

Append 1- What We Heard Report.docx

What We Heard Report – Information Gathering
October 22, 2019



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1 Background

The Zoning Bylaw last underwent a review between 2007 and 2009. Industry trends and changes have left gaps where the Zoning Bylaw does not address desired uses effectively. This Project will undertake a comprehensive review of the Zoning Bylaw to ensure that the bylaw meets the current and desired trends in commercial, residential and community development for Saskatoon.

The Zoning Bylaw was last reviewed prior to the redesign of the Official Community Plan (OCP), the approval of the City's Plan for Growth and the development of other relevant City strategies and plans. This review is needed to bring the Zoning Bylaw into alignment with these strategies and plans; to reflect community values; to ensure that industry needs are being met; and, to provide guidance and support to City Administration in the development of new and amended regulations to support City growth.

The following report outlines our findings from the first phase of public engagement – the information gathering phase. The information gathering phase of the Project was intended to provide stakeholders and the public an opportunity to provide input on what topics should be considered during the Project. Decisions regarding specific amendments, as well as any required research and engagement, will be brought forward in future stages of the Project.

1.1 Strategic Goals

The Zoning Bylaw addresses the Strategic Goals of Sustainable Development and Economic Diversity and Prosperity through the following:

Sustainable Development

- Our Plan for Growth is sustainable, through a balanced approach to land use, transportation choices and efficient servicing. Actions to achieve this goal including implementing strategies to encourage downtown and infill development, including development process initiatives and financial incentives.
- Economic growth and development is supported by streamlined business practices and development approvals. Actions to achieve this goal including engaging the development and construction industries to support process improvements and economic development initiatives.

Economic Diversity and Prosperity

- Our economy is strong. Actions to achieve this goal include adopting incentives/regulations to encourage Downtown and infill development and streamlining the City's development process.

1.2 City Project Team

Lesley Anderson, Director of Planning and Development	Project Sponsor
Darryl Dawson, Planning and Development	Project Owner
Christine Gutmann, Planning and Development	Project Manager
Paula Kotasek-Toth, Planning and Development	Project Team Lead
Chantel Riou, Planning and Development	Project Team
Sue Echlin, Strategy and Transformation	Communications Support
Mandy Fehr, Strategy and Transformation	Engagement Support

1.3 Spokesperson(s)

Lesley Anderson, Director of Planning and Development and Project Sponsor

1.4 Summary of Engagement Strategy

The purpose of public engagement for the Zoning Bylaw Review Project is to obtain stakeholder and public feedback on the needed amendments to the Zoning Bylaw to ensure the Zoning Bylaw is current and meets industry needs. The Engagement Strategy includes two phases of engagement:

- an information gathering phase; and,
- a developing and evaluating regulations phase.

To date, only the information gathering phase has been completed. The following report outlines what we heard in that first phase and how it will inform the Project moving forward.

A summary of engagement goals, objectives and selected activities in relation to each stakeholder group are provided in the table below.

Table 1: Engagement Strategy

Phase	Stakeholder	Level of Participation	Objective	Engagement Goal	Potential Engagement Activity/Component
Information Gathering	Administration	Consult	Work with stakeholders to ensure concerns and priorities are considered.	Collect input to identify issues relevant to the Zoning Bylaw.	Workshop(s)
	Industry				Online submission of comments
	Advocacy Groups / Council Committees / Public	Inform / Consult	Provide an understanding of the Project. Ensure concerns and priorities are considered.	Inform the public about the Project and opportunities to contribute.	Engage webpage Online submission of comments Open House

Developing and Evaluating Regulations	Administration	Involve	Work with stakeholders to ensure proposed amendments meet community needs.	Gather advice from a Technical Advisory Committee / Administration to help develop options for new or amended regulations.	Group or One-on-One Meetings
	Technical Advisory Committee				
	Industry	Consult / Involve	Work with stakeholders to ensure concerns and priorities are considered.	Collect input to identify issues relevant to the regulations being developed.	Workshop(s) Online submission of comments Other as deemed appropriate
	Public / Advocacy Groups	Inform / Consult	Provide an understanding of the regulations being developed and provide opportunity for input.	Collect input to identify issues relevant to the regulations being developed.	TBD

2 Preliminary Stakeholder Meetings

Preliminary engagement in the form of workshops, One-on-One meetings, and online engagement provided stakeholders from administration and industry opportunities to contribute to the list of items to be considered in the review of the Zoning Bylaw.

The stakeholder groups invited to participate in this phase were:

- Developers and Builders (organized by the Saskatoon & Region Home Builders' Association);
- Planners, Architects and Designers;
- Saskatoon Region Association of Realtors;
- Combined Business Group (organized by the Greater Saskatoon Chamber of Commerce); and,
- City Administration.

Participants were asked to consider the following questions during these discussion:

- what parts of the Bylaw are effective;
- are there regulations to need to be considered, reviewed, kept, added or potentially removed;
- are there resources the City should consider as part of the review process; and,
- are there any other amendments the City should consider?

2.1 Methods

2.1.1 Workshops

Workshops provided stakeholders an opportunity to participate in a facilitated roundtable discussion about what should be considered in the review of the Zoning Bylaw. Stakeholders had opportunities to interact with the Project Team, provide feedback, and ask questions. Workshop questions were forwarded to participants in advance of the workshop to ensure participants could review the questions prior to the facilitated discussion. The workshop also provided participants with information about the Project. Workshop invitees were also included on the mailing list for a Project newsletter to stay informed about the Project. Newsletter subscribers are able to unsubscribe if they wish.

2.1.2 One-on-One Meetings

One-on-one and small group meetings created opportunities to meaningfully engage with specific stakeholders. These meetings were typically used in situations where attendees were unable to attend a workshop. The focused conversations technique helped frame these meetings by offering different ways to think about the topic through a series of exploratory questions. Similar questions to those asked during the workshops were presented during the One-on-One meetings.

Small group meetings and/or one-on-one discussions provided the opportunity to discuss specific issues and develop a deeper understanding of the issues. This approach also enabled the Project Team to inform participants about the Project in a more detailed way.

2.1.3 Online Submissions

In addition to the workshops, an option for an online submission was provided to invitees should they be unable to attend a workshop and/or wish to provide additional comments.

2.2 Marketing Techniques

Identified stakeholders were invited to workshops as well as one-on-one and stakeholder meetings via email invitation. If invited stakeholders were not able to attend a workshop or one-on-one meeting, an online submission option was provided.

In addition to workshops organized by the City of Saskatoon Administration, a workshop was also organized and promoted by the Saskatoon & Region Home Builders' Association and a lunch and learn was organized and promoted by the Saskatoon Region Association of Realtors.

Information about the Project was also shared by the North Saskatoon Business Association and by the Saskatoon Regional Economic Development Authority.

2.3 Analysis

Information provided by participants during this phase was considered as part of the development of the Project Plan. Topics appropriate for the Zoning Bylaw Review Project have been incorporated into the Project Plan. Some items discussed during the workshops will be incorporated into related projects and/or may be considered as part of a separate capital project if deemed appropriate.

Comments provided during this phase of the Project will be considered during the development and evaluation of proposed amendments to the Zoning Bylaw. Further engagement will be undertaken during the development and evaluation of the proposed amendments. Further engagement will be tailored to the topic being evaluated.

Priorities were also provided by the Saskatoon & Region Home Builder's Association. These priorities are being considered as the Project schedule is being developed.

2.4 What We Heard

Below is a generalized overview of the feedback received from the various stakeholder groups during the information gathering phase of the Project.

2.4.1 Developers and Builders (organized by the Saskatoon & Region Home Builders' Association)

- Review of residential infill regulations
- Review setbacks in various districts
- Review of environmental initiatives such as net zero buildings
- Alignment with National Building Code
- Review of Minor Variance regulations
- Review of parking regulations
- Review regulations pertaining to garbage, recycling and compost
- Review of landscaping regulations
- Review of building height regulations
- Consideration of lot size including providing for smaller lots to provide for affordability
- Provide for less restrictive regulations
- Comments regarding Zoning aspects related to Corridors, Building Permit / Development Permit processes, review of the B6 – Downtown Commercial Zoning District regulations have been referred to the appropriate groups within the Community Services Department.

2.4.2 Planners, Architects and Designers

- Review definitions for clarity and add new definitions where deemed appropriate
- Clarifications to various regulations including grade calculations, amenity space, accessory buildings
- Alignment with National Building Code
- Review residential infill regulations
- Consideration of regulations regarding microbreweries
- Review site coverage regulations for covered decks
- Consideration of regulations regarding drive thrus
- Review regulations regarding width of overhead lift doors
- Review of architectural features such as dormers
- Review setbacks in various districts
- Review of landscaping regulations
- Consideration of lot size including providing for smaller lots to provide for affordability
- Review for repetition in the bylaw to improve clarity
- Review of secondary suite regulations
- Review of parking regulations
- Review of building height regulations
- Comments regarding Building Permit / Development Permit processes, signs, temporary uses, and review of DCD1 – Direct Control District 1 regulations have been referred to the appropriate groups within the Community Services Department.

2.4.3 Saskatoon Region Association of Realtors

- Review of secondary suite regulations
- Review uses for older buildings to allow for office or other uses
- Review of regulations for residential care homes

2.4.4 Combined Business Group

- Parking considerations – including size of parking spaces
- Review of residential infill regulations
- Review of secondary suites regulations
- Maintain character of neighbourhoods when creating new districts
- Consistency with accessibility standards
- Consideration of garbage, recycling and composting on sites
- Consideration for microbreweries
- Comments regarding uses in rear lanes, Building Permit / Development Permit processes, Temporary / Short Term Accommodations, boulevard maintenance, locking of garbage bins, Commercial Enterprises in parks, location of safe injection sites, distance from fire hydrant location requirements, and cannabis regulations have been referred to the appropriate groups in the City's Administration.

2.4.5 City Administration

- Review definitions for clarity and add new definitions where deemed appropriate
- Consideration of accessory uses in parks
- Review of accessory building regulations

- Review for consistency with various City Policies and Plans
- Review of residential infill regulations
- Review setbacks in various districts
- Review of parking regulations
- Review of environmental initiatives
- Consideration of garbage, recycling and composting on sites
- Consideration of impermeable paving surfaces
- Review provisions regarding site plan control
- Consideration of lot size in particular for small commercial lots
- Review of affordable housing provisions
- Review of lighting regulations
- Review of discretionary uses
- Review of landscaping regulations
- Alignment with National Building Code
- Review for repetition in the bylaw to improve clarity
- Provide diagrams in the Zoning Bylaw
- Comments regarding items related to the Green Strategy, transit, temporary uses, signage, City Centre relevant topics, stormwater management, Building Permit / Development Permit process, home based businesses have been referred to the appropriate groups in the City's Administration.

2.4.6 Municipal Planning Commission

- Review of landscaping regulations
- Review of discretionary uses
- Review of Residential Care Homes
- Comments regarding how information is conveyed will be taken into consideration during the next phases of the Project.

3 Public Feedback

3.1 Methods

3.1.1 Public Engagement Event

A public open house was held at the Frances Morrison Central Library on October 2, 2019 from 3:00 pm to 7:00 pm. The public was invited to view the list of topics that have been identified to be included in the Project and provide feedback. The Open House was also an opportunity to discuss the Project with the Project Team as well as other community members.



Figure 1: Open House

Information about related projects were also present at the open house including the Development Fee Review, the Official Community Plan Redesign, the Corridor Planning Program, and the Development Permit / Building Permit Process Review.

The event was attended by 46 participants. Participants included developers and builders, planners, architects and designers, business associations, businesses, and members of the public.

3.1.2 Online Feedback

In addition to the open house, an Engage webpage was set up for the Project (Saskatoon.ca/engage/zoning-bylaw-review). Comments could be submitted on the Engage webpage. More detailed information than what was presented at the open house was provided on the Engage webpage. The purpose of providing more detailed information on the Engage webpage was to provide those individuals with more detailed knowledge of Zoning a better understanding of the content being included in the Project.

3.2 Intended Audience

The Public, Advocacy Groups, City Council, City Advisory Committees, Boards and Commissions, and Stakeholders targeted during information gathering stage were invited to attend the open house and view the project information via the Engage webpage. The event was attended by 46 people (in addition to members of the project teams). Participants were asked to sign an attendance sheet at



Figure 2: Signing In

the start of the event. Four people did not sign in, 10 identified with local neighborhoods, 31 identified as participating in their professional capacities (8 of these were employees of the City who were not working at the event), and one City Councilor attended.

Opportunities to provide online feedback are still open, so there may be additional participants for this initial phase of engagement.

3.3 Marketing Techniques

The open house was advertised using social media, advertisements through City partners such as the Saskatoon Region Economic Development Authority and the Greater Saskatoon Chamber of Commerce. Invitations were also sent to individuals who receive the Project newsletter. In addition, follow up emails were sent to all stakeholder workshop participants with information about the open house.

The Facebook event page for the open house reached 1.3 thousand people on Facebook. The event was additionally promoted using Facebook and twitter. Facebook reminders reached 1,985 people.



Figure 3: Facebook Event

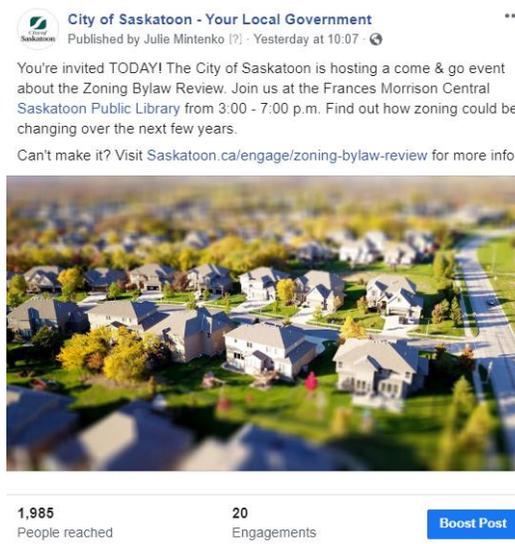


Figure 4: Facebook Promotion

703 people received an email invitation from the City to the open house, and 713 people received a reminder email about the event. An e-blast was also sent to all members of the Great Saskatoon Chamber of Commerce.



Figure 5: Materials Sent To Chamber Members

3.4 Analysis

Information provided by participants during this phase was considered as part of the development of the Project Plan. Topics appropriate for the Zoning Bylaw Review Project have been incorporated into the Project Plan. Some items will be incorporated into related projects and/or may be considered as part of a separate capital project if deemed appropriate.

Comments provided during this phase of the Project will be considered during the development and evaluation of proposed amendments to the Zoning Bylaw. Further engagement will be undertaken during the development and evaluation of the proposed amendments, and will be tailored to the topic being evaluated.

3.5 What We Heard

Below is a generalized overview of the feedback received at the open house. Some participants showed their agreement with comments that others made by placing a sticker by the comment. This agreement is indicated in brackets.

- Making the Zoning Bylaw more accessible including a digital version of the Bylaw (5)
- Review of parking regulations (13)
- Consider a performance based / outcome based approach
- Review regulations pertaining to secondary suites including permitting secondary suites in townhouses, duplexes and semi-detached units (2)
- Review setbacks in residential districts
- Review of landscaping requirements
- Promotion of industry best practices and current trends including alignment with National Building Code (2)
- Review of residential infill regulations

- Consider new uses in the FUD district
- Comments regarding items related to the Downtown Arena, outer ring road options will be referred to the appropriate groups in the City's Administration.

The Engage webpage was open for commenting at the time of the report deadline. All additional comments provided after the report deadline will be considered by Administration. Social media is also being monitored for any ongoing feedback.

4 Evaluation

Table 2: Engagement Evaluation

Item Being Evaluation	Considerations in the Evaluation	Evaluation
Process and tools used to implement public engagement	Was the public engagement approach relevant and realistic for the stage of the decision-making process?	Engagement activities during this phase of the Project were focused on information gathering including providing information about the Project. Open house activities (for a public audience) also provided information about “What is Zoning.”
	Were we able to get the degree of attention needed from the stakeholders?	Facilitated table discussions at the workshops provided the opportunity for stakeholders to provide input directly to the Project Team. The workshop format also allowed stakeholders to discuss Project relevant topics with other interested stakeholders.
	Did we involve the individuals and groups who had a stake in the process?	The Project Team held workshops with industry representatives and Administration who work with the Zoning Bylaw regularly.
	Did the engagement process meet stakeholder needs? Did we use effective techniques?	Stakeholders were provided various methods to provide information including stakeholder workshops, on-line submissions and an open house.
Results of the public engagement process	Were our decisions influenced by the stakeholder input?	Topics to be considered as part of the Project were inclusive of the feedback received during this phase of the Project. Where a topic is better considered through a different project, the feedback is being shared with the relevant Civic staff.
	Did we involve the stakeholders at the appropriate level?	Workshops, one-on-one meeting and on-line submissions provided stakeholders various methods to provide feedback. The feedback received was incorporated into the development of topics being considered during the Project.
	Did the engagement process justify the resources spent?	The information gathering phase of the Project provided the Project Team the ability to gain an understanding of industry relevant feedback on what should be considered during the Zoning Bylaw Review.

5 Engagement Summary

The following table outlines event names and dates designed to seek feedback to inform each engagement goal.

Table 3: Engagement Summary

Engagement Goal	Engagement Activity/Component	Date(s)
Collect input to identify issues relevant to the Zoning Bylaw.	Workshop with Planning and Development Division Representatives	March 26, 2019
	Workshop with City Administration	April 30, 2019
	Workshop with Developers (organized by Saskatoon and Region Home Builder's Association)	May 1, 2019
	Workshop with Planners, Developers and Designers	May 28, 2019
	Workshop with Commercial Realtors (organized by Saskatoon Region Association of Realtors)	June 11, 2019
	Presentation to the Municipal Planning Commission	June 25, 2019
Inform the public about the Project and opportunities to contribute.	Public Engagement Open House Event	October 2, 2019
	Online Engagement	October 2, 2019 to October 16, 2019

5.1 Stakeholders Engaged

Stakeholders engaged at this stage are:

- Internal
 - Planning and Development Division
 - Community Standards Division
 - Sustainability Division
 - Building Standards Division
 - Transportation Division
 - Construction and Design Division
 - Water and Waste Stream Division
- External
 - Developers / Builders (Workshop in partnership with Saskatoon and Region Home Builders' Association, online)
 - Architects / Designers / Planners (Workshop, online)
 - Real Estate Professionals (Workshop in partnership with Saskatoon Region Association of Realtors, online)
 - Business Organizations (Workshop in partnership with Combined Business Group, online)
 - Municipal Planning Commission (presentation at meeting, online)
 - Construction Industry (Open House, Engage webpage)

- Advocacy Groups (Open House, Engage webpage)
- City Advisory Committees. Boards and Commissions (Open House, Engage webpage)
- Public (Open House, Engage webpage)

5.2 Project Themes

- Review of Commercial and Mixed-Use Zoning Districts;
- Regulations to accommodate new forms of development;
- Environmental initiatives, including green roofs and alternatives for hard surfacing;
- Review of parking requirements throughout all zoning districts;
- A review of residential infill regulations;
- Clarifying amendments to respond to issues identified by the development industry, design professionals and Civic Administration;
- A range of minor amendments to address housekeeping items; and,
- Revisions required to implement recommendations from the new Official Community Plan and other civic plans and studies.

In addition to the themes above, stakeholders provided specific recommendations which have been captured as part of the Project Plan.

5.3 Data limitations

The information gathering phase of the Project was intended to gain an understanding of the topics to be considered as part of the Zoning Bylaw Review Project. Effort was made through this phase of the Project to engage with key stakeholders about what considerations should be taken into account during the development of the Project Plan. Invited stakeholders were provided multiple opportunities to provide feedback including participation in a workshop, 1:1 meetings and through on-line submissions. Similarly, the public was offered both an in-person open house and the Engage webpage.

Data limitations are outlined in Table 4: Data Limitations.

Table 4: Data Limitations

<p>Feedback may not be specific enough for the needs of the Project.</p>	<p>Further engagement will be undertaken in the next phase of the Project to ensure that feedback includes the level of detail required to develop proposed amendments.</p>
<p>Individuals may not have a detailed understanding of the Zoning Bylaw, which could impact their abilities to fully participate at this stage of engagement.</p>	<p>The open house and the Engage webpage content provided basic information about Zoning for participants. Administration was available to answer questions during the open house.</p> <p>At this early stage, more active participants likely had a better understanding of Zoning. Further engagement will be undertaken in the next phase of the Project to engage more broadly with diverse stakeholders on specific amendments. It is likely that</p>

	more focused engagement activities on specific amendments will be more accessible to members of the public who may be impacted by changes to the Zoning Bylaw.
Reporting does not capture all comments.	The Engage webpage was still open for commenting at the time of the report deadline. All additional comments provided after the report deadline will be considered by Administration.
Comments do not pertain to the Zoning Bylaw Review Project.	Comments provided that pertain to other related project will be shared with the appropriate Administrative groups.

5.4 Consideration of results

Information provided by participants during this phase was considered as part of the development of the Project Plan. Topics appropriate for the Zoning Bylaw Review Project have been incorporated into the Project Plan. Some items discussed during the workshops will be incorporated into related projects and/or may be considered as part of a separate capital project if deemed appropriate.

Comments provided during this phase of the Project will also be considered during the development and evaluation of proposed amendments to the Zoning Bylaw. Further engagement will be undertaken during the development and evaluation of the proposed amendments and will be tailored to the topic being evaluated.

6 Next Steps

Engagement will be undertaken throughout the Project as the Project Team is developing and evaluating proposed amendments to the Bylaw. Stakeholders and the public will be kept up to date on engagement opportunities through the online newsletter or through the Project website. Communications for topic specific engagement activities will also be developed.

Technical Advisory Committees containing Administration and industry professionals will be formed to provide advice to the Project Team on current and proposed regulations under review through the Zoning Bylaw Review Project. Committees will be made up of experts in the topic being evaluated. Specific areas where advice is being sought will be determined during next phase of the Project.