acres.

Heritage Site - See Historic Resource.

Historic Resource - A site or building designated to be of historical significance by the Historical Sites and Monuments Board of Canada, the Government of Alberta or The City of Calgary. The City of Calgary's Inventory of Evaluated Historic Resources includes both designated and not designated resources.

Home Business - See Home Occupation - Class 1 & 2, Land Use Bylaw.

Home Owner's or Contractor's Electrical Permit - Needed for all electrical work.

In camera - This is a legal term that means "in private".

Infill - Development (or redevelopment) that occurs on a site after completion of the initial development of the area.

Infill Guidelines - *The Low Density Housing Guidelines for Established Communities*

Infill Subdivision - A subdivision to create lots for infill development.

Infrastructure - The foundation and facilities that are needed to service communities (e.g., roads, utilities).

Inter-municipal Development Plan - A statutory plan, jointly prepared by neighbouring municipalities, to establish strategic policies that overlap municipal boundaries.

Joint Use Site - Municipal Reserve lands jointly owned by The City of Calgary and The Calgary Board of Education or The Calgary Roman Catholic Separate School District #1.

Key Plan - See Location Plan.

Landscaped Area - That portion of a site that must be landscaped.

Landscaping - See Hard and Soft Surfaced Landscaped Area, Land Use Bylaw.

Land use amendment - A change of land use designation, approved at a public hearing of City Council.

Land Use Bylaw (LUB) 1P2007 - The Bylaw that establishes procedures to process and decide upon land use and development applications and divides the city into land use districts. It sets out rules that affect how each piece of land in the city may be used and developed. It also includes the actual land use maps.

Land Use Designation - The legal control on the use and intensity of development on a parcel of land (not on the design of a project). Also sometimes referred to as zoning.

Land Use District - An area of the city designated for particular uses contained in the Land Use Bylaw.

Legal Plan - Final survey plan in the subdivision process which is registered at the Land Titles Office.

Licence - The municipal (for some businesses, provincial) approval most businesses need to operate.

Licence of Occupation (LOC) - A rental agreement with The City of Calgary to use City-owned land. For example, community associations have LOCs to operate community facilities.

Linen - See Legal Plan.

Local Area Plan (LAP) - The LAP is an important implementation tool for applying the MDP and CTP's policies and direction on land use, urban form and transportation to a locally defined geographic area. Local area plans include Regional Context Studies (RCS), for either green field or developed areas, Area structure plans (ASP), Area redevelopment plans (ARP), and Non-statutory land use studies.

Location Plan - "Birds-eye" drawing of the general location of a site in a community or a bay in a shopping centre, for example, usually accompanied by a more detailed plan, of the site or bay, with dimensions, etc.

Mass/Massing - The combined effect of the arrangement, size and shape of a building or group of buildings on a site and its visual impact in relation to adjacent buildings. Also called bulk.

Mechanical Permit - Needed for forced-air heating systems.

Mechanical Site Plan - Drawing of underground services.

Municipal Development Plan (MDP) - The senior strategic planning document guiding growth and development in Calgary. It has policies relating to transportation, housing, economic activity, recreation, environment and social issues. It also provides the strategic framework for more detailed and specific plan, policies and programs.

Municipal Government Act, Part 17, Planning & Development (MGA) - The provincial legislation that set out the procedures, types of arguments that can (and cannot) be considered on planning decisions and the rules that govern various planning processes. Replaced the Planning Act in 1995.

Municipal Government Board - Is an independent and impartial body set up to make decisions on certain appeals and disputes stemming from the Municipal Government Act. For more information see the Government of Alberta Department of Municipal Affairs website.

Municipal Reserve (MR) - Land the developer gives to The City, at the time of subdivision for park purposes. When subdividing an area larger than two acres up to a 10% reserve dedication is required. Community association sites are typically on Municipal Reserve.

Municipal School Reserve (MSR) - Land the developer gives to The City and one of the School Boards, at the time of subdivision for joint school and park purposes as part of the 10% Municipal Reserve dedication.

Narrow Lot Infill - Generally, a detached house on a narrow lot (usually 25 feet wide).

Natural Area - Land that has unusual or representative biological, physical or historical components and has kept or re-established a natural character. It need not be completely undisturbed.

Neighbour - See Adjacent Landowner.

Net Floor Area - See “Gross Usable Floor Area”, Land Use Bylaw Part 1 – Division 2 Definitions and Methods.

Noise Exposure Forecast Contours (NEF) - Lines shown on a map that indicate levels of aircraft noise in various areas. Generally, residential development is not permitted where 30 NEF is exceeded.

Non-Conforming Use - A use that does not meet the current rules of the Land Use District for that site; however it met the rules when the use commenced.

Non-Statutory Planning Study - A non-statutory study that contains non-binding policies approved by Council but not adopted by bylaw (e.g., Low Density Residential Housing Guidelines for Established Communities). Sometimes called a Special Study.

Notice Posting - Placing a notice on the site where an application is being processed.

- *Development (blue notice)* - Gives notice of a Development Permit application. See the Land Use Bylaw Section 4 for the list of applications that must be posted.
- *Land Use Redesignation (yellow notice)* - Gives notice of an application to change the zoning.
- *Disposition of Reserve (green notice)* - Gives notice of City Council's intent to either dispose of reserve or change the boundaries of Environmental Reserve.

Occupancy Permit - Permission to occupy ensures that buildings comply with The Building Permit Bylaw, The Alberta Building Code and other codes and regulations.

Outbuilding - See Accessory Residential Building, Land Use Bylaw.

Outline plan - Initial stage in a major subdivision application which is usually processed at the same time as the Land use amendment application.

Parking Standard - The number of parking stalls required for different uses in different land use districts.

Permitted Use - Uses that are well suited to a particular land use district. Applications relating to permitted uses that fully comply with the Land Use Bylaw must be approved.

Perspective - An illustration showing the view from a particular location as the human eye would see it.

Planning Act - The former provincial legislation (prior to 1995) that set out the procedures, types of arguments that can (and cannot) be considered on planning decisions and the rules that govern various planning processes. Replaced by the Municipal Government Act, Part 17, Planning & Development.

Plumbing Inspector - See Safety Codes Officer.

Plumbing Permit - Needed for all plumbing work. Issued by the Development & Building Approvals Business Unit.

Primary Transit Network – As defined in the MDP and CTP, a permanent network of high-frequency transit services, regardless of mode, that operates every 10 minutes or better, 15 hours a day, seven days a week.

Private Maintenance Easement - An agreement between two adjacent land owners to allow either owner access to the adjacent property to maintain their own property.

Public Notice Advertisement - The ad placed in local newspapers to notify the public of Land use amendments, Road Closures, Subdivision and Development Appeal Board appeals and Development Permit approvals.

Public Reserve - See Municipal Reserve.

Property Line - A legal boundary of an area of land.

Pushcart Permit - A type of Building Permit to sell from a small moveable cart on city sidewalks in the downtown.

Real Property Report (RPR) - A legal document that shows the location of all visible public and private improvements relative to property boundaries. A RPR is submitted for a Certificate of Compliance or a subdivision where existing structures will remain. RPR replaced the old Surveyor's Certificate in 1987.

Redesignation or Rezoning - See Land use amendment.

Regional Context Studies - A Regional Context Study (RCS) is a non-statutory Local Area Plan prepared for larger geographic areas of the city. Non-statutory plans are approved by resolution of Council, following a public hearing. A RCS is intended to provide a framework and level of strategic planning between the MDP, and subsequent local area plans, detailed studies and/or community plans over a 30 year time line. They are usually prepared for greenfield areas, but may also be prepared for large areas that include multiple established communities.

Relaxation - The term used when a change of one of the rules of the Land Use Bylaw is applied in an individual application, a residential side setback less than four feet, for example. See also discretion. All relaxations can be appealed.

Residents Association - Residents Associations are established by the developer in order to maintain jointly owned amenities that are part of the initial marketing of the community. These amenities are on private property, and are typically only open to property owners. Only property owners are members of residents associations. Each property owner pays a mandatory fee, an obligation that is on the title. In the early stages of development, the developer may control the residents association through property ownership. Residents associations are distinct from community associations.

Restrictive Covenant - A restriction that is registered on the title of a parcel of land (for example - the properties next to a golf course may be restricted to having green chain link fences only).

Revised Plans - Drawings submitted for minor revisions to a Development Permit after it has been released. Not to be confused with Amended Plans.

River Valley - See Floodway/Flood Fringe.

Road Closure - See Street and Lane Closure.

Road Right-Of-Way - The land used for the roadway, including the sidewalk and boulevard.

Road Widening Setback - Property identified in the Land Use Bylaw required for future road, pedestrian improvements or underground services.

Rules - The requirements (standards) of the Land Use Bylaw that describe such things as height maximums, side setback requirements, etc.

Safety Codes Act - Provincial legislation that covers all areas of construction.

Safety Codes Officer - Development & Building Approvals staff who are responsible for enforcing the Safety & Building Codes.

School Reserve (SR) - Land the developer gives, at the time of subdivision, for school purposes. Part of the 10% reserve Municipal Reserve dedication (most school envelopes are MSR).

Secondary Suite - A legal accessory dwelling unit (consisting of a bedroom, bathroom and kitchen) developed within, or on the same property as a single detached dwelling. See the Land Use Bylaw for more information.

Section - A drawing showing a vertical slice through a building. Also, a square piece of land that is a mile by a mile in size.

Setback - The distance a building must be from a property line. See Front, Rear and Side Setback in the Land Use Bylaw.

Separation of Title - See Subdivision by Instrument.

Side by Side - See Semi-detached Dwelling in the Land Use Bylaw.

Sign Permit - A type of Development Permit for signs including fascia signs and third party advertising, for example.

Single-Detached Dwelling - A residential building that has one dwelling unit only (not including a mobile home) – i.e. a “single family house” on one parcel.

Site Plan - “Bird’s-eye” drawing of the land on which an application is being made. The site plan should include the yards, existing trees, proposed buildings, etc.

Special Study - See Non-Statutory Planning Study.

Split - See Subdivision by Instrument.

Stamp of Compliance - See Certificate of Compliance.

Statutory Plan - A plan that is required by the Municipal Government Act, Part 17, Planning & Development, passed by bylaw and must be adhered to by subordinate plans and planning approvals. These plans can only be changed by amending the bylaw. Examples are ARPs and ASPs.

Street & Lane Closure - A bylaw passed by City Council that is the required for street or lane closures.

Streetscape -All the elements that make up the physical environment of a street and define its character. This includes paving, trees and vegetation, lighting, building type, style setback, pedestrian, cycle and transit amenities, street furniture, etc.

Streetscape Plan - Drawing of the front view (elevation) of two or three buildings either side of the proposed building, required for some Development Permits.

Stop Work Order - Issued by a Safety Codes Officer for starting work without a permit or not conforming to the Alberta Building Code or approved plans.

Stripping and Grading - Removing the top soil and altering the grade of the land.

Subdivision Authority - Bodies or City staff that are empowered to make decisions on subdivision matters, such as the Calgary Planning Commission and the Chief Subdivision Planner.

Subdivision & Development Appeal Board (SDAB) - A body appointed annually by City Council, to hear appeals against decisions of the Calgary Planning Commission, the Development Authority, an Enforcement Order, or the Subdivision Authority.

Subdivision by Instrument - Subdivision where only one additional parcel will be created and which can be described without a survey.

Suite - See Secondary Suite, Land Use Bylaw.

Survey(or's) Certificate - See Real Property Report.

Survey Plan - See Legal Plan.

Sustainable Suburb - A community that has been organized in such a way that its fiscal social and environmental activities can be sustained far into the future.

Tenancy Change Permit - Confirmation that a proposed use would conform to the Land Use Bylaw.

Tentative plan - A legal plan of subdivision, which may be based on an outline plan, but has more detail.

Third Party Advertising Sign - Usually a billboard.

Transit-oriented development (TOD) - A type of community development that includes a mixture of housing, office, retail and/or other amenities integrated into a walkable neighborhood and located within close proximity of quality public transportation

Transportation Utility Corridor (TUC) - A ribbon of land around the city under the direct control of the Province of Alberta. It is intended to be used for a future ring road, power lines and sewer trunks.

Up and Down - See Duplex, Land Use Bylaw.

Upzoning - A Land use amendment that increases the allowed density or intensity of use. Conversely, downzoning.

Urban Design - Urban design involves the relationship between buildings in a neighbourhood, and the relationship between the buildings and the streets, parks and other spaces that make up the public domain.

Use Permit - See Tenancy Change Permit.

Utility Right-of-Way - Land that is used for utilities. These right-of-ways are usually shown on the legal plan and registered on the title.

Variance - See Relaxation.

Yard - See Setback.

Zero Lot Line - A lot specifically designed to allow the building to be built on the property line.

Zoning - See Land Use Designation.

Appendix F

Measurements of Area & Density

- A. Comparing Acres & Hectares
- B. Floor Area Ratio (FAR) Explained
- C. Calculating Community Residential Density

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A. Comparing Acres & Hectares

Acres

- 1 acre = 0.405 hectare
- 43,560 square feet or 4047 square metres
- 640 acres per square mile/section;
- 247 acres per square kilometre

Hectares

- 1 hectare = 2.471 acres
- 10,000 square metres or 107,637 square feet
- 100 hectares per square kilometre
- 259 hectares per square mile/section

Figure 23: One Acre & One Hectare Superimposed on Olympic Plaza



Legend:

- 1 Hectare
- 1 Acre

B. Floor Area Ratio (FAR) Explained

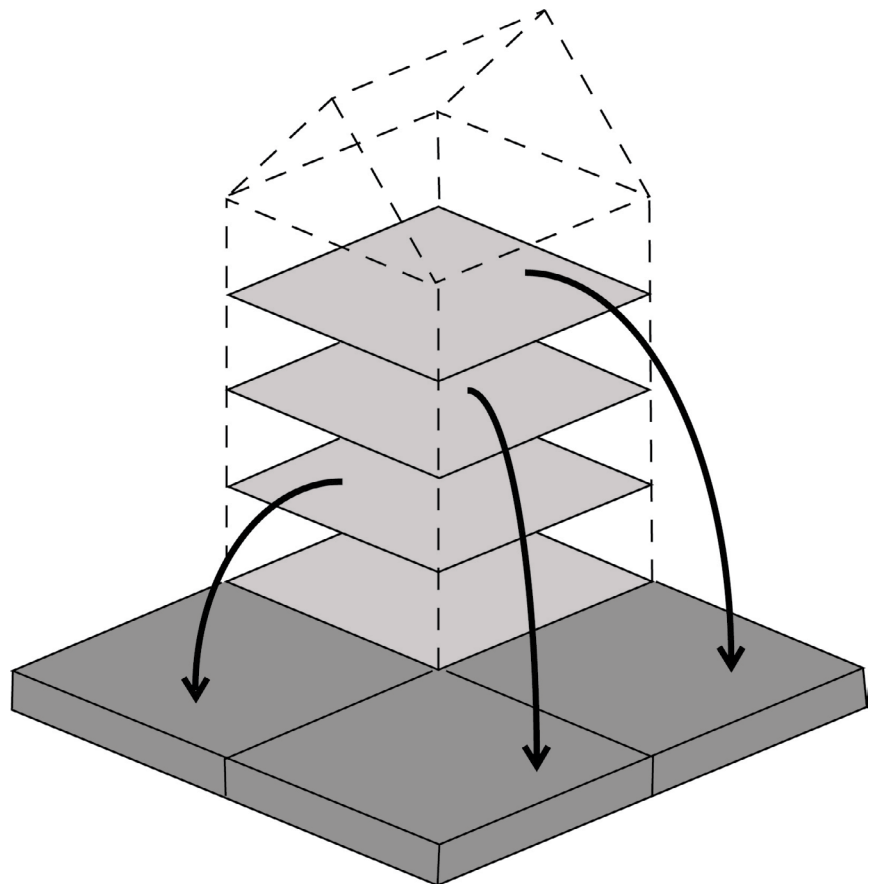
Floor Area Ratio is a measure of building size that is a measure of density in most commercial and high density districts. The Land Use Bylaw defines it as “The quotient of the total gross floor area of all buildings on the parcel divided by the area of the parcel.”

The illustration shows a Floor Area Ratio (FAR) of 1.0. This simply means that, if the area of the parcel is 100 square meters, then 100 square meters of gross floor area has been built on the parcel. The illustration above shows a 4 storey building covering 1/4 of the site, giving a FAR of 1.0. Four floors of 25 square meters each are built on a site of 100 square meters ($4 \times 0.25 = 1$).

Likewise:

- A 2 storey building on half of the parcel would also be 1 FAR.
 - ($2 \times 0.5 = 1$)
- A 10 storey building on half of the site would be 5 FAR.
 - ($10 \times 0.5 = 5$)

Figure 24: Floor Area Ratio Graphic



C. Calculating Community Residential Density

For information on how density and intensity is calculated (e.g. people and jobs per Gross Developmental Hectare), see the [Guide to the MDP and CTP](#).

Appendix G

Common Planning Acronyms

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ALSA	Alberta Land Stewardship Act
ALUF	Alberta Land Use Framework
ARP	Area redevelopment plans
ASP	Area structure plans
BP	Building Permit
BRT	Bus Rapid Transit
BIA	Business Revitalization Zone
BSC	Building Safe Communities
BUC	Business Use Confirmation
CA	Community association
CARL	Complete application requirement list
CFD	Calgary Fire Department
CMP	Calgary Metropolitan Plan
CMCS	Community Mediation Calgary Society
CP	Community Plan
CPAG	Corporate Planning Applications Group
CPC	Calgary Planning Commission
CPS	Calgary Police Service
CPTED	Crime Prevention Through Environmental Design
CTP	Calgary Transportation Plan
DCP	Development Completion Permit
DDG	Development Design Guidelines
DP	Development permit
DTR	Detailed team review
ER	Environmental Reserve
ESA	Environmentally Significant Area
GNA	Good Neighbour Agreement
IAG	Intergovernmental Affairs Committee
LAP	Local Area Plan
LASC	Land & Asses Strategy Committee
LRT	Light Rail Transit
LOC	Licence of Occupation

LOC	Land Use, Outline plan, Road Closure
LUA	Land use amendment
LUB	Land Use Bylaw
MDP	Municipal Development Plan
MGA	Municipal Government Act
MGB	Municipal Government Board
MR	Municipal Reserve
MSR	Municipal/School Reserve
NEF	Noise Exposure Forecast
NPC	Neighbourhood Partnership Coordinator
OP	Outline plan
PFC	Priorities and Finance Committee
RCS	Regional Context Study
RPR	Real Property Report
SDAB	Subdivision & Development Appeal Board
SPC CPS	Standing Policy Committee on Community & Protective Services
SPC PUD	Standing Policy Committee on Planning & Urban Development
SPC T&T	Standing Policy Committee on Transportation & Transit
SPC UCS	Standing Policy Committee on Utilities & Corporate Services
TBL	Triple Bottom Line
TOD	Transit Oriented Design
UDRP	Urban Design Review Panel

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