

# What We Heard Report #2

Land Use Bylaw  
Renewal  
Phase 2

January - July 2025





# ACKNOWLEDGEMENT

*The City of Lethbridge acknowledges that we are gathered on the lands of the Blackfoot people of the Canadian Plains and pays respect to the Blackfoot people past, present and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land. The City of Lethbridge offers respect to the Métis and all who have lived on this land and made Lethbridge their home.*







# TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION .....</b>	<b>4</b>
1.1	Report Purpose.....	4
1.2	Land Use Bylaw Renewal Overview .....	4
1.3	Project Timeline.....	5
<b>2</b>	<b>HOW WE ENGAGED .....</b>	<b>7</b>
2.1	Engagement Process .....	7
2.2	Engagement Activities .....	7
<b>3</b>	<b>WHO WE HEARD FROM .....</b>	<b>11</b>
3.1	Stakeholders.....	11
3.2	Demographic Information.....	12
<b>4</b>	<b>ENGAGEMENT &amp; COMMUNICATIONS SNAPSHOT .....</b>	<b>15</b>
<b>5</b>	<b>WHAT WE HEARD .....</b>	<b>18</b>
5.1	Survey #1 - What is Important to You?.....	18
5.2	Pop-Up Events Responses. ....	28
5.3	Community Organization Meetings.....	35
5.4	Open House #1 - What solutions should the City pursue?.....	37
5.5	Survey #2 - What Path do you Want to Take? .....	42
5.6	Survey #3 - What changes do you support?.....	62
5.7	Open House #2 - What Changes does the Community Approve? .....	74
<b>6</b>	<b>NEXT STEPS.....</b>	<b>81</b>
	<b>APPENDIX 1 - PRELIMINARY PROPOSED CHANGES .....</b>	<b>82</b>



# 1 INTRODUCTION

## 1.1 Report Purpose

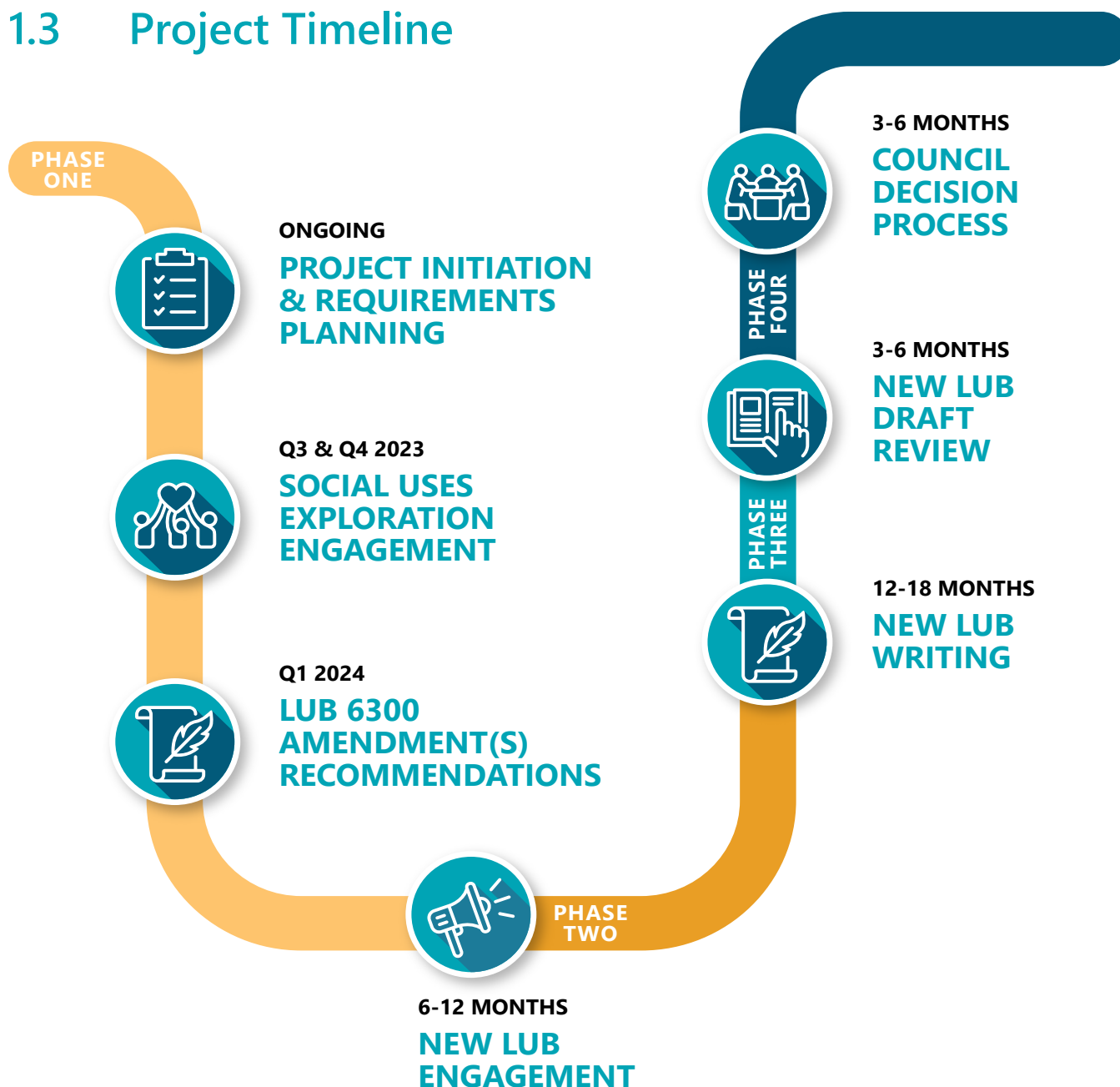
This report serves as a summary of activities and results from public engagement conducted during Phase 2 of the Land Use Bylaw Renewal Project. Phase 2 of the project is dedicated to shaping Land Use Bylaw regulation on a number of key topics. It focused on hearing the community's thoughts on their neighbourhoods, local business, downtown and parking, among other topics to help the project team understand what outcomes the community wanted Lethbridge's Land Use Bylaw to produce. Community members, business organizations & industry professionals were encouraged to express their opinions, concerns and ideas through survey questions, in-person workshops, pop-up events, organization meetings and community conversations. These engagement activities took place over seven months, from the end of January 2025 to the beginning of July 2025. This report provides a summary of all of these events, and presents common feedback and recurring themes from each form of feedback.

## 1.2 Land Use Bylaw Renewal Overview

The City of Lethbridge Land Use Bylaw (LUB) regulates the development of private land throughout the city. It touches on many fundamental aspects of the way the city is laid out, the uses and activities allowed on a parcel, and the design of individual buildings. Although the current version of the LUB, Land Use Bylaw 6300, was passed by City Council in just 2020, it is the latest of many incremental updates to the LUB that stretch back decades. The Land Use Bylaw Renewal project is the first time in almost 40 years the City has taken a completely fresh and holistic look at the role and function of the LUB. The project will implement several directions for staff, established by City Council in the 2021 Municipal Development Plan, as well as more recent Council direction for addressing social uses. It is an opportunity to address multiple individual issues with the current LUB, while simultaneously rebuilding the Bylaw to create a document that is more user-friendly, less restrictive, and that shapes the kind of communities in which Lethbridge citizens want to live, visit, and do business today.



## 1.3 Project Timeline



The Land Use Bylaw Renewal project is divided into 4 phases.

### Phase One

In Phase One, the project team engaged with the public on the regulation of “social uses” (e.g. shelters, supportive housing, soup kitchens) within the current Land Use Bylaw 6300.

At the end of Phase One, in a February 2024 meeting, City Council directed Administration to incorporate any proposed social use-related amendments into the broader new Land Use Bylaw to be presented for Council’s consideration during Phase Four.

## Phase Two

Phase Two delivers public engagement on all other topics besides “social uses”. These include topics such as development in neighbourhoods, local business, parking, downtown, and notification. Phase Two officially launched in January 2025, and is set to wrap up in September 2025.

Due to the extent of the project, and the large number of topics it seeks to address, Phase Two engagement is divided into two separate periods of intensive engagement, known as Engagement Phase 2A and Phase 2B.

- Phase 2A occurred from January to April of 2025. Engagement efforts conducted during this sub-phase focused on gathering input on whether the key topics of Phase Two are considered issues by the community, and the amount of change the community would support to address these topics.
- Phase 2B engagement occurred from June to July of 2025, and focused on presenting the public with preliminary proposed changes to the LUB. These proposed changes were directed by the sentiments received during Phase 2A. Phase 2B sought to verify the extent to which the proposed changes align with the community’s opinion, and ensure that the project was progressing down the correct path of renewal for the community. Details on the proposed changes presented to participants for feedback are detailed under [Appendix 1 - Preliminary Proposed Changes](#).

## Phase Three

Following the completion of Phase 2B, the project will enter Phase Three, where the project team will draft the new LUB.

## Phase Four

This new LUB will be presented to the public for feedback in Phase Four, before it is revised and sent to Council for review and potential approval through a public hearing process.





## 2 HOW WE ENGAGED

### 2.1 Engagement Process

Phase 2A of engagement was focused on providing information and hearing community perspectives on **7 key topics** affected by the LUB. The topics are as follows:

1. Neighbourhood Housing
2. Neighbourhood Commercial
3. Local Businesses & the Economy
4. Downtown
5. Parking
6. Notifications
7. Direct Control Districts

Through questionnaires, discussions, presentations and more, people were encouraged to provide input on benefits, drawbacks, consequences, potential solutions, and more.

### 2.2 Engagement Activities



#### Survey #1 - What is Important to You?

The 'What is Important to You' survey was the first public online survey open from January 21 to February 18 2025. It consisted of 34 questions of various types, including multiple choice, checkbox and long answer questions. The survey received 507 responses. The survey questions focused on six topics asking participants to provide in-depth answers on their perspectives on neighbourhood housing, neighbourhood commercial, local businesses, downtown, parking, and notifications.

The purpose of the survey was to allow the project team to understand the community's high-level perspectives on items related to each of the key topics, and what their vision for Lethbridge's future was.



#### Community Conversation

On January 29, 2025, the City of Lethbridge held a Community Conversation event. The event brought together more than 40 City projects, including the Land Use Bylaw Renewal, and 542 residents attended the event. The Land Use Bylaw Renewal project team spoke to over 40 residents and many more browsed the information available.



### Open House #1 - What Solutions should the City Pursue?

On February 11, 2025, the City of Lethbridge held an Open House event at the Galt Museum & Archives. The event lasted from 3-7 p.m. allowing community members to drop-in and attend at their convenience. The open house provided detailed information on the project, some of the challenges Lethbridge faces related to housing, neighbourhood commercial, downtown, parking, and more, as well as some potential options/opportunities the new LUB could pursue.

The event was open to any who wished to attend, and had 55 attendees who provided their feedback on a variety of issues both verbally to the project team, and physically through provided sticky notes.



### Pop-Up Events

Pop-Up events conducted as part of the project were instances where members of the project team set up stands at high-traffic locations or as part of larger public events around the city, and engaged with community members in order to increase awareness of the Land Use Bylaw Renewal project, while gathering general feedback on each of the key topics.

These Pop-Up Events took place throughout January, February, March, April and June, with project team members attending a powwow, grocery store, leisure centre, seniors centre, library, university, polytechnic, community events, and more. Across 17 unique pop-up events the project staff spoke with 933 people and many more browsed the information available.



### Community Organization Meetings

Throughout Phase Two, the project team engaged with many key stakeholder community organizations through in-person meetings. Community organizations including non-profits, advocacy groups, educational institutions, business owners, and developers were given the chance to talk with the project team and provide feedback on the current Land Use Bylaw, what difficulties they thought the city was facing, and what changes they'd like to see as part of the Land Use Bylaw Renewal. Across 20 meetings with community organizations the project staff spoke with 281 individuals.



### Survey #2 - What Path do you Want to Take?

The 'What Path do you Want to Take?' Survey was the second public online survey for this phase, and was open from March 12 to April 2, 2025. It consisted of 47 questions of various types, including multiple choice, ranking and long answer questions. The survey received 247 responses. The survey questions focused on six topics asking participants to provide their preferred approaches for regulation related to neighbourhood housing, neighbourhood commercial, local businesses, downtown, parking, and notifications. Participants were able to self-select the topics that were interesting to them, customizing which questions they chose to answer.

The purpose of the survey was to allow the project team to understand what regulatory approach residents preferred for each of the key topics, informing the project team on what to pursue when drafting future regulation.





### Key Topic Workshops

On March 19 and 20, 2025 the project team facilitated four engagement workshops in the Culver City Room at City Hall. The workshops lasted about 2 hours each and had a total of 69 participants. Each workshop focused on a different key topic, and provided varied activities for participants to work in small groups, discussing amongst themselves and providing feedback based on the current activity.

#### The workshops focused on the following topics:

- Workshop #1: Parking
- Workshop #2: Neighbourhoods & Notifications
- Workshop #3: Local Businesses & the Economy
- Workshop #4: Downtown

Additionally, opportunities for mingling and networking were provided prior to workshop discussion, in order to foster an open and inclusive environment, intended to result in more constructive activities.

In addition to the 4 workshops open to the public, 2 additional workshops were subsequently hosted with key stakeholder groups. The first of these occurred on June 4, with the Lethbridge Region Building Industry & Land Development Association (BILD). The second was a workshop targeted towards Indigenous community members in Lethbridge, and was held on June 19 in the Galt Museum & Archives.



### Survey #3 - What Changes do you Support?

The 'What changes do you support' Survey was the third public online survey for this phase, and was open from June 6 to July 4, 2025. It consisted of 32 questions of which the majority were likert scale questions, though some ranking and long answer questions were also included. The survey received 488 responses. The survey questions focused on presenting participants with potential changes to the LUB drafted by the project team and asking them to identify the extent to which they agreed with each change. These changes were related to neighbourhood housing, neighbourhood commercial, local businesses, downtown, parking, and notifications. Participants were able to self-select the topics that were interesting to them, customizing which questions they chose to answer.

The purpose of the survey was to inform the project team of the community's support of their preliminary proposed changes to the bylaw, and whether to continue in the pursuit of these changes.



### **Open House #2 - What Changes does the Community Approve?**

On June 18th, 2025, the City of Lethbridge held an Open House event at the Galt Museum & Archives. The event lasted from 3:00 to 7:00 pm allowing community members to drop-in and attend at their convenience. The open house provided detailed information on the project, and an opportunity for community members to provide feedback on potential changes to the LUB drafted by the project team in-person, enabling the project team to provide answers any of the community's questions.

The event did not require registration and was open to any who wished to attend, and had attendees who provided their feedback on a variety of issues both verbally to the project team, and physically through provided sticky notes. For those who could not attend in person, but still wanted to provide comments on the proposed changes, a supplementary open house was hosted online on June 25 from 7:00 pm to 8:00 pm. The material presented at this online open house mirrored the in-person event. Collectively, 27 people attended the online and in-person open house.





# 3 WHO WE HEARD FROM

## 3.1 Stakeholders

During this round of engagement the City heard from a variety of stakeholders, including:

- + Residents
- + Neighbourhood associations
- + Non-profit organizations
- + Development & Building industry representatives
- + Educational institutions
- + Community business representatives
- + Urban revitalization organizations
- + Public affairs organizations



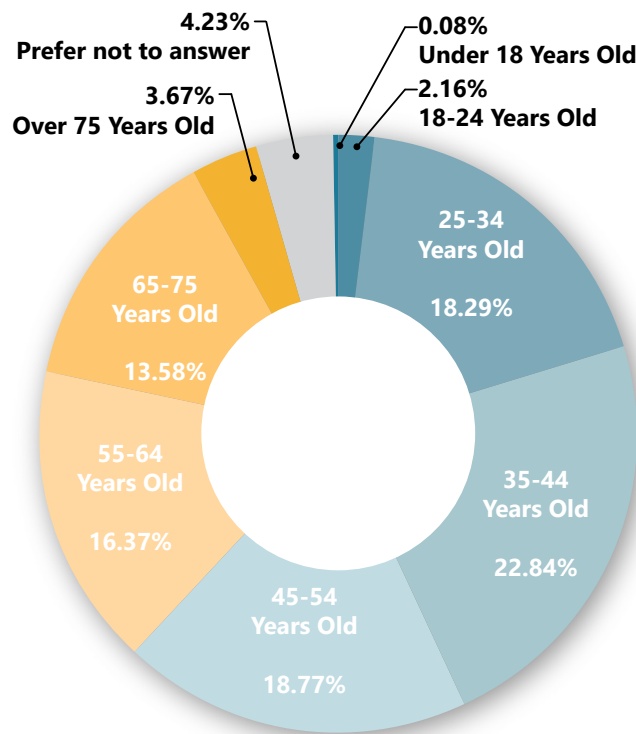
The City engaged with specialized stakeholders through board meetings, conversations and presentations with the following groups:

- + Building Industry and Land Development Association Lethbridge (BILD) Builder Council & Developer Council
- + Citizens for Responsible Neighbourhood Lighting (CFRNL) Board
- + Grassroots Realty Group
- + Lethbridge Historical Society
- + University of Lethbridge (Seminar on Heritage)
- + Triple M Housing
- + Catholic Central High School Social Studies Class
- + Lethbridge & District Association of Realtors (LDAR)
- + London Road Neighbourhood Association Board
- + Streets Alive Mission
- + Southern Alberta Community Living Association (SACLA)
- + Southern Alberta Council on Public Affairs (SACPA)
- + Economic Development Lethbridge
- + Sumus Property Group Ltd
- + Lethbridge Chamber of Commerce
- + Lethbridge Construction Association
- + Downtown Lethbridge BRZ

### 3.2 Demographic Information

The following demographic data was collected voluntarily during the three online surveys conducted throughout phase 2, representing the majority of participants. Demographic data was not collected at other engagement events.

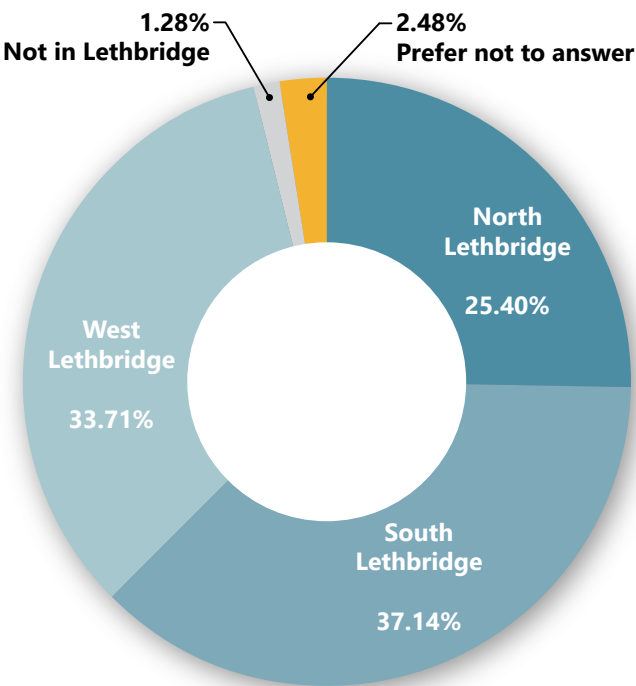
Age of Participants



**Key Details:**

- A large majority of those participating in engagement were between 24 and 75 years old.

Location



**Key Details:**

- Participants of engagement were distributed between North, South, and West Lethbridge.
- This distribution is positive and contributes to fair representation between all of Lethbridge.



### Gender of Participants



**52.81%**  
Woman



**45.57%**  
Man



**0.98%**  
Non-Binary



**0.17%**  
Transgender

#### Key Details:

- Slightly more women participated in engagement than men.
- Participants were predominantly cisgender.

### Minority Groups



**1.87%**  
Indigenous



**3.45%**  
Visible  
Minority



**10.84%**  
Persons with  
Disabilities



**8.77%**  
LGBTQ2S+

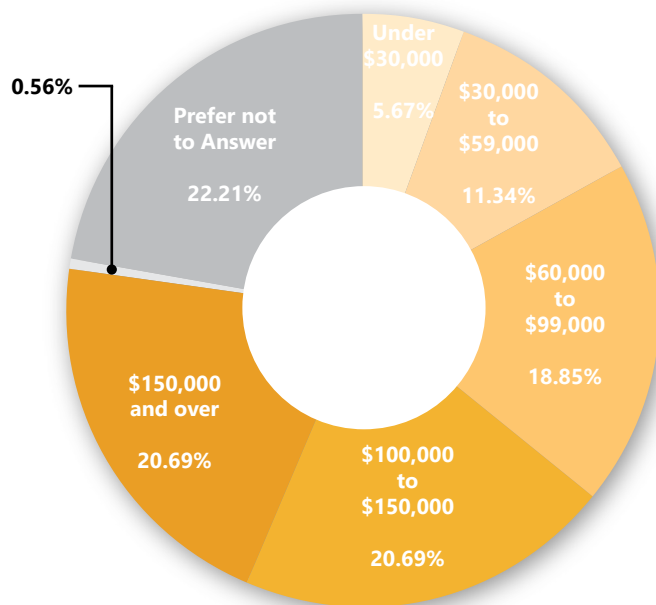


**0.98%**  
New to  
Canada

#### Key Details:

- A diverse group of people completed the survey, bringing different perspectives to the engagement process.
- Indigenous, New to Canada, and Visible Minority persons were under-represented in online engagement.

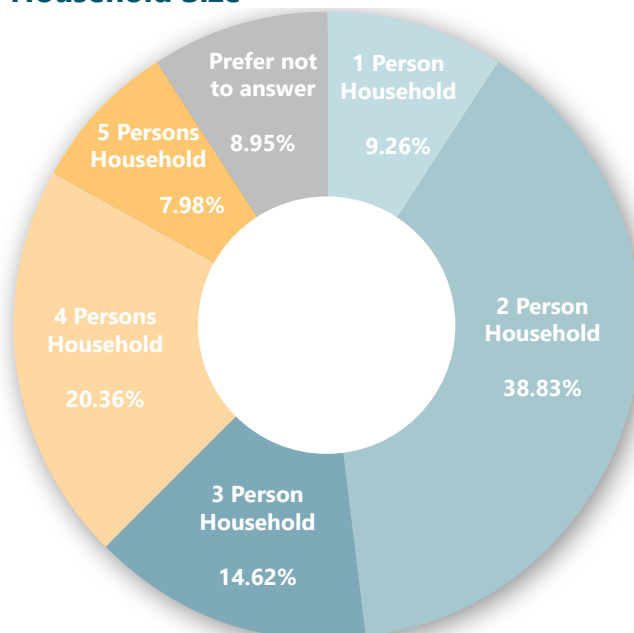
## Household Income



### Key Details:

- Even though individuals with a range of household incomes provided feedback the city's actual household incomes, as per Statistics Canada, indicate that the household income group earning under \$60,000 was under-represented and the household income group earning \$100,000 and over was over-represented.

## Household Size



### Key Details:

- Members of 2 person households were the most common participants, but households of all sizes participated in providing feedback.
- As per Statistics Canada, One person households were under-represented in online engagement, while four person households were over-represented.

## Household Characteristics



**26.29%**  
Have people in  
household aged 12  
and under



**72.70%**  
Have people in  
household aged  
13 - 64



**22.11%**  
Have people in  
household aged  
65+

### Key Details:

- More than 50% of respondents belong to households with children or seniors.

# 4 ENGAGEMENT & COMMUNICATIONS SNAPSHOT

## 4.1 Engagement Methods:

Throughout Phase 2, a range of engagement methods were utilized to provide residents and stakeholders with the opportunity to have their voice heard in the ways that worked best for them.

These engagement activities were conducted at the Involve, Consult, and Inform levels of the IAP2 Spectrum, used in City hosted public processes, as shown below:

	Inform	Consult	Involve	Collaborate	Empower
<b>Goal</b>	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives opportunities and/or solutions	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
<b>Participants</b>	706	2,185	488	0	Reserved for Council





An overview of the various methods used, the numbers of participants, and IAP2 engagement level for each method is provided below:

Engagement Method	Engagement Activities	Participants	IAP2 Engagement Level
Online informational videos	2	468 views	Inform
Decoding papers	6	238 downloads	
Online Surveys	Phase Two Survey #1: "What is Important to You?" (Jan 21 - Feb 18, 2025)	516	Consult
	Phase Two Survey #2: "What Path do you Want to Take?" (Mar 12 - Apr 2, 2025)	248	
	Phase Two Survey #3: "What Changes Do You Support?" (Jun 6 - Jul 4, 2025)	488	
Pop-Up Engagement:	17	933	Involve
In-Person Workshops (Mar & Jun, 2025)	6	85	
Organization Presentations / Meetings:	20	281	
Open Houses (Feb & Jun, 2025):	3	82	
<b>Totals</b>	<b>57</b>	<b>3,339</b>	



## 4.2 Communications Efforts:

As part of phase 2, engagement opportunities were extensively promoted to residents and stakeholders. A summary of the communication methods conducted is provided below:

Communication Effort	Reach
Ads sent out with every physical & e-mailed City utility bill, to virtually every address in Lethbridge	41,273 addresses
Project Webpage	8,800 visits: <ul style="list-style-type: none"> <li>• 6,404 aware</li> <li>• 2,164 informed</li> <li>• 1,157 engaged</li> </ul>
4 online engagement documents: <ul style="list-style-type: none"> <li>• Project Primer</li> <li>• Phase 2 Engagement Guide</li> <li>• Phase 2 Public Engagement Plan</li> <li>• Phase 2A WWHR</li> </ul>	586 downloads: <ul style="list-style-type: none"> <li>• 76 downloads</li> <li>• 319 downloads</li> <li>• 71 downloads</li> <li>• 120 downloads</li> </ul>
3 Social media ads	200,739 impressions
9 official City of Lethbridge social media posts	12,850 reach
260 radio advertisements	215,599 audience reach
3 digital signs at 3 locations for 3 days	Unknown
3 public service announcements issues to media	35 online/print/radio articles
2 newspaper ads	~20,000 readers
1 full-page newspaper advertorial	~20,000 readers
5 email newsletters	1,583 recipients (cumulative)
6 A-frame advertisements in 6 locations	Unknown





# 5 WHAT WE HEARD

Engagement feedback in Phase 2 was received through a number of methods, including surveys, workshops, pop-up events, open houses, and meetings with community groups. Responses from each of these activities were gathered and analyzed by the project team in order to identify common and important perspectives provided by the community. The following sections summarize the common themes provided by participants in these activities.

In addition to the feedback presented in the subsequent sections, in-depth feedback was also gathered during small-group events, including the key topic workshops and meetings with community organizations. That feedback is not presented in this report to preserve the anonymity of participants, but was still considered and analyzed internally by the project team.

## 5.1 Survey #1 - What is Important to You?

### 5.1.1 How Feedback was Sorted and Analyzed

The survey received 516 responses over the 3 weeks it was open, with a varying number of responses on each question. Of the 34 questions, 8 were demographic questions — the results of which were addressed in Section 3.2 of this report — while 26 were questions in which respondents could provide their feedback and perspectives. Of those 26 questions, 18 were open-ended, allowing participants to answer how they chose, while the remaining 8 were closed questions, in which participants selected from or ranked a list of pre-provided options.

#### 5.1.1.1 Closed Questions

The closed questions, which included multiple choice, ranked choice, and checkbox format questions, were processed by the City of Lethbridge's Get Involved Lethbridge portal. The Get Involved Lethbridge portal generated graphs for each question, which were utilized to produce graphics comparing the number of selections that each option received.

#### 5.1.1.2 Open-ended Questions

For each of the open-ended questions, feedback was sorted into Common Themes which were analyzed by utilizing 'tags' in the Get Involved Lethbridge system. Tags were assigned first through the identification of key words, and then verified manually by the project team to ensure accuracy. Almost every response had at least one tag applied to it that corresponded with one of the common themes for that question. Responses deemed to be a non-answer were ignored, and had no sentiments assigned. If a response contained multiple common themes it had a tag assigned for each one.

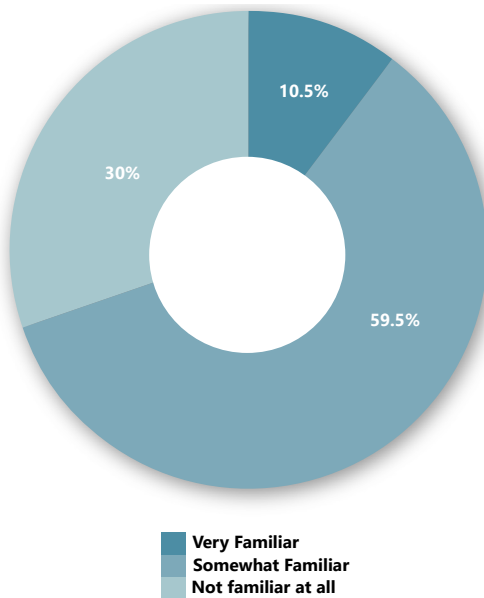


## 5.1.2 Feedback Summary

### 5.1.2.1 General Questions

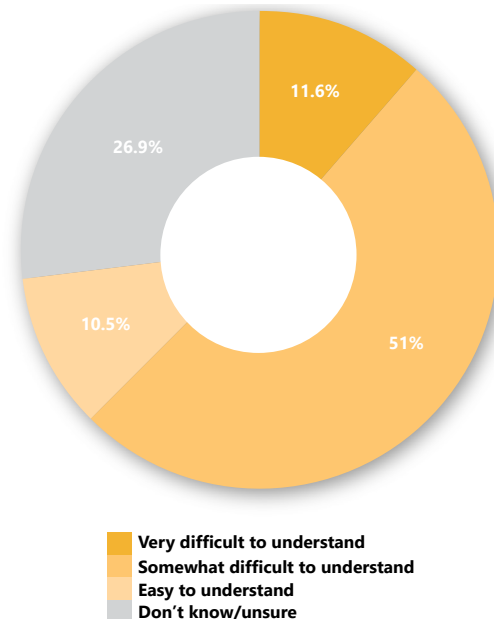
**Question 1: How familiar would you say you are with Lethbridge's current Land Use Bylaw?**  
(Multiple Choice)

**Total Responses = 516**



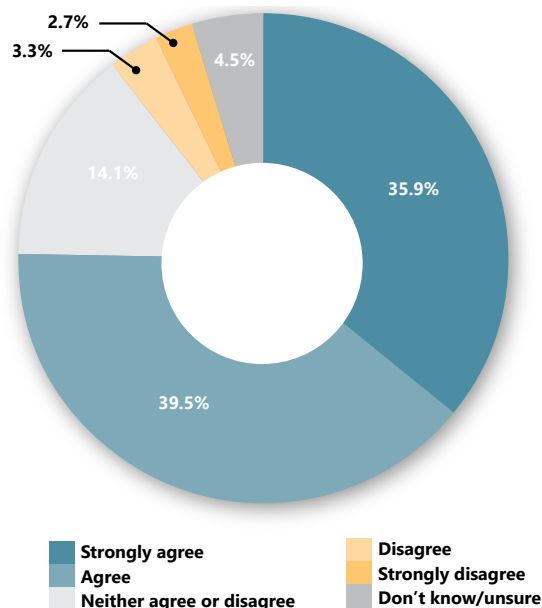
**Question 2: How would you rate Lethbridge's current Land Use Bylaw from a usability perspective?** (Multiple Choice)

**Total Responses = 516**



**Question 3: To what extent do you agree with administration's goal of reducing the complexity of the Land Use Bylaw (LUB) and improving its user-friendliness?** (Multiple Choice)

**Total Responses = 516**



### 5.1.2.2 Housing Questions

#### Question 4: What types of housing do you think were or are important to meet your needs?

(Long Answer)

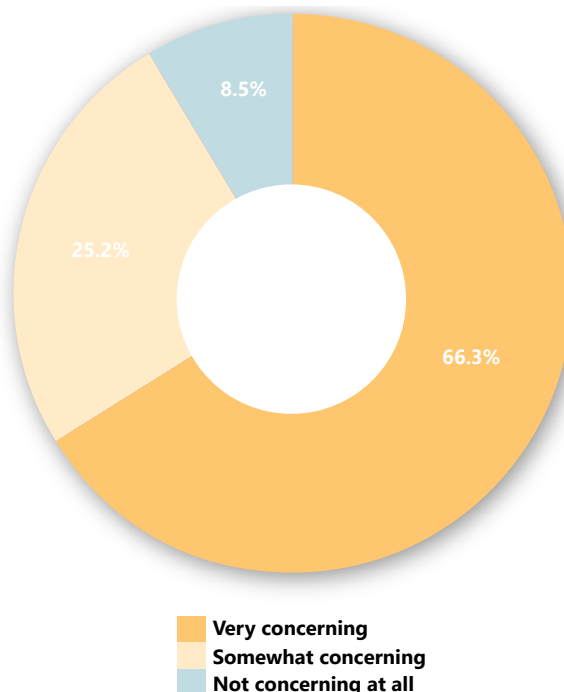
##### Common themes :

**Total Responses = 496**

- + **Single-Detached (56%) :** Single-detached housing is important as it provides the space for young and middle-aged couples the ability to raise their children. It also allows for privacy and access to private green space. [276 responses]
- + **Apartments (21%):** Apartments are important as not everyone can afford or needs the space of a single-detached house, and they provide a cost-effective option, especially for students, young adults, or seniors. [104 responses]
- + **All Types of Housing (15%):** All types of housing are important. Lethbridge needs a diverse mix of all types of housing to meet the needs of all its residents, and to accommodate all manner of lifestyles. [76 responses]
- + **Secondary Suites (15%):** Secondary suites are important to help diversify neighbourhoods, and provide living spaces suited for different or non-standard lifestyles. [76 responses]
- + **Affordable Housing (14%):** Due to the rising cost-of-living, the most important type of housing to provide is quality affordable housing, regardless of what form it takes. [71 responses]
- + **Seniors Housing (11%):** Seniors housing and other dwellings with all rooms on one floor, are important as they provide individuals the options to age-in-place without the unnecessary space a large single-detached requires. [57 responses]
- + **Students Housing (11%):** Students typically have unique housing needs, requiring affordable options without extensive space, and so providing options for them is important to support Lethbridge's younger generations. [57 responses]
- + **Semi-Detached (10%):** Semi-detached housing is important as it provides many of the benefits of single-detached, while being denser and more cost-effective for families. [51 responses]
- + **Row Housing (9%):** Row housing is a good middle-ground in terms of space provided, density, and cost, and could help reduce urban sprawl. [46 responses]
- + **Smaller Housing (5%):** Regardless of form, it is important for Lethbridge to provide housing with a smaller footprint/floor-area, as Lethbridge has too many overlarge houses that are unaffordable and unnecessary for the average person. [24 responses]

**Question 5: To what degree is housing affordability (e.g., paying a mortgage, paying rent, loved ones being able to afford housing in the future) a concern for you? (Multiple Choice)**

**Total Responses = 516**



**Question 6: In your opinion, what could Lethbridge do to improve housing affordability (to rent or buy)? (Long Answer)**

**Common themes :**

**Total Responses = 474**

- + **Lower Taxes (31%):** Reducing property taxes throughout the city would lower costs for homeowners and reduce the amount landlords raise rent. [149 responses]
- + **Financial Incentives for Affordable Housing (14%):** Providing financial incentives for builders to construct more affordable and subsidized housing types would be the most effective way to ensure affordable housing gets built. [68 responses]
- + **Better Enforcement (6%):** Stricter enforcement on landlords should be prioritized to ensure they don't take advantage of renters and residents via unfair rental rates, property ownership monopolization, or the establishment of illegal suites. [28 responses]
- + **Reduce Regulatory Barriers (5%):** Removing unnecessary regulation and red tape would allow more housing to be constructed, increasing supply while reducing costs for developers and improving government expenditures. [23 responses]
- + **Build Smaller Housing (4%):** Prioritizing the construction of smaller housing forms could improve affordability and provide environmentally friendly, entry-level options for residents. [20 Responses]
- + **Improve Zoning Flexibility (4%):** Adjusting zoning regulations to allow a greater range of housing types would allow more affordable housing types to be built, and decrease costs for developers. [19 responses]
- + **Collaborate with Provincial and Federal Governments (2%):** Working with other levels of governments would improve the city's access to grants, especially those targeting the construction of affordable housing. [11 responses]



### Question 7: In your opinion, what should be considered to ensure compatibility between different housing types? (Long Answer)

#### Common themes :

**Total Responses = 442**

- + **Ensure enough parking (18%):** Ensuring that residential developments have enough off- and on-street parking for their users would reduce the impact on users of other nearby housing types. [81 responses].
- + **Spread housing types evenly around the city, emphasizing diversity (12%):** Different housing types are largely compatible, and so spreading them throughout the city would lead to greater resident understanding through interaction. [55 responses]
- + **Ensure adequate green spaces (9%):** Denser housing forms typically have less green space on the property than less dense housing, so ensuring there is sufficient nearby access to parks, trails and other green space is important to ensure compatibility. [39 responses]
- + **Locate different housing types in different areas of the city (8%):** Different housing types have different requirements, and so co-locating housing based on type would ensure compatibility. [35 responses]
- + **Ensure sufficient amenities are nearby (7%):** Compatibility can be achieved by ensuring there are enough services and amenities to accommodate the demand of nearby housing, so that residents are not struggling for access. [29 responses]
- + **Reduce city influence and regulation (4%):** The city already provides too much regulation on housing forms, which ultimately should not be its role. Differing city regulation on housing types should be reduced, instead allowing the market to determine what is compatible. [19 responses]
- + **Require architectural/character guidelines (4%):** Compatibility could be achieved across housing types through the use of architectural building requirements, to ensure that all buildings fit with the character of a neighbourhood. [18 responses]
- + **Prioritize affordability (4%):** The primary concern of housing in Lethbridge is affordability, and so constructing affordable housing should be prioritized over compatibility. [18 responses]
- + **Locate denser housing downtown (3%):** Compatibility is difficult to achieve across housing types, and so denser housing types should only be located in and around downtown. [13 responses]
- + **Base Standards (2%):** Housing types are largely compatible, so long as building standards are unified across building types. [11 responses]

### 5.1.2.3 Neighbourhood Commercial Questions

#### Question 8: What makes you feel connected to your neighbourhood? (Long Answer)

##### Common themes :

**Total Responses = 442**

- + **Interaction with Neighbours (35%):** Knowing and interacting with other people in and residents of the neighbourhood is key to neighbourhood connection. [156 responses]
- + **Access to Green Space (29%):** Being able to access nature and green spaces such as parks is important as it encourages people to leave their homes and adds to the character of the neighbourhood. [128 responses]
- + **Amenities/Services (23%):** Having access to amenities or services in a neighbourhood where residents can meet or bump into one another creates a strong sense of connection. [100 responses]
- + **Walkability/Connectivity (21%):** Being able to walk around the neighbourhood is important as it promotes interaction with neighbours, amenities, and allows one to travel throughout the neighbourhood in a personal manner. [93 responses]
- + **Safety (12%):** Feeling safe when using one's neighbourhood is important as it ensures residents can interact with their community in a positive way. [54 responses]
- + **Community Pride/Events (9%):** Having a visual presence of community pride fostered through events created/ hosted by the community is important for a neighbourhood's connection. [39 responses]
- + **Nothing/I don't feel connected (5%):** Nothing in Lethbridge's neighbourhoods currently creates a sense of connection. Some people feel ostracized or not connected to the neighbourhoods in which they live. [24 responses]
- + **Public Gathering Spaces (4%):** Having spaces where residents can meet or interact is essential to creating a sense of connection in a neighbourhood. [18 responses]
- + **Cleanliness/Well kept homes (4%):** Having a neighbourhood that is clean, well kept, and not filled with garbage or drug paraphernalia is important as it improves community pride and encourages community participation. [17 responses]
- + **Stability/Lack of Change (2%):** When a neighbourhood doesn't undergo change, and is stable in its residents and character, it builds familiarity which in turn fosters connection. [11 responses]

**Question 9: What are the most important daily needs that you need convenient access to?**

(Long Answer)

**Common themes :****Total Responses = 442**

- + **Grocery Stores (57%)** to grab food and drink for the week. [252 responses]
- + **Gas Stations (22%)** to refill cars for traveling in the city and beyond. [98 responses]
- + **Green / Outdoor Spaces (19%)** to relax, meet, and play in. [84 responses]
- + **Trails and Paths (14%)** to walk and bike around the neighbourhood and access nature. [62 responses]
- + **Basic Retail Businesses (13%)** to get basic household items, clothing, etc. [58 responses]
- + **Transit Stations/Stops (12%)** to access other parts of the city by bus or bike. [54 responses]
- + **Schools (11%)** for children and teens to receive an education. [48 responses]
- + **Roads (9%)** to easily enter and leave the community. [40 responses]
- + **Pharmacies (9%)** to pick up prescriptions and basic medicine. [38 responses]
- + **Healthcare Facilities (7%)** for check-ups, treatment, and health maintenance. [31 responses]
- + **Restaurants (7%)** to have a nice dinner out with friends and family. [30 responses]
- + **Parking (5%)** to store a car while not out. [21 responses]
- + **No convenient access to anything is necessary (5%).** [20 responses]
- + **Cafes (4%)** to grab a drink on the way to work or to meet a friend. [19 responses]
- + **Child Care Facilities (2%)** to drop off kids while at work. [11 responses]
- + **Exercise Facilities (2%)** to stay healthy and active. [8 responses]

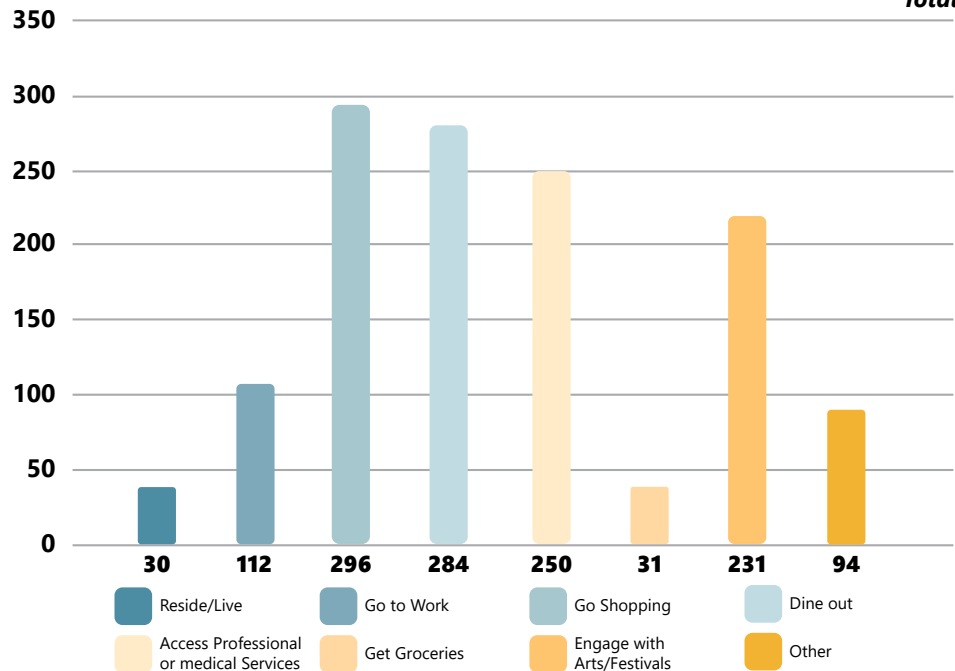
**Question 10: What services or businesses would you like to have in your neighbourhood?** (Long Answer)**Common themes :****Total Responses = 469**

- + **Grocery Stores (25%).** [115 responses]
- + **Restaurants (16%).** [73 responses]
- + **Cafes (13%).** [59 responses]
- + **Businesses that can be accessed by walking (9%).** [40 responses]
- + **Convenience Stores (7%).** [35 responses]
- + **Local Businesses of Any Kind (7%).** [35 responses]
- + **No businesses should be located within neighbourhoods (7%).** [32 responses]
- + **Healthcare Facilities (6%).** [26 responses]
- + **Pubs/Bars (5%).** [24 responses]
- + **Pharmacies (4%).** [18 responses]
- + **Hair Salons/Barber Shops (3%).** [15 responses]
- + **I can already access everything I need (3%).** [14 responses]
- + **Clothing Stores (3%).** [13 responses]
- + **Exercise Facilities (3%).** [13 responses]
- + **Hardware Stores (3%).** [13 responses]

5.1.2.4 Downtown Questions

**Question 11: When you are downtown in Lethbridge, what do you do?** (Select from the Following)

**Total Responses = 516**



**Question 12: What is something you wish you could do when you visit downtown?** (Long Answer)

Common themes :

**Total Responses = 406**

- + **Feel Safe (30%):** Downtown currently doesn't feel safe, especially when walking, which decreases the community's desire to visit it if they do not live in the area already. [121 responses]
- + **Access Free Bike/Car Parking (23%):** Downtown is currently difficult to access in a cost effective manner due to a lack of free parking. Having more access would be beneficial. [93 responses]
- + **Walk around (16%):** Downtown should be a pedestrian oriented area for individuals to walk around outside, rather than needing to drive from store to store. [64 responses]
- + **Access to diverse food (12%):** Downtown has the opportunity to provide a wide, more unique range of food options than the rest of the city, whether that be through grocery stores or cultural restaurants. [48 responses]
- + **Be in a clean environment (11%):** Downtown currently has problems with littering and drug use, which makes it a less enjoyable environment to be in. Having a clean downtown to visit or live in would provide a great asset to Lethbridge. [45 responses]
- + **Visit Green Spaces (8%):** Although downtown is predominantly a denser urban area, having pockets of greenery and larger parks dispersed amongst development that residents and visitors could relax in would be nice. [33 responses]
- + **Access Public Washrooms (2%):** Being able to access free public washrooms without having to enter a private business would allow residents and visitors to more easily interact with downtown for longer periods of time. [9 responses]
- + **Live (2%):** Being able to reside downtown is an important option for people who wish to live closer to amenities and urban activity. [9 responses]



### 5.1.2.5 Local Business Questions

**Question 13: What is a type of business that you'd like to see more of in Lethbridge?** (Long Answer)

Common themes :

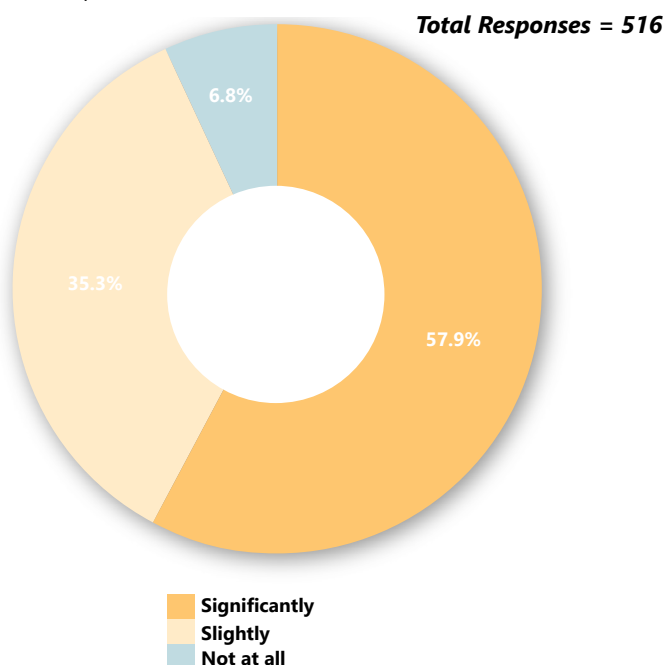
**Total Responses = 360**

- + **Locally Owned Businesses (18%).** [65 responses]
- + **Unique/Independent restaurants (13%).** [48 responses]
- + **Entertainment Based Businesses (9%).** [32 responses]
- + **Farmers Markets / Grocery Stores (9%).** [31 responses]
- + **Clothing Stores (6%).** [23 responses]
- + **Cafes & Bakeries (6%).** [22 responses]
- + **Arts Based Businesses (4%).** [16 responses]
- + **Manufacturing Businesses (3%).** [10 responses]
- + **Businesses that sell Household Goods (2%).** [7 responses]

### 5.1.2.6 Notification Questions

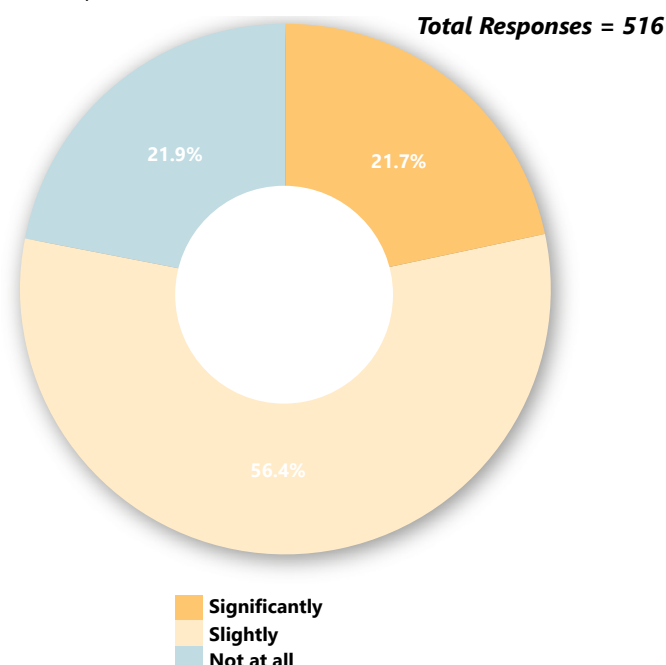
**Question 14: To what extent do you feel like decisions on a neighbouring property impact your own property?**

(Multiple Choice)



**Question 15: To what extent do you feel like your neighbour should have a say in what you can do with your own property?**

(Multiple Choice)



**Question 16: What information do you want to know about developments proposed in your area?** (Long Answer)

**Common themes :**

**Total Responses = 420**

- + The **Density** of the development.
- + The **Parking Impact** of the development.
- + The **Traffic Impact** of the development.
- + The **Noise Impact** of the development.
- + The development's potential **Impact on nearby Property Value or Property Taxes**.
- + The **Scale/size/height** of the development.
- + The **Land Use or Type** of the development.
- + If the development **is a form of Social Housing**.

**Question 17: How do you want to be informed about proposed developments in your area?**

(Rank the following - 1 is first choice, 5 is last choice)

**Total Responses = 420**

OPTIONS	AVERAGE RANK
Delivered letters to nearby properties	1.93
Signs on the property being developed	2.46
Electronic notifications (e.g., email)	2.77
Posting on a dedicated city webpage	3.58
Notice in newspaper(s)	4.25

## 5.2 Pop-Up Events Responses

### 5.2.1 How Feedback was Sorted & Analyzed

Pop-up events served as an opportunity to inform the community about the project in a relaxed setting. In the events, the project team set up small stands at naturally busy destinations, such as a grocery store, library, seniors centre or community event, so they could meet community members at locations that they would already be visiting as part of their day-to-day lives. No form of registration was required for these events to ensure they remained more casual interactions.

Feedback for these events was gathered via sticky notes on poster boards with general prompts about the Land Use Bylaw. For each of the prompts, responses from the different pop-up events were recorded, and the common sentiments were identified by the project team.

### 5.2.2 Feedback Summary

Prompt	Provided Feedback
What changes do you think are necessary to make our Land Use Bylaw better?	<p><b>Summary:</b></p> <p>People wanted adaptable zoning, especially in residential areas, increased funding for social programs to increase ease of access to those programs, and walkability wherever they go. Other suggestions included specific regulations on signage, lighting, and building heights and to make the LUB more readable. Overall, the feedback showed a desire for a flexible LUB that promotes good urbanism.</p> <p><b>Adaptable zoning:</b></p> <ul style="list-style-type: none"><li>+ Mixed use buildings &amp; zoning should be integrated into the bylaw.</li><li>+ New ideas for zoning should be explored.</li><li>+ Zoning laws should be less restrictive.</li><li>+ Corner stores and residential small businesses should be promoted.</li><li>+ Land use districts should be adaptable.</li></ul> <p><b>Improved social services:</b></p> <ul style="list-style-type: none"><li>+ Make it easier for social services to be approved.</li><li>+ Nimbyism should not overpower needed services.</li><li>+ Pursue housing grants that other cities are getting.</li><li>+ Review how the LUB affects grant qualification for various groups.</li></ul> <p><b>Walkability:</b></p> <ul style="list-style-type: none"><li>+ Create more walkable neighbourhoods &amp; promote walkability.</li><li>+ Residential &amp; commercial should be located together.</li><li>+ Stores (groceries, bakers, butcher shop, etc.) should be able to be walked to, creating real neighbourhoods.</li><li>+ Build denser neighbourhoods.</li></ul>

Prompt	Provided Feedback
<p>What types of housing would you like to see more of in Lethbridge?</p>	<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>+ The LUB should allow and incorporate new ideas.</li> <li>+ The new LUB should be a short and simple, a ten page document.</li> </ul> <p><b>Summary:</b></p> <p>People responded with a variety of categories of housing types they'd like to see. These included: blended housing types, multi-family/denser housing types, smaller housing options, affordable housing options, socially conscious housing, student housing, and single-family housing. Overall, people want more choices in housing and are concerned with affordability.</p> <p><b>Student Housing:</b></p> <ul style="list-style-type: none"> <li>+ More apartments for students are necessary.</li> <li>+ More affordable student housing/apartments should be built.</li> <li>+ Apartments for students are important.</li> <li>+ Affordable student housing is necessary.</li> </ul> <p><b>Affordable Housing:</b></p> <ul style="list-style-type: none"> <li>+ More multi-unit housing such as apartments, condos, etc. that are affordable!</li> <li>+ More affordable rentals should be constructed.</li> <li>+ Affordable housing options are important.</li> <li>+ Affordable options are necessary or else you will see more homeless camps!</li> <li>+ Affordable multi-generational housing should be built.</li> </ul> <p><b>Multi-family/increased density:</b></p> <ul style="list-style-type: none"> <li>+ Multi-family homes are necessary.</li> <li>+ More tall apartments should be built!</li> <li>+ Higher density housing is lacking.</li> <li>+ Communal housing options are important.</li> <li>+ Housing co-ops are a good option!</li> <li>+ Build affordable, multi-use housing.</li> <li>+ Build up, instead of sprawling.</li> <li>+ Co-operative housing for lower income families or seniors is important.</li> <li>+ Everywhere should have more density.</li> </ul> <p><b>Smaller options:</b></p> <ul style="list-style-type: none"> <li>+ Smaller, more affordable forms of housing are necessary.</li> <li>+ Allow more tiny homes.</li> <li>+ Lethbridge should have a community of small houses where small home owners own land. This makes life more affordable.</li> <li>+ Affordable housing options including apartments &amp; tiny homes are necessary.</li> <li>+ Dome housing is a useful alternative housing type.</li> </ul>



Prompt	Provided Feedback
	<p><b>Encouraging neighbourhoods with blended housing types:</b></p> <ul style="list-style-type: none"> <li>+ There should be a greater mix of housing types within the neighbourhood, allowing for life changes.</li> <li>+ More homes should be added to existing neighbourhoods through infill.</li> <li>+ Child friendly housing &amp; pet friendly housing should be integrated in the community.</li> <li>+ Mixed types to allow choices should be built.</li> <li>+ More low density multi-family (e.g. up-down duplex) is necessary.</li> <li>+ Single-detached housing is becoming too expensive, need other housing types.</li> <li>+ Medium density is necessary.</li> <li>+ More housing stock that is appropriate for larger families should be provided. Specifically options with 5+ rooms that allow for cultural diversity.</li> <li>+ Small scale-missing middle housing is important.</li> <li>+ It is important to provide housing choices, such as a mix of both affordable and market housing.</li> <li>+ Garage suites should be allowed.</li> </ul> <p><b>Single-detached housing:</b></p> <ul style="list-style-type: none"> <li>+ More individual housing and less apartments is necessary.</li> <li>+ Still keep low density housing as an option, but only on one side of town.</li> <li>+ Well built, single family homes with a small backyard are important.</li> </ul> <p><b>Socially conscious housing:</b></p> <ul style="list-style-type: none"> <li>+ A women's shelter is necessary.</li> <li>+ Lethbridge needs socially supportive housing with integrated wrap-around services.</li> <li>+ Low income housing needs to be obtainable and related to income.</li> <li>+ It is important to provide low income housing that is targeted towards people with severe mental illness and/or addictions.</li> <li>+ More eco-friendly and efficient housing should be provided, and upgrading existing housing should be promoted.</li> </ul>



Prompt	Provided Feedback
<p><b>What could Lethbridge do to improve housing affordability (to rent or buy)?</b></p>	<p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>+ To increase affordability, people wanted more housing type variation/improved building usage, increased ease of approvals, the removal of corporations from the housing market, and to have price concerns addressed.</li> </ul> <p><b>Price concerns:</b></p> <ul style="list-style-type: none"> <li>+ Rent caps should be implemented.</li> <li>+ There needs to be policy setting rent caps.</li> <li>+ The government should fund only Rent-Geared-to-Income housing &amp; other affordable housing options with taxpayer money and they should offer more of it.</li> <li>+ Reducing rent in Lethbridge, especially for university students.</li> <li>+ More low cost and public housing options.</li> <li>+ More affordable housing options on a smaller scale to help people transition from renting to owning.</li> </ul> <p><b>Removal of corporations from the housing market:</b></p> <ul style="list-style-type: none"> <li>+ There should be less housing being bought/owned by companies or large businesses.</li> <li>+ Keep big corporations out of buying up housing.</li> <li>+ Stop giving a monopoly to large builders.</li> <li>+ Limit Airbnbs that use up available housing stock.</li> <li>+ Short term rentals impact housing affordability; the City should regulate short term rentals.</li> </ul> <p><b>Increased ease of approvals:</b></p> <ul style="list-style-type: none"> <li>+ There should be improved approval process accessibility.</li> <li>+ The City should make secondary suites easier to get approved.</li> <li>+ The City should make the application process more automatic, if the proper papers are filed, then the build is approved. Only if someone complains does it need a review.</li> <li>+ There should be more carriage houses and an easier approval process.</li> </ul>



Prompt	Provided Feedback
	<p><b>Housing type variation/improved building usage:</b></p> <ul style="list-style-type: none"> <li>+ The City should allow lots to be split front/back, with houses on the lane.</li> <li>+ The City should allow row houses, like the ones in the UK.</li> <li>+ The City should allow much shorter/zero front setbacks, to allow larger rear yards.</li> <li>+ The City should allow non-traditional buildings.</li> <li>+ The City should allow self-builds.</li> <li>+ The City should allow laneway housing/ADUs.</li> <li>+ Owners of empty buildings should have pressure on them to redevelop into housing eg. old Save-On.</li> <li>+ The City should allow conversion of existing structures to housing (ex. Adding onto garages with apartments).</li> <li>+ The City should support more basement suites because they don't impact height and privacy &amp; protect trees from removal.</li> <li>+ The City should allow small businesses and commercial spaces in residential areas, like Urban Grocer for example.</li> </ul>
<p><b>What other topics do you think are important to engage on?</b></p>	<p><b>Summary:</b></p> <p>Common topics of importance raised by the few individuals who chose to leave additional comments included transit improvements, ecological concerns, urban chickens, and community space improvements.</p> <p><b>Transit improvements:</b></p> <ul style="list-style-type: none"> <li>+ Bus stops should be closer to residential areas.</li> <li>+ There should be more bus stops.</li> <li>+ There should be better transit integration and higher frequency.</li> <li>+ There should be more Lethbridge transit options.</li> <li>+ There are transit reliability, affordability, scheduling, and network concerns.</li> <li>+ The City should prioritize mass transit.</li> <li>+ There should be more bike routes across the city to improve connectivity and safety.</li> <li>+ Bike parking should be increased.</li> <li>+ Bike lanes should be increased and made robustly.</li> </ul> <p><b>Urban Chickens:</b></p> <ul style="list-style-type: none"> <li>+ The City should create an urban chicken policy.</li> <li>+ Citizens want to legally be allowed to raise backyard chickens.</li> <li>+ The City should allow people to have hens in residential gardens .</li> <li>+ There is very strong support for the ability to keep urban chickens.</li> </ul>

Prompt	Provided Feedback
	<p><b>Ecological concerns:</b></p> <ul style="list-style-type: none"> <li>+ Residents want community gardens in residential areas.</li> <li>+ They also want the option to install local energy production using solar panels downtown.</li> <li>+ People wanted trees to be better protected in the face of new developments and also preserving greenspace by having smaller maximum house coverage/grey infrastructure on a parcel.</li> <li>+ There were concerns with overwatering of lawns in the city (unless using rainwater) especially on public buildings like City Hall, police stations, and university apartment grass areas.</li> </ul> <p><b>Community spaces:</b></p> <ul style="list-style-type: none"> <li>+ Residents wanted spaces with public bathrooms, shelter, and electricity.</li> <li>+ There were calls for a north side library, a new donation library and a revitalized downtown library.</li> <li>+ There is a need for civic meeting spaces within neighbourhoods, due to schools having issues with insurance, and to promote democracy.</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>+ The City should have a fair and meaningful public consultation process.</li> <li>+ Parking should be in parkades or parking garages, where possible.</li> <li>+ One resident didn't want to see the existing civic centre running track developed.</li> </ul>
<p><b>General thoughts on the Project.</b></p>	<p><b>Summary:</b></p> <p>People wanted more public spaces and to see improvements be conducted for existing spaces. They also wanted to ensure the City provided good aesthetics and ecology within Lethbridge's urban area. Some people had specific building requests for the City, while others left kind words of support for engaging with people on these topics.</p> <p><b>Community spaces and improvements:</b></p> <ul style="list-style-type: none"> <li>+ People want more sidewalks.</li> <li>+ The City should make space for everyone in shared parks.</li> <li>+ There should be places for teenagers and kids to gather at i.e. the park, basketball hoops.</li> <li>+ There should be more small park areas.</li> <li>+ There should be a seniors complex with a swimming pool, common room, community kitchen.</li> <li>+ Residents want more local small green space.</li> <li>+ There was a desire for more dog parks and a call for a fenced dog park in the Sixmile area.</li> <li>+ Some residents want to see improved nightlife.</li> </ul>



Prompt	Provided Feedback
	<p><b>Land use &amp; Aesthetics:</b></p> <ul style="list-style-type: none"><li>+ The general consensus was to build up, rather than out onto farmland.</li><li>+ People want more bird friendly shrub patches.</li><li>+ Multi-family developments would be more accepted by neighbours if they're attractively designed.</li><li>+ Urban design in the city needs to be unique, historical, and interesting.</li></ul> <p><b>Specific requests:</b></p> <ul style="list-style-type: none"><li>+ Scenic Drive North to the new part has no engine brake signs, so residents are not happy about the noise.</li><li>+ Lethbridge needs a hardware &amp; building supply store to be allowed on the west side (eg. Rona).</li><li>+ There should be a Walmart on the west side.</li><li>+ Paying for parking downtown drives me away from the downtown core.</li><li>+ One resident wants the City to make water slides on the coulees.</li></ul> <p><b>Kind words:</b></p> <ul style="list-style-type: none"><li>+ Important work - glad it's being done, thank you!</li></ul>



## 5.3 Community Organization Meetings

### 5.3.1 How Feedback was Sorted & Analyzed

Throughout Phase 2, the project team met with various community organizations to hear their difficulties with the current bylaw and what they'd like to see the new LUB address. These meetings typically began with an informative presentation by the project team on the LUB, followed by an open forum discussion between the project team and the organization members, allowing participants to naturally focus on the topics that were important to them.

Feedback for these events was gathered by active note-taking during the open discussion portion of the meetings, where members of the project team recorded feedback as it was discussed. Twenty meetings in total occurred during Phase 2, but not all meetings resulted in substantial feedback, instead focusing on general discussion. Only the meetings in which significant comments were provided are recorded below.

### 5.3.2 Feedback Summary

Prompt	Provided Feedback
Citizens for Responsible Neighbourhood Lighting (CFRNL)	<ul style="list-style-type: none"><li>+ There should be a bylaw developed for dealing with light nuisance and light trespass (the effects of lighting on neighbouring properties.)</li><li>+ Home should have a rule requiring them to turn off permanent external lighting after a certain time, e.g. 10 p.m.</li><li>+ Businesses shouldn't be able to leave lights on after closure. Parking lots also shouldn't be lit after adjacent businesses are closed.</li><li>+ Requirements in the bylaw should be implemented to promote/create more directed/shielded lighting.</li><li>+ The LUB's regulation is currently very vague. Section 59 - Site Design (2) Lighting of the LUB should be adjusted to provide more specific definitions, enforceable limits, and penalties for violations.</li></ul>
Triple M Housing	<ul style="list-style-type: none"><li>+ The new LUB should provide a clear definition for manufactured homes / tiny homes.</li><li>+ The definition for "modular homes" in the new LUB should follow/align with CSA standards.</li><li>+ Modular homes could be incorporated into the single-detached dwelling definition so that modular homes aren't discriminated against in regulation.</li></ul>

Prompt	Provided Feedback
<b>Lethbridge &amp; District Association of Realtors (LDAR)</b>	<ul style="list-style-type: none"> <li>+ Removing parking requirements for suites could be problematic.</li> <li>+ Parking is typically the big concern for residential developments.</li> <li>+ For suites approved prior to 2006, it would be nice to have the option to have an inspector come out and identify what upgrades are necessary to be in line with current code. Then if the suite is upgraded to code within the next 2 years, a grant is provided to offset the costs of upgrading.</li> <li>+ The current rezoning fee can put people off of development. Expanding the range of discretionary uses so that rezonings are less necessary, would instead allow people to put that money into the building code upgrades to make a suite safe.</li> </ul>
<b>London Road Neighbourhood Association Board Meeting</b>	<ul style="list-style-type: none"> <li>+ It's important to ensure that the LUB renewal does not result in any loss of park space (like London Road Park). It would be good to have a rule in the new bylaw that a P-R parcel can't be rezoned from being a park.</li> <li>+ The overuse of Direct Control districts is concerning for residents, as they're difficult to understand and have so many possibilities.</li> <li>+ Higher density residential in the neighbourhood is fine, so long as it aligns with the Area Redevelopment Plan.</li> </ul>
<b>Streets Alive Mission</b>	<ul style="list-style-type: none"> <li>+ The Streets Alive facility is currently required to provide 60 off-street parking stalls in the current LUB. This is a large requirement.</li> <li>+ Parking requirements should be based on what the business says they require. Whether that be based on numbers of employees, when they are active, etc.</li> <li>+ Residential parking requirements should stay as they are, but commercial and industrial developments should have lower minimums.</li> <li>+ The current Streets Alive facility is approved as a Resource Centre, Drop-In Centre, Warehouse, Club/Community Hall, Office, Food Bank, Personal Service, and Retail. This is a lot of different uses, so combining uses in the new LUB is a good idea.</li> </ul>
<b>Southern Alberta Community Living Association (SACLA)</b>	<ul style="list-style-type: none"> <li>+ The new LUB should create walkable communities, as they are also accessible communities (barrier-free).</li> <li>+ The new LUB should incorporate a mix of uses, as it makes Lethbridge more livable, convenient.</li> <li>+ There needs to be accountability for people leaving properties vacant.</li> <li>+ A grocery store is needed downtown. Technology can be a barrier, so grocery delivery isn't a solution for everyone.</li> <li>+ Accessibility needs to be framed as not just for people with disabilities. It could also include considerations for new Canadians, or individuals aging in place.</li> <li>+ More people now want to build a suite / laneway suite to look after a grown child with developmental disabilities, rather than put them in a group home. The new LUB should move away from institutional living.</li> <li>+ Rental places are getting 300 applications for one place, more needs to be built.</li> <li>+ Developments need wider doorways, larger bathrooms, etc. to be accessible.</li> </ul>

## 5.4 Open House #1 - What solutions should the City pursue?

### 5.4.1 How Feedback was Sorted & Analyzed

The open house served as an opportunity to inform the community about the project and receive high-level in person feedback. At the open house, a number of informational panels were presented to participants, which contained key information on each of the key topics for phase 2, and provided a few general questions with spaces for residents to attach their comments on accompanying sticky-notes. For each of the prompts, responses were consolidated, and the sentiments were identified by the project team.

### 5.4.2 Feedback Summary

Prompt	Provided Feedback
What changes do you think are necessary to make our Land Use Bylaw better?	<b>Increased accountability to constituents:</b> <ul style="list-style-type: none"> <li>+ There should be fewer barriers to zoning while staying accountable to residents.</li> <li>+ We want less political interference in the form of politicians being swayed by their rich friends to maintain the status quo. If we followed smart advice that is evidence-based, we'd have a much different city than we do now.</li> </ul>
What types of housing would you like to see more of in Lethbridge?	<b>Increased density:</b> <ul style="list-style-type: none"> <li>+ I would like to see multi-family housing.</li> <li>+ More row housing would be nice.</li> <li>+ There should be mid + high density apartments downtown.</li> <li>+ Multi-use housing with a home up top, and a grocer on the ground floor, for example would be nice.</li> <li>+ There should be row housing.</li> <li>+ It would be great to see more subsidized housing downtown, especially with close access to transit and work opportunities.</li> <li>+ I want mixed use with residential upper levels, and a commercial street level.</li> <li>+ There should be low- and mid-rise apartment complexes.</li> </ul>
What could Lethbridge do to improve housing affordability (to rent or buy)?	<b>Work on Supply &amp; Demand:</b> <ul style="list-style-type: none"> <li>+ The City should adjust rates based on demand and supply of properties. It should also outlaw non-notice rent spikes.</li> <li>+ Affordability is based on supply and demand, so rental units won't be built unless a ROI [return on investment] is attractive, we need subsidies from all government levels.</li> <li>+ I wonder if infills decrease the value of original single family houses in the area?</li> </ul>



Prompt	Provided Feedback
	<p><b>More density and variety of housing types:</b></p> <ul style="list-style-type: none"> <li>+ Lethbridge should encourage density.</li> <li>+ The City could encourage density by offering options with amenities like garden space for residents.</li> <li>+ There should be a variety of options for size, location, and parking, this would allow for varied lifestyles.</li> <li>+ I want to see tiny home developments for aging populations with walkable amenities.</li> <li>+ Lethbridge should have mixed use residential, commercial on the bottom floor with apartments above.</li> <li>+ I think tiny houses would work in specific areas or should be allowed in residential backyards.</li> <li>+ There should be greater housing density as well as more community and green spaces.</li> <li>+ I want more housing availability. With different types mixed into communities, not only single houses or apartment towers.</li> </ul>
<p><b>What services or businesses would you like to have in your neighbourhood?</b></p>	<p><b>Foods, services, products:</b></p> <ul style="list-style-type: none"> <li>+ That which inspires community connection.</li> <li>+ I want a local bakery and coffee shop.</li> <li>+ A neighbourhood grocery store with food staples would improve my community.</li> <li>+ There should be grocery stores downtown.</li> <li>+ A corner grocery store, ice cream shop, and pub! Thankfully Victoria Park has these, which is a very good thing! We also need a coffee shop there too.</li> <li>+ Local grocery stores, clinic/medical centres, small coffee shops, bakeries, recreational spaces downtown would be great to see.</li> <li>+ I want to see grocery stores downtown.</li> <li>+ There should be convenience stores, delis/markets, and small food services like ice cream, pizza, etc.</li> <li>+ I want a nearby coffee shop, a depanneur-style place like in Quebec, a bakery, boutiques, and fitness, but not at boutique prices!</li> <li>+ There should be family-oriented restaurants and activities.</li> <li>+ I want to walk to get a haircut, massages, and a chiropractor.</li> <li>+ My community would be improved by religious assembly.</li> <li>+ A community center, social hall, or another type of assembly would be a welcome addition.</li> <li>+ There should be a westside lumberyard.</li> </ul>

Prompt	Provided Feedback
<p>Are there any types of services that you think should be allowed in a neighbourhood, but only in certain locations?</p>	<p><b>Mixed opinions:</b></p> <ul style="list-style-type: none"> <li>+ Only corner stores or mom &amp; pop run stores.</li> <li>+ Pet services like grooming, walking, training could be noisy.</li> <li>+ There should be local neighbourhood retail hubs with transit stops.</li> <li>+ Neighbourhood commercial should be in the centre of planned communities.</li> <li>+ Stand alone small businesses are no longer viable, so they need to be in strip malls.</li> <li>+ I don't want cannabis or liquor stores in new developments near me.</li> </ul>
<p>What do you think gets in the way of attracting new businesses and maintaining existing businesses in Lethbridge?</p>	<p><b>Approval issues:</b></p> <ul style="list-style-type: none"> <li>+ Approval process timelines and uncertainty block progress.</li> <li>+ The approval process time is too long and the process is complicated and arduous.</li> <li>+ I am totally opposed to the approval process for high rise apartments that have already been approved.</li> <li>+ Letting big box retail be built in the southeast has negatively impacted business opportunities in the rest of the city.</li> </ul> <p><b>Lack of walkability:</b></p> <ul style="list-style-type: none"> <li>+ The foot traffic in Lethbridge is very little, while the cost of maintenance is very high. We have a money culture where people don't or won't spend money outside of a few select things. Plus there could be a high employment turnover?</li> <li>+ The cost of renting and operating business spaces is not helped by the lack of foot traffic.</li> <li>+ We need to increase foot traffic, and reduce the necessity for car travel everywhere.</li> </ul> <p><b>Parking:</b></p> <ul style="list-style-type: none"> <li>+ There is a lack of parking and ease of access.</li> <li>+ Development standards evolving, parking, design standards.</li> <li>+ I don't know where are people going to park in the 5 floor buildings.</li> <li>+ These are big concerns for the builds that have been approved by 3 council members, 2 opposed - others? Needs parking stall per unit, shouldn't be 5+ stories.</li> <li>+ If apartments are allotted 0.5 of a parking space, where are the rest going to park? Trying to get on to 6 Ave or 13 St at 8:00 in morning or 4:00 – 5:00 will require a turning lane. London Road Market has 500 plus people parking in its yard daily. How will this be monitored?</li> <li>+ Terrible planning, so so sad. 39 units X 2 = 78. 39 parking spots only. Go figure: owners will have friends with vehicles, total insanity to approve, London Market will close.</li> </ul>

Prompt	Provided Feedback
	<p><b>Political problems:</b></p> <ul style="list-style-type: none"> <li>+ Council blocks what the people want.</li> <li>+ Selfish people don't want change. They bought homes decades ago cheaply, but that's impossible now. Their loud angry voices drown out those who just want livable lives.</li> <li>+ The rate of progressive change.</li> <li>+ Why a 10 year tax exemption? No one else gets that.</li> <li>+ How can 5 of 8 aldermen make a decision affecting an area when all local residents are opposed?</li> </ul>
<p><b>What is something you wish you could do when you visit downtown?</b></p>	<p><b>Land uses:</b></p> <ul style="list-style-type: none"> <li>+ I want to go to class! The universities should host upper-year courses downtown! With an influx of people comes an influx of money!</li> <li>+ I would like more residential opportunities near downtown.</li> <li>+ More people should visit downtown often – the City should encourage people to go there in the evenings.</li> </ul> <p><b>Groceries:</b></p> <ul style="list-style-type: none"> <li>+ I live and work downtown. I wish I could get groceries nearby. Parking is a hot topic, and underground parking would help under new developments.</li> <li>+ I want to shop for groceries, park &amp; not get a \$40 ticket.</li> <li>+ We need an expansion of the farmer's market downtown to Saturday - they could use Galt Gardens.</li> <li>+ The City has done a good job setting up downtown with event planning that compliments its attractions, but residents could use a good grocery store downtown.</li> </ul> <p><b>Walking, biking, and driving:</b></p> <ul style="list-style-type: none"> <li>+ There should be a day event promoting walking in + out of various shops.</li> <li>+ I see many people whining about parking. I understand the value of being able to park close but, for the downtown/center district, the City should encourage more bus trips. I only take the bus between hubs like downtown, LP, and U of L.</li> <li>+ Everyone should be able to bike safely on every street.</li> <li>+ I want a more vibrant + dynamic experience because more people live downtown. It can feel dead because car-centric culture deters downtown life + visits.</li> <li>+ Bike paths have murdered the streets – businesses and drivers not happy plus the curbs on both sides cause tripping accidents.</li> <li>+ I want more walkable options to coffee shops, local stores, and restaurants.</li> <li>+ We could use a 'public square' along the lines of Festival Square.</li> </ul>

Prompt	Provided Feedback
<p>Can you think of any areas in Lethbridge where off-street parking could be reduced?</p>	<p><b>Higher density areas:</b></p> <ul style="list-style-type: none"> <li>+ There should be less parking near transit, especially for student housing.</li> <li>+ Mixed use urban locations would need less parking.</li> </ul> <p><b>London Road:</b></p> <ul style="list-style-type: none"> <li>+ While the London Road neighbourhood struggles with parking, what makes it lively is its walkability. I like the amount of parking + don't think it needs to be increased.</li> <li>+ Don't lose minimum parking standards for new or infill developments. The recent Council decision for the London Road Market area will create parking and traffic issues. If there is limited parking I will go to the big box stores. Council needs to respect the neighbourhood and protect citizens not developers!</li> </ul>
<p>What other topics do you think are important to engage on?</p>	<p><b>Social housing:</b></p> <ul style="list-style-type: none"> <li>+ Social housing is not here, why?</li> <li>+ Social housing options &amp; integration need more engagement.</li> <li>+ There should be engagement on how affordable dense living is zoned near support services or non-profits to improve the process of helping people.</li> </ul> <p><b>Public transit:</b></p> <ul style="list-style-type: none"> <li>+ I want to have my say on public transit in order to minimize car dependency!</li> <li>+ The City should make sure public transit is built into the structure and use of land areas.</li> <li>+ Public transit should be free.</li> <li>+ Affordability of housing, parking and transit services. Adequate transportation/transit services need to be provided.</li> </ul>
<p>General Thoughts on the Project (Project Recommendations Feedback for the Project Team, Unanswered Questions)</p>	<p><b>Assorted feedback:</b></p> <ul style="list-style-type: none"> <li>+ Need to get ahead of changes and take a real look at the future with regard to electric vehicles.</li> <li>+ Don't call it downtown → central district.</li> <li>+ Why spend all this time and money when the land use can be overturned by 5 aldermen?</li> </ul> <p><b>Kind words:</b></p> <ul style="list-style-type: none"> <li>+ Good overview!</li> <li>+ Thank you for your efforts to modernize outdated land use + bring YQL back towards more people-centered organic development. (down with Parking minimums!)</li> <li>+ THANK YOU! I'm motivated to get involved.</li> </ul>



## 5.5 Survey #2 - What Path do you Want to Take?

### 5.5.1 How Feedback was Sorted & Analyzed

The survey received 248 responses over the 3 weeks it was open, with a varying number of responses on each question. Of the 47 questions, 8 were demographic questions — the results of which were addressed in Section 3.2 of this report — while 39 were questions in which respondents could provide their feedback and perspectives. Of those 39 questions, 18 were open-ended, allowing participants to answer how they chose, while the remaining 21 were closed questions, in which participants selected from or ranked a list of pre-provided options.

#### 5.5.1.1 Closed Questions

The closed questions, which included multiple choice, ranked choice, and checkbox format questions, were processed by the City of Lethbridge's Get Involved Lethbridge portal. The Get Involved Lethbridge portal generated graphs for each question, which were utilized to produce graphics comparing the number of selections that each option received.

#### 5.5.1.2 Open-ended Questions

For each of the open-ended questions, feedback was sorted into common themes which were analysed by utilizing 'tags' in the Get Involved Lethbridge system. Tags were assigned first through the identification of key words, and then verified manually by the project team to ensure accuracy.

Almost every response had at least one tag applied to it that corresponded with one of the common themes for that question. Responses deemed to be a non-answer were ignored, and had no sentiments assigned. If a response contained multiple common themes it had a tag assigned for each one. Each of the questions was analyzed individually, and thus the questions have different common themes from one another, as they often generated different responses.

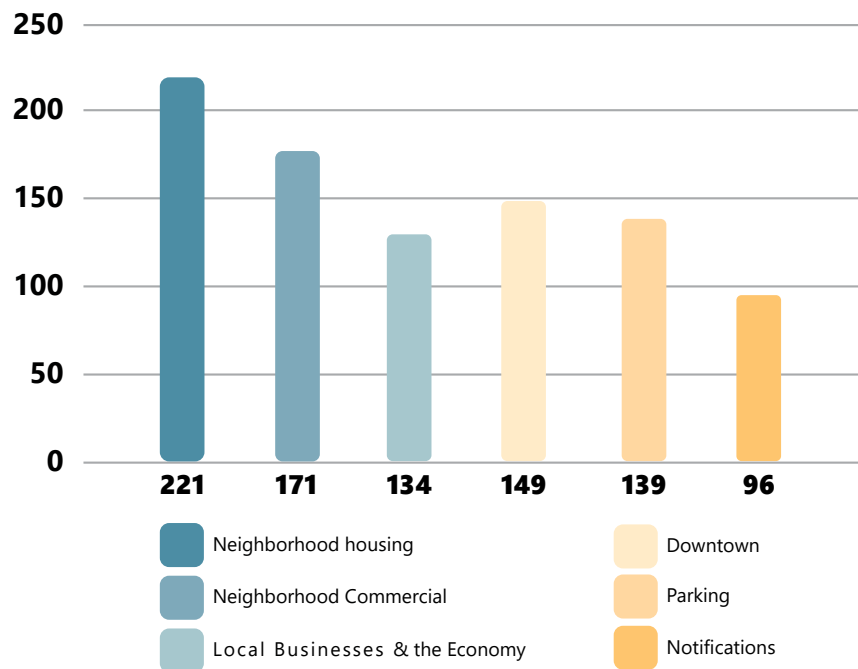


## 5.5.2 Feedback Summary

### 5.5.2.1 General Questions

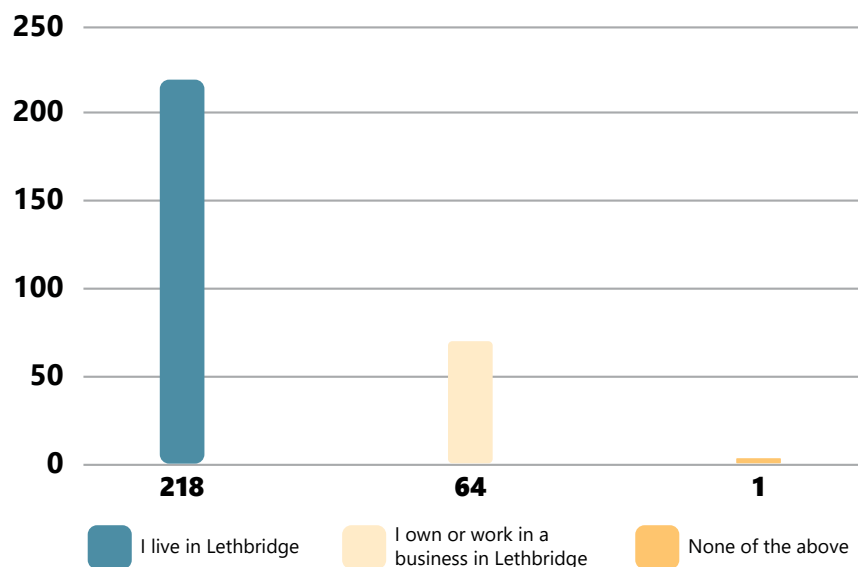
**Question 1: Please select the topics you are interested in.** (Select from the Following)

**Total Responses = 248**



**Question 2: Which of the following categories best describes you?** (Select from the Following)

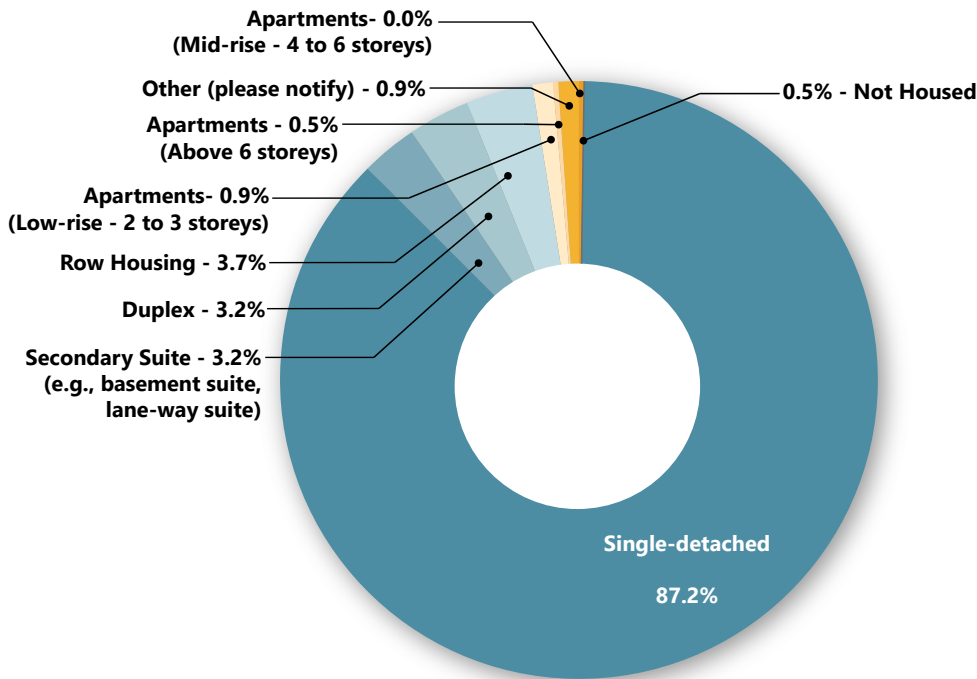
**Total Responses = 220**



5.5.2.2 Housing Questions

Question 3: What type of housing do you live in now? (Multiple Choice)

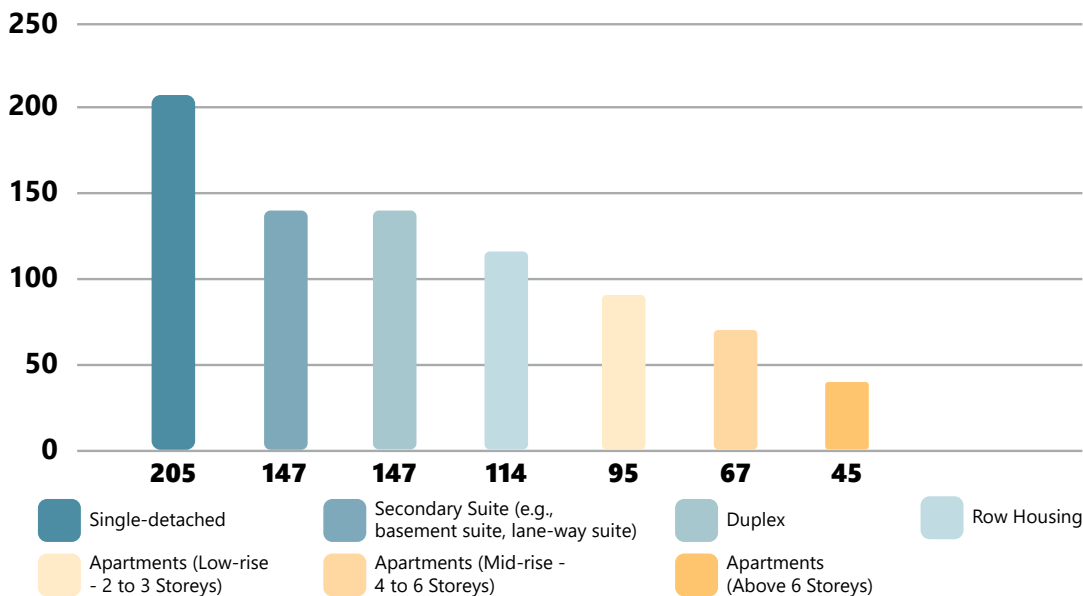
Total Responses = 218



Question 4: What types of housing are you comfortable with having in your neighbourhood?

(Select from the Following)

Total Responses = 221



**Question 5: What are the positive impacts of the types of housing you chose?** (Long Answer)**Common themes:****Total Responses = 200**

- + **Housing Diversity (23%):** Contributes to creating a more diverse housing stock to better accommodate different housing needs. Improves affordability by increasing housing options. [46 responses]
- + **Affordable Housing (21%):** Contributes to housing affordability. Increases the number and diversity of housing options to improve affordability. [42 responses]
- + **Less Density (13%):** Ensures that the low density character of neighbourhoods is maintained. Avoids potential impacts of density related to traffic and parking. Contributes to reduced noise, a feeling of safety, and privacy. [25 responses]
- + **Maintain Character (12%):** Ensures that the existing character of established neighbourhoods is preserved. Promotes low-density residential character. [24 responses]
- + **Parking (11%):** Ensures that there is enough parking space for all residents. Reduces the pressure put on street parking. [22 responses]
- + **Support for Density (10%):** Increases density to improve housing affordability, support the viability of transit and local businesses, and contributes to walkability. [19 responses]
- + **Safety (7%):** Contributes for safer neighbourhoods and streets for kids. Also contributes to less crime in neighbourhoods. [14 responses]
- + **Community (7%):** Supports interaction and connections between neighbours. Contributes to a feeling of community. [13 responses]
- + **Maintenance/Upkeep (7%):** Supports the perception that home-owners are more likely to ensure the maintenance and upkeep of their property. [13 responses]
- + **Traffic (5%):** Ensures that traffic congestion is not increased. [10 responses]
- + **Efficiency & Sustainability (5%):** Improves energy efficiency and the efficient use of land. Contributes to more environmentally sustainable housing options. [9 responses]
- + **Noise (5%):** Reduces the risk of noise associated with higher density development. [9 responses]
- + **Supports Businesses (4%):** Encourages more people to live in proximity to business. Supports local businesses. Contributes to neighbourhood vibrancy. [8 responses]
- + **Space for Families (4%):** Ensures families have enough space to live and grow. Contributes to the development of family-friendly neighbourhoods. [8 responses]
- + **Privacy (4%):** Ensures that privacy is maintained for existing residents. [7 responses]
- + **Taxes (3%):** Contributes to additional property tax revenue. Increases Lethbridge's tax base. [5 responses]
- + **Trees & Greenery (2%):** Allows more space for maintaining trees and greenery. Allows enough space for backyards. [4 responses]



**Question 6: What are the negative impacts of the types of housing you did not choose?**

(Long Answer)

**Common themes :****Total Responses = 197**

- + **Traffic/Parking (20%):** Contributes to higher traffic volumes, congestion, and parking issues. Puts pressure on limited on-street parking spaces. [40 responses]
- + **Density (11%):** Contributes to increased density which could lead to other impacts on congestion, traffic and parking, noise, schools and less privacy. [22 responses]
- + **Safety/Crime (11%):** Reduces safety and increases the likelihood of crime. Contributes to risks related to traffic safety, property damage, theft and fire. [22 responses]
- + **Maintenance/Upkeep (9%):** Contributes to the perception that higher density housing results in poor upkeep and maintenance of properties. [18 responses]
- + **Property Values (7%):** Negatively impacts the property values of existing residents. [13 responses]
- + **Change Character (7%):** Results in unwanted changes to neighbourhood character. Higher density development would not match with the character of existing neighbourhoods. [13 responses]
- + **Infrastructure (6%):** Puts unnecessary pressure on utility infrastructure and roads. Contributes to perception that existing neighbourhoods do not have infrastructure capacity to accommodate additional density. [12 responses]
- + **Noise (6%):** Contributes to increased noise levels. [12 responses]
- + **Shadowing (5%):** Contributes to shadows created by larger buildings. Results in sunlight being blocked for existing residents. [10 responses]
- + **Housing Diversity (5%):** Supports a variety of housing options, all with their own merits. Contributes to a diversity of housing options. [9 responses]
- + **Against Low Income Housing (5%):** Supports low income housing in established neighbourhoods. Contributes to negative perceptions of low income housing correlating with crime, noise, poor upkeep, and decreased property values. [9 responses]
- + **Privacy (4%):** Decreases privacy for existing residents. [8 responses]
- + **Ownership Model (4%):** Increases the likelihood that neighbouring properties will be operated on a rental basis. Contributes to the faster turnover of residents. [8 responses]
- + **Lack of Community Investment (4%):** Does not contribute to the community. Lacks consideration for existing residents. Does not support building community connections and communication between residents. [8 responses]
- + **Affordable Housing (4%):** Contributes to housing being unaffordable. Potential to perpetuate high rents. [7 responses]
- + **Yard Space (3%):** Reduces the amount of space available for yards and outdoor space. [5 responses]
- + **Taxes (2%):** Contributes to uncertainty regarding if new development would contribute to increased property taxes. Concern regarding if the infrastructure required for new development would result in tax increases. [4 responses]
- + **Urban Sprawl (2%):** Contributes to urban sprawl and the inefficient use of land. [4 responses]
- + **Garbage (2%):** Contributes to increases in garbage servicing requirements and aesthetic concerns related to the number of garbage cans required. [4 responses]



**Question 7: How could the negative impacts of those housing types be reduced?** (Long Answer)Common themes :**Total Responses = 172**

- + **Require More Parking Regulation (21%):** Ensure appropriate parking spaces are provided for new development. [36 responses]
- + **Separate Density (17%):** Develop higher density housing forms in areas separate from existing neighbourhoods. Locate taller residential buildings along arterial roadways. Keep single detached development separate from other housing forms. [29 responses]
- + **Improve Enforcement (12%):** Improve enforcement for secondary suites. Increase policing for neighbourhood crime. Increase enforcement for maintenance and upkeep. [20 responses]
- + **Invest In Transit (9%):** Improve transit servicing to accommodate new development and reduce traffic impacts. [15 responses]
- + **Don't Allow Density (6%):** Do not allow the development of higher density housing. [11 responses]
- + **Not Possible (6%):** There is no way that negative impacts could be reduced. [11 responses]
- + **Require Planning & Design (6%):** Require thorough planning and high quality design for new development. Maintain a high standard of aesthetics in existing neighbourhoods. Plan appropriately for infrastructure and parking. [10 responses]
- + **Support Community Engagement (5%):** Ensure ample opportunities for community engagement in the development process. Support development that fosters community involvement. Support connections between community members. [8 responses]
- + **Restrict Height (4%):** Limit the maximum height allowed in existing residential neighbourhoods. [7 responses]
- + **Support Active Transportation (3%):** Invest in infrastructure and development that supports active transportation including biking and walking. [6 responses]
- + **Maintain Neighbourhood Character (3%):** Ensure new development matches with the character and design of existing homes in established neighborhoods. [6 responses]
- + **Pursue Mixed Use Development (3%):** Encourage mixed use development with a variety of housing options and commercial amenities. [5 responses]
- + **Improve Roads (2%):** Improve road capacity and access to better accommodate increased density. [4 responses]



**Question 8: As Lethbridge continues to grow and change, which development pattern do you prefer to welcome more people and homes in the city?** (Rank the following - 1 is first choice, 5 is last choice)

**Total Responses = 216**

OPTIONS	AVERAGE RANK
High density development downtown and/or along major roadways	2.49
Duplexes allowed alongside single-detached dwellings in low-density residential areas of the city	2.67
Secondary suites (e.g., basement suite or lane-way suite) allowed alongside single-detached dwellings on low-density residential areas of the city	2.85
"Missing middle" housing (Row housing, low rise apartment) on corner lots near the periphery of neighborhoods or along major roadways.	2.92
No change to existing residential development patterns	3.71

**Question 9: What do you most like about your top choice?** (Long Answer)

**Common themes :**

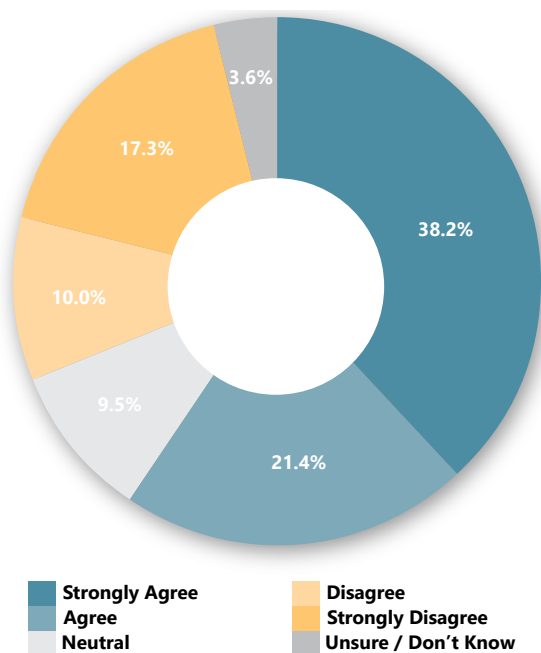
**Total Responses = 182**

- + **Less Density (15%):** Ensures that a low density development form is maintained. [28 responses]
- + **Vibrancy (12%):** Contributes to greater vibrancy, particularly in Downtown. Supports activity, traffic, and business downtown. Contributes to revitalization in downtown. [21 responses]
- + **Density (10%):** Contributes to densification. Allows for housing more people, more efficient use of infrastructure, and land use efficiency. [19 responses]
- + **Maintain Character (10%):** Maintains the existing character of established neighbourhoods. [18 responses]
- + **Access to Amenities (10%):** Locates people closer to amenities. Ensures amenities are available to support higher intensity development. [18 responses]
- + **Affordable Housing (8%):** Contributes to the creation of affordable housing options. [15 responses]
- + **Mix of Housing (8%):** Contributes to a variety of housing types within a neighbourhood. Ensures a variety of housing options are available throughout all neighbourhoods. [15 responses]
- + **More Efficient (15%):** Ensures that housing is provided in an efficient manner. Makes use of existing housing stock. Adds housing while limiting infrastructure costs and maximizing land use efficiency. [10 responses]
- + **Transportation Access (4%):** Ensures density is located in areas with access to public transportation options. [8 responses]
- + **No Need For Change (3%):** Results in the least amount of change. [6 responses]
- + **Parking (3%):** Limits the creation of new parking issues. Limits the pressure put on parking. [6 responses]
- + **Noise (3%):** Contributes to noise reduction. Limits noise within low density neighbourhoods. [5 responses]

- + **Active Transportation (2%):** Ensures people living in high density housing have opportunities for active transportation. [4 responses]
- + **Infrastructure (2%):** Contributes to the more efficient use of existing infrastructure. Reduces infrastructure costs. [4 responses]
- + **Mixed Use (2%):** Provides opportunities for mixed use developments. [4 responses]

**Question 10: To what extent do you agree with changing secondary suites from a discretionary use to a permitted use in low-density residential neighbourhoods?** (Multiple Choice)

**Total Responses = 220**



**Question 11: What are your concerns with secondary suites being a permitted use? Do you have any suggestions to mitigate any negative impacts?** (Long Answer) *[NOTE: This question was only provided to participants who answered 'Disagree' or 'Strongly Disagree' to question 10]*

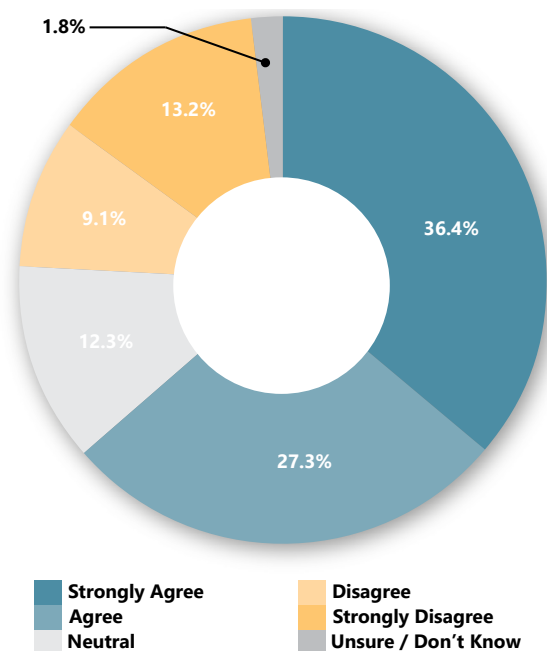
**Common themes :**

**Total Responses = 20**

- + **Parking (60%):** Secondary suites will put too much pressure on street parking. There is not enough parking to accommodate additional density brought by secondary suites. [12 responses]
- + **Inadequate Regulation (25%):** There should be opportunities for neighbours to appeal secondary suites on adjacent properties. Regulations for regular inspections should be in place. [5 responses]
- + **Maintenance/Upkeep (15%):** Secondary suites require greater regulation to ensure proper maintenance and upkeep. [3 responses]
- + **Shadowing (10%):** The development of secondary suites may create unwanted shadow effects for adjacent neighbors. [2 responses]

**Question 12: To what extent do you agree with changing duplexes from a discretionary use to a permitted use in low-density residential neighbourhoods?** (Multiple Choice)

**Total Responses = 220**



**Question 13: What are your concerns with duplexes being a permitted use? Do you have any suggestions to mitigate any negative impacts?** (Long Answer) *[NOTE: This question was only provided to participants who answered 'Disagree' or 'Strongly Disagree' to question 12]*

**Common themes :**

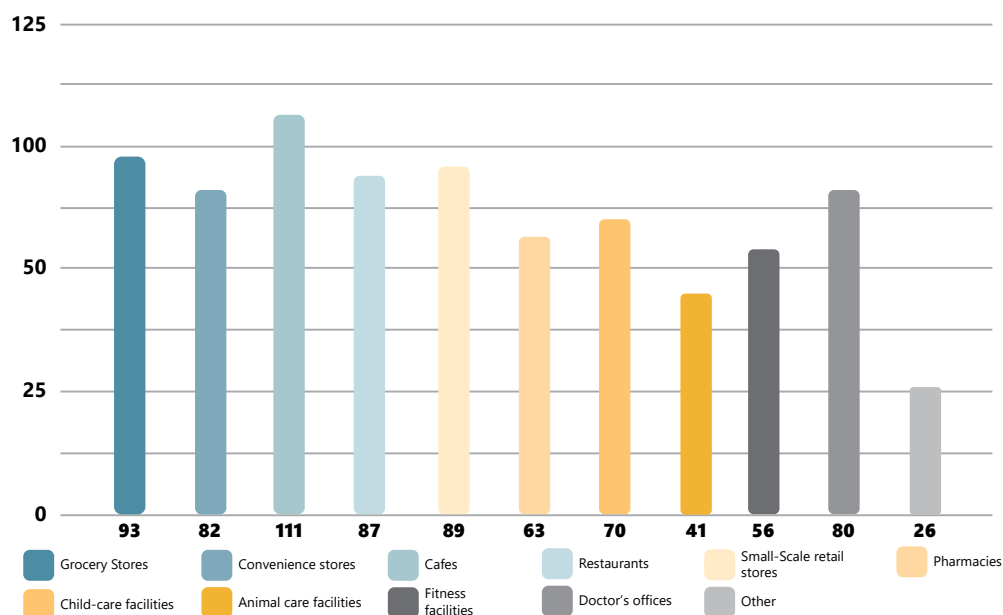
**Total Responses = 24**

- + **Parking (46%):** Duplex development within existing neighbourhoods would result in parking problems. [11 responses]
- + **Maintain Character (21%):** Duplexes would change the character of the neighbourhood. Maintain the low-density development form of existing neighbourhoods. [5 responses]
- + **Priority Area (13%):** The development of duplexes should be directed toward priority areas, or areas separate from existing neighbourhoods. [3 responses]
- + **Planning & Design (8%):** The development of duplexes should require thoughtful planning for their location and design. [2 responses]
- + **Infrastructure (8%):** There is a lack of infrastructure capacity to accommodate duplexes in existing neighbourhoods. [2 responses]
- + **Privacy (8%):** The development of duplexes could have negative impacts on the privacy of existing residents. [2 responses]
- + **Rentals (8%):** Duplexes are more likely to be operated as rentals. [2 responses]
- + **Resident Consultation (8%):** Residents should have an impact on what is developed adjacent to their properties. An appeal process should be introduced for the development of duplexes. [2 responses]
- + **Shadowing (8%):** The development of duplexes may create negative shadowing effects for existing residents. [2 responses]

### 5.5.2.3 Neighborhood Commercial Questions

**Question 14: Which of the following amenities would you like to see more of in your neighbourhood?** (Select from the Following)

**Total Responses = 158**



**Question 15: What do you most like about your top choice?** (Long Answer)

**Common themes :**

**Total Responses = 128**

- + **Walkability (34%):** Improves the overall walkability of neighborhoods. Ensures neighbourhood services are within walking distance. Contributes to less dependence on vehicles to satisfy daily needs. [44 responses]
- + **Access to Amenities (19%):** Increases residents' access to amenities in proximity to where they live. Ensures access to a variety of amenities nearby to satisfy people's daily needs. [24 responses]
- + **Nearby Shopping (18%):** Helps to ensure that people do not need to travel far to meet their daily needs. Ensures basic shopping needs are met by nearby convenience stores and grocery stores. [23 responses]
- + **Community (13%):** Contributes to a stronger feeling of community. Supports building community connections between residents. Creates spaces for community connection. [16 responses]
- + **Accessibility (11%):** Increases the accessibility of amenities and services. Improves accessibility for seniors, low income families, and people without cars. [14 responses]
- + **Do Not Allow (4%):** Brings unwanted commercial activity to neighbourhoods. [5 responses]
- + **Access to Doctor (3%):** Helps to ensure everyone has access to a doctor. [4 responses]
- + **Healthy Lifestyle (3%):** Allows people to practice a healthier lifestyle facilitated by greater walkability and less reliance on vehicles. [4 responses]
- + **Mixed Use (3%):** Contributes to achieving mixed use development. Helps to achieve a mix of residential and commercial development. [4 responses]
- + **Nearby Childcare (3%):** Helps to ensure there is accessible childcare in proximity to where people live. [4 responses]
- + **Efficiency & Sustainability (2%):** Encourages more sustainable and environmentally friendly development. Locating amenities closer to where residents live contributes to efficiency. [3 responses]



### Question 16: How would having the amenities you selected in your neighbourhood benefit your quality of life? (Long Answer)

#### Common themes :

**Total Responses = 114**

- + **Less Vehicle Dependence (33%):** Contributes to being able to meet daily needs without a vehicle. Decreases people's dependence on vehicles to access amenities and services. [38 responses]
- + **Walkability (31%):** Contributes to the walkability of neighbourhoods. Ensures that people are able to access amenities and services by walking. Encourages people to walk more. [35 responses]
- + **Community (26%):** Encourages the creation of vibrant communities. Fosters community connections. Adds to the community feel of a neighbourhood. [30 responses]
- + **Improved Convenience (22%):** Improves the overall convenience and ease with which people can fulfill their daily needs. [25 responses]
- + **Physical Wellbeing (17%):** Contributes to routines that have a positive impact on physical wellbeing. Encourages a more active healthy lifestyle. [19 responses]
- + **Save Time (10%):** Contributes to time saving related to shorter commutes for accessing amenities and services. [11 responses]
- + **Will Not Improve (7%):** Additional amenities within neighbourhoods will not improve the quality of life of residents. [8 responses]
- + **Buy Local (5%):** Allows people to support local businesses and buy locally produced goods. [6 responses]
- + **Efficiency & Sustainability (4%):** Contributes to positive environmental outcomes. Decreases the emissions required to meet daily needs by decreasing vehicle usership. [5 responses]
- + **Mental Wellbeing (4%):** Contributes to creating routines that have a positive impact on mental wellbeing. [5 responses]
- + **Save Money (4%):** Allows people to save money as a result of not having to drive as much. Lowers the cost of meeting daily needs. [5 responses]
- + **Accessibility (4%):** Improves the accessibility of amenities and services. Ensures everyone has equal access to amenities and services. [4 responses]
- + **Vibrancy (4%):** Contributes to neighbourhood vibrancy. Contributes to vibrancy and activity in the downtown core. [4 responses]
- + **Access to Amenities (3%):** Contributes to being able to access amenities in close proximity to where people live. [3 responses]



**Question 17: As Lethbridge continues to grow and change, what approaches for commercial development do you prefer to accommodate more services in or near your home and neighbourhood?** (Rank the following - 1 is first choice, 5 is last choice)

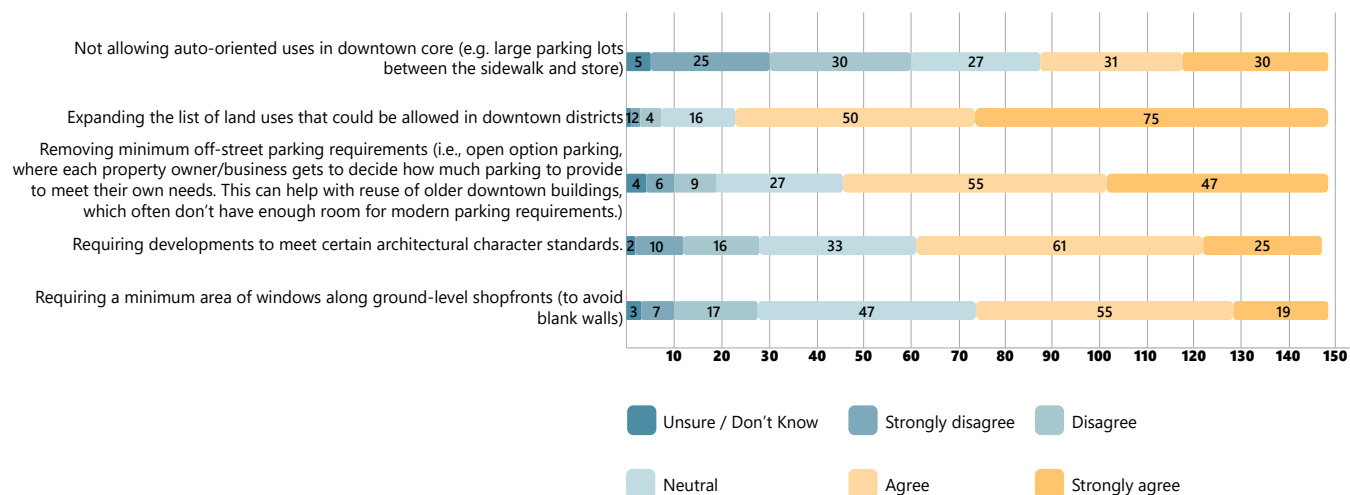
**Total Responses = 164**

OPTIONS	AVERAGE RANK
1 storey commercial uses at select corner locations within the neighbourhood (street parking for cars, short commute, high walkability)	2.11
1 storey strip commercial grouped together at the edge of a neighbourhood (parking lots for cars, moderate commute, moderate walkability)	2.27
Mixed use developments with commercial on the ground floor and apartments above along major roads (street parking for cars, short commute, high walkability)	2.37
Large shopping centres outside of neighbourhoods (typical current development style, usually accessed by car, long commute, low walkability)	3.15
No change to existing residential development patterns	3.71

#### 5.5.2.4 Downtown Questions

**Question 18: Regulation is important to ensure a healthy downtown, but at the same time can reduce the flexibility available to business owners. To what extent do you agree with each of the following potential regulatory approaches for downtown?** (Multi-Question Multiple Choice)

**Total Responses = 148**



**Question 19: Are there any other regulatory approaches that you think should be implemented downtown?** (Long Answer)

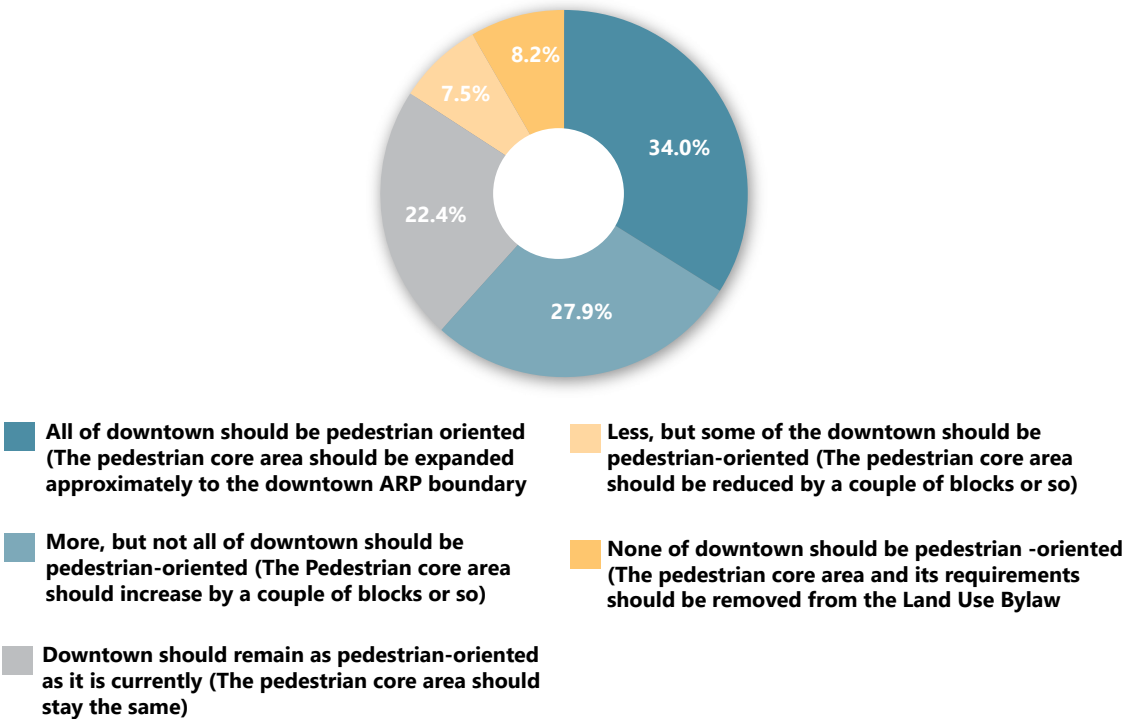
Common themes :

**Total Responses = 78**

- + **Remove Barriers for Drivers (28%):** Improve the ease with which people can drive to downtown by providing more free parking, decreasing ticketing, removing bike lanes, and increasing parking areas. [22 responses]
- + **Improve Safety Measures (18%):** Improve the feeling of safety downtown. Address issues of crime and increase police presence. [14 responses]
- + **Walkability (9%):** Promote development that contributes to the walkability of downtown. Consider opportunities to limit vehicle access to create pedestrian spaces. [7 responses]
- + **Bike Infrastructure (8%):** Improve infrastructure for cyclists downtown. Maintain the existing bike lanes. Provide parking areas for bikes. [6 responses]
- + **Promote Residential Development (6%):** Promote residential development downtown to promote vibrancy and activity. [5 responses]
- + **Let Markets Decide (5%):** Avoid too much regulation to allow the market to decide what is needed downtown. [4 responses]
- + **Limit Parking (5%):** Limit the development of excessive parking areas to promote walkability downtown. [4 responses]
- + **Promote Transit (5%):** Improve transit connections within and to the downtown. [4 responses]

**Question 20: Based on the map above, to what extent do you think the Pedestrian Core Area should be adjusted? In other words, to what extent do you think developments should be pedestrian-oriented in downtown?** (Multiple Choice)

**Total Responses = 147**



**Question 21: Are there any other unique areas in the downtown that should have specific development regulations?** (Long Answer)

**Common themes :**

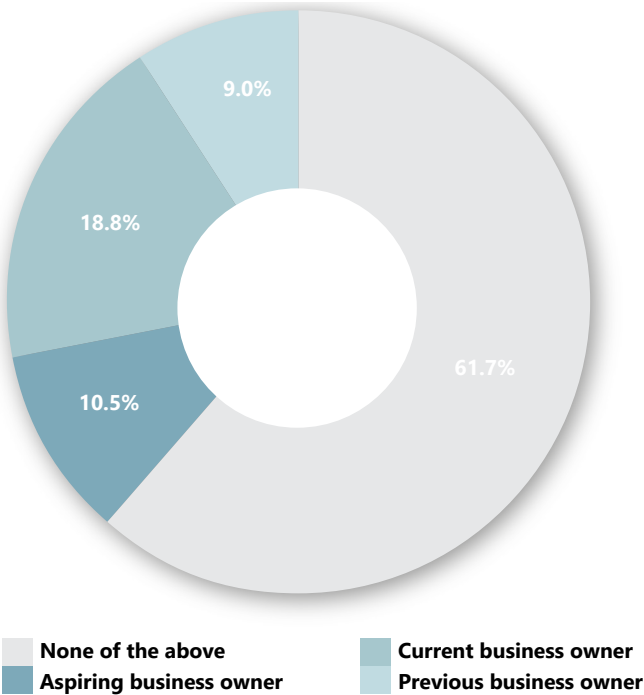
**Total Responses = 66**

- + **Galt Gardens (9%):** Special attention should be given to Galt Gardens to better accommodate large events, improve walkability, and promote business around the area. [6 responses]
- + **All Areas of Downtown (9%):** All areas of downtown require special attention to improve the walkability, livability, aesthetics, and driver-friendliness of the area. [6 responses]
- + **Historic Areas (9%):** Historic areas and buildings should be highlighted and preserved. Maintain the character of older buildings. [6 responses]
- + **Chinatown (5%):** The historic character of Chinatown should be highlighted and maintained. [3 responses]
- + **6th Avenue (3%):** Pedestrian infrastructure and comfort should be improved. [2 responses]
- + **Parks (3%):** All parks within the downtown area should be prioritized. [2 responses]

**5.5.2.5 Local Business Questions**

**Question 22: What is your connection to local businesses?** (Multiple Choice)

**Total Responses = 133**



### Question 23: How has a rule in Lethbridge's Land Use Bylaw interfered with your or someone you know's business activities? (Long Answer)

#### Common themes :

**Total Responses = 69**

- + **Parking Regulations (19%):** Parking regulations are excessive and difficult to achieve. [13 responses]
- + **Zoning (13%):** Current zoning has created too much restriction and has restricted the availability of land for certain uses. [9 responses]
- + **Too Restrictive (9%):** Regulations are too restrictive and makes it difficult to open new businesses and achieve mixed use development. [6 responses]
- + **Red Tape (7%):** There is too much red tape for development which results in rejected applications, long timelines, and difficult processes to navigate. [5 responses]
- + **Hard for Businesses (6%):** Regulations in the Land Use Bylaw make owning and operating a business difficult. [4 responses]
- + **Home Based Businesses (3%):** Regulations create challenges for running a home based business and obtaining applicable permits. [2 responses]
- + **Walkability (3%):** Current Land Use Bylaw limits walkable development. [2 responses]

### Question 24: Are there any specific locations or areas in Lethbridge where you feel businesses are struggling due to regulatory requirements? (Long Answer)

#### Common themes :

**Total Responses = 72**

- + **Downtown (28%):** Downtown is struggling due to a lack of safety, expensive prices, traffic and parking issues, and restrictive zoning. [20 responses]
- + **Westside (8%):** More services are needed for residents who live on the westside. [6 responses]
- + **Industrial Areas (7%):** Regulations in industrial areas are too restrictive for mixed use developments. There are challenges for commercial businesses in industrial areas. [5 responses]
- + **Residential Areas (4%):** The land use bylaw creates challenges for businesses within neighbourhoods, including neighbourhood oriented commercial and home based businesses. [3 responses]
- + **Malls (4%):** Regulations create difficulties for businesses within the malls. [3 responses]
- + **13 Street (3%):** 13 Street has become an undesirable location for businesses. [2 responses]
- + **All areas (3%):** All areas of Lethbridge has challenges for businesses. [2 responses]
- + **Warehouse District (3%):** The warehouse district is struggling due to auto-centricity and limited residential development. [2 responses]



### Question 25: Are there any specific locations or areas in Lethbridge that you'd like to see more businesses? (Long Answer)

#### Common themes :

**Total Responses = 91**

- + **Westside (29%):** Significantly more commercial opportunities should be provided for the westside of Lethbridge. The westside is lacking commercial amenities found in other parts of the city. [26 responses]
- + **Downtown (15%):** More businesses should be located downtown. [14 responses]
- + **Low Density Areas (10%):** More businesses should be able to locate within low density neighbourhoods. [9 responses]
- + **Northside (7%):** More businesses are desired on the northside. [6 responses]
- + **Malls (5%):** More businesses should locate within the city's existing malls. [5 responses]

### 5.5.2.6 Parking Questions

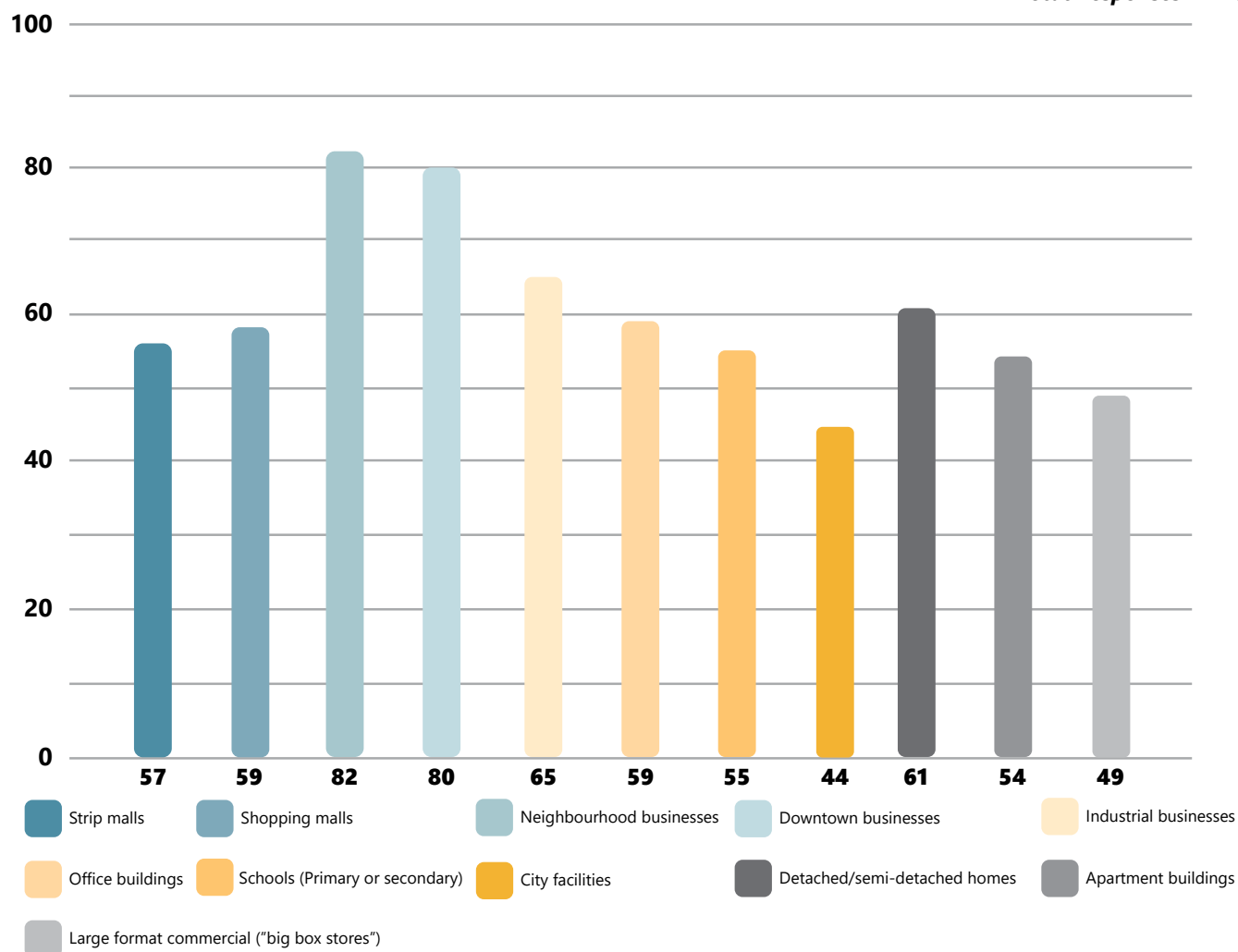
#### Question 26: Considering the tradeoffs of parking requirements, how would you rank the following in terms of importance? (Rank the following - 1 is first choice, 5 is last choice)

**Total Responses = 135**

OPTIONS	AVERAGE RANK
Improving housing affordability	3.06
Supporting local Business and the economy	3.14
Ensuring amenities are nearby and easy to access	3.20
Ensuring easy access to parking	3.65
Lowering property taxes	3.81
Improving environmental sustainability and health	3.97

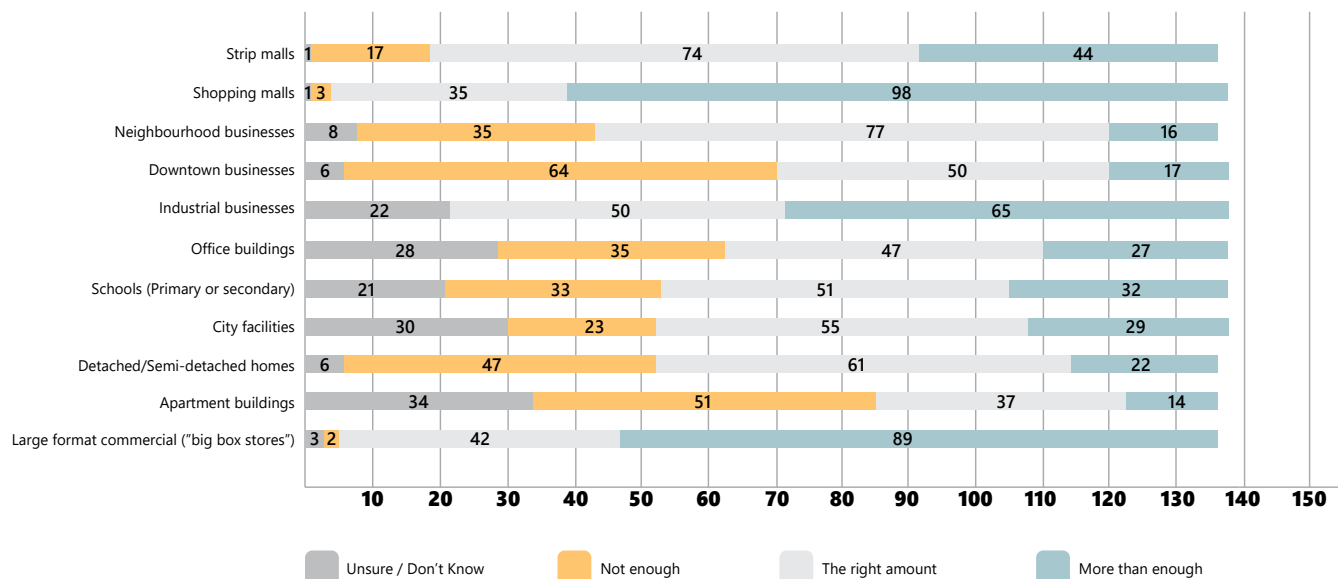
**Question 27: For what development does it make sense to let the property or business owner decide how much standard parking is needed? - instead of the municipality requiring a certain amount.** (Select from the following)

**Total Responses = 123**



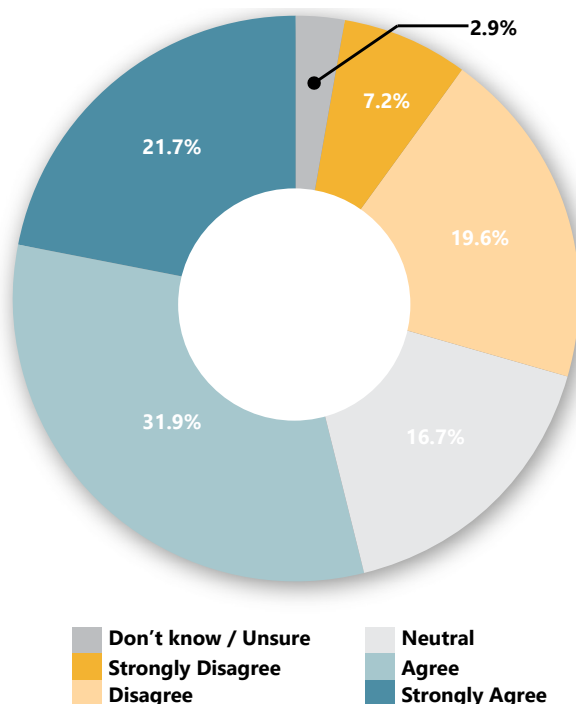
**Question 28: Based on your experience, which types of development generally have enough or not enough parking most of the time?** (Multi-Question Multiple Choice)

**Total Responses = 137**



**Question 29: To what extent do you agree with the following statement: 'Businesses should be able to decide for themselves how much parking they require to meet the needs of their customers'?** (Multiple Choice)

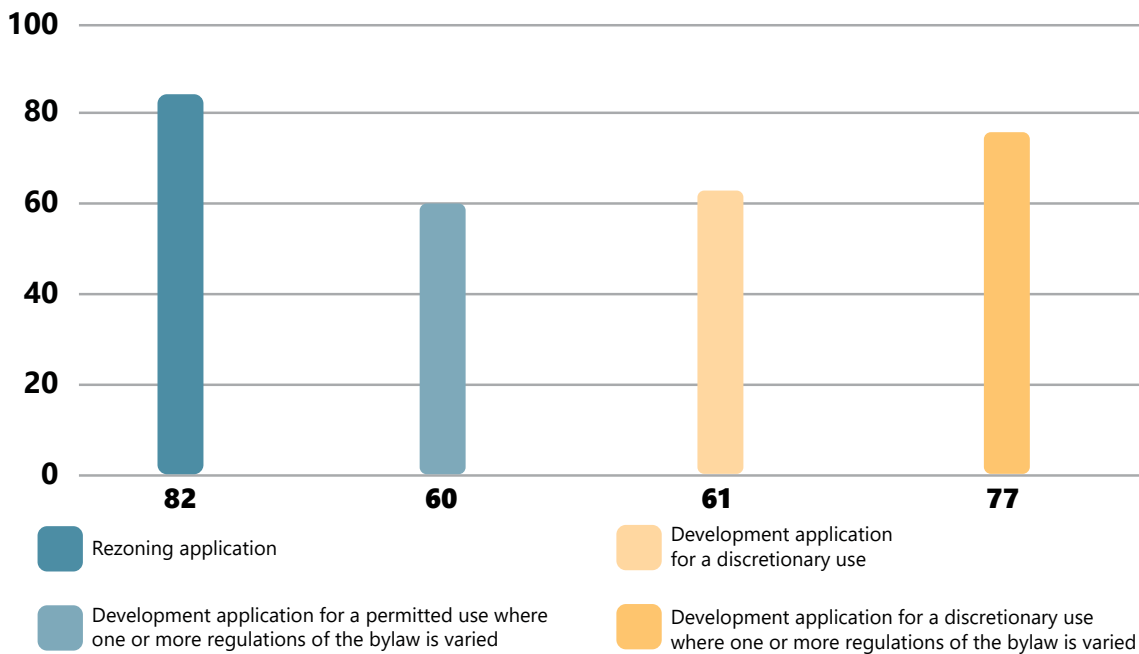
**Total Responses = 133**



5.5.2.7 Notification Questions

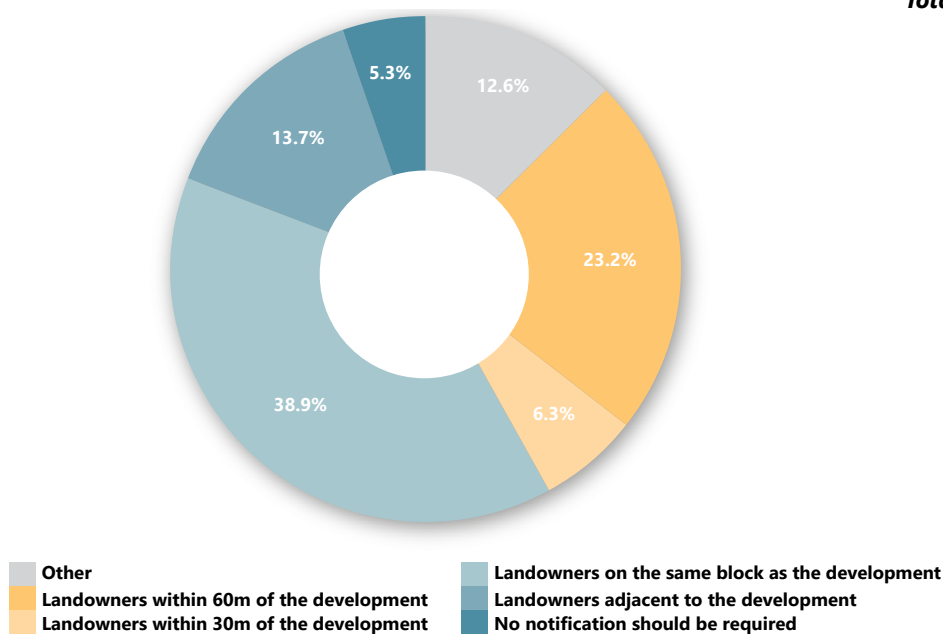
**Question 30: For what types of development do you think it is necessary to notify nearby landowners, and provide them an opportunity to influence the development?**  
(Select from the following)

Total Responses = 88



**Question 31: Up to what distance from a proposed development do you think landowners should be notified?** (Multiple Choice)

Total Responses = 95



**Question 32: Please provide your reasoning for choosing the option you selected:** (Long Answer)**Common themes:****Total Responses = 68**

- + **Aligns with Who is Impacted (46%):** Notification should align with who is impacted by development. Only those most impacted should be notified. Anyone who is impacted should be notified. [31 responses]
- + **Larger Area Required (15%):** A larger notification area is required than the options provided. Development impacts the community as a whole. [10 responses]
- + **Depends on Magnitude (10%):** Notification areas should not take a 'one size fits all' approach, but rather scale the notification area to the magnitude of the development or magnitude of the expected impact. [7 responses]
- + **Shouldn't Have Say (10%):** People who do not own the property should not have a say in what is being developed. [7 responses]
- + **Avoid NIMBY Responses (7%):** Notification should take into account potential 'Not In My Backyard (NIMBY)' responses which could create unnecessary challenges for development. Avoid unnecessarily large notification areas. [5 responses]
- + **Creates Transparency (6%):** Supports transparency and ensures community members know what is happening in their neighbourhood. [4 responses]
- + **Impacts Parking (6%):** Ensure that property owners whose parking could be impacted are properly notified. Aligns with the area that could be impacted by additional pressure on parking. [4 responses]
- + **Impacts Privacy (4%):** Ensures that property owners whose privacy could be impacted are properly notified. [3 responses]
- + **Nuisance Factors (4%):** Ensure that property owners affected by potential nuisance factors are notified. Property owners affected by potential smell or light pollution should be notified. [3 responses]





## 5.6 Survey #3 - What changes do you support?

### 5.6.1 How Feedback was Sorted & Analyzed

The survey received 488 responses over the 4 weeks it was open, with a varying number of responses on each question. Of the 40 questions, 8 were demographic questions — the results of which were addressed in Section 3.2 of this report — while 32 were questions in which respondents could provide their feedback and perspectives. Of those 32 questions, 13 were likert questions asking participants to provide their extent of agreement or disagreement with a proposed change. Each likert question also had an associated open-ended question presented to participants who disagreed with a given proposal, allowing them to provide their reasons for disagreement. Details on the proposed changes presented to participants for feedback are detailed under [Appendix 1 - Preliminary Proposed Changes](#).

#### 5.6.1.1 Likert Questions

Likert questions were processed by the City of Lethbridge's Get Involved Lethbridge portal. The Get Involved Lethbridge portal generated graphs for each question, which were utilized to produce graphics comparing the number of selections that each option received.

#### 5.6.1.2 Open-ended Questions

For each of the associated open-ended questions presented to participants when they disagreed with a given proposal, feedback was sorted into common themes which were analyzed by utilizing 'tags' in the Get Involved Lethbridge system. Tags were assigned first through the identification of key words, and then verified manually by the project team to ensure accuracy.

Almost every response had at least one tag applied to it that corresponded with one of the common themes for that question. Responses deemed to be a non-answer were ignored, and had no sentiments assigned. If a response contained multiple common themes it had a tag assigned for each one. Each of the questions was analyzed individually, and thus the questions have different common themes from one another, as they often generated different responses.

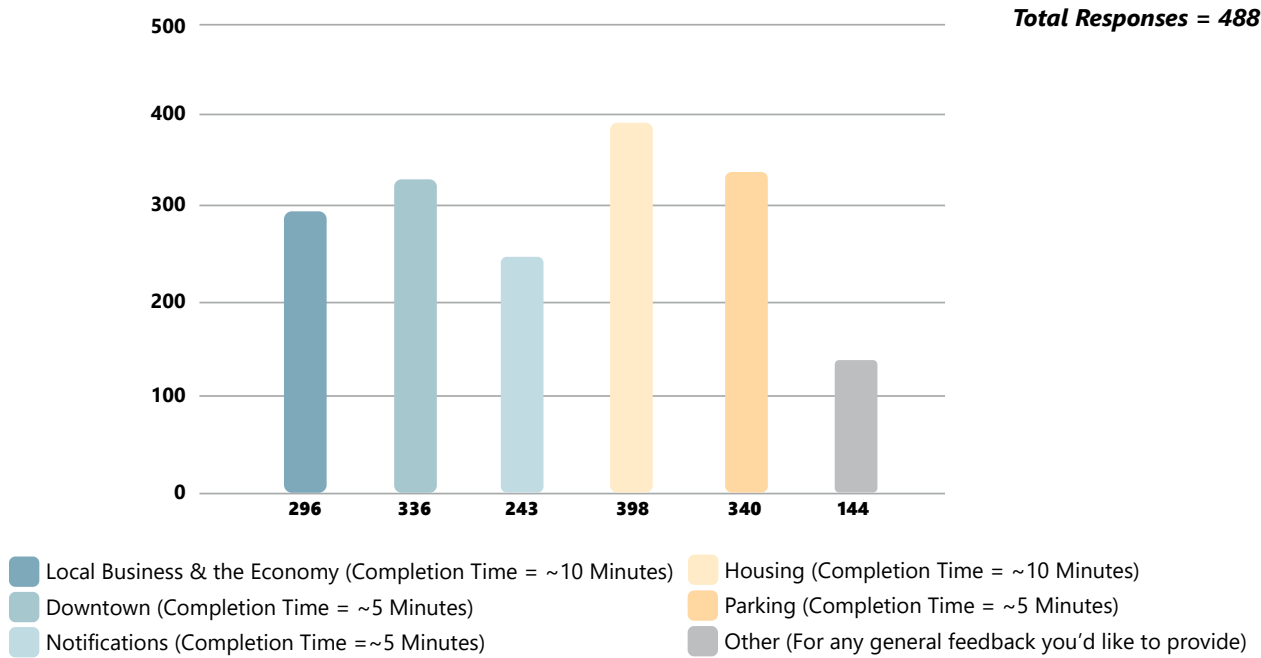
*Note: As the majority of proposals had a small number of respondents who disagreed, for these questions, the identified common themes for disagreement each represent only a few responses.*



### 5.6.2 Key Themes & Sentiments

#### 5.6.2.1 General Questions

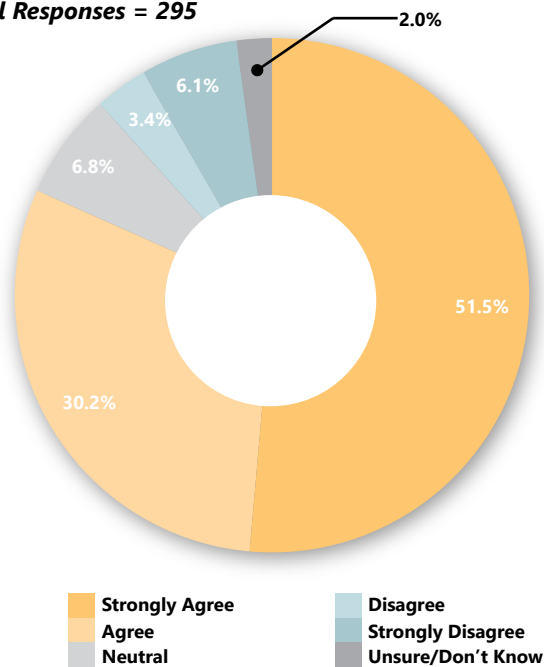
**Question 1: Please select the topics you are interested in.** (Select from the Following)



#### 5.6.2.2 Commercial Districts

**Question 2: To what extent do you agree with the proposal to merge the local commercial district with the neighbourhood commercial district into a single district?**

**Total Responses = 295**

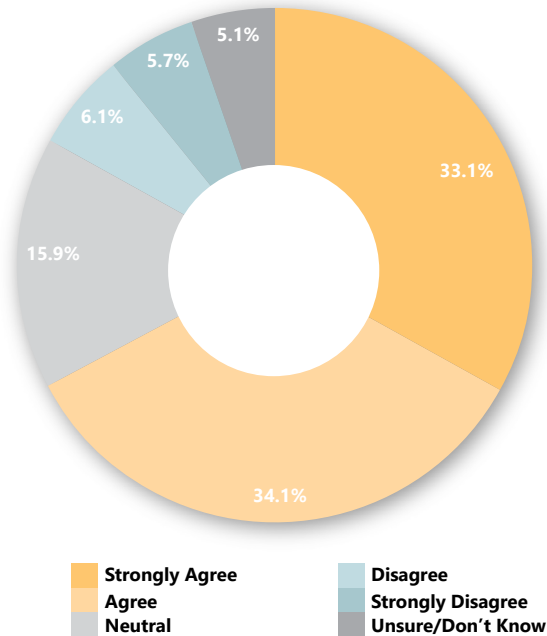


Reasons provided by participants as to why they disagree:

- + It puts pressure on small businesses.
- + The city is exerting too much control.
- + It would increase crime.
- + The city is not being honest about the changes it is making.

**Question 3: To what extent do you agree with the proposal to merge the highway and shopping mall commercial districts into a single, unified district?**

**Total Responses = 296**



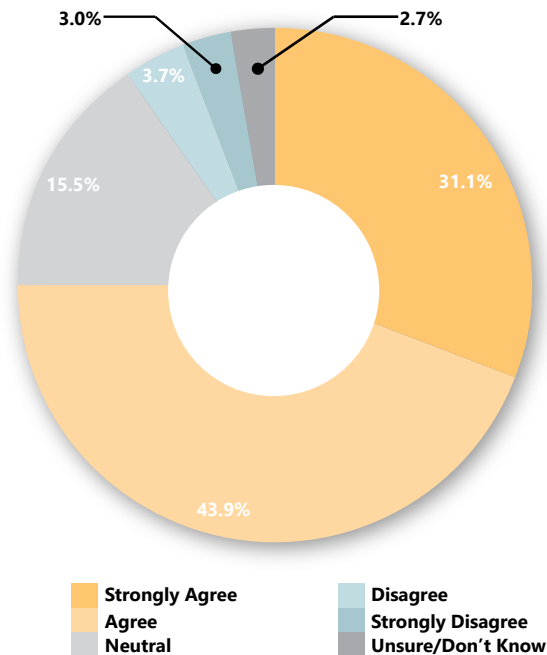
Reasons provided by participants as to why they disagree:

- + It could result in big box stores being too close to residential areas.
- + It could create conditions favourable for chains as opposed to local businesses.
- + It would promote vehicle usage and de-prioritize pedestrians.
- + It could create unforeseen congestion.
- + The terms used are not clear.

**5.6.2.3 Industrial Districts**

**Question 4: To what extent do you agree with the following statement: 'The purpose of the existing industrial districts are distinct and easy to understand'?**

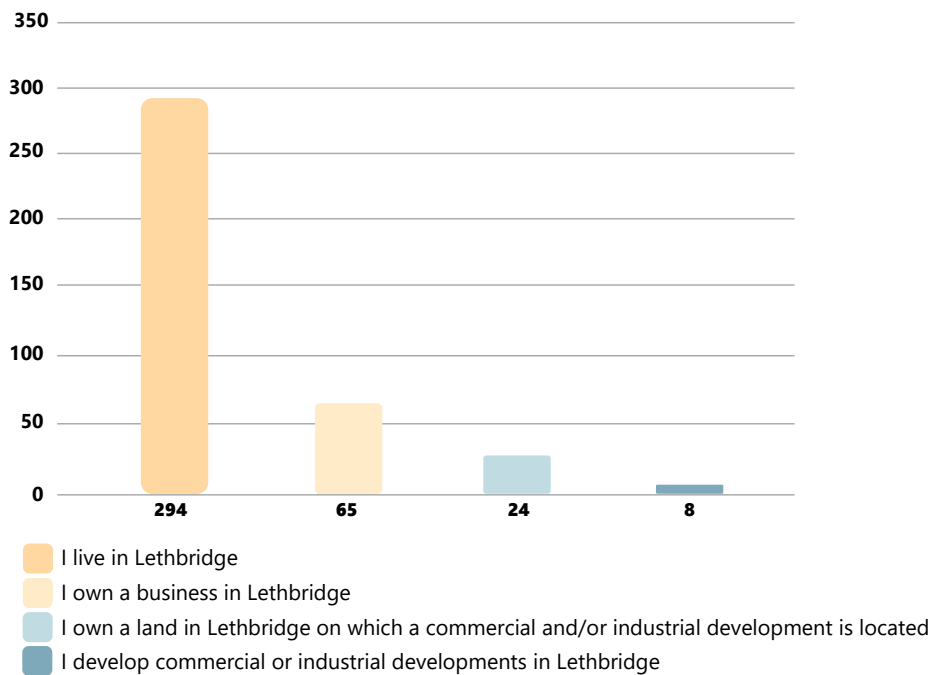
**Total Responses = 296**



5.6.2.4 Landscaping Requirements

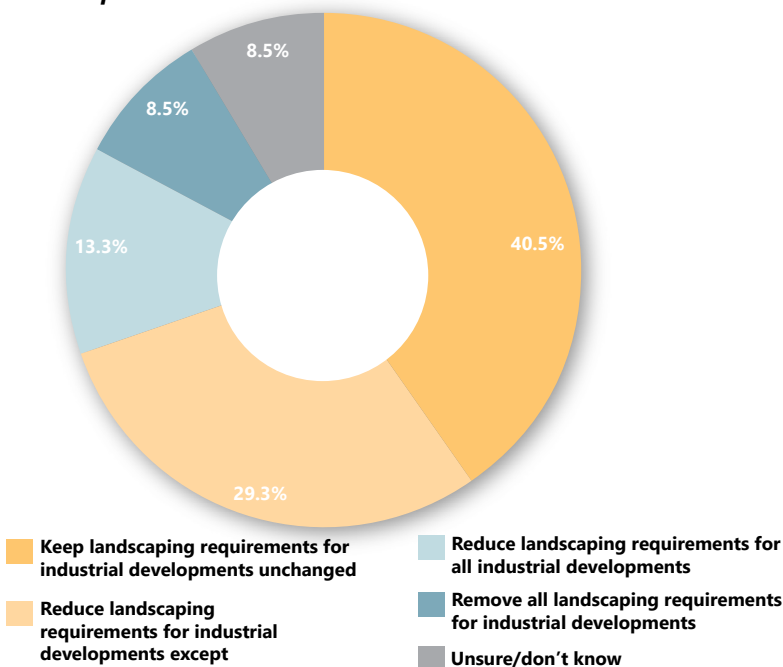
Question 5: Which of the following categories best describes you? (Select all that apply)

Total Responses = 296



Question 6: Considering the costs and benefits of landscaping requirements, which of the following options would you like to be pursued in the new LUB?

Total Responses = 296



### Question 7: Have the current landscaping requirements impeded in the development or success of your business? If so, how?

(For respondents who answered 'I own a business in Lethbridge', 'I own a land in Lethbridge on which a commercial and/or industrial development is located', or 'I develop commercial or industrial developments in Lethbridge' for Question 4)

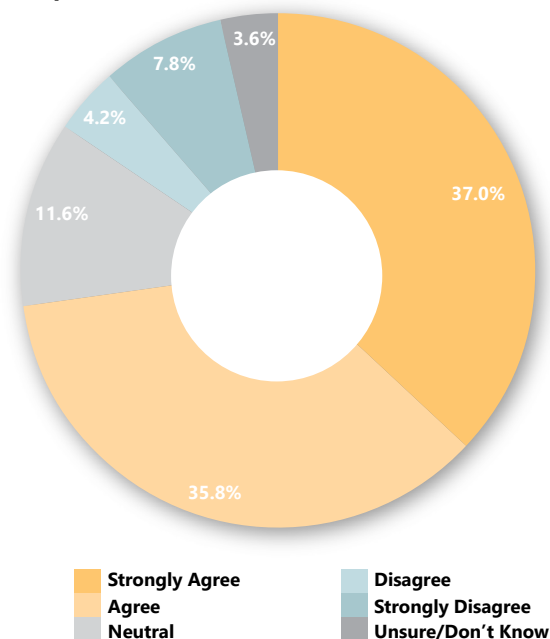
#### Common themes:

- + **My business was unaffected** [8 responses]
- + **My business was slightly affected:** Neaby property owners don't maintain their landscaping area, resulting in visibility issues. Other nearby owners use pesticides, which impacts my property. [4 responses]
- + **My business was significantly affected:** Setbacks generated from landscaping requirements don't allow for the most economically efficient use of the parcel. [2 responses]

### 5.6.2.5 Downtown Districts

#### Question 8: To what extent do you agree with the proposal to merge the downtown and general commercial districts into a single, unified district?

Total Responses = 335



#### Reasons provided by participants as to why they disagree:

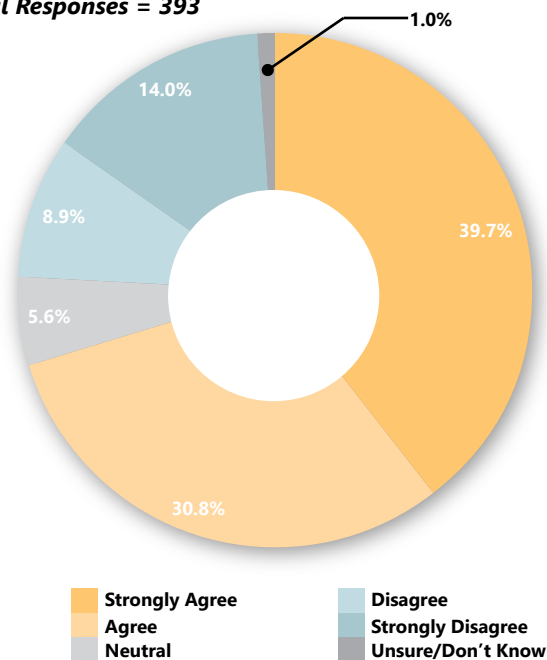
- + This would not protect the walkability, heritage, and urban scale of Lethbridge.
- + This would not come with upgraded transit to meet people's mobility needs.
- + This would limit housing options downtown.
- + This might create unforeseen congestion and they would be locked out of driving downtown.



### 5.6.2.6 Low Density Residential

**Question 9: To what extent do you agree with the proposal to merge the existing low density residential districts into a single, unified district to simplify the LUB and improve its usability?**

**Total Responses = 393**



Reasons provided by participants as to why they disagree:

- + The merging of districts should to go further.
- + Increased density such as four-plexes should be allowed in this district.
- + This might create unforeseen congestion and parking troubles.
- + This could lead to increased density without appropriate transit infrastructure.
- + Tiny homes should be a discretionary use.

**Question 10: If secondary suites are changed to a permitted use in the low density residential district, which development pattern would you prefer?** (Rank the following - 1 is first, 5 is last)

**Total Responses = 376**

OPTIONS	AVERAGE RANK
Secondary suites permitted on corner lots and laned parcels, discretionary elsewhere.	2.49
Secondary suites permitted anywhere in the low density residential district.	2.68
Secondary suites permitted on corner lots, discretionary elsewhere.	2.89
Secondary suites permitted in buildings that existed at the time of the new LUB passing, discretionary in buildings built after that date.	3.17
Secondary suites permitted in greenfield areas and permitted in buildings that existed at the time of the new LUB passing, discretionary in buildings built after that date.	3.44

**Question 11: If two-units (duplexes) are changed to a permitted use in the low density residential district, which development pattern would you prefer?** (Rank the following - 1 is first, 4 is last)

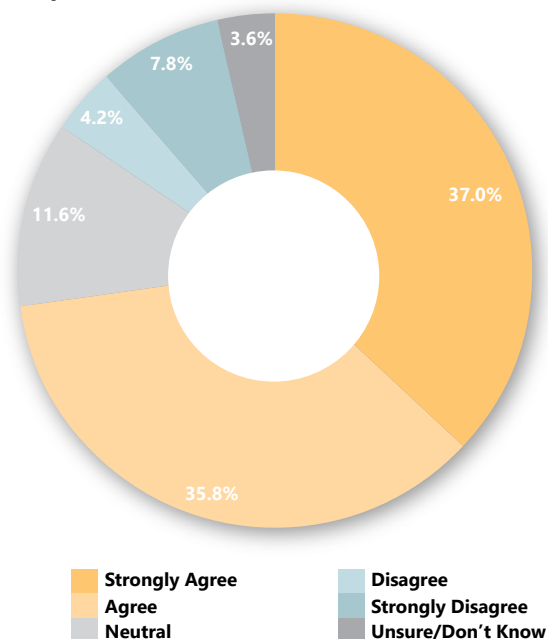
**Total Responses = 367**

OPTIONS	AVERAGE RANK
Two-units permitted on corner lots and laned parcels, discretionary elsewhere.	2.22
Two-units permitted anywhere in the low density residential district.	2.31
Two-units permitted on corner lots, discretionary elsewhere.	2.60
Two-units permitted in new neighbourhood (greenfield development) areas, discretionary elsewhere.	2.73

### 5.6.2.7 Other Residential

**Question 12: To what extent do you agree with the proposal to merge the existing medium density residential districts into a single, unified district to simplify the LUB and improve its usability?**

**Total Responses = 386**

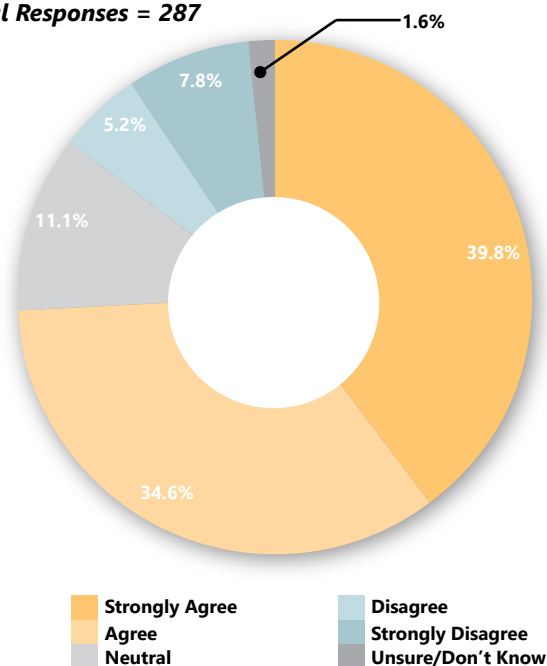


#### Reasons provided by participants as to why they disagree:

- + This could negatively impact the aesthetics & upkeep of neighbourhoods.
- + Current city infrastructure is insufficient to support this change.
- + Neighbourhoods should have an even greater mix of housing.
- + This could negatively impact property values.
- + This could negatively impact parking access.
- + The City does not want to help its residents.

**Question 13: To what extent do you agree with the proposal to merge the existing high density residential districts into a single, unified district to simplify the LUB and improve its usability?**

**Total Responses = 287**



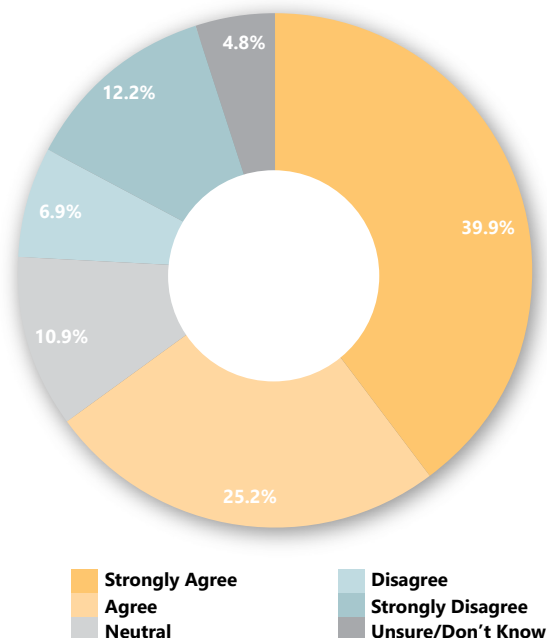
Reasons provided by participants as to why they disagree:

- + This zone still contains medium density options rather than being purely high density
- + This could negatively impact parking access and cause traffic congestion
- + Neighbourhoods should have an even greater mix of housing
- + Current city infrastructure is insufficient to support this change
- + This could negatively impact the aesthetics & upkeep of neighbourhoods

### 5.6.2.8 Short-term Rentals

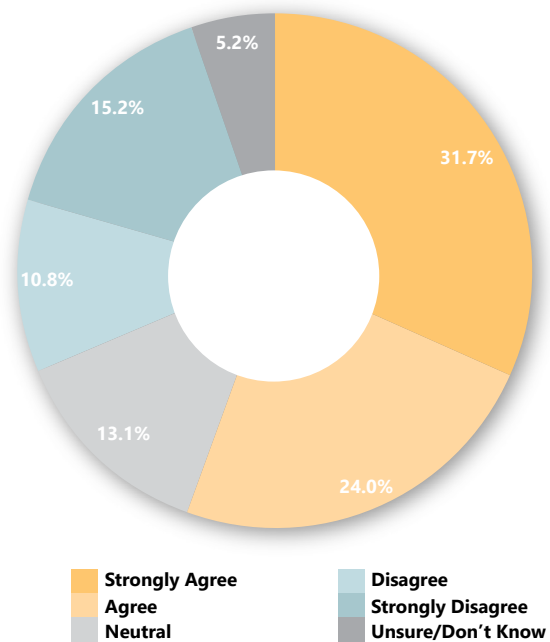
**Question 14: To what extent do you agree with creating the new use definition 'short-term accommodations' to regulate uses like Airbnb / VRBO?**

**Total Responses = 393**



**Question 15: To what extent do you agree with making 'short-term accommodations' a discretionary use in residential districts (instead of a being permitted use, like in the current LUB)?**

**Total Responses = 388**



**Question 16: Why or why not?** (For respondents who answered 'Strongly Agree', 'Agree', 'Disagree', or 'Strongly Disagree' for Question 15)

**Total Responses = 204**

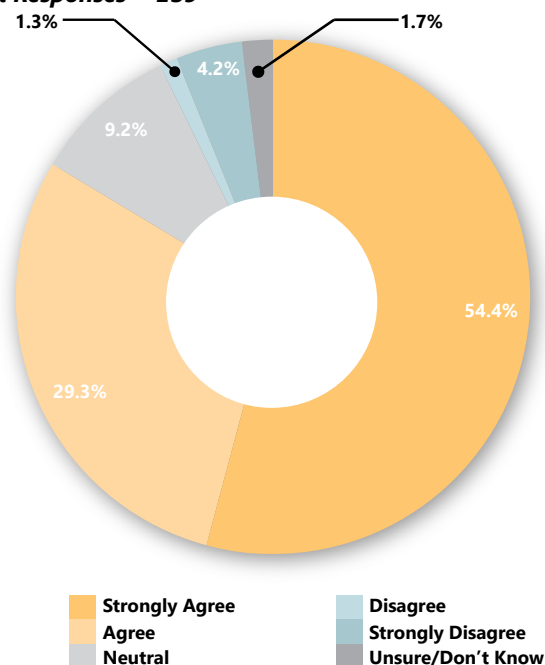
**Common themes:**

- + Short term rentals should not be allowed in residential neighbourhoods as they worsen the housing crisis.
- + Short term rentals degrade neighbourhood quality through:
  - + noise
  - + traffic
  - + maintenance issues
  - + property damage from visitors
- + Short term rentals should be regulated like businesses, similar to hotels and motels, or other home-based businesses.
- + The City should require permits to run a short term rental, and proper enforcement is needed so people actually applying for a permit instead of just using their home as a short-term rental even without a permit.
- + The City should not have a say in what happens on private property.
- + Short term rentals should have higher taxes.

### 5.6.2.9 Notification

**Question 17: To what extent do you agree with requiring rezoning applications to notify residents via a sign on the property detailing the public hearing for the application?**

Total Responses = 239

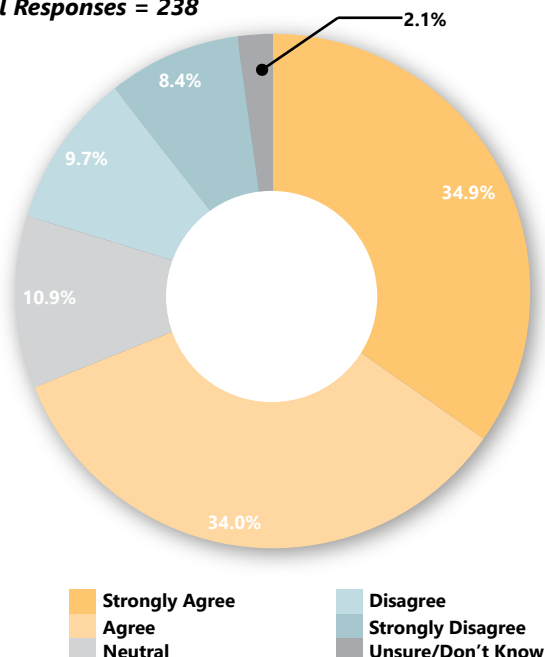


#### Reasons provided by participants as to why they disagree:

- + If it is going from medium/low density residential to a similar use, no notification should be needed.
- + The signs would just be vandalized
- + Random passers-by would be alerted to things that don't concern them
- + Sign printing is an unnecessary expense

**Question 18: To what extent do you agree with maintaining the distance of 60m within which notification is required?**

Total Responses = 238



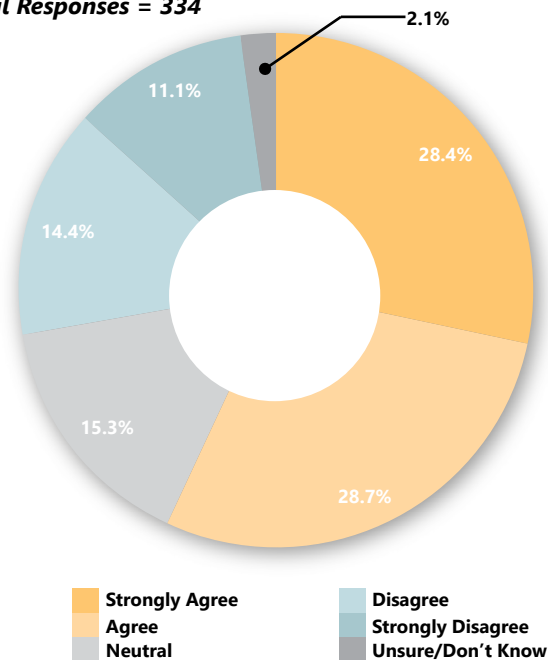
#### Reasons provided by participants as to why they disagree:

- + Getting consensus from people who may not be directly affected will make it harder for approvals to be done in a timely manner.
- + Only a sign on the property is enough.
- + More forms of notification should be attempted.
- + It should be 100m instead.
- + It should be the people on the same block, not a distance.
- + 60m should be for rezonings only while direct neighbours should be notified for discretionary decisions as people farther away wouldn't be impacted by any discretionary uses.

### 5.6.2.10 Parking

#### Question 19: To what extent do you agree with the removal of parking requirements for commercial and industrial developments?

Total Responses = 334

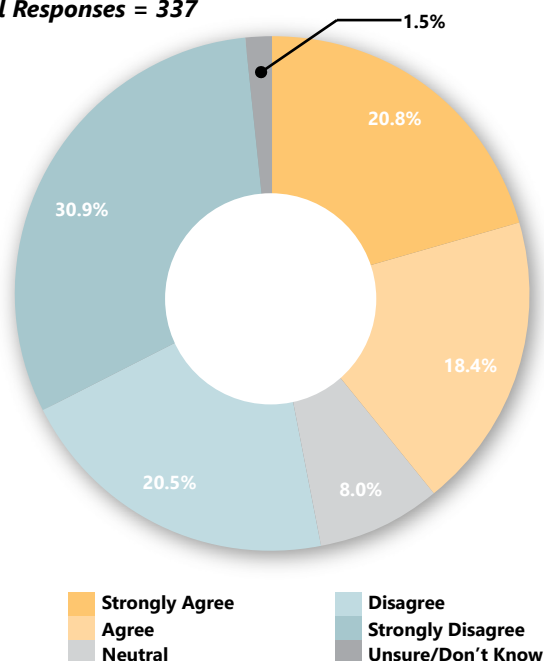


#### Reasons provided by participants as to why they disagree:

- + Lack of sidewalks in industrial and commercial areas, so people would be able to neither walk nor drive.
- + Parking will spill over into residential areas.
- + Businesses should not be able to cut costs related to parking.
- + Businesses could be unable to expand if they don't have parking.

#### Question 20: To what extent do you agree with the following statement 'The proposed residential parking requirements are an improvement over the current parking requirements'?

Total Responses = 337



#### Reasons provided by participants as to why they disagree:

- + Many households currently have 2 cars.
- + There should be no minimum parking requirements.
- + Affordable housing options are typically far from where people work.
- + Few transit options currently exist.
- + There could be spill over from denser developments.
- + On-street parking is unsightly
- + Developers would not passing savings from not building parking onto consumers, so housing would remain as expensive as before



### 5.6.2.11 Other Open-Ended Questions

**Question 21: Are there any other topics related to the Land Use Bylaw that you'd like to see explored as part of the renewal project? If so, what?**

**Total Responses = 66**

**Common themes:**

- + More higher density housing needs to be built, with greater affordability [9 responses]
- + More investment in public transit, bike infrastructure (racks, lanes, etc.), and walkability [6 responses]
- + Incorporation of more mixed use zoning [4 responses]
- + Backyard hens/urban chickens [4 responses]
- + Integrating the Climate Action Plan/reducing light pollution [3 responses]
- + A residential speed limit reduction [3 responses]
- + Universal design/accessibility regulations [2 responses]
- + Revitalization of dilapidated buildings and vacant lots [2 responses]
- + Allow commercial enterprises / home-based businesses in all zoning types [2 responses]

**Question 22: Please provide any additional thoughts you have on the project: (Project recommendations, feedback for the project team, etc.)**

**Total Responses = 40**

**Common themes:**

- + I appreciate this project [7 responses]
- + The houseless need to be provided with housing, like the Housing First program in Medicine Hat [4 responses]
- + The city needs better consultation practices [3 responses]
- + The city needs more dog parks [2 responses]

## 5.7 Open House #2 - What Changes does the Community Approve?

### 5.7.1 How Feedback was Sorted & Analyzed

The open house served as an opportunity to inform the community about proposed potential changes to the LUB and receive in-person feedback. At the open house, a number of informational panels were presented to participants, which contained detailed information on the potential changes to the LUB, and provided spaces for residents to attach their comments on the proposed changes via accompanying sticky-notes. Details on the proposed changes presented to participants for feedback are detailed under [Appendix 1 - Preliminary Proposed Changes](#).

For each of the prompts, responses were consolidated, and the sentiment categories were identified by the project team.

### 5.7.2 Feedback Summary

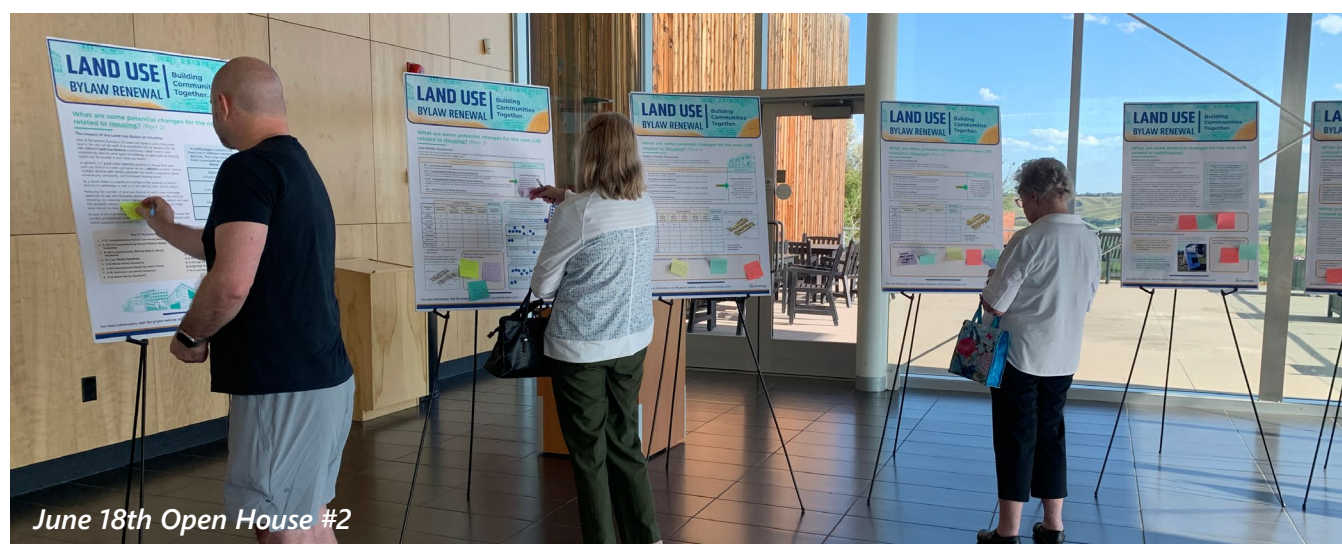
Prompt	Provided Feedback
What changes do you think are necessary to make our Land Use Bylaw better?	<p><b>Built-in Flexibility:</b></p> <ul style="list-style-type: none"><li>+ The LUB needs to be more of a living document that can be changed without a lot of bureaucracy.</li><li>+ The LUB should be flexible and responsible to the growing community.</li><li>+ Flexibility in the LUB is good! Things are changing fast – it’s important to be nimble.</li><li>+ The LUB should not only be renewed after a certain number of years, as that is not a good reason.</li></ul> <p><b>Municipal Efficiency:</b></p> <ul style="list-style-type: none"><li>+ The LUB should result in fiscal responsibility.</li><li>+ The LUB should result in pragmatic solutions for growing our community.</li><li>+ # of years is not a good reason (alone) why not 5, 10, 50?</li></ul>

Prompt	Provided Feedback
<p>What are your thoughts on the proposed changes to commercial and industrial uses?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ These make sense!</li> <li>+ Good!</li> <li>+ The simplification is great!</li> <li>+ These changes make sense!</li> <li>+ These uses are much clearer!</li> <li>+ Yes, these changes are logical.</li> <li>+ These are Excellent.</li> <li>+ I agree with these changes.</li> <li>+ Makes sense.</li> <li>+ I like the new categories for each land use.</li> <li>+ Yes, this makes sense!</li> <li>+ Works for me.</li> <li>+ Yes!</li> <li>+ I think these changes will bring more recreation &amp; activities to the city. This will greatly benefit the youth as the application process has been simplified.</li> <li>+ I like the new categories for each land use.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ Red tape reduction should not reduce or remove essential guard rails for our environment or health.</li> <li>+ NIMBYs should not be catered to. There should be land set aside for contentious uses in advance. This could include homeless shelters, safe consumption sites, group homes, etc.</li> <li>+ Make sure to provide parking for employees' equipment service vehicles.</li> <li>+ Consider combining religious assemblies, social halls, clubs, societies under just assembly, like what the City of Calgary did.</li> <li>+ Consider allowing pooled/shared parking lots. This could help improve roads/traffic.</li> <li>+ Ensure there is a breakdown of industrial terms online.</li> <li>+ Light industrial is a confusing term especially for new business owners in these industries.</li> </ul>
<p>What are your thoughts on the proposed changes to commercial &amp; industrial districts?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ Yes, I agree with these!</li> <li>+ These are great!</li> <li>+ Again, this is a great simplification.</li> <li>+ Sure, these work.</li> <li>+ This makes sense.</li> <li>+ I agree with these.</li> <li>+ These make sense. Make sure the heavy districts have more regulation.</li> </ul>

Prompt	Provided Feedback
<p>What are your thoughts on the proposed changes to residential uses?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ I agree with Multi-unit dwelling being a combined use.</li> <li>+ These seem like good ideas to me! They are simple and clearly address the issues.</li> <li>+ From a use perspective this makes sense.</li> <li>+ I agree that it's important to regulate short-term rentals!</li> </ul> <p><b>Short-term rentals shouldn't be allowed:</b></p> <ul style="list-style-type: none"> <li>+ No short-term rentals in Lethbridge.</li> <li>+ Allowing short term rentals is a bad idea. They have care and maintenance issues, which are unsightly.</li> <li>+ Short term rentals should have higher tax rates.</li> </ul> <p><b>I disagree with a change:</b></p> <ul style="list-style-type: none"> <li>+ Keep apartments separate from townhouses &amp; fourplexes. They have very different impacts.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ The LUB should increase density in neighbourhoods and place multi-unit dwellings on throughfares &amp; transportations borders.</li> <li>+ ~8% of residential land is low density which should allow for: carriage homes, lane homes, and secondary suites everywhere.</li> <li>+ Need to ensure properly sized underground utilities for electrification.</li> </ul>
<p>What are your thoughts on the proposed changes to low-density residential uses?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ If we are to be successful in creating more housing simplification is a must! The 17 residential districts should be reduced as proposed.</li> <li>+ Change requires risk &amp; courage.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ Lots are getting way too small! Offer various sizes. You can't put a back deck on newer homes in some areas nowadays.</li> <li>+ Only permit 4+ plex buildings on corner lots.</li> <li>+ Tiny houses should be permitted everywhere based on conditions i.e. lot size, size of tiny house.</li> <li>+ More green space and gathering spaces should be provided in neighborhoods for connection &amp; interactions.</li> <li>+ Create spaces at ends of streets or on corners for parking &amp; electrification. These can always be repurposed or sold after.</li> </ul>

Prompt	Provided Feedback
<p>What are your thoughts on the proposed changes to medium-density residential uses?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ More permissibility of 4-plexes in established neighbourhoods is good.</li> <li>+ Makes sense! Most every neighbourhood I've lived in looks like this.</li> <li>+ I agree, these changes look like my neighbourhood.</li> </ul> <p><b>Parking/Traffic should be considered:</b></p> <ul style="list-style-type: none"> <li>+ Parking should be enforced.</li> <li>+ Parking overflow into residential neighbourhood is a concern. Older established neighbourhoods often do not have garages or maybe single garages used as sheds.</li> <li>+ Traffic flow (increase and access) can be a concern in medium density close to residential areas.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ Secondary suites should be of good, regulated quality.</li> </ul>
<p>What are your thoughts on the proposed changes to high-density residential uses?</p>	<p><b>Parking/Traffic should be considered:</b></p> <ul style="list-style-type: none"> <li>+ Concerned about parking – will there be enough?</li> </ul> <p><b>Parking/Traffic should not be a determining factor:</b></p> <ul style="list-style-type: none"> <li>+ Parking is used too often to shut down developments; other, denser cities have municipal parking passes in specific neighbourhoods, we can too.</li> <li>+ No concerns about parking. Mixed used residential commercial with walkability is key.</li> </ul> <p><b>Location considerations:</b></p> <ul style="list-style-type: none"> <li>+ Town houses could be located in lighter density residential. Apartments should be in close proximity to transit, shopping, &amp; allow for people to shed vehicles.</li> <li>+ How about apartments with more than one or two bedrooms? Apartments for families &amp; students with low communal living costs could be put next to the ATB centre.</li> </ul>
<p>What are your thoughts on the proposed changes to remove notification requirements prior to development approval?</p>	<p><b>Concerns with the change:</b></p> <ul style="list-style-type: none"> <li>+ I feel like this tactic could lead to more anger from residents? People may feel "I was never informed and you already decided."</li> </ul> <p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ I Agree with this change. It still allows notifications to occur and people to have time to provide comments. This is how it works with most uses and it has been fine.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ Open communication is always good!</li> <li>+ Regulated suites are a very good idea, good liveable rent helps housing shortage, having a suite is good before a house!</li> </ul>

Prompt	Provided Feedback
What are your thoughts on the proposed changes to notification requirements?	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ Signs are a good addition.</li> <li>+ Requiring signs before approval is a good change.</li> <li>+ Signs would be good.</li> </ul> <p><b>Other considerations:</b></p> <ul style="list-style-type: none"> <li>+ We have to make the shift from the developer proving their point to the dissidents proving “Why Not?”.</li> </ul>
What are your thoughts on maintaining the 60m notification distance?	<p><b>The distance is good as is:</b></p> <ul style="list-style-type: none"> <li>+ Sure, the current distance works.</li> </ul> <p><b>The distance should be greater:</b></p> <ul style="list-style-type: none"> <li>+ It should be 200m.</li> <li>+ It should be 100m.</li> <li>+ Neighbourhoods via associations and 100m should be notified PRIOR to development.</li> </ul> <p><b>The distance should be less:</b></p> <ul style="list-style-type: none"> <li>+ Open communication is always good!</li> <li>+ Calgary &amp; Grande Prairie’s distance (where landowners directly adjacent to the property be developed are notified) is good.</li> </ul>
What are your thoughts on the proposed changes to downtown districts?	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ These are needed. New development should be required to have pedestrian oriented design!</li> <li>+ For the future, we should be encouraging + legislating pedestrian-oriented districts.</li> </ul>





Prompt	Provided Feedback
<p>What are your thoughts on the proposed changes to non-residential parking?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ I agree. There is a need to move away from vehicle-oriented development and towards public transportation.</li> <li>+ I like the idea of maintaining minimum requirements only for accessible parking.</li> <li>+ Agreed, the new LUB should retain minimum parking requirements for barrier-free parking spaces.</li> <li>+ Parking minimums should become maximums instead!</li> </ul> <p><b>Parking minimums should not be removed:</b></p> <ul style="list-style-type: none"> <li>+ Minimum is required for all areas.</li> <li>+ This is a bad idea! Leave it as is, the City hasn't addressed the root cause that leads to vehicles as a need in Lethbridge.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ Non-residential parking in higher density neighbourhoods should be regulated.</li> <li>+ The impact of impervious surfaces used in the provision of parking like asphalt and how they reduce infiltration and worsen flooding is something that should be considered.</li> </ul>
<p>What are your thoughts on the proposed changes to residential parking?</p>	<p><b>These are good changes:</b></p> <ul style="list-style-type: none"> <li>+ I agree with 1 stall per unit.</li> <li>+ This makes sense.</li> <li>+ Yes, the new proposal makes sense!</li> <li>+ These changes are an improvement from current requirements, but still reflect land use planning to accommodate vehicles. I would prefer we move further away from this but it will take time.</li> <li>+ I agree. Continuing to rely on cars as the only "privileged" mode of transport in Lethbridge will hamstring us in development and improvement!</li> </ul> <p><b>Parking minimums should not be changed:</b></p> <ul style="list-style-type: none"> <li>+ I'm worried about apartments using residential streets for overflow parking.</li> <li>+ This is a bad idea! Leave it as is, the City hasn't addressed the root cause that leads to vehicles as a need in Lethbridge.</li> </ul> <p><b>Parking requirements should instead be based on the number of bedrooms:</b></p> <ul style="list-style-type: none"> <li>+ It should be 1 stall/bedroom, 2 stalls for house.</li> <li>+ The number of stalls required should be linked to bedrooms.</li> </ul> <p><b>Additional considerations when making changes:</b></p> <ul style="list-style-type: none"> <li>+ More bike lanes and improved bus transit should lessen the impact of less parking spaces.</li> </ul>

Prompt	Provided Feedback
<p><b>What other topics do you think are important to address?</b></p>	<p><b>Over-emphasis on Cars:</b></p> <ul style="list-style-type: none"> <li>+ Lethbridge's car culture and obsession with parking is so limiting and out-dated!</li> <li>+ It is important that we focus on "alternative transportation" (i.e. cycling, transit), as it is connected to many of the issues within the LUB.</li> <li>+ Residential speed limits should be reduced. 40km like other cities are moving to!</li> </ul> <p><b>Park &amp; Green Area Maintenance:</b></p> <ul style="list-style-type: none"> <li>+ Maintain parks or don't build them, control weeds and grass in undeveloped areas.</li> <li>+ Trees &amp; plants in roundabouts need to go. Plants and trees in boulevards just die. Save expenses. Boulevard green areas are too small for mowing equipment size.</li> <li>+ There are just too many bike lanes. They should be put in park areas.</li> </ul>
<p><b>General Thoughts</b></p>	<p><b>Neighbourhood Commercial:</b></p> <ul style="list-style-type: none"> <li>+ Walkable neighbourhoods would improve Lethbridge.</li> <li>+ I support changes to the LUB that will encourage smaller independent businesses (ie. Milk Man, Urban Grocer) rather than big corporations operating within neighbourhoods.</li> <li>+ I love being able to walk to shops and businesses in my neighbourhood!</li> </ul> <p><b>Neighbourhood Housing:</b></p> <ul style="list-style-type: none"> <li>+ Mixed residential and commercial development is Key.</li> <li>+ I have been happy to see densification in my neighbourhood thru laneway housing – keep it up and make it easier!</li> <li>+ We aren't in the 1950s anymore – everyone can't afford a detached home. Density is key to making sure people have places to live.</li> <li>+ I want main floor retail with residential on upper floors.</li> <li>+ I support maintaining minimum requirements for greenspace on each parcel.</li> <li>+ I'm hoping the changes will result in less sprawl &amp; greater density.</li> </ul> <p><b>Downtown:</b></p> <ul style="list-style-type: none"> <li>+ A pedestrian-focused downtown is very important for future city livability.</li> <li>+ Downtown should be more pedestrian oriented, but also, more cycling access!</li> <li>+ Current bike lanes are poorly planned &amp; expensive to maintain!</li> </ul> <p><b>Parking:</b></p> <ul style="list-style-type: none"> <li>+ Planners need to consider balancing the parking needs of today with those of tomorrow. We may become less car dependent.</li> <li>+ Parking must continue to have a minimum of 1 stall per unit. Parking on the street is not acceptable in residential areas!</li> </ul> <p><b>Positivity for the Project:</b></p> <ul style="list-style-type: none"> <li>+ Great work in making a complex topic understandable and as clear as it can be.</li> <li>+ These changes make the LUB seem so much more clear and straight-forward!</li> <li>+ The end LUB will be much clearer for investment!</li> </ul>



## 6 NEXT STEPS

Now that Phase 2 of engagement has been completed, the City of Lethbridge project team is using the responses gathered from the Phase to help influence and determine future directions for and changes to the Land Use Bylaw, as well as inform future engagement occurring in the upcoming project phases.

### **Future Phases and Opportunities for Engagement**

The next phase of engagement will occur in Phase 4 of the project, estimated to begin in late 2026, at which point the first draft of the new LUB will have been prepared. During this period, the community will have the opportunity to review this draft, and provide comments which will be used to revise the draft bylaw prior to its submission to Council. Once the bylaw is revised and complete, which is tentatively estimated to occur in early 2027, it will be submitted to Council for their consideration, with an accompanying public hearing process. Members of the public can also provide their opinions directly to City Council through that public hearing process.

**For regular project updates and up to date information about future engagement events, please visit the project website at:**

<https://getinvolvedlethbridge.ca/lub>.

**For any questions related to the project or engagement opportunities please contact the Project Team at either:**

[ross.kilgour@lethbridge.ca](mailto:ross.kilgour@lethbridge.ca) or  
[genesis.molesky@lethbridge.ca](mailto:genesis.molesky@lethbridge.ca).



# **APPENDIX 1:** *PRELIMINARY PROPOSED CHANGES COMMENTED ON BY PARTICIPANTS*

The following appendix provides a list of the recommended revisions to the LUB provided by the project team to engagement participants during the various engagement events conducted as part of Phase 2B.

# Local Businesses & the Economy

## Commercial & Industrial Uses

The LUB needs to include a range of land uses that align with almost all services, amenities and business operations offered and needed in our community. The existing LUB includes 90 commercial and industrial use definitions which means that each definition is very specific, even when the operations and off-site impacts like parking, noise, traffic, or environmental impacts are similar. Broadening the land uses has the potential to make Lethbridge more business-friendly by reducing the red tape new businesses often have to navigate while continuing to regulate any off-site impacts for the benefit of the broader community.

### For Example

If a private engineering firm wishes to lease an available building which was previously used as a government services office, they would be required to apply for a change of use permit. This takes time and money.

### What is a “Use”?

Land Use, often shortened to simply “Use”, is a way to describe what happens on a parcel of land. It concerns the benefits derived from using the land, and also the land management actions that are carried out there.

As part of the LUB Renewal project, the project team is proposing to simplify the land uses by consolidating and reducing the number of commercial and industrial use definitions.


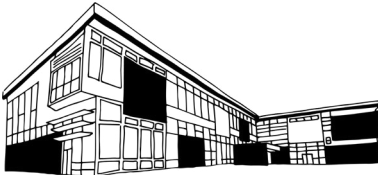
Some existing uses will remain.

Other uses that allow similar activities with similar impacts will be consolidated.

Existing LUB 6300 Uses	Proposed New Use
<ul style="list-style-type: none"><li><b>Amusement Facilities</b> Development for amusement pastimes and may incorporate a Restaurant as an Accessory Use. This term refers to Uses such as movie theaters and cinemas, amusement/video arcades, billiard parlours, bowling alleys, indoor or outdoor.</li><li><b>Entertainment Establishments</b> Development providing musical, dancing or cabaret entertainment, and/or gambling and gaming opportunities, and/or facilities for alcoholic beverage consumption and includes supplementary food service. This term refers to Uses such as cabarets, beverage rooms, cocktail lounges, nightclubs, bars, taverns, pubs, casinos, racetracks and bingo halls.</li><li><b>Fitness Facilities</b> Development offering equipment, instruction in, or programs for physical fitness and recreation and may include the supplementary retail sale of associated products. A Restaurant may be incorporated as an Accessory Use. This term refers to Uses such as dance studios, fitness centres, gyms, martial arts clubs and yoga studios.</li><li><b>Restaurants</b> Development where food and beverages are prepared and served and includes supplementary alcoholic beverage service and supplementary on or off-premises catering services and may include supplementary drive-through service. This term refers to Uses such as Restaurants, cafés, lunch and tea rooms, ice cream parlours, banquet facilities, take-out Restaurants and eating areas for more than ten Persons within Retail Stores.</li></ul>	<div>Entertainment &amp; Recreation</div> <div>To regulate development where people gather for entertainment purposes.</div>

Existing LUB 6300 Uses	Proposed New Use
<ul style="list-style-type: none"> <li> <b>Animal Care (minor)</b>  Development for the on-site treatment or grooming of small animals such as household pets, and/or for the off-site treatment of animals of any size, where accommodation is not normally provided and where care and confinement facilities are normally enclosed within a Building and includes the supplementary sale of associated products. This term refers to Uses such as pet clinics, pet grooming salons, pet day cares and veterinary Offices. </li> <li> <b>Business Support Services</b>  Development providing support services to businesses. This term refers to Uses such as duplicating, photocopying and blueprinting services; Building security, cleaning or maintenance services; engineering, architectural, drafting, project design and project management services; Sign making, Farm consultant services and the preparation and delivery of food by mobile catering service. </li> <li> <b>Commercial Schools</b>  Development providing technical instruction to students on a commercial basis and may incorporate services, Restaurant and retail sales related to the instruction function as Accessory Uses. This does not include commercial truck driving schools which are Commercial/Industrial Vehicles and Machinery – Sales, Rental, Service and Driving Instruction. </li> <li> <b>Financial Institutions</b>  Development primarily for the banking or lending of money. </li> <li> <b>Government Services</b>  Development providing municipal, provincial or federal government services and/or accommodating Offices for government and School authorities and may incorporate a Restaurant as an Accessory Use. </li> <li> <b>Household Repair Services</b>  Development for the repair and servicing of goods, furniture, equipment and appliances normally used within and around the home. </li> <li> <b>Medical and Health Offices (Outpatient)</b>  Development providing medical and health care on an outpatient basis and may incorporate a dispensary which sells pharmaceutical and related medical supplies as an Accessory Use. This term refers to Uses such as medical and dental offices, clinics and health and wellness services such as physiotherapy, counseling, chiropractic, naturopathic and therapeutic massage. </li> <li> <b>Offices</b>  Development to accommodate professional, managerial, clerical and consulting services, the administrative needs of businesses, trades, contractors and other organizations and the sale of services of businesses such as travel agents and insurance brokers and may include therapeutic massage. </li> <li> <b>Personal Services</b>  Development providing services for the personal care and appearance and includes the supplementary retail sale of associated products and may include therapeutic massage as an Accessory Use. This term refers to Uses such as beauty salons, barber shops and esthetic services/spas. </li> <li> <b>Tourist Information Centres</b>  Development for the distribution of recreational and/or travel information and includes supplementary public washroom facilities, picnic areas, parking areas for motor and recreation vehicles and sanitary waste disposal facilities for recreation vehicles and holiday trailers. </li> </ul>	<div data-bbox="987 850 1172 955" style="text-align: center;"> </div> <div data-bbox="1222 968 1310 997" style="text-align: center;"> <b>Office</b> </div> <div data-bbox="1130 1018 1406 1199" style="text-align: center;"> <p>To regulate development where the main activity is to provide professional, management, administrative, consulting, medical, educational, personal, or financial services.</p> </div> <div data-bbox="1075 1633 1464 1814" style="text-align: center;"> </div>



Existing LUB 6300 Uses	Proposed New Use
<ul style="list-style-type: none"> <li>• <b>Garden Centres</b> Development for the growing, storage and/or sale of garden, Household and ornamental plants and trees; and includes supplementary retail sale of fertilizers, garden chemicals, garden implements and associated products.</li> <li>• <b>Retail Store</b> Development for the retail sale or rental of merchandise, including hardware, from within an enclosed Building, and includes supplementary postal services, film processing, repair of merchandise sold or rented by the store, and food consumption areas with a maximum capacity of ten Persons. This term includes drycleaners, tailors, liquor sales and photographic studios.</li> <li>• <b>Retail Store (Convenience)</b> A Retail Store which does not exceed 280.0m<sup>2</sup> in gross floor area.</li> <li>• <b>Shopping Centers</b> Comprehensively planned Development comprising one or more Buildings, irrespective of the time of construction, located on a single Parcel primarily intended for Uses such as Retail Stores, Personal Services, Restaurants, Offices and Financial Institutions. The Development Authority is authorized to determine if a Use is part of a Shopping Centre.</li> </ul>	<p style="text-align: center;"><b>Retail</b></p> <p style="text-align: center;">To regulate sales where a business offers sales primarily inside a building.</p> 
<ul style="list-style-type: none"> <li>• <b>Auction Establishments</b> Development for the auctioning and related temporary storage of goods and equipment, except livestock.</li> <li>• <b>Building Trade and Contractors</b> Development for the operation of a building trade or building contractor.</li> <li>• <b>Equipment Sales + Rental Services</b> Development for the retail sale, wholesale distribution, rental and/or service of: hand tools; small construction, Farming, gardening and automotive equipment; small machinery parts; Office machines and Office furniture.</li> <li>• <b>Hardware and Building Supplies</b> Development for the wholesale distribution and/or retail sale of materials and small tools used in Building and Farming.</li> <li>• <b>Transportation Services</b> Development using vehicles to transport people, currency, documents and packages. This term refers to Uses such as bus lines, transit services, taxicab, limousine services and courier services.</li> <li>• <b>Warehouses (retail)</b> Development for the retail sale of goods which are warehoused in bulk on the premises displayed or catalogued for customer selection and where the warehouse component occupies at least 50% of the gross floor area. This term refers to Uses such as furniture, carpet and appliance sales.</li> <li>• <b>Warehouse (wholesale)</b> Development for the storage and/or wholesale distribution of goods.</li> </ul>	<p style="text-align: center;"><b>Light Industrial</b></p> <p style="text-align: center;">To regulate industrial development that consists of storage, distribution, sales or shipment of vehicles, goods or equipment, with minimal impacts that extends beyond the boundaries of the site.</p> 



Existing LUB 6300 Uses	Proposed New Use
<ul style="list-style-type: none"> <li> <b>Commercial/Industrial Vehicles and Machinery - Sales, Rental, Service and Driving Instruction</b>  Development for the sale, rental or service of or driving instruction for: non-domestic commercial/industrial-sized vehicles, buses and equipment designed for use in the construction, maintenance or operation of: Buildings, roadways, pipelines, oil fields or mining projects, or in forestry, freight hauling or agriculture. This term refers to Uses such as tire shops for commercial/industrial-sized vehicles. This term includes the repair, servicing, cleaning and the sale of accessories and parts. </li> <li> <b>Farm Supplies, Service</b>  Development for the sale, distribution or storage of grain, livestock feed, fertilizer and chemicals used in agriculture and for the storage of livestock hauling vehicles. </li> <li> <b>Manufactured Homes/Tiny Homes, Sales and Service</b>  Development for the sale or storage of Manufactured Homes/Tiny Homes and includes retail sales and supplementary maintenance services. </li> <li> <b>Manufacturing (General)</b>  Development for the manufacturing, fabricating, processing, production, assembly or packaging of materials, goods or products which does not generate any detrimental impact, potential health or safety hazard or nuisance factor beyond the boundaries of the Parcel; and may include Development providing technical/trades instruction in the same. This Use may include sign manufacturing and the sale of associated products of own manufacture at the discretion of the Development Authority. This Use may include warehouse facilities and Minor Child Care as Supplementary Uses. </li> <li> <b>Research Facilities</b>  Development for the conducting of industrial, scientific, technological, health or agricultural research. </li> </ul>	<p style="text-align: center;"><b>Medium Industrial</b></p> <p>To regulate industrial development that includes at least 1 of the following features:</p> <ol style="list-style-type: none"> <li>1. Potentially negative land use impacts that may extend beyond the boundaries of the site, or</li> <li>2. The use of materials or processing operations that require separation from other developments, due to risk of toxic emissions or fire and explosion hazards.</li> </ol>
<ul style="list-style-type: none"> <li> <b>Bulk Fuel Stations</b>  Development for handling petroleum products in bulk quantities and includes supplementary tanker vehicle storage. Key-lock pumps and retail fuel sale may be incorporated as an Accessory Use. </li> <li> <b>Manufacturing (Intensive)</b>  Development for the manufacturing, fabricating, processing, production, assembly and packaging of materials, goods or products which may generate a detrimental impact, potential health or safety hazard or nuisance beyond the boundaries of the Parcel. This term includes the brokerage, sorting and transfer of livestock; the commercial slaughter, rendering, packing or processing of livestock or poultry; and the milling and processing of grain. Warehousing and the lawful temporary confinement of livestock while transfer or slaughter takes place may be included as Supplementary Uses. This Use may include the sale of associated products of own manufacture at the discretion of the Development Authority. Wholesale distribution and Minor Child Care may be included as Accessory Uses. </li> <li> <b>Salvage or Waste Disposal Facilities</b>  Development for purchasing, receiving, resale or transporting of spent materials or substances which may generate a detrimental impact or nuisance beyond the boundaries of the Parcel. This term refers to Uses such as salvage and scrapyards, garbage container services and effluent tanker services. </li> <li> <b>Truck Stops</b>  Development catering to the needs of commercial truck traffic and the traveling public and may include laundry facilities, public showers, gas bar, Car Washes and Retail Store, Convenience as Supplementary Uses. A Restaurant, Amusement Facilities, and Entertainment Establishments may be incorporated as Accessory Uses. </li> </ul>	<p style="text-align: center;"><b>Heavy Industrial</b></p> <p>To regulate industrial development that includes more than 1 of the following features:</p> <ol style="list-style-type: none"> <li>1. the creation of land use impacts that extend beyond the boundaries of the site and that may have a harmful effect on other sites, or</li> <li>2. the use of materials or processing operations that require separation from other developments, due to risk of toxic emissions or fire and explosion hazards.</li> </ol>

Commercial Districts

One of the primary functions of a land use bylaw is prescribing how land in the city can be used. It accomplishes this by dividing the city into different Land Use Districts (commonly called ‘zones’), and establishing rules for what types of buildings or uses can be located in each land use district.

The current land use bylaw has a total of 6 commercial land use districts. There is substantial overlap among them in terms of the type of development that they allow.

Based on preliminary feedback and internal discussion, the project team is proposing to consolidate and revise some of the current bylaw’s commercial districts.

Reducing the number of commercial districts has the potential to make Lethbridge more business-friendly by reducing red tape. In general, it is good urban planning practice to ensure that each land use district in a land use bylaw serves a distinct purpose. Having multiple districts with similar purposes can result in regulatory bloat and unnecessary complexity.

Having a large number of commercial districts also makes it more likely that a rezoning is required, which can impede economic development in Lethbridge, especially for small local businesses, due to the increased cost and the process timeline.

See the tables below for the proposed district changes

**For Example**

If a business owner finds the perfect site for their business but the use definition associated with the business is not allowed under the property’s current land use district, then a rezoning will be required. A rezoning fee is typically \$5,500 and can add six months or longer to the development timeline.

Existing Districts	C-L - Local Commercial	C-N Neighbourhood Commercial	Existing Districts	C-H - Highway Commercial	C-S Shopping Mall Commercial
Existing District Purpose	This district is for the development of small-scale uses catering to the convenience shopping and service needs of residents within the immediate vicinity.	This district is for the development of a range of commercial and service uses which primarily cater to the daily needs of the residents living in the surrounding neighbourhood.	Existing District Purpose	This district is for the development of small-scale uses catering to the convenience shopping and service needs of residents within the immediate vicinity.	This district is for the development of a range of commercial and service uses which primarily cater to the daily needs of the residents living in the surrounding neighbourhood.
New Proposed District	C-N Neighbourhood Commercial		New Proposed District	Large Format Commercial	
	This district is to accommodate small-scale commercial, mixed-use, and residential developments that are pedestrian-oriented.			This district is to accommodate large-scale commercial, and mixed-use development, primarily designed for vehicle traffic.	

Examples of development that could occur in the Neighbourhood Commercial District



Examples of development that could occur in the Large Format Commercial District



# Industrial Districts

Based on preliminary feedback and internal discussion, the project team has decided to maintain the three industrial districts of the current bylaw. The existing districts adequately regulate a range of industrial operations and intensities seen in Lethbridge.

These three districts, their intended purposes, and example developments that they result in, are as follows:

District	I-B Business Industrial	I-B Business Industrial	I-B Business Industrial
Purpose	This district is for the development of <u>industrial, warehousing and commercial uses</u> which have no offsite impacts and that are compatible with uses in adjacent districts.	This district is for the development of <u>manufacturing, processing, distribution and storage uses</u> and related services.	This district is for the development of <u>intensive manufacturing</u> and similar high impact uses.

Examples of development that could occur in the Neighbourhood Commercial District



# Housing

## Housing Realities in Lethbridge

Housing in Lethbridge is becoming increasingly unaffordable. Between 2000 and 2021 in Lethbridge, the median price of a new single detached home increased from 2.8x median family income to 4.3x median family income. Average rent increased 73% from 2013-2024, while the vacancy rate fell from 4.3% to 0.6%. Between February 2024 and February 2025, Lethbridge’s rental price for a one-bedroom increased 14.6%, the highest increase in the country.

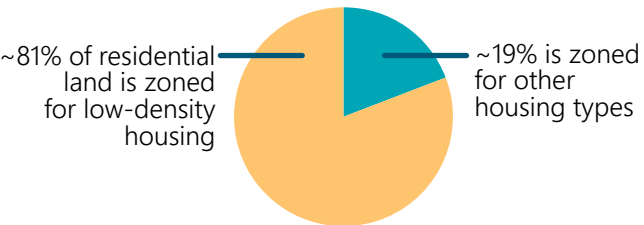
## Residential Uses

As part of the LUB Renewal project, we can simplify residential land uses by reducing the number of residential uses from 8 to 7. The following existing residential uses will remain unchanged: Single Detached Dwelling, Two-unit Dwelling, Manufactured Dwelling, and Boarding House. Two new uses are also proposed:

### 1) Multi-unit Dwelling

Multi-unit Dwelling would replace “Apartment Dwelling”, “Four-plex Dwelling” and “Townhouse Dwelling”. This will remove overlap and confusion between what constitutes apartments versus townhouses with basement suites, etc.

Available housing Types



### 2) Short-term Rental

Short-term Rental use definition would be introduced to regulate short to medium-term rentals like Airbnbs. This use would be discretionary, where allowed, and is designed to address concerns about these uses in the community.

Existing LUB 6300 Uses	New Use
<ul style="list-style-type: none"><li><b>Apartment Dwelling</b> A Dwelling comprising of three (3) or more Dwelling Units with shared outside access; three (3) to eight (8) unit Dwellings, which may have separate outside access; or Dwellings comprising of one or more Dwelling Units attached to Uses in Commercial Districts and may include communal dining. All apartment dwelling units are occupiable for periods of not less than one month. This term refers to apartment Buildings, three to eight-plexes and apartments attached to Uses in Commercial Districts.</li><li><b>Townhouse Dwelling</b> A Dwelling comprising of three or more Dwelling Units separated by common party walls extending generally from foundation to roof and/or by a common ceiling/floor assembly.</li><li><b>Four-plex Dwelling</b> A Building comprised of four (4) Dwelling Units, each unit with a separate outside access.</li></ul>	<p><b>Multi-unit Dwelling</b></p> <p>To regulate residential development that contains more than 2 dwelling units. This would include apartments and townhouses.</p>

**New Use**

**Short-term Rental**

To regulate residential development offered for rent for less than 90 consecutive days.

## The Impact of the Land Use Bylaw on Housing

One of the primary functions of a land use bylaw is prescribing how land in the city can be used. It accomplishes this by dividing the city into different Land Use Districts (commonly called 'zones'), and establishing rules for what types of buildings or uses (such as housing types) can be located in each land use district.

In general, it is good urban planning practice to ensure that each land use district in a land use bylaw serves a distinct purpose. Having multiple districts with similar purposes can result in regulatory bloat, unnecessary complexity, and increased housing prices.

As a result, there is a significant overlap in the purpose of various districts in Lethbridge as well as in the density each district allows.

Reducing the number of land use districts to each cover a broader spectrum of uses and allowable densities would reduce the need for rezonings for relatively minor changes. This would also reduce red tape that property owners need to navigate and make it easier to create more homes to meet demand, aiding housing affordability.

As part of the LUB Renewal project, there is the potential to reduce the number of residential districts by consolidating residential districts with similar purposes and allowed uses.

<p><b>In Lethbridge's current LUB, there are 17 different residential districts. This is far more than most municipalities, as shown below:</b></p>	<p><b>The 17 Residential Districts in Lethbridge's Current LUB:</b></p>
<p><b>Edmonton</b> 6 Residential Districts</p>	<ol style="list-style-type: none"> <li>1. R-CL Comprehensively Planned Low Density Residential</li> <li>2. R-CM-20 Comprehensively Planned Medium Density Residential</li> <li>3. R-CM Comprehensively Planned Medium Density Residential</li> <li>4. R-L Low Density Residential</li> <li>5. R-M Mixed Density Residential</li> <li>6. R-MH Manufactured Home/Tiny Home District</li> <li>7. R-RL Restricted Low Density Residential</li> <li>8. R-M Mixed Density Residential</li> <li>9. R-SL Small Parcel Low Density Residential</li> <li>10. R-37 Medium Density Residential</li> <li>11. R-50 Medium Density Residential</li> <li>12. R-60 Medium Density Residential</li> <li>13. R-75 Medium Density Residential</li> <li>14. R-100 High Density Residential</li> <li>15. R-150 High Density Residential</li> <li>16. R-200 High Density Residential</li> <li>17. R-LF Low Density Flexible Residential</li> </ol>
<p><b>Calgary</b> 15 Residential Districts</p>	
<p><b>Red Deer</b> 9 Residential Districts</p>	
<p><b>Grande Prairie</b> 9 Residential Districts</p>	



## Low Density Residential

The current LUB could be simplified through the creation of a unified Low Density Residential district by combining the 4 districts designed for low density residential development into a single district.

Existing LUB 6300 Uses	New Use
<ul style="list-style-type: none"> <li><b>R-L - Low Density Residential</b> This district is primarily for the Development of Single Detached Dwellings and compatible Uses.</li> <li><b>R-CL - Comprehensively Planned Low Density Residential</b> This district is for the Development of primarily Single Detached Dwellings with the addition of Two-Unit Dwellings and small-scale multiple-unit Dwellings, according to an approved comprehensive siting plan.</li> <li><b>R-CM - Comprehensively Planned Medium Density Residential</b> This district is for the Development of comprehensively planned residential areas, comprising primarily Single Detached Dwellings, Two-Unit Dwelling and small-scale multiple-unit Dwellings, according to an approved comprehensive siting plan.</li> <li><b>R-SL - Small Parcel Low Density Residential</b> This district is for the Development of Single Detached Dwellings on small Parcels of various widths.</li> </ul>	<p><b>Low Density Residential</b></p> <p>This district is to accommodate residential development of up to two dwelling units, including single detached dwellings, accessory dwelling units (secondary suites, garage suites, or garden suites), and two-unit dwellings.</p>

Please see the table below for an idea of what would be allowed in this new district.

	Existing Districts				New District
Residential Uses	Low Density Residential	Comprehensively Planned Low Density Residential	Comprehensively Planned Medium Density Residential	Small Parcel Low Density Residential	Low Density Residential
Single Detached	P	P	P	P	P
Two-Unit	D	-	P	-	P/D
Secondary Suites	D	-	-	-	P/D
Four-plex	-	-	-	-	-
Townhouse	-	-	-	-	-
Apartment	-	-	-	-	-
Manufactured / Tiny Homes	D	-	-	-	-

P = Permitted Use, D = Discretionary Use, - = Not Allowed, P/D = Not Determined Yet

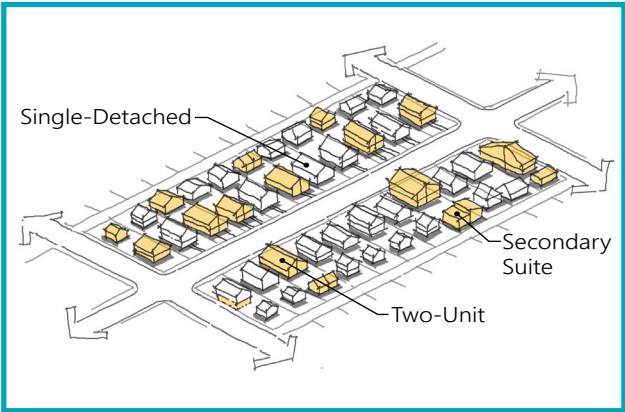
This new Low Density District has the potential to accommodate gentle density by making secondary suites and two-unit dwellings permitted uses.

When a type of housing is discretionary, the uncertainty of the approval can make development of that housing type less likely than if the use was a permitted use.

**Participants were presented with the following options for Two-unit Dwellings:**

- Two-units permitted everywhere.
- Two-units permitted on corner lots and laned parcels, discretionary elsewhere.
- Two-units permitted on corner lots, discretionary elsewhere.
- Two-units permitted in new neighbourhoods (greenfield areas), discretionary elsewhere.

Please see the image below for an idea of what development in the new low density district would look like:



**Participants were presented with the following options for Secondary Suites:**

- Suites permitted everywhere.
- Suites permitted on corner lots and laned parcels, discretionary elsewhere.
- Suites permitted on corner lots, discretionary elsewhere.
- Suites permitted in existing buildings at the time of the new LUB passing, discretionary after.
- Suites permitted in new neighbourhoods (greenfield areas) and in existing buildings at the time of the new LUB passing, discretionary after.

**Medium Density Residential**

The current LUB could be simplified through the creation of a unified Medium Density Residential district by combining the 5 districts designed for medium density residential development into a single district.

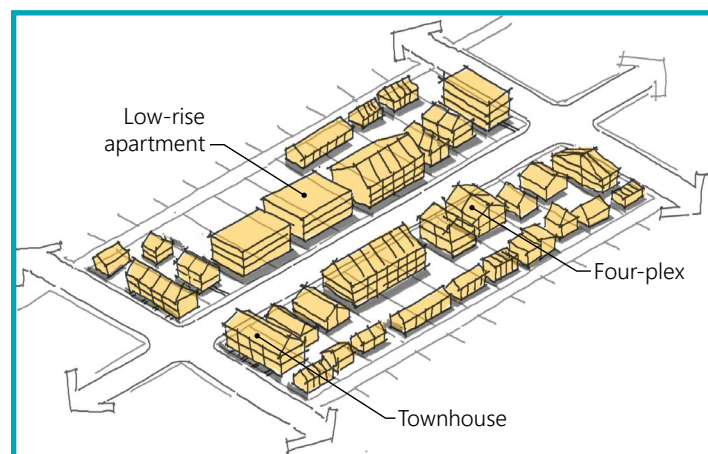
Existing LUB 6300 Uses	New Use
<ul style="list-style-type: none"><li>• <b>R-37 - Medium Density Residential</b> Primarily for the Development of multiple unit Dwellings at medium densities.</li><li>• <b>R-50 - Medium Density Residential</b> Primarily for the Development of multiple unit Dwellings at medium densities.</li><li>• <b>R-60 - Medium Density Residential</b> Primarily for the Development of multiple unit Dwellings at medium densities.</li><li>• <b>R-75 - Medium Density Residential</b> Primarily for the Development of multiple unit Dwellings at medium densities.</li><li>• <b>R-M - Mixed Density Residential</b> For use in greenfield areas not previously developed to encourage the Development of a mixture of residential Dwelling types, or to allow for Secondary Suites on an individual basis.</li></ul>	<p><b>Medium Density Residential</b></p> <p>To accommodate residential development of up to 75 dwelling units hectare including single detached, accessory dwelling units, two-unit dwellings, apartment dwellings, townhouse dwellings, and four-plex dwellings.</p>

Please see the table below for an idea of what would be allowed in this new district.

Residential Uses	Existing Districts					New District
	R-37 Medium Density Residential	R-50 Medium Density Residential	R-60 Medium Density Residential	R-75 Medium Density Residential	R-M Mixed Density Residential	Medium Density Residential
Single Detached	D	D	-	-	P	D
Two-Unit	P	P	D	D	P	P
Secondary Suites	-	-	-	-	P	D
Four-plex	-	-	-	-	-	P
Townhouse	P	P	P	P	P	P
Apartment	P	P	P	P	-	P
Manufactured / Tiny Homes	D	-	-	-	-	-

P = Permitted Use, D = Discretionary Use, - = Not Allowed

Please see the image below for an idea of what development in the new low density district would look like:



## High Density Residential

The current LUB could be simplified through the creation of a unified High Density Residential district by combining the 3 districts designed for high density residential development into a single district.

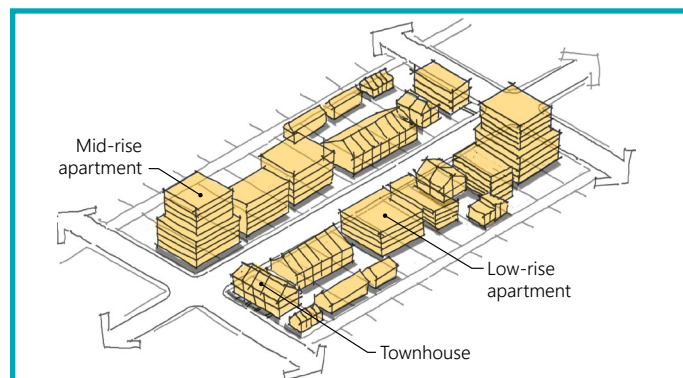
Existing LUB 6300 Uses	New Use
<ul style="list-style-type: none"> <li><b>R-100 - High Density Residential</b> For the Development of multiple unit Dwellings at high densities. (Of a density between 76 and 100 dwelling units per hectare)</li> <li><b>R-150 - High Density Residential</b> For the Development of multiple unit Dwellings at high densities. (Of a density between 76 and 150 dwelling units per hectare)</li> <li><b>R-200 - High Density Residential</b> For the Development of multiple unit Dwellings at high densities. (Of a density between 76 and 200 dwelling units per hectare)</li> </ul>	<p><b>High Density Residential</b></p> <p>To accommodate residential development with densities greater than 76 dwelling units/hectare including two-unit dwellings, apartment dwellings, townhouse dwellings, and four-plex dwellings.</p>

Please see the table below for an idea of what would be allowed in this new district.

Residential Uses	Existing Districts			New District
	R-100 High Density Residential	R-150 High Density Residential	R-200 High Density Residential	High Density Residential
Single Detached	-	-	-	-
Two-Unit	-	-	-	D
Secondary Suites	-	-	-	-
Four-plex	-	-	-	P
Townhouse	P	P	P	P
Apartment	P	P	P	P
Manufactured / Tiny Homes	-	-	-	-

P = Permitted Use, D = Discretionary Use, - = Not Allowed

Please see the image below for an idea of what development in the new low density district would look like:



## Notification

### Notification Occurance

In the current LUB, notification to nearby landowners and the public is required for the following development types:

- A permitted use that was granted a waiver of a development standard, such as building height, setbacks, or parking requirements.
- A discretionary use, whether or not a waiver has been granted.

In the current process, for all developments of the above types notification must occur after the development officer (a City staff member) decides whether to approve or deny the application.

However, for certain development types, (secondary suites, entertainment establishments neighbouring a residential district, group homes, childcare facilities, and some waivers) notification must also occur before a decision is made by a development officer.

Notification before a decision is made is intended to provide the opportunity to inform the development officer of their concerns. Any feedback received is considered in the decision. The statements and attitudes in opposition to proposed development applications or rezonings are often presented as property-owner advocacy for the protection of their neighbourhood or community. However, it can also be described as a movement for exclusion known as NIMBYism (i.e., "not in my back yard"). The feedback received is often not related to things that can be regulated by the Land Use Bylaw.

Notification before a decision is made can also create unnecessary concern for the public, as they may be made aware of development applications that are highly unlikely to be approved.

#### Example of the Current Development Process for a Secondary Suite:

1. Application Submission: Application is made for a new secondary suite.
2. Notification: Notification of the new secondary suite application is required before a decision.
3. Decision: The Development Officer makes a decision.
4. Notification: A secondary suite is typically a discretionary use, so it will also require notification after a decision is made.
5. Appeal: Any interested person can appeal the decision made by the Development Officer.
6. Subdivision and Development Appeal Board (SDAB) Hearing: A hearing is scheduled for a public board to assess the decision and the merits of the appeal.
7. Final Decision: The SDAB makes a decision on the appeal.

### Notification Types for Zoning Applications

In the current LUB, when the City receives an application for a rezoning they must notify:

1. Nearby landowners within 60m - with a letter
2. The public - with an advertisement online / in the newspaper

The project team is also considering the implementation of another form of notification:

3. A sign on the property for which a rezoning application was made, once a public hearing has been scheduled for the application.



Please see the image below for an idea of what development in the new low density district would look like:





## Notification Distance

Lethbridge’s current LUB requires notifying, by letter, nearby landowners within 60m of a proposed:

- 1. Rezoning.
- 2. Discretionary use application.
- 3. Permitted use application that was granted a variance of a development standard.

**For comparison, here are the required distances for some other municipalities in Alberta**

<b>Edmonton</b> Landowners within 60m	<b>Calgary</b> Landowners <b>directly adjacent</b> to the property	<b>Red Deer</b> Rezoning: Landowners within 100m. Discretionary use application: No notification required	<b>Grande Prairie</b> Landowners <b>directly adjacent</b> to the property
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## Downtown

In Lethbridge’s current Land Use Bylaw, the majority of central downtown is currently zoned as the **downtown commercial** land use district. This district contains specific regulations designed to help curate a unique mixed-use and pedestrian-oriented environment.

However, the current area zoned as downtown commercial doesn’t match the extent of the city that is pedestrian-oriented, as some traditional mixed-use & walkable areas, both in downtown and other parts of the city, are zoned as other land use districts (primarily as **general commercial**).

This means that new developments in these areas aren’t required to construct their buildings in a pedestrian-oriented way, reducing the likelihood that these areas will remain as walkable communities.

Because of this, the project team is proposing to consolidate the Downtown Commercial and General Commercial districts into a single, new district, **‘Core Commercial’**.

See the table below for the purpose of the previous and new districts:

Existing Districts	C-D Downtown Commercial	C-G General Commercial
Existing District Purpose	This district is for the Development of a variety of commercial, residential, institutional, cultural and recreational Uses in the downtown area.	This district is for a wide variety of commercial and related Uses in areas along and peripheral to roadways which lead to the downtown area.
New Proposed District	<b>Core Commercial</b>	
	This district is to accommodate varied-scale commercial, mixed-use, and residential development that is pedestrian oriented in the Downtown and other walkable areas in Lethbridge.	





## Parking

### Parking & the LUB

A Land Use Bylaw has a significant impact on the off-street parking provided in a municipality, as the regulation in a Land Use Bylaw determines the required number and design of off-street parking spaces for all developments in the city. Note that the LUB does not deal with on-street (public) parking.

Lethbridge's current Land Use Bylaw requires that a minimum number of off-street parking spaces must be provided for every development in the city (unless that development is granted a waiver). This means that the City regulates the amount of parking each development must provide, rather than allowing the landowner to choose what they need.

Over the past several years, many other Canadian municipalities have eliminated minimum parking requirements. Rather than relying on the City to know how much parking is best for a business, instead each business is trusted to know their own customers and to provide the amount of parking they need. Cities including Medicine Hat, High River, Edmonton and Saskatoon have taken this approach. Calgary eliminated parking requirements except for residential uses, which they lowered.

### Non-Residential Parking

Based on preliminary engagement feedback and internal research, the project team is proposing to remove the requirement for commercial, industrial, and other non-residential developments to provide a certain amount of parking.

This would mean that businesses and landowners would be able to decide how much parking they need to meet the needs of their operations, customers, and overall business instead of the city enforcing a certain amount.

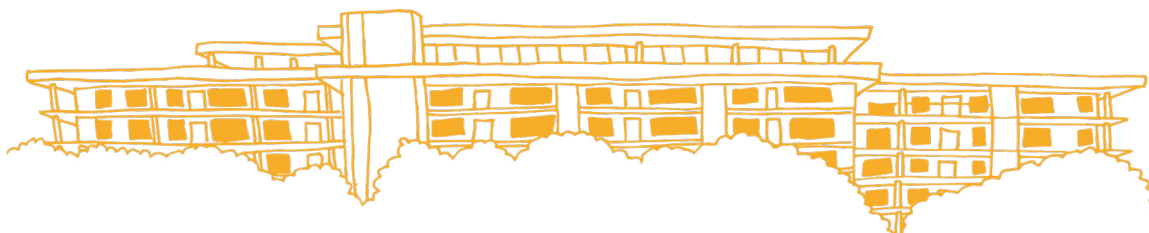
#### The Impacts of Minimum Parking Requirements

While minimum parking requirements can improve convenience for automobile users, they also impact our community in a variety of ways, including:

- **Housing Affordability:** Creating parking spaces costs a home builder thousands of dollars per space, which is usually passed on to the renter / homeowner.
- **Urban Sprawl:** Extensive parking requirements cause developments to be spread further out from one another, increasing the distance between residents and amenities, limiting the walkability of individual neighbourhoods and the city as a whole.
- **Business Establishment:** Parking requirements reduce the amount of space and the economic productivity of a site, which can prevent businesses from establishing.
- **Economic Potential:** Parking requirements can reduce the ability of an existing building to be used for a new purpose, as there is less usable floor area on the property.
- **Environmental Sustainability and Health:** Parking lots absorb more heat from the sun compared to some other materials, and then radiate that heat back into its surroundings throughout the day and night, raising the ambient temperature.
- **Impacts to the taxpayer:** Requiring large amounts of parking lowers the value of a piece of land, as it cannot instead be put to a more economically productive use. That in turn lowers property tax revenues and raises infrastructure costs, which is a double hit to the general taxpayer.

#### This approach is known as “Open Option Parking” and would involve the following:

- Rather than requirements, the new LUB would provide guidance for the recommended number of regular parking spaces based on the development type.
- The new LUB would retain minimum requirements for barrier-free parking spaces (accessible parking).



## Residential Parking

Based on preliminary engagement feedback and internal research, the project team is proposing to revise parking requirements for residential developments so that they are standardized across housing types, reducing complexity and ensuring equity.

Note that developers may still provide more stalls if they wish, this only defines the minimum amount of parking required. The new LUB would also retain minimum requirements for barrier-free parking spaces (accessible parking).

Please see the table below for a comparison of the current parking requirements in the LUB and the new proposed requirements.

Current Requirements	Single Detached	Two-Unit	Four-plex		Townhouse		Apartment Dwelling	
			With 1 or more bedrooms	With 2 or more bedrooms	With 1 or more bedrooms	With 2 or more bedrooms	With 1 or more bedrooms	With 2 or more bedrooms
	2 stalls	2 stalls per unit	1 stall per unit	2 stalls per unit	1 stall per unit	2 stalls per unit	1 stall per unit	2 stalls per unit
Proposed Requirements	Single-Detached, Two-unit, Four-plex, Townhouse & Apartment Dwelling							
	1 stall per unit (more stalls may be provided, this is the absolute minimum requirement)							







 CITY OF  
Lethbridge