

[REDACTED]

From: [REDACTED]
Sent: July 4, 2021 2:54 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: TELUS Ocean Project

Hello Miko,

I am writing to you today to voice my concerns over the TELUS Ocean Project.

The overall footprint for this development is obtrusive to the existing neighborhood as evidenced by the proposed exemptions to both height and density, let alone the blockage of the Douglas St sightlines toward the Olympic Mountains.

The lack of set back and diminished public spaces around the site further the appearance of this building being shoehorned into too small of a space. This just shows a disregard for the existing structures and a lack of willingness to be a good neighbor.

And finally the TELUS Ocean building if allowed as planned will compete with the iconic Fairmont Empress Hotel as well as the Convention Center and Crystal Palace. It would be shameful to tarnish their historical presence in in the downtown area, one that is vital to tourism in Victoria.

In short I am not against the development of this building, but it is simply too large and must be scaled down to blend into the area and be respectful of the neighborhood.

respectfully,

Niels R. King

1801-707 Courtney St

Victoria, BC V8W 0A9

[REDACTED]

[REDACTED]

From: Ken Mennell <[REDACTED]>
Sent: June 8, 2021 2:43 PM
To: Miko Betanzo
Subject: Re: "It's Your Neighbourhood" mailed notice

Hi Miko,

Sincere thanks for taking the time to respond to my concerns related to the Telus proposal. I don't envy your job, frankly, given all the competing views and the Nimby-ism, and the political currents. Talk about walking a fine line!

I've given the relevant documents a (hasty) look and find myself dismayed that the transportation issue which I believe to be dangerous is not, seemingly, on anyone else's radar.

The traffic impact report holds absolutely no weight for me given that it is a Telus document. Even the best of these traffic studies, in my humble view, are flawed and full of sunny conjecture slanted in favour of whomever paid the bills.

My read through of the traffic impact report revealed no awareness of the kind of traffic generated by the three large condos, the two hotels and the assorted businesses. Suggestions that Humboldt will not be involved in the Telus traffic flows are simply fanciful. There is also no recognition of the way Humboldt Street is littered daily with enormous garbage bins from the various buildings and how these bins often sit for a good part of the day waiting for the large disposal trucks to roll by and dump out the garbage or recycling. These bins tend to limit sight lines and eliminate parking spots. Sight lines are further impeded by parked cars and tree foliage. Leaving our parking garage, as I wrote earlier, is almost always a very delicate maneuver as you try to look around all the obstacles before advancing into the street. It was always difficult, but it even more so now that so many cyclists, all with very narrow profiles, are whipping back and forth in all sorts of light conditions. I believe you can count on casualties in the future. I also realize that my views have been lost in the large and louder debate even though I may, sadly, be right in my predictions.

Parking access also seems to be given short shrift. Perhaps this is a goal. But if you live in our building, the Belvedere, you often find yourself anxious when you have friends or family or plumbers or cleaners or whomever coming to your home. We have two, two only, visitor stalls in this building which has 70 plus units. Street parking is very iffy, particularly during the week. This may sound positive if you're attempting to reduce vehicular traffic in the downtown, but it's damned frustrating if you live here and nobody can find parking. The Telus building will inevitably add to the pressures.

Otherwise, I am content with the Telus building being built. I understand the city needs tax revenues and the location is obviously under-used. The noise factor is an unknown, but can only add to a very noisy area considering the number of people who live full time along this street.

I regret criticizing a process which you must agonize over every working day. Perhaps I would have felt better if Covid had not limited our access to whatever debate has gone on thus far. I wish you the best in trying to make the Telus project as good as it can be.

Sincerely,
Ken Mennell

On Jun 8, 2021, at 9:05 AM, Miko Betanzo <mbetano@victoria.ca> wrote:

Hi Ken,

Thank you for your email. A direct link to this application on the development tracker is below.

<https://tender.victoria.ca/webapps/ourcity/Prospero/Details.aspx?folderNumber=REZ00746>

In terms of your question regarding the proposed parking access to the site, Douglas street is a transit corridor and a major transportation route in and out of the City and, as such, has been deemed unsuitable for a parking access. Notably, since the closure of Humboldt street, vehicle traffic on Humboldt has significantly been reduced, and even with the addition of a business destination (the Telus Building) at this location, traffic is projected to still be less than when this street was fully open for through-put traffic.

Two reports are available online, the rezoning and development permit report, which are linked below.

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65357>

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65358>

These reports outline the staff recommendation to council and provide some commentary around the concerns you raised. The Transportation impact assessment report also adds information relevant to your questions (link below).

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65366>

In terms of the authenticity of the public engagement process, I can provide some commentary which may add some perspective to how public input is assessed. In broad terms, staff's role, insofar as public input on private development applications, is to solicit and collect it. Staff's review of input is meant to assess it for any impact aspects that have not been addressed or considered- to help in the analysis of an application. The primary function of staff is to advise council of the relative consistency or not of applications with policy. The arbiters of public input, those that are tasked with evaluating the "will of the people", is Council. To that end, with OCP amendments, staff will qualitatively and quantitatively assess public input to provide Council with a synopsis of what was shared. The input provided will also be attached to any subsequent reports to council to become part of the public record on file.

Thanks again for taking the time to write.

Kind Regards

Miko Betanzo

Senior Planner – Urban Design

Sustainable Planning & Community Development

City of Victoria, 1 Centennial Square, Victoria BC V8W 1P6

mbetano@victoria.ca

T 250.361.0604 F 250.361.0386

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From: [Ken Mennell](#)

Sent: June 7, 2021 8:43 PM

To: [Miko Betanzo](#)

Subject: "It's Your Neighbourhood" mailed notice

Dear Mr. Betanzo,

Appreciate today's notification letter, but "launching" the tracker and using the address (767 Douglas St.) got me nowhere. I tried fiddling with filters and the like, but no luck.

I appreciate that your department is awash in applications, amendments, permits and the like. I'm sympathetic. At the same time I'm cynical about the authenticity of the public engagement process for what I interpret to be the Telus building proposal.

I find it odd that 767 Douglas St. is not clearly identified as the Telus project and easily accessible in a more user-friendly way. It's a noteworthy project in many ways, including size, and it's been unfolding during the Covid shut-down and consequently, I would argue, has been less susceptible to legitimate public debate.

As soon as the project was announced, I emailed City Hall my concerns about the negative traffic impact this project will have on Humboldt Street. The developer contends that traffic will come and go using other streets. I don't believe this for a moment because, for traffic from most directions, the obvious and most direct route will be to turn off Blanshard onto Humboldt and proceed to the parking outlet across from the end of Penwell St. The risk to Humboldt is accentuated because of its recent conversion into a major bikeway limiting vehicle traffic significantly in a very short section of street servicing three major condominium buildings with large numbers of vehicle users, as well as two major hotels, several businesses and an even a daycare centre. Now the city is essentially green lighting another significant feeder of vehicle traffic into this congested mess.

The traffic component of the Telus proposal is completely counter to the city's goals, not to mention being dangerous to all Humboldt users to boot. Shift the parking entrance to access via Douglas Street and the problem is solved.

Frankly, I gave up pushing my concerns when the Aria folks grabbed control of the opposition megaphone and zeroed in exclusively on the size of the Telus proposal. The squeaky wheel and all that.

Aside from acknowledgment that my emailed concerns arrived, I've never heard a word from City Hall or the developer about the validity of my traffic concerns, concerns which I know are shared by others. This is disappointing given the communication limitations imposed by Covid. I suspect writing this addendum is another waste of time. It doesn't seem as though your voice is being heard or given any consideration when neither City Hall nor the developer offer any written public rebuttal.

It's been clear from the beginning, in my view, that City Hall was not going to let this economic opportunity careen off the rails. It will be approved, if it hasn't already, pretty much as originally proposed by Telus and with the Humboldt/Penwell vehicle access also as proposed.

I hope my worst fears will not be realized. But once the Telus traffic is added to the existing complicated mix, I predict unfortunate collisions involving bikers and vehicles on Humboldt, between Blanshard and Douglas. I believe this due to the limited visual field of my wife and I exiting our Belvedere underground parking area. A couple of parked cars and access onto Humboldt becomes a very dicey operation.

Resulting injuries and damage from future accidents will likely be assigned to the collision participants, but I honestly believe both City Hall and Telus will deserve just as much, or more, liability for designing this very dangerous and complicated traffic corridor.

Sincerely,
Ken Mennell
306 - 788 Humboldt St.,
Victoria, BC

[REDACTED]

From: peter cresswell <[REDACTED]>
Sent: June 8, 2021 1:12 PM
To: Miko Betanzo
Subject: 749-767 Douglas Street

I have been closely following plans for the new Telus Ocean building on the corner of Douglas & Humboldt Streets. The designs and displays were on view at the Aria which allowed us to see what the new building will look like, sitting amongst its neighbours.

While many of us were happy to know that there would finally be development on the Apex car lots, it was still a shock to see the actual density and size of the proposed building. It is massive and totally out of context with its surroundings. This is unfortunate and unacceptable.

The narrow tunneling on Humboldt between Telus Ocean and the Hilton Doubletree Hotel was most surprising and could create a major wind tunnel. A set-back of the proposed building on Humboldt by several metres would assist this.

It also seems inappropriate for the proposed building to stretch south of the current Douglas Street crosswalk from the Empress/Conference Centre. The building should be set back north from the crosswalk.

Finally, the proposed building should not in any way impede the public's view of the Olympic Mountains.

I still think that a new slightly compressed Telus Ocean building can achieve its impact and be a landmark without overpowering the tiny lot it sits on.

Take care
Peter

[REDACTED]

From: Yllka Leku <[REDACTED]>
Sent: June 9, 2021 6:20 PM
To: Miko Betanzo
Subject: 749-767 Douglas St; proposed plan

Good Evening,

My husband and I are young professionals in our 20's and 30's currently living at the Falls building on 708 Burdett Ave. We received official notice of the proposed plan across the road here but have heard talks of this for some time. Although our opinions may fall pretty far down the latter we decided it's best to give it a shot. We, as well as many others in our building are quite disappointed with the City council on trying to go forth with this project as there is very little consideration of the multiple residential buildings surrounding this lot. There will be absolutely no sun exposure or any sort of a view for anyone that lives in this building anymore as we will be completely blocked out by a big eye sore on the corner. This part of town is so lovely to live in as you have so much to see and enjoy here. Like the nature, views of the mountains and the beautiful Empress. To actually try and openly state that you're competing with the height of the Empress is beyond me as this is a Victoria staple. Putting such a big building right in the way of so many people's homes just blows me away. I ask that the council try for once and put themselves in the shoes of the people that live in these homes and then try and relocate this idea. Lisa Helps seems like a great, innovative person but has really lost track of the people that live and work hard in this city. Our tax dollars are used so often but yet we get such little input that's actually used. She seems too caught up in the allure of her ideas (homeless assistance, environmentally sustainable builds, bike lanes..) and spends very little time putting herself in the shoes of people that actually work and live in this city. Try for a moment and think if this was our by your home, right next to where you live. The council's personal preferences and hobbies shouldn't be what they make decisions around. It should be what's best for EVERYONE that lives and earns in this city. It's sadly too often that the voices of hard working individuals in this city are muted for the needs of city council to be fulfilled. Such a large corporation like Telus can afford to find a new home for this project, unlike the people that live in these surrounding homes. Most of us could barely afford to buy homes with this market let alone deal with the aftermath of what is being done here. Please be kind, compassionate, and think if all of us here as this, Victoria is our home too. Thank you for your time

[REDACTED]

From: H Barrett <[REDACTED]>
Sent: June 9, 2021 1:39 PM
To: Miko Betanzo
Subject: 767 Douglas Street — Telus Building

Dear M. Betanzo/Senior Planner

Throughout the various meetings regarding this building, the city has failed to explain:

- 1) WHY commercial space that towers over the Empress should be placed in the middle of a residential area;
- 2) WHAT the justification is for this space is when there were so many empty office spaces BEFORE the pandemic; and it has only increased with the pandemic.
- 3) WHO is going to lease space in the building (no more banks are required, nor dollar stores, and the pandemic is ensuring the cruise ship business is down the toilet even without Mayor Lisa Helps' machinations.)

In summary:

- The proposed design is ugly — sorry if you came up with the design. It might be beautiful if the rest of downtown was glass but the Empress is iconic and this proposed building is hoping to make itself more important than any other buildings without significantly useful architecture (there is ZERO green in the design; no garden space; no living wall).
- There is no justification for it, unless it is going to be a hospital/supermarket —especially when this particular corridor has actually had sinkholes appear from so much construction; notably, the so-called retention of Custom House ended up pretty much destroying the whole building completely and the construction on Government Street side is shockingly mundane and boring for such an important site.
- There are PLENTY of other areas in the downtown core that need the boost of new construction... like Herald and Fisgard Street.
- There is a LOT of construction going on downtown for so-called 'residential space' but who is buying into these spaces? What is the purpose of building for individuals who will buy and not live there? Downtown has a serious homeless problem — how will the city address this when the homeless start loitering outside the new tower of glass?

Here is what this area does need:

- more green space, not less
- a good grocery store (like Marks and Spencers food hall)
- the afore-mentioned hospital
- out-door seating in all seasons i.e. an Atrium (maybe growing fruits and flowers)
- decent restaurants that are not franchises or if they are, make them something like the Tropika

Please think long term self-sustainability — not simply tourism and short-term capitalism. The city does not need more non-functional, empty buildings.

H Barrett

[REDACTED]

From: Richard Shao <[REDACTED]>
Sent: June 9, 2021 9:42 AM
To: Miko Betanzo
Subject: 749-767 Douglas Street. rezoning num,ber REZ00746

Dear Miko Betanzo.

My name is Richard Shao and I live at 708 Burdett Avenue on the sixth floor, I oppose this amendment because it will further limit my view. Thank you.

Regards
Richard

From: Diane Chimich <[REDACTED]>
Sent: June 10, 2021 11:26 AM
To: Miko Betanzo

To: Mike Betanzo, Senior Planner

The Telus Ocean development is in an extremely important heritage area of Victoria. Our city prides itself on protecting and maintaining our heritage buildings. This is seen often in projects such as Customs House where the developer was required to maintain the heritage facade at a considerable expense to the project. So the same approach must be applied for the Telus Ocean development.

The objective of the Heritage Conservation policy requires conserving and enhancing the heritage value, special character, and the significant historic buildings, features, and characteristics of this area. It has been noted by the city staff and all of the businesses and residents in the area that the Telus Ocean development which is in the Heritage Landmark radius of the Empress Building does not meet the design guidelines of the Heritage Conservation policy.

This project is far beyond every part of the zoning criteria.

Zoning Criteria	Proposal	Standard IHH Zone
Density (Floor Space Ratio) - maximum	5.57*	3.0
Total floor area (m2) - maximum	1 14,378.96*	7745.85
Height (m) - maximum	51.0*	43
Setbacks (m) – minimum		
• Step Back at 10m (Douglas)	2.0*	8.2
• Step Back at 10m (Humboldt)	0.2*	8.2
• Interior Side (south)	0.00*	4.5
• Interior Side (east)	13.4	4.5

Every single zoning criteria has been totally ignored and the proposal far exceeds all of these.

The overall scale and massing do not respect the surrounding heritage landmark policy or the importance of the heritage buildings in that area. This project will be massive in size and reach which will be detrimental to the Empress Hotel and especially the Crystal Gardens. The Empress Hotel should always have visual prominence in this area and it should be protected by the City. Zoning criteria are put in place to ensure that buildings such as the Crystal Garden and the Empress are protected. So it is the responsibility of the staff, advisory committees, and the City Council to ensure that this happens. The tools are there so they MUST be used. All developers must be held to the same level which Telus is not meeting. This building is far beyond the height restrictions, the floor space ratio restrictions, and total floor area restrictions. These are not slight overages, they are monumental overages. The building is far too large for the land and it can not be built to these specifications.

Street setbacks are established and must be followed by all. So to allow this project to have ignored these setbacks is not appropriate. This building must be reduced in bulkiness and remain within the setback restrictions that have been put in place. They can not be allowed to overbuild an area that is so important to this heritage area. The Douglas Street corridor is important to everyone, so it should be protected so that all can enjoy the beauty of the Olympic Mountains. Telus will destroy this corridor with the present plan and will negatively impact the views from the harbour. It will extend far above the Empress and the unsightly mechanical apparatus that will be on the roof will further detract from the Empress.

This plan does not show any consideration for the other businesses in the Humboldt Valley. The Hilton Double Tree has grave concerns since the present plan is extremely detrimental to their business. The Marriott is also negatively affected by the over building that this proposal puts forth.

The effect that this building will have is extremely detrimental to all aspects of this area. The massive amount of glass is not in keeping with the area, the overbuilt size will overpower and dominate heritage buildings which are a key part of the history and appeal of Victoria, the roofline will have a negative impact on the protected view from the harbour and the illumination will negatively affect the night views.

Victoria established a Downtown Core Area Plan. It is imperative that this plan guides the development in the area and that all stakeholders are considered. This project does not respect the guidelines, the zoning criteria or the neighbouring community.

This project in the present proposal is not contributing to the overall neighbourhood and Telus and the City Council MUST listen to the public outcry that has been raised against the present proposal. Protect the heritage of the Empress, the Crystal Gardens and the Douglas Street corridor. This project must be sent back to address these issues in their design and reduce the scale, setback allowances, height restrictions and overall design that are required in this extremely important area of downtown Victoria. It can not be approved as presented. We strongly oppose this development as proposed.

Sincerely
Diane and Peter Chimich
788 Humboldt St.

From: Linda St Pierre-Parker <[REDACTED]>
Sent: June 10, 2021 4:03 PM
To: Miko Betanzo
Subject: Re: Telus @ 767 Douglas Street

So when you can't build what you want within the rules you change the rules? Great policy! Not only are you slapping the current residents in the face with this building but with future developments too! Well done! Any thoughts of progress instead of regress?

On Jun 10, 2021, at 11:56 AM, Miko Betanzo <mbetano@victoria.ca> wrote:

Hello Linda,

Thank you for your email. Your comments will be added to the public record for this application and available for council's review, prior to this application going to a public hearing. You will also be notified of the public hearing, two weeks prior to its scheduled date. Currently, addressing council at public hearings occurs virtually and details to participate are below.

<https://www.victoria.ca/EN/meta/news/public-notices/virtual-public-hearings.html>

In terms of your specific questions and input I can provide some commentary for clarity. First and foremost, while we appreciate it may seem like all applications can request and be granted variances, most applications are amended significantly to avoid variances. Additionally, the city uniquely has a large variety of zones, many outdated, where variances to the zone actually create better outcomes in terms of impact on neighbours and form and character fit. In terms of the specific questions as part of this application, an amendment to the Official Community Plan (OCP) is being requested. This is different from a variance because a variance typically refers to changes from an existing zone rather than the document that is intended to guide the overall vision of the City, the OCP. Notably, the OCP is out of date. The local government act recommends it be updated every decade, however that is not to say that its parameters and guidance are also out of date, but rather that seeing more requests to amend it are anticipated.

In terms of process, City staff do not approve or decline applications such as this. Staff make recommendations to Council to advise Council how well, or not, a particular application fits with the prevailing policy. Council ultimately declines or approves. Below are two links to the staff report made to council which provide further information on this application FYI.

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65357>

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65358>

The City also does have a review committee similar to Santa Barbara's architectural review committee and it is referred to as the Advisory Design Panel (ADP). It too is populated by a variety of architectural professionals, landscape architects and planning professionals and provides advise to council. A link to the minutes of the ADP meeting for this application is below:

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65372>

In terms of your direct comparison to Santa Barbara, I can provide some commentary here as well as I am familiar with the Santa planning context. From a bit of a theoretical perspective, there are a number

of ways City planning regimes guide growth. In most cases, but not all, that guidance reflects an historical democratic process where policies have been developed and amended over time that reflect community input, political leadership, economic influences and prevailing planning theory. In the case of Santa Barbara, architectural controls were established following the earthquake in 1925 as a way to preserve the Spanish Colonial character of the City. This form of control coalesced into a cohesive and “single themed” form and character for the City, which has been both lauded and criticized. Some feel this level of control limits the architectural cultural development of the City while others prioritize the preservation of its character. In Victoria, it is a bit of a mixed bag. Some parts of the City, particularly Old Town, are preserved in much the same way Santa Barbara’s form and character is guided, but more flexibility is permitted elsewhere. While there are benefits and draw backs to both approaches, it is largely those four factors of community input, political leadership, economic influences and prevailing planning theory that influence the polices, and ultimately, the shape and form City’s take.

Kind Regards

Miko Betanzo
Senior Planner – Urban Design
Sustainable Planning & Community Development
City of Victoria, 1 Centennial Square, Victoria BC V8W 1P6
mbetano@victoria.ca

T 250.361.0604 F 250.361.0386

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From: [Linda St Pierre-Parker](#)
Sent: June 10, 2021 10:26 AM
To: [Miko Betanzo](#)
Subject: Telus @ 767 Douglas Street

Dear Sir

Why even bother with an Official Community Plan if anyone can add a variance whenever they choose to?

We, the people who live in this corridor, have purchased our condos at a certain price which takes into account numerous factors. One of these factors is the view and the OCP which protects that view. Another factor when deciding to purchase is the general congestion and community feel of the area. If you approve this variance you will lower the value of our condos and the quality of our lives.

If you think this is an action that has minimal effects think again. You are taking away the charm of the city by adding a building which is not in keeping with either the style or the height of the area. You are adding unneeded congestion and adding a business factor into a largely tourist area. This large company could better serve their customers from a spot farther from the city core. The absurdity of putting this type of building in this style of building and in this spot is beyond reason.

Also, the OCP height restriction should include mechanical floors.

Why does this city not have an Architectural Revue Committee? I can’t understand why the style of buildings are not more closely controlled so that we may maintain the charm and desirability of this city.

I beg you not to approve this variance.

Sincerely
Lena St Pierre Parker
#1705, 751 Fairfield Rd
[REDACTED]

[REDACTED]

From: Edward Berry <[REDACTED]>
Sent: June 10, 2021 7:38 PM
To: Miko Betanzo
Subject: Rezoning for Telus Building

Dear Mr. Betanzo,

My wife and I have already written to City Council to oppose the present plans for the Telus Building. We therefore also oppose the application for rezoning.

Simply put, the building is too tall, takes up too much space on its tiny lot, and features obnoxious and inescapable signage. In attempting to create an “iconic” building, Telus has instead created a building that will overwhelm its site, calling attention to itself alone rather than complementing its surroundings.

Yours truly,

Edward and Margaret Berry
805-788 Humboldt St
Victoria, BC V8W 4A2

[REDACTED]

From: Elaine Skinner <[REDACTED]>
Sent: June 11, 2021 1:14 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Telus building

The proposed building is attractive but the scale seems overwhelming.
My concerns are those of the HVC.
Sent from my iPad

[REDACTED]

From: Armstrong, Barbara A <[REDACTED]>
Sent: June 11, 2021 4:34 PM
To: [REDACTED]
Subject: Telus Ocean - very concerned

Good afternoon,

I am pleased to provide my contact information below. Please note that my office is immediately adjacent to the proposed building site.

We are most concerned with the inappropriate scale of the proposed Telus Ocean building, in addition to the shrinkage of public spaces. This is simply not acceptable to our practice, neighborhood and community.

Thank you.

Barbara Armstrong
Financial Advisor
Edward Jones
725 Humboldt Street
Victoria, BC V8W 1B1
P. [REDACTED]
F. [REDACTED]

Barbara Armstrong
Financial Advisor
Edward Jones
725 Humboldt Street
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[REDACTED]
www.edwardjones.ca

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[REDACTED]

From: Carl Powell <[REDACTED]>
Sent: June 11, 2021 9:53 PM
To: Miko Betanzo
Subject: TELUS Ocean Developed

Hi Miko, I'm writing to you at the behest of the HVC - Humboldt Valley Committee. However, my purpose for writing you is counter to the HVC's call to action to the residents of my neighbourhood.

I would like to communicate my support for the work and process you and other city staff have been carrying out with the TELUS Ocean development.

I originally hale from Melbourne, Australia; a city of five million souls. I've seen how modern development (on a much grander scale), while preserving the key 'character' and 'heritage' architecture, can revitalize and contribute to maintaining relevance of a city and add significantly to it's economic growth.

I never want to see The Victoria CBD grow to the point of losing what makes it so special. Proper, carefully considered and managed development - as you and you colleagues are doing with TELUS Ocean - I believe is achieving the former, not the latter as the HVC tenacious asserts.

Cheers

C.P.

[REDACTED]

From: Ena Alexandra <[REDACTED]>
Sent: June 11, 2021 9:35 AM
To: Miko Betanzo
Subject: Telus Building/Humboldt and Douglas

Good Morning, My name is Enna Weldon and I have lived in the Aria for over 8 years.

My MAIN Concern, is that there will be Bird Carnage due the Glass.

It is being ignored by the Builder....when asked about the situation the answer was that there is a coating on the glass to prevent the Birds from flying into the Building.....YET they flaunt that the Empress will be reflected by the Glass.

The Design is so out of character for environment.....I am disappointed that Council is even considering it.

Regards,

Ena Alexandra

[REDACTED]

From: Paul Vaillancourt <[REDACTED]>
Sent: June 11, 2021 2:58 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: 767 Douglas Street

Hello Mr. Betanzo,

We are writing to you today to express our disappointment that the city of Victoria appears to be ready to change the rules for the proposed Telus Ocean development.

As a former electric utility planner I'm having trouble with the concept that if you don't like the planning criteria for the area of your proposed development just get the city to change the criteria. What is the point of developing an Official Community plan in the first place?

I believe the city has had much input from folks living in the Humboldt valley and most of us do not see the Telus Ocean project, as proposed, to be complementary to our existing community.

In fact the building as proposed is simply too tall and too massive for the proposed location. This is not to say that it would not be a great project for downtown Victoria but not adjacent to our residential community on such a small parcel of land.

The fact that this proposal is going to public hearing is very disappointing to our community and we wish we had stronger leadership from city council.

Sincerely,

Paul and Rolande Vaillancourt
1501 - 788 Humboldt Street

[REDACTED]

From: Peter Bonyun <[REDACTED]>
Sent: June 11, 2021 3:02 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: 749 -767 Douglas Street

Response to Miko Betanzo, Senior Planner

Dear Miko,

In response to the June 4, 2021 letter It's Your Neighbourhood, I have the some important concerns that have not yet been addressed by Telus or the city.

I would first like to acknowledge some of the changes made to date that are improvements - notably light pollution reduction, installation of bird protection glass, the further setback on Douglas St., and reduction in Telus signage prominence, especially from the harbour.

Further, I would like to thank the city and Telus for producing the scale model of the downtown core that included the addition of the new Telus building. However, that model just emphasized to me that the proposed building remains out of scale for its surroundings in height and bulk and appears uncomfortably placed to crowd out gracious outdoor public spaces in this historic neighbourhood. To remedy this unfortunate situation, the building should be reduced both in height and density as recommended repeatedly by the public. Finally, while I know the city has conducted related traffic studies, I seriously doubt the ability of Humboldt, Penwell and Burdett to handle the traffic of this building and the major condominiums on these streets when Telus traffic is moving in the opposite direction of the current natural flow in both rush hours.

There have already been several opportunities for Telus and the city to hear the opinions of local residents but with very little reflection of these comments to date. If I can offer my opinion on the response of Telus and the city to my concerns so far, it sure doesn't seem like It's My Neighbourhood.

Yours sincerely,

Peter Bonyun
Unit S707
737 Humboldt St
Victoria, BC V8W 1B1

[REDACTED]

From: ron proulx <[REDACTED]>
Sent: June 11, 2021 10:53 AM
To: Miko Betanzo
Cc: Valley Committee Humboldt
Subject: Telus Humboldt

Hi,
I live in Victoria. My wife and I live at : 31 Oswego Street. V8V 2A7

I love the Telus building in theory, but...

1. Its too big.
2. It moves too close to the south, and creates too small a canyon with its south neighbor.

Thus, can it be squished away from the south several metres?

Thx,
Ron Proulx
Victoria resident and Taxpayer

[REDACTED]

From: [REDACTED]
Sent: June 11, 2021 10:39 AM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Response: City Request for Public Input on TELUS Ocean

Memo to: Miko Betanzo, Senior Planner, City of Victoria
Telus Ocean Project

I agree that the TELUS Ocean Building's massive scale needs to be reduced and in doing so there needs to be further improvements by increasing the north and south plazas. This can be accommodated by pulling back the building and increasing the separation from its neighbours.

Regards

Sally Talbot

S304 – 737 Humboldt St.,
Victoria, BC., V8W 1B1

[REDACTED]
C - [REDACTED]

[REDACTED]

From: Miranda Jones <[REDACTED]>
Sent: June 12, 2021 12:35 PM
To: Miko Betanzo
Subject: Telus Ocean Building

Good Day Miko,

I live in the Aria but add that I am not directly affected by the proposed building.

HOWEVER, I do have strong feelings about the size and scale of this building – it is a beautiful building but simply TOO large and TOO high.

The density allowed by the current zoning is for 12 storeys, but with the strange formulas allowed for office buildings, the height proposed becomes much higher than this.

The ‘iconic’ nature of this building with its very forward thinking cladding and design would still be ‘iconic’ even if it were smaller.

I hope the planning department do NOT approve this in its present form – compromise would still allow for this to become a landmark building.

Thank you for adding my input to others.

Sincerely,

Miranda Jones
South 1006 – 737 Humboldt Street
Victoria, BC V8W 1B1

Phone: [REDACTED]

Sent from [Mail](#) for Windows 10

[REDACTED]

From: Monty Mehta <[REDACTED]>
Sent: June 12, 2021 11:10 AM
To: Miko Betanzo
Subject: Re: City Request for Public Input on TELUS Ocean

Good Morning Mr. Betanzo,

I live at the Aria and am directly affected by the TELUS Ocean building going up right in front of my small 1-bedroom apartment on the 5th floor.

I object to the size of the building and its close proximity to the Aria. Please do the following:

1. Set the building back several more meters away from the Aria, the Falls condominium and the Doubletree hotel
2. Reduce the overall scale of the building including its height by at least 8 stories.
3. Reduce the size of the signage so light is not as bright.
4. Change the shape of the building to be completely round so that more visibility to the Empress Hotel, Humboldt Street, The Falls Condominium, the conference centre can be had.

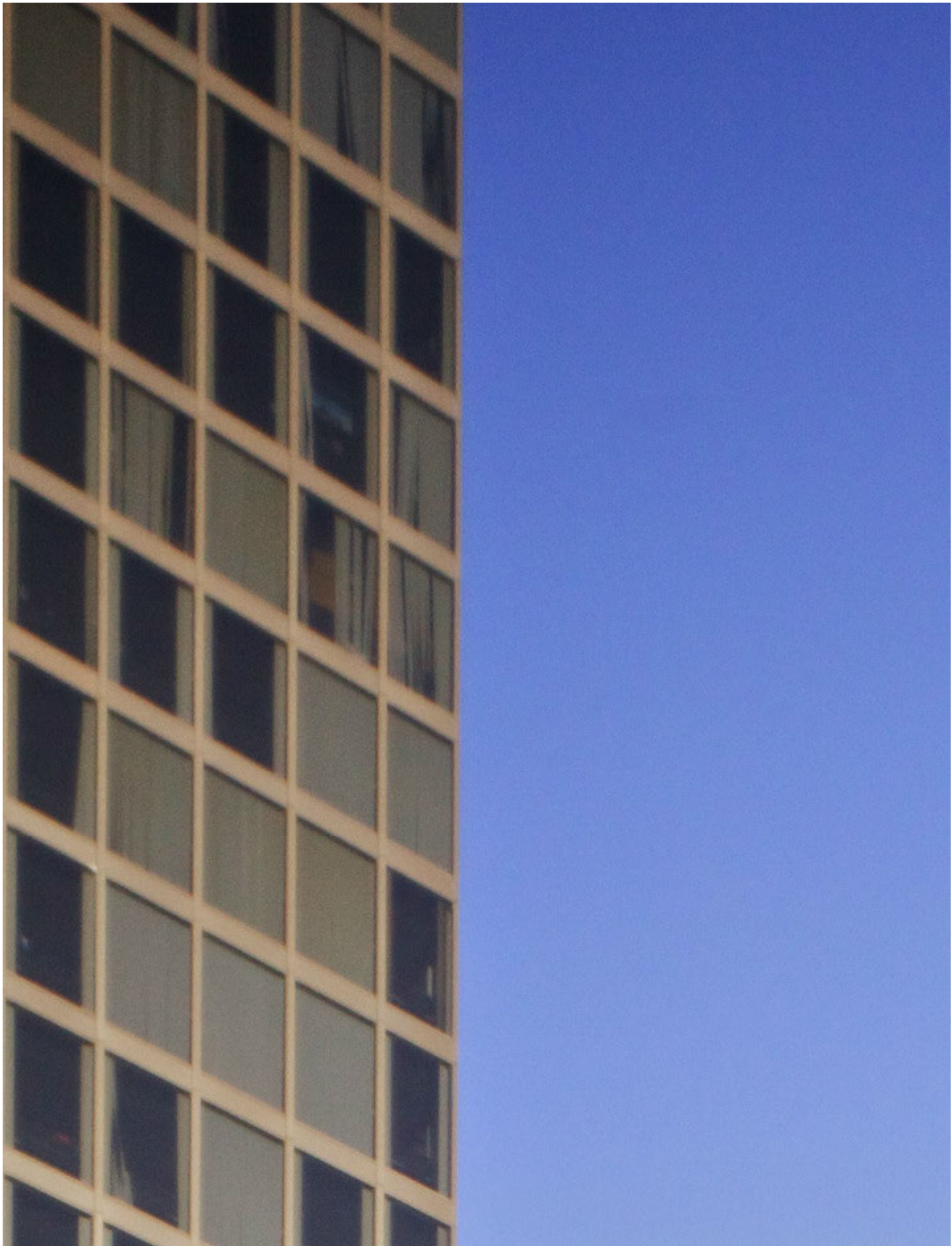
Few ideas for the shape of the building:





www.shutterstock.com · 845210

Not this tall though



Kind Regards,
Monty Mehta

[REDACTED]

From: Charlotte Cronin <[REDACTED]>
Sent: June 13, 2021 3:02 PM
To: Miko Betanzo
Subject: Telus Building

Dear Mr. Betanzo

In response to the request for input on the Amendments to the OCP for the TELUS Project.

Having viewed the model representing the placement of the building on the corner lot at Humboldt and Douglas, it made clear to me that the building is too large for the space in question. Yes, it will reduce the view corridor. But for the residences around the structure and the significance of the other Iconic buildings that will be dwarfed by its size and design features, please reconsider. Victoria City Council and TELUS have to rethink the need for such a domineering and mismatched creation as it is now presented.

The sheer size of the footprint takes away from Plazas, both North and South for the community to enjoy. Dark tunneling along Humboldt comes to mind. Bike lanes and two way vehicular traffic will add to density and busyness for the pedestrians already living in several condominiums and visiting hotels already in place. Add the return of tourism and it really seems unlikely anyone will be satisfied.

Thank you considering my concerns.

Charlotte Cronin
S308 737 Humboldt St.
Victoria, BC V8W 1B1

H [REDACTED]
M [REDACTED]

[REDACTED]

From: Cathy Campbell <[REDACTED]>
Sent: June 14, 2021 1:13 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: 749-767 Douglas Community Plan amendment

Question: Why not adhere to the community plan?

My major concern is the Telus building overwhelming scale far beyond what any of us anticipated, as well “borrowing” our public space plazas.

This is my neighbourhood, encroachment onto the valuable South plaza is just wrong.

At the very least, this massive building should be set back to the north of the current crosswalk.

Council should resist making us into a “big city”.

Cathy Campbell

The Aria

[REDACTED]

From: Chantelle Fortin <[REDACTED]>
Sent: June 14, 2021 8:31 AM
To: Miko Betanzo; [REDACTED]
Subject: Telus Building - Community Feedback

Miko Betanzo
Senior Planner
City of Victoria
Email: mbetano@victoria.ca

Dear Miko Betanzo:

This email is further to my correspondence to the Mayor and Council of September 23 and October 11, 2020, regarding the proposed Telus building on the corner of Douglas and Humboldt. The building, as currently proposed, is still far too large and overwhelms the site and the adjacent plazas. Please ensure that the developer reduces the scale of the building so the public can actually enjoy the area around it.

Thank you for your kind attention to this matter.

Sincerely,
Chantelle Fortin
and Shaun Millar
N904-737 Humboldt St

pc: Humboldt Valley Committee

[REDACTED]

From: Sawatzky, Murray <[REDACTED]>
Sent: June 14, 2021 7:32 AM
To: Miko Betanzo
Cc: [REDACTED] Sandra Hubenig ([REDACTED])
Subject: Public Input on TELUS OCEAN

Dear Miko Betanza, Senior Planner

We are owners of 1406 Courtney in the Falls. We have a beautiful deck that faces the Olympic Mountains. This a valuable part of the view and a significant reason why we purchased this property about three years ago. We would not have purchased the property without this amazing deck and the views that it presents. To lose this view will severely affect our enjoyment of our property and the value of it.

We also know that the official Community Plan was done in July 2012 and updated in February 2020 and that it sets out the objectives and policies for the next 30 years. It is our view that the project as presented requires an amendment to the official Community Plan that is not justified and is contrary to the long term objectives of the Plan.

The sheer mass of the proposal and, in particular ,its height impacts on our view of the Olympic Mountains. This will be obliterated by a wall of glass. The extreme height of the proposal is not what is presently allowed nor should the Plan be changed to accommodate it. We all know that developers ask for the moon and settle for something less. They all stretch the request so that they are seen as compromising later when they give in on some of their demands. I'm sure as a Senior Planner you have seen this routinely.

City Council should not be manipulated into doing this. The current height restrictions are more than enough to meet the objectives of the Plan and TELUS. The size, as proposed, severely impacts those residents and other businesses all around the project. In summary on this point ,the overall scale of the project has a significant concern and is not required nor justified.

Further the project is too large and does not have sufficient space around it. The building should be set back several meters on the north side to allow for increased public space and the south side be set back to the north of the existing midblock crosswalk.

I hope these concerns are clear and are taken seriously. This decision to amend the Plan and allow for a much larger project has long term implications and also sets a precedent for other developers to have City Council condone the severe impacts their projects will have on the residents and businesses.
Regards

Murray R. Sawatzky, Q.C.

T: [REDACTED] F: [REDACTED]

McDOUGALL GAULEY LLP Barristers + Solicitors

1500-1881 Scarth Street. Regina SK S4P 4K9

www.mcdougallgauley.com

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[REDACTED]

From: Nancy Sherwood <[REDACTED]>
Sent: June 18, 2021 10:01 AM
To: Miko Betanzo
Subject: RE: OCP amendment for 749-767 Douglas

Hello,

Thank you for your second reply. I see from the staff reports that you have done an excellent job of informing the City Council of the problems with rezoning. I wish you were on the City Council. It is very refreshing to receive an intelligent response. I appreciate your work.

Nancy Sherwood
1005-708 Burdett Ave.
Victoria, bc

From: Miko Betanzo <mbetano@victoria.ca>
Date: June 17, 2021 at 5:28:13 PM PDT
To: Nancy Sherwood <[REDACTED]> Humboldt Valley Committee <[REDACTED]>
Subject: RE: OCP amendment for 749-767 Douglas

Thanks again for this email Nancy,
In terms of staff response to inquiries, I think you give us lowly planners too much credit. Staff's role is not, and never has been, to determine what "should" and "should not" happen in terms of development proposals. Our primary function is to help applicants craft proposals that fit with policy and to advise Council how well or not an application fits with the prevailing policy. In this instance, staff provided that recommendation to Council within the two reports linked below.

<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65357>
<https://pub-victoria.escribemeetings.com/filestream.ashx?DocumentId=65358>

Council considered staff's recommendation at a Committee of the Whole meeting on March 11th of this year and voted to advance the application to a public hearing and to solicit community feedback, in line with the local government act for amendments to the Official Community Plan. The distinction between number of storeys and metres is an unfortunate technical distinction because most people have no idea how tall 40 or 50 metres is and generally rely on the number of storeys. That said, knowing that the proposal is roughly 7 metres higher than what's envisioned does provide some qualifications for the height- because most people would likely realize that this equates to about two storeys higher, 7 metres is far easier to imagine than 50.

So, while planners do dedicate themselves to trying to achieve the common good, which is a tremendous privilege of this role, ultimately council decides, sometimes with and sometimes without, the input of their constituents.

Kind Regards

Miko Betanzo
Senior Planner – Urban Design

Sustainable Planning & Community Development
City of Victoria, 1 Centennial Square, Victoria BC V8W 1P6
mbetano@victoria.ca

T 250.361.0604 F 250.361.0386

<DD5B376F7F4B4A6D9E8A236DB121C3BC[117052078].gif> <E24BFA8E22664CD598355BF77E7E68B5.png> <3B1407A01C35

From: [Nancy Sherwood](#)

Sent: June 17, 2021 4:44 PM

:'

[REDACTED]

From: Nancy Sherwood <[REDACTED]>
Sent: June 17, 2021 4:44 PM
To: Miko Betanzo; Humboldt Valley Committee
Subject: RE: OCP amendment for 749-767 Douglas
Attachments: DD5B376F7F4B4A6D9E8A236DB121C3BC[116870641].gif

Hello Mike,

Thank you for clarifying some points about the OCP. I appreciate that you wrote back. However, I felt your comments were not complete as the question is whether the OCP should be changed to designate a specific area of the Legislative/Inner Harbour area to Core Business. This change would allow Telus to increase the height of their building to 53 meters. We live beside the Hilton Hotel, so I know that 43meters translates to 16 stories and not the 12 stories you suggest. According to the HVC Information Bulletin of September 15, 2020 the proposed Telus building at 53 m will be about the height of an 18 storey residential tower. The facts are clear. "Residential storeys are considered to average 3.0m; while commercial stories average 4.1m. The TELUS Ocean plan has an average office floor height of 4.25m and, with a higher first floor and top amenity floors, an average storey height of 4.8m overall. This is what pushes the proposed height of their 11 storey building to over 53m, about the height of an 18 storey residential tower." This height is totally unacceptable in this residential and heritage area in our city.

The mass, height and density of the proposed TELUS building are not allowed with the present OCP; the building will not only destroy the most important part of our city, but is totally unnecessary in that Telus employees will only occupy 2 storeys. The rest of the space is just office space that an aggressive company demands to maximize their commercial profits at the expense of all Victorians.

I think you need to reword your response to people. We count on city planners to do what is best for the common good.

Sincerely,
Nancy Sherwood
1005-708 Burdett Ave
Victoria, BC V8W 0A8

From: [Miko Betanzo](#)
Sent: June 16, 2021 9:08 AM
To: [Nancy Sherwood](#)
Subject: RE: OCP amendment for 749-767 Douglas

Hello Nancy,
Thank you for your email. Your comments will be added to the public record for this application and available for council's review, prior to this application going to a public hearing. You will also be notified of the public hearing, two weeks prior to its scheduled date. Currently, addressing council at public hearings occurs virtually and details to participate are below.

<https://www.victoria.ca/EN/meta/news/public-notice/virtual-public-hearings.html>

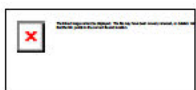
AS part of the OCP notification process, staff can answer specific questions posed by the public and provide any clarifications required. In terms of your input, I can offer two small points of clarification. One, the current height permitted at this location is 43m. The OCP envisioned a maximum height of 45m. This generally equates to a building

about 12 storeys high, or in the case of a large format office building, about 8-9 storeys. The other small clarification is that while the OCP is the guiding document for the City, it does get updated from time to time. The Act that governs the OCP stipulates that it should be updated about every ten years to make sure it is still relevant and current – but that is not to say that it should change. Instead, regular updates are meant to ensure that community input and prevailing planning theory are regularly referred to, to guide the community vision.

Kind Regards

Miko Betanzo
Senior Planner – Urban Design
Sustainable Planning & Community Development
City of Victoria, 1 Centennial Square, Victoria BC V8W 1P6
mbetano@victoria.ca

T 250.361.0604 F 250.361.0386



From: [Nancy Sherwood](#)

Sent: June 15, 2021 9:44 PM

To: [Miko Betanzo](#); [Humboldt Valley Committee](#)

Subject: OCP amendment for 749-767 Douglas

June 14, 2021

Mike Betanzo, Senior Planner
City of Victoria

Dear Mr. Betanzo,

If I may begin simply, I am absolutely opposed to amending the OCP bylaw by changing the urban place designation from Inner Harbour/Legislative to Core Business.

The Official Community Plan was put in place for an excellent, almost sacred reason. Victoria represents a natural gem rarely seen in the modern world for a medium sized city. The ocean and mountains along with a carefully planned city are a tourist joy for people who come from large cities filled with glass and metal sky scrapers that block the sun. Victoria still feels like a city that was built for humans and not for machines. The former city councillors voted for the OCP as they could see that every city is attacked in its Old Town by aggressive commercial interests where huge sums of money are at stake. The Council must protect the Old Town from this massive building.

Surely the most precious part of our city is the Inner Harbour/Legislative area. The Parliament, Empress and Provincial Museum are the prime interest for locals and tourists. It is this area with which we identify as Victorians. If it is dominated by a huge commercial Telus building, then the identity is gone. WE MIGHT AS WELL MOVE PARLIAMENT TO VANCOUVER IF VICTORIA'S CITY COUNCIL WILL NOT PROTECT THE ZONE THAT SURROUNDS IT.

We thought we had elected councillors who represented the people. Apparently five of them think they were elected to help commercial projects that will cause irreparable damage to the current zone at the expense of citizens. Mr. Loveday, who is usually reasonable, claims that this huge new business building will lift our

spirits after the covid pandemic. Instead, it is a most depressing idea that any guardrails to preserve the city can be ripped down. And Stephen Andrews...what is he thinking? We will not forget his bad judgment.

Let Telus build a two-story building to house their employees. But they must move the building back on all sides toward the middle of the lot. If you Read The Economist, it is clear the world is changing so that many employees will work from home. Come Downtown and you will see that the office space in Nootka Court was not leased once government workers left the building. The Telus building will squeeze out office space that is already available.

Sincerely,

Nancy Sherwood
1005-708 Burdett Avenue
Victoria, BC V8W 0A8

[REDACTED]

From: shelley stott <[REDACTED]>
Sent: June 14, 2021 9:49 AM
To: Miko Betanzo
Subject: Telus building

We strongly oppose the city changing the height on the Telus building to make it taller. Previously the building height was 10 storeys in order to keep quaint Victoria charm..... QUIANT and in compliment of the Empress hotel and surrounding area.

- 1) No to changing height.....in fact reduce it back to 10 storey.
- 2) Outside sidewalk area does NOT meet pedestrian standards for walkways.

Please do not approve plans that leave OUTSIDE DEVELOPERS doing Vancouver style Architecture! This is Victoria..... because people have fought for years to retain exceptional and unique living. DONT SELL US OUT.

Sincerely,
Shelley Stott
Resident owner of downtown

Sent from my iPad

[REDACTED]

From: Yuki Kurozumi <[REDACTED]>
Sent: June 14, 2021 10:47 AM
To: Miko Betanzo
Subject: 767 Douglas Street

Hi Miko,

I am writing to express my objection to this project.

Victoria has its own beauty and charm. Compared to Vancouver, its uniqueness is quite obvious. Vancouver has harbours and some views from downtown. However, with so many tall buildings, you can only see the limited space between the buildings and small view of the sky. All tourists and residents must find the Inner Harbour area incredible and take relaxed stroll to enjoy the ocean, flowers, nice stores and Big Sky.

I believe there are other areas in Victoria which can accommodate high density. I personally do not understand why the unique quality of the Inner Harbour area has to be reduced for a very un-Victoria like building.

Yuki Kurozumi
Astoria owner

[REDACTED]

From: A. M. Lohner <[REDACTED]>
Sent: June 15, 2021 11:23 AM
To: Miko Betanzo
Subject: feedback re Telus proposal for Budget/Apex lot

Dear Miko Betanzo,

We object to what Telus is proposing to construct on the Apex/Budget lot at the corner of Douglas and Humboldt.

The south part of the proposed building looms over the public space by the Crystal Garden. The proposed building needs to be moved back from the property line to north of the existing Douglas Street crosswalk for all floors of the building.

The proposed building should not be clad in glass, which professional literature states is passé.

The building will further adversely impact Victoria by reflecting glare and heat from its cladding of metal and “high-reflectance glass.”

The building will also create light pollution at night.

The Penwell connecting corridor between the proposed building and the neighbouring Aria building is too narrow.

Thank you for your time and consideration.

Sincerely,

A.M. Lohner
Victoria, BC

[REDACTED]

From: Gary Roberts <[REDACTED]>
Sent: June 15, 2021 12:13 PM
To: Miko Betanzo
Cc: [REDACTED] Duane Lachance
Subject: City Request for Public Input on TELUS Ocean (REZ00746)

Hello, Mike – I’m responding to a notice I received in the mail from the City of Victoria, dated June 4th, 2021, titled “It’s Your Neighbourhood”.

The revised [Renderings View Analysis](#) document for the proposed TELUS Ocean building (REZ00746) presents updated rationales for building design which could result in a massively prominent building that goes far beyond what the site was originally zoned for. Overall scale is certainly a key concern here.

As it’s currently proposed, the South Plaza along Douglas Street would be compromised by the south point of the building. I believe the building should be set back to north of the existing midblock crosswalk, to maximize the public plaza and maintain the connection between the Victoria Conference Center and the Crystal Garden.

On the north side of the site, along Humboldt Street, the proposed building goes right to the property line and the streetscape is squeezed into a canyon between two 50-metre plus buildings; TELUS Ocean and the Doubletree Hilton. I believe that the building should be set back several metres to increase the utility of the public space that must accommodate a bicycle path.

Also, the separation along the Penwell Connector needs to be maintained on the east side. In the revised May 31st plans, it is not clear this is so.

In summary, as a resident in the Humboldt/Douglas neighbourhood my main concerns are **the overall massive scale of TELUS Ocean**; the need to **improve the north and south plazas by pulling back the building**; and **increasing TELUS Ocean’s separation from its neighbours**.

Sincerely,

Gary Roberts
N309-737 Humboldt Street
Victoria V8W 1B1

From: Nancy Sherwood <[REDACTED]>
Sent: June 15, 2021 9:59 PM
To: Miko Betanzo; Humboldt Valley Committee
Subject: Official Community Plan Amendment for 749-767 Douglas Street

June 15, 2021

Mike Betanzo, Senior Planner
City of Victoria

Dear Mr. Betanzo,

Intended change in the Official Community Plan (OCP) is unacceptable. The established Inner Harbour/Legislative zone that exists is splendid. However, the proposed Telus building will be much taller than the Legislative building, the Empress and the Provincial Museum. The mass of this office tower will overwhelm the area.

The residential units would also be affected by this change in OCP. A wasteland may be created in the shadow of the Telus building. Already many residents in the condos that surround the triangle lot are selling to flee a sinking ship. In The Falls condo building, natural light will be blocked to the South and Southwest, creating darkened spaces for long term residents. The whole building may turn into short-term rentals, which do not provide any local housing or downtown support in non-tourist seasons.

As soon as covid is manageable, residents will increasingly flee. City Council allowed many, many condos in Downtown. Now they are destroying this zone as a good residential location.

A final issue is evidence that Telus presented to City Council to show support for their building. It was based on a survey that they sent to all the residents in our area. It was a prime example of a “dirty tricks” campaign. In this survey, we could not register our support in a scaled manner (e.g., 1-5). Instead, we could only check one box to show we favoured their project in various ways. If we did not favour the idea, there was no box to check. If we had any disapproving comments on any aspect of the project, we had to enter them in a box below. The comments did not go to City Council. The concerns or disapproval only went back to the company. Their presentation to Council was based on misleading information. Decisions based on this information should not be accepted in City Council.

Please leave the Official Community Plan in place. The business core invasion will destroy our most important zone.

Sincerely,

Terry G. Sherwood
1005-708 Burdett Avenue
Victoria, BC V8W 0A8

[REDACTED]

From: Jenny McDonell <[REDACTED]>
Sent: June 16, 2021 6:23 AM
To: [REDACTED] Miko Betanzo
Subject: Telus Ocean Building

Please insure that our downtown skyline remain as low key as possible. No one building should stand out or interfere with the view of mountains or other natural features. The proposed building should not overwhelm the site it is to occupy. It needs to maintain a perimeter of space around it.

Thank you for your consideration.

Sincerely,

Jenny McDonell, Victoria resident

Sent from my iPad

[REDACTED]

From: John Henderson <[REDACTED]>
Sent: June 17, 2021 12:07 PM
To: Miko Betanzo
Subject: 767 Douglas Street Planning

Hi Mike

I am a retired civil servant who did property appraisals for the Ontario Government. In my line of work, I acquired a very healthy respect for planners but not so much so for the politicians. I clearly don't have the time to review the intricate details of the proposals so let me cut to the chase. I would trust you the head planner to know what is best for Victoria.

Redevelopment can be good but heaven please forbid the travesty of the heavily polluted Fort Street with some unreasonable pedestrians actually running to force a stop in traffic just because they can. Cyclists breathing 10 times more air than those standing are rewarded with 10 times more pollution in their lungs and perhaps cancer down the road. The motorists and tourist traffic have so many more signs, lights to observe that some important instructions are guaranteed to get lost in the maze causing increased danger. The politicians signed off on these dangers as acceptable. The politicians failed in their duty to give true leadership.

[REDACTED]

From: Marni Horner <[REDACTED]>
Sent: June 18, 2021 10:12 AM
To: Miko Betanzo
Cc: hvvictoria
Subject: Telus Buildong Proposal

Dear Mr. Betanzo,

Thank you for the opportunity to again express my concerns, this time with a Senior Planner, before a final decision is made. I appreciate that on May 31, 2021 Telus made a few concessions so hopefully they, you and City Council are still listening.

Sadly, I feel there are a few issues that still have not been addressed.

One is the enjoyment of open spaces currently existing that will be crowded out and/or over shadowed. After the closure of Humboldt Street at Douglas Street, brand new bike lanes installed and creation of the new seating/play area in the North Plaza we have noted that this has become quite popular .To see this huge Telus building encroach on and force changes to what we, the tax payers have already funded, especially the new/well used new bike lanes, is rather galling. The extreme closeness of two over-height buildings (Telus and Double Tree) would be very uncomfortable indeed.

Also, the building is still far too large as it makes the South Plaza hardly an open space at all by extending so deeply into it. The existing crosswalk between the Conference Centre and Crystal Garden is well used and gives a welcoming feeling to the South Plaza. It doesn't seem conducive to people being able to move about easily and comfortably to enjoy these open spaces. I firmly believe that the building should be scaled back from both these Plazas to allow for just that enjoyment.

Along with this, it is essential that the separation along the "Penwell Connector" be maintained as it helps to connect everything with broad pathways around all of the open spaces including access to Cridge Park thus encouraging enjoyment of these spaces.

Another of my concerns is the fact that by continuing to apply for the excessive height variance, Telus knowingly is trying to force the City of Victoria into abandoning the character of the area. As pointed out before, the Convention Centre was built in keeping with the style of the Empress, her extension several years ago and the Crystal Garden, both of which will be negatively impacted but such a huge, inappropriately sized building. As the City continues to grow upward with the new, taller buildings North of the Humboldt Valley, it seems rather strange to take away the natural progression of the land elevation by creating excessive height here.

The proposal still also does not adequately address the traffic overuse of Humboldt and Penwell Streets. The "Transport Impact Assessment" presented on July 8, 2020 was obviously done during not only during on-going construction on Humboldt Street but in the midst of almost total lock-down due the COVID-19 pandemic. There were no workers or tourists in the area at all to generate "traffic". We noted during the week of June 7, 2021, there were car counting cables on Humboldt Street near the Marriott Hotel for a few days. Again, this is done when both even within BC tourism is not allowed and office work spaces are not anywhere near what the "usual" pre-pandemic levels were. At least there was no construction this time to also skew the result!

Thank you for your kind consideration of these concerns.

Regards,

Marni Horner

N1001-737 Humboldt Street,


[REDACTED]

From: Claudia Senkiw <[REDACTED]>
Sent: June 19, 2021 12:41 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Amendment for properties at 749-767 Douglas Street

Regarding a letter sent June 4, 2021 addressing proposed amendment for the properties located at 749-767 Douglas Street.

I am totally against this amendment as I feel the proposed building is overly large for the location and does not take into account as to how it will affect the neighbourhood. Being so close to the Conference Centre/Empress Hotel and Inner Harbour, I think it is very important to consider the size of this development. I don't think the additional height is necessary or the increased density.

As I have a residence on Humboldt I think a tunnel effect will be created between the proposed building and the Doubletree Hotel, right at Douglas St.

I think the building set right on the property line on Humboldt will be quite intimidating to pedestrian traffic

Public spaces in this area should be welcoming and attractive and an asset to the building. My main concern is the large size of this building in relationship to the location.

Thank you.
Claudia Senkiw
1006-788 Humboldt Street,
Victoria

[REDACTED]

From: Deanna Roozendaal <[REDACTED]>
Sent: June 21, 2021 3:40 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Telus Ocean concerns

Hello,

My name is Deanna Roozendaal and my husband Mark and I live in The Falls at #1008 - 707 Courtney Street.

I appreciate that Telus has worked to resolve a number of issues and I remain concerned about the following:

1. The overall scale of the building - The Telus Ocean building appears massive and prominent and it appears to go beyond what is a good fit for the site and the area, especially considering the historic buildings in close proximity.
2. Building separation - the massive building needs more space around it. Please increase the size of the plazas - I request that the building be pulled back further and that public spaces around the building be increased. I am concerned about the squeeze between the Telus Ocean and the Doubletree Hilton on Humboldt, in particular.

Thank you,
Deanna Roozendaal

1008-707 Courtney Street
Victoria BC
V8W 0A9

[REDACTED]

From: jennifer walton <[REDACTED]>
Sent: June 21, 2021 9:21 AM
To: Miko Betanzo
Subject: 749 douglas

Dear Sir,

I own a condo at 751 Fairfield Rd (suite 1401) and walk this area several times a day with my dog. I am very opposed to the height of the proposed telus building. It will reduce the view corridor along Douglas as well as being an eye sore from my condo and potentially increase light pollution into my suite. There should be no exceptions made for this building. Aside from blocking my view, it is important that Victoria do what it can to remain livable and enjoyable for retired seniors such as myself. Please follow the city's own building guidelines and do not allow this building to be overheight.

Thank you,
Jennifer Walton

[REDACTED]

From: [REDACTED]
Sent: June 22, 2021 5:14 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Feedback on Community Plan Amendment for 749-767 Douglas Street

Dear Miko Betanzo:

My wife & I are residents in the Belvedere building (778 Humboldt Street) and wish to provide feedback to the proposed community plan amendment.

We are both strongly opposed to amending the community plan. When Telus purchased the property they knew the bylaws that were in effect and chose to ignore them in their proposal. Telus did not make any substantive changes to their proposal after feedback was provided to them by a number of residents in several near-by buildings (Aria, Astoria and Belvedere). Finally, Telus has not clearly explained how their proposed (oversized) building will benefit the residents of nearby structures; rather, they have just stated how it will benefit Telus.

To summarize:

Since:

1. The bylaws did not change between the time Telus purchased the land and the time Telus submitted their building proposal and
2. Telus has not clearly demonstrated their building (as proposed) will benefit local residents.

those bylaws should not be changed now.

Paul & Joan Rushton
802-788 Humboldt Street

[REDACTED]

From: Jerry Lei <[REDACTED]>
Sent: June 23, 2021 5:08 PM
To: Miko Betanzo
Subject: REZ00746 public feedback

Dear Mr. Miko Betanzo,

I'm a resident of 737 Humboldt Street, and I'd like to comment on the proposed development of neighbouring 749-767 Douglas Street. Generally speaking I would be in favour of some manner of commercial development on that particular space as it currently appears underutilized as a rental car lot. This sentiment would be assuming no appreciable surrounding sidewalk space would be lost in the process. However, the maximum height of 12 storeys proposed by the rezoning strikes me as wildly inappropriate for a couple of reasons.

1. The proposed development would be directly across Douglas Street from the Fairmont Empress and the Victoria Convention Centre, which it would tower over, significantly detracting from these historically significant buildings right in the tourism epicentre of downtown Victoria. The office building Nootka Court finds itself similarly positioned, being directly across Humboldt Street from the Fairmont Empress, where development has been restrained to a more reasonable 6 storeys. Any new development on 749-767 Douglas Street should strongly consider exercising similar restraint as to not damage the atmosphere of one of the most iconic areas in Victoria.

2. The development of such a tall structure given the fairly small footprint of the lot would create an intense urban density unwanted in Victoria, as exemplified by how similar developments are rarely if ever observed anywhere on the whole of Vancouver Island. The issue of the small lot size is also compounded by the irregular shape of the lot, likely making any very tall structures aesthetically awkward with strange ratios, regardless of modern design and materials.

Urban planning isn't exactly within my realm of expertise, but I hope you find my concerns logical, and I feel they would be addressed if the rezoning were restricted to a more modest maximum height of around 5 storeys. Thank you for your time and consideration.

Sincerely,
Jerry Lei
PhD Candidate, University of Victoria

[REDACTED]

From: Tony Parker <[REDACTED]>
Sent: June 23, 2021 4:00 PM
To: Miko Betanzo
Subject: Rezoning #REZ00746: 749-767 Douglas Street, Victoria

Dear Mr. Mike Betanzo,

I am writing to you in regards to the proposed development at 749-767 Douglas Street and the request to amend the Official Community Plan (OCP).

I am against this change to the OCP.

1. IF the OCP can be changed, then the current maximum height of 45m should be reduced to be no higher than the neighbour building called 'The Aria'.
2. The building height in the OCP should be the physical total height. This should include any mechanical building, mast or electronic tower.
3. Parking within this area is already a problem. Any new building should have sufficient underground parking for all the buildings occupants. Having a commercial building with the requested increased density is not supported by the proposed number of parking spaces.
4. The current occupancy of this area is residential, be it apartments or hotels. Having a commercial building within this 'tourist' area (also includes the convention centre) is a not an improvement with the area.

Regards,
Tony Parker
#1705-751 Fairfield Road
Victoria, BC V8W-4A4
Tel: [REDACTED]

[REDACTED]

From: Rita Button <[REDACTED]>
Sent: June 24, 2021 10:50 AM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Telus Building

Dear Mr. Betanzo,

Living at The Aria, I have watched the planning progress of the Telus Building with interest and a little apprehension. While it's exciting to visualize a new building on the corner, it's also a worry not only because change creates discomfort, but also because it's difficult to find the best balance for everyone concerned. While I enjoy cities, great buildings, the rush of people and varying kinds of traffic, I also enjoy the oasis of a piece of green, a place of quietness that can create the dramatic contrast between a building that works and a surrounding space of green offering a sense of contemplation. These kinds of contrasts add depth and texture to city life.

While I am pleased at the improvements to the building plans resulting from the changes, I believe that the building is still too big for the space it is meant to occupy, creating an overwhelming feeling of too much building and not enough breathing space. Somehow, the idea of large equaling iconic has crept into our imaginations when we consider value. If it's big, it must be great. However, experience has shown that usonian buildings that pay attention to their surroundings without overwhelming them are generally more appreciated and revered than those whose main characteristic is "See me because I am big." I'd like a building that says, "Appreciate me because I fit into the landscape." And we all know the relief that's gained from a little green, a space to sit outside where the change in atmosphere often presages a change in perception.

Moving the building back several metres would allow an appreciation to grow not only by those who occupy the building on a 9 to 5 basis, but also those of us who are permanently in its shadow when we're at home.

Please, give the current residents of the area a chance to welcome the new building by scaling it down a bit and by moving it back from the street.

Regards,
Rita Button

[REDACTED]

From: Robert Newton <[REDACTED]>
Sent: June 24, 2021 1:19 PM
To: Miko Betanzo
Cc: Humboldt Valley Committee; Landuse@victoriadra.ca
Subject: 749-767 Douglas Street

Miko Betanzo, Senior Planner
City of Victoria

Dear Miko Betanzo,

I am writing to you today to express my opposition to the planned rezoning of the property located at 749-767 Douglas Street. In previous calls for comments, many different positions were taken on issues that would affect not only the residents in the area, but also the character and historic nature of the downtown. The overwhelming majority of these comments went into great detail explaining why this project is not a good fit for the proposed lot. Regardless of the withering opposition, including rejecting revisions suggested by city staff, our Mayor and City Council have voted to advance the project without any meaningful changes. This, in my opinion, is grossly misguided and has the potential to become a blight on our fair city.

A previous City Council zoned the entire area with a certain vision in mind. This lot was zoned as part of a massive project to encourage people to come to the city centre to live and to participate in the economic and cultural opportunities as well as a chance to reduce their reliance on personal automobiles. It is staggering to see, at the last moment, a garish monument to our Mayor's vanity proposed which sticks a finger into the eyes of the entire neighbourhood as well as that previous council. The proposed project is double the allowed density and ten metres taller shoehorned into a lot far smaller than required for something of this magnitude.

The proponents claim that there would be a large number of jobs created. This is a fallacy, as almost all of the so called new jobs would merely be a consolidation of already existing jobs from around the region. Other parts of the Capital Regional District would lose jobs that would be redirected to an already overcrowded and congested downtown core while at the same time only providing a fraction of the required parking spaces. All other projects on the Douglas Street corridor were subject to not obscuring the southern view to the Olympic Mountains, providing a setback which lessened the impact of these buildings on pedestrians walking up and down the street. The proposed tower of glass and steel provides no setback from Douglas Street and gives us only a canyon like feel to the area.

The city staff is putting together a set of revised design guidelines for new or revitalized buildings in the downtown core. This project doesn't fit with these new proposed guidelines as outlined below.

Key proposed draft updates to the guidelines include:

- An emphasis on building design that supports comfortable, active and attractive streetscapes, open spaces and pedestrian environments.
- Design guidance for the incorporation of private, shared and publicly-accessible outdoor spaces within new developments.
- Strengthened guidelines to support context-sensitive design for buildings adjacent to heritage buildings and within the Inner Harbour area.

- Improved design guidance for tall buildings to better support sunlight access to public spaces, comfortable building separation, attractive building forms and overall liveability
- Revised language to provide clear statements of design intent to support innovative and creative design responses to unique sites and conditions to achieve the urban design vision and goals for the downtown.

I cannot see how the proposed structure fits into any of these statements outlined by city staff. To proceed while proposing the above would be the height of hypocrisy .

While we, the taxpaying public, are only privy to some of the details of this proposal, I have a feeling that what lies beneath the surface may shock and surprise. I therefore call on the Mayor and Council to provide a full accounting of the deal between yourselves and the applicant that made this project so appealing, besides the bargain basement price of the property. There are obviously no benefits or added amenities to the immediate area or to its residents, so what is the applicant providing to City Hall for other areas or City Hall providing the applicant? The entire deal must see daylight before we proceed to the next stage. The proposal also mentioned the Mayor's vision of an amphitheatre effect over the buildings around the inner harbour, so I wonder what other projects may follow if this one goes ahead? Will the Crystal Gardens or the CPR bowling green also come under a zealous council's desire to further change our city? This would become the sole office tower in this part of the city and of a scale unmatched anywhere on Vancouver Island. Is there a grand plan here?

Finally, I would like to express my frustration at being a subject of a City Council and Mayor determined to alter the character of our city, no matter the strength or size of the opposition, no matter the future consequence, no matter the wishes of past Councils. We should all be able to rest peacefully in the reliability of property zoning before we buy into an area and above all we should be able to expect fairness from our elected representatives.

Please excuse some of my curmudgeonly comments, but I want to stress the life changing consequence this application has on hundreds of seniors and younger taxpayers in this residential, hotel and small business neighbourhood. I ask that this rezoning not proceed.

Robert Newton
405-708 Burdett Avenue
Victoria, BC
V8W 0A8

[REDACTED]

From: Dan Saliba <[REDACTED]>
Sent: June 25, 2021 1:14 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Telus Ocean building

To whom it may concern,

I am writing regarding the Telus Ocean building proposed for the site at Douglas and Humboldt. While I understand and appreciate the City of Victoria's interest in developing the site and am not wholly opposed to the project, it was my expectation that the building would be aligned with the site's zoning requirements and community development plan. I was surprised, however, to see that the project's proposal presents a building that exceeds the height and density of the site's zoning requirements. I strongly urge the City to decline this project's request for an exemption to the zoning requirements.

As an owner at The Falls, which will be completely eclipsed by the proposed building, I was deeply disappointed to hear of the extensive prior negotiations and accommodations that were made for the Aria and Hilton. It is unclear to me why these negotiations excluded The Falls residents but it is clear that the accommodations made for these buildings have come at the expense of The Falls.

For South-facing owners and residents of The Falls, the sun, sky and views will be completely blocked by the proposed Telus building. For all Victoria residents and its visitors, the views of the city from the inner harbour will be irreversibly compromised by the large glowing Telus sign towering over the City's iconic Empress Hotel, as will the views of the mountains from the corridor along Douglas Street. These impacts warrant direct engagement, negotiations and alterations to the project's plans to minimize the impacts to the proposed building's neighbours and other residents and visitors to Victoria.

I strongly urge the City to decline the developer's requests to alter the site's zoning requirements and to insist the developers immediately initiate direct engagement and negotiations with The Falls before further refining the development plans.

I trust that the City of Victoria will give thoughtful consideration to this letter and directly respond to the concerns expressed herein.

Sincerely,

Daniel Saliba

[REDACTED]

From: Mary Cameron <[REDACTED]>
Sent: June 25, 2021 1:32 PM
To: Miko Betanzo
Cc: Humboldt Valley Committee
Subject: Proposed Telus Ocean Building

Good afternoon,

I am writing to express my concerns about the proposed Telus Ocean building.

As a resident of the neighbouring Falls building, I have received details of the proposed plan and have concerns regarding the impact to residents of the Falls, Aria and other neighbouring buildings, in addition to broader implications for Victoria residents and visitors.

Key concerns include: Scale

The Renderings View Analysis document explains again how the developers feel they have a clear mandate from City Council to develop a landmark building on the site. They see the lot shape and location as presenting an important view terminus both from down Douglas and Humboldt, where the building can literally stand out and command the view. Based on that conviction, they have created a massively prominent building, with no tradeoff of height for width, that goes far beyond what the site was originally zoned for. They interpret contextual fit as what is required to actualize that vision, not what might be necessary to accommodate the building to its neighbours. The overall scale of the proposed building is of primary concern. **Building Separation**

Because of its large scale and its need to crowd into the focal corner at Douglas and Humboldt, TELUS Ocean lacks the ability to situate itself comfortably on its site. On the north side, along Humboldt, the proposed building goes right to the property line and the streetscape is squeezed into a canyon between two 50 meter plus buildings, TELUS Ocean and the Doubletree Hilton. We ask that the building be set back several meters to increase the utility of the public space that must accommodate a bicycle path.

I respectfully request that the City hear the concerns of surrounding residents and work with the developer to come to a resolution that is fair and considerate to the building's neighbours.

Thank you for the opportunity to provide my input.

Mary Cameron

[REDACTED]

From: Sandy Groot <[REDACTED]>
Sent: June 27, 2021 4:53 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: Telus Ocean Proposal

Dear Miko Betanzo

After viewing the Telus Ocean scale model, I am deeply distressed by the size, density and sitting of the building on the site. The few changes that were made on May 31 do not come anywhere close to alleviating these concerns. The building is much larger and imposing than initially thought and overwhelms the space. The remaining area is much too small to set it off properly and how it relates to its neighbours. Telus Ocean does not go far enough to situate the building on its site.

I feel the following concerns need to be addressed:

1. **The Overwhelming Scale** – This massive prominent design overwhelms the space with the neighbours bearing the brunt of a massive building that goes far beyond the original zoning with no tradeoff for the additional height.
2. **Building Separation and the Public Realm** – Because the building overwhelms the site, it seems to take over the public realm including the existing South Plaza and the expanded North Plaza. Specifically these changes should be put in place to provide some sense of buffering to the surrounding community:
 - a. The South Plaza – **The building should be set to north of the existing midblock crosswalk.**
This would maximize the connection between the Conference Center and the Crystal Garden and open the plaza as a welcoming public space rather than just a space “set behind the Telus Ocean”. This area in the present design seems like Telus Ocean space and NOT public realm space! The remaining area is much too small to set it off properly and how it relates to its neighbours.
 - b. The North Plaza – **The building should be set back several meters**, like the neighbouring buildings, to increase the utility of the public space that must accommodate a bicycle path.
 - c. **The separation along the Penwell Connector has to be maintained** on the east side.

Iconic buildings need iconic spaces and by making these adjustments to the plans, the result would be a better project with broader support. I call upon Telus Ocean and the City to be receptive to community input and approve the above proposals.

Thank you for your attention to this matter.

Sandra Groot
N602-737 Humboldt Street

[REDACTED]

From: Oscar Regier <[REDACTED]>
Sent: June 28, 2021 9:19 AM
To: Miko Betanzo
Cc: Humboldt Valley Committee
Subject: Proposed TELUS Ocean 767 Douglas St Rezoning

Dear Miko Betanzo:

In response to the City request for public input to the proposed OCP amendment for the subject site, please note I am opposed to reducing the view corridor and opposed to increasing the density. Increasing the present zoning height modestly may be acceptable if other meaningful changes are made to the proposed development.

Significant loss of the existing view corridor results from the proposed building's "commanding 'prow', emphasizing verticality...that lifts up to its apex at the north... designed in response to the rising scale of The Empress...". In my view the "prow" thrusts itself menacingly into the Douglas St corridor, confining space and blocking vistas - just as the oversized container ship Ever Given jammed its prow where it should not be to choke passage in the Suez Canal. It was not intended but that is how it turned out and the consequences were very costly. The "prow" of the TELUS Ocean building should be cut back to keep the space open at the intersection of Douglas and Humboldt, to maintain some view of the mountains to the south, and to save the existing stand of trees at the corner of the lot.

Furthermore, the proposed "prow" of the TELUS Ocean will extend the "canyon" effect created between the proposed building and the Hilton Hotel across Humboldt, likely extending building shadows and increasing wind turbulence in the proposed north plaza public space on the Humboldt St right-of-way. With little sun exposure and chilly gusts this is unlikely to be an inviting outdoor amenity space.

Any consideration of increased density must be offset by significant tangible and visible improvements to the physical condition, appearance and function of the public realm and provide a public benefit to the overall surrounding area. I think the TELUS Ocean proposal falls short in this regard. Green balconies on upper levels may enhance the office experience for some tenants but not the general public. The south plaza, now covering a small part of the subject site and the adjacent Crystal Gardens site, will apparently be reduced in size. The north plaza, described above, will likely be dysfunctional because speeding bikes and pedestrians don't mix well in narrow corridors. In my view, only the Penwell Extension between the Aria and the proposed building acknowledges the presence of existing adjacent developments and their community needs.

Significant tangible and visible improvements in my opinion would be to increase the size of the south and north plazas by reducing the proposed TELUS Ocean footprint above ground by cutting back the triangular corners adjacent to Douglas St to building gridline 2 at the south and gridline 9 at the north. This would improve the connectivity, visually and physically, between the convention centre, the proposed building, Crystal Gardens and the walkways adjacent to the Aria leading to destinations beyond it. This footprint reduction would also mitigate some of the adverse micro-climate impacts of the "prow" on the north plaza and help retain some of the views down Douglas St to the mountains in the distance. Additional setback from Douglas St of floors above tree-top level would preserve views of vistas to the south. However, any setbacks along Douglas St should not in any way justify a reduction in the set back from the Aria and the Penwell Extension.

In summary the planned TELUS Ocean development is too large and bulky for the site and surroundings; it overwhelms the neighbourhood – it will be the "bully on the block". There is little justification for the substantial OCP amendments requested because no correspondingly significant public benefits to the surrounding area and the public realm have been proposed.

Regards,
Oscar Regier
Victoria, BC

[REDACTED]

From: Andy Wachtel <[REDACTED]>
Sent: June 30, 2021 6:35 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: OCP Amendment for TELUS Ocean

Dear Mr. Betanz

The TELUS Ocean proposal is not ready to go forward for rezoning. When City Council voted to send it to a public hearing, some of the Councilors in the majority noted that there were still public concerns and urged the developers to continue working on outstanding issues. Unfortunately, absent any specific directions from Council, the Developers merely carried on with their plans, tidying them up.

The one substantive concern the developers noted was the issue City staff had raised about further compromising the protected public view corridor down Douglas Street of the Olympic Mountains. While Council had rejected the staff recommendation to move the building back from the Douglas Street frontage, the developers decided to give this at least a nod. They moved the Douglas-facing façade about 0.5m back and slightly rotated the building. This reduced the size of the floorplate and the overall floorspace by about 5%, reducing the FSR to 5.2:1.

No changes were introduced that related to resident calls for pulling back the building along the Humboldt façade or at the corner at the south plaza, where the building extends right to the property line. Indeed, there was no acknowledgement that TELUS Ocean's scale is problematic or that the public realm should be expanded to mitigate the impacts of that scale.

Public concerns that were addressed included: changes to glazing at lower floor levels to reduce bird strikes; undertaking that the TELUS sign at the top of the building facing Humboldt would not be lit at night; and explaining how subdued glow lighting would illuminate the building facades at night.

When City Council debated sending the proposal forward, the Mayor quoted Councillor Loveday's statement that: "Rezoning is not just about density". In fact, TELUS Ocean represents a striking example of that. The developers chose a triangular design – a sort of double ended Flatiron shape – to create a building that stands out in this location. What I have come to understand over time is that this design has one major implication. For any given FSR, this triangular design maximizes the apparent scale of the building and produces the largest possible facades. This is most easily seen by comparing TELUS Ocean with its neighbour, the Doubletree Hilton Hotel, a conventional podium and **rectangular tower on the triangular lot** across Humboldt at Douglas with a similar FSR. The wall that TELUS Ocean presents to the Doubletree is the same height but much much wider. When I argue that TELUS Ocean overwhelms its site, it is these building to building confrontations that illustrate that. TELUS Ocean's density does not tell the story here; ***the building's scale is much larger than the density would suggest***. That was the immediate and overwhelming reaction of the several hundred residents who viewed the TELUS Ocean scale model when it was loaned to the Humboldt Valley Committee. I was astonished that no City Councillor referred to this model in their discussion of the building.

In fact, if TELUS Ocean were to cut its density down to an FSR of 4.0:1, the maximum allowable under its current zoning (and from the bill of sale apparently the minimum the City was guaranteeing), it would still be very prominent, a massive landmark seizing its terminal view at the Douglas and Humboldt corner. My argument is that there is scope for further small reductions in size that would create a public realm more proportionate to the building.

While the majority on Council that sent the TELUS Ocean proposal forward did not address scale or contextual fit, they did clearly feel that there are other considerations that supported this approval. These are apparently reputational and economic: the value in having a major corporation show confidence in the downtown core, bringing workers (from

other sites) into the downtown, emphasizing high tech, etc. Unfortunately, the developers are not required to present an actual business case and each of the economic assertions in the TELUS Ocean Application Brief are questionable while the harms to Humboldt Valley residents are certain. TELUS Ocean is not likely to produce significant numbers of new jobs, new opportunities for business innovation, or complementary (as opposed to competing) amenities to the hotels and neighbouring conference facilities. What is particularly galling in this implied balance of benefits versus detriments is that a modestly slimmed down TELUS Ocean would preserve all of the reputational and most of the proposed economic benefits, while fitting a little better in its crowded context.

I urge the City to provide further guidance to the developers to make this project more compatible.

Andy Wachtel

737 Humboldt Street



[REDACTED]

From: Lance Lilley <[REDACTED]>
Sent: June 30, 2021 2:27 PM
To: Miko Betanzo
Subject: 749-767 Douglas Street OCP Amendment Proposal

Miko Betanzo, Senior Planner

City of Victoria.

Mr. Betanzo,

This input pertains to the proposed OCP amendment for the properties at 749-767 Douglas Street. It is our understanding the City is considering rezoning this property from “Inner Harbour/Legislative” to “Core Business” in order to allow the proponent to exceed the height and density limits for the site and to infringe on the Public View Corridor established along Douglas Street.

We are owners of 1004, 708 Burdett Street directly adjacent to the proposed development, and we strongly oppose this rezoning application and the overall size and scale of the proposed building at the above-mentioned address.

We absolutely love the Victoria Inner Harbour and treasure both its natural beauty as well as its iconic heritage buildings, especially the Empress Hotel and the Parliament Buildings. These features are what makes downtown Victoria unique and special to us and of considerable value to other locals and visitors. It is what keeps the area vibrant, livable, attractive, and economically strong and competitive. The specific area around 749-767 Douglas Street is very popular for tourism and tourism-related amenities. It is surrounded by hotels, restaurants, the Convention Centre, the Royal BC Museum, the Empress, a movie theatre, government buildings, a bus depot, and bike rental and retail shops. There are beautiful vistas of the Olympic Mountains and stunning views of the Empress and Parliament. It is why we chose to purchase in the area we did, the specific unit we did, and why we enjoy spending time in that neighbourhood.

The proposed development at 749-767 Douglas Street (the Telus Ocean Building), while architecturally interesting and modern, is simply the wrong size and scale for the site and in the wrong neighbourhood. The current zoning of “Inner Harbour/Legislative” much better reflects the public’s values for the neighbourhood than what is represented by the “Core Business” zone and the rezoning should not be considered. Either the development needs to be scaled back to abide by the current zoning and character of the neighbourhood, or it needs to relocate to somewhere in the city already zoned for Core Business.

As mentioned previously, the neighbourhood around the proposed development is primarily used for tourism and associated amenities. The area is not consistent with the “Core Business” zoning as is being proposed. The area is also not appropriate for a large corporate building that overshadows the historical features of the area and infringes on views and sightlines. We have all seen the economic challenges the Inner Harbour has faced over the past year and half due to the impacts of Covid-19 on the tourism sector. Ensuring this sector returns healthy and stronger than ever needs to be a priority, but the proposed development is inconsistent with this objective.

While the proposed building will provide Telus employees with great views of the Parliament, the Empress, and the Olympic Mountains, especially from their rooftop patio, it will do so at the expense of local residents and visitors. The building does not benefit the other businesses in the area; it does not benefit the residents; it does not benefit tourism; it does not benefit the City. It will only benefit Telus. The proposed development’s height, mass, and density is too large for the site, which is why rezoning is required but is precisely why the rezoning should not be considered. If the proposed development cannot be built to current zoning standards, it does not belong there. These views and the character of the neighbourhood are highly valued by residents and visitors and they should be protected and enhanced, not sold off.

The City of Victoria Downtown Core Area Plan (June 2020) includes the properties at 749-767 Douglas Street within the “Inner Harbour District”, and describes this District as an area that is *“recognized both locally and internationally for its picturesque quality, vitality and character”*. The Plan wisely emphasizes the need to avoid or mitigate new developments that jeopardizes the District’s unique character and it implements design guidelines that *“address the importance of sensitive build forms through building height, scale, massing, setbacks, floor plate restrictions and street wall design”*. This Plan also discusses the importance of protecting the city’s Public View Corridors, including the protected view of the Olympic Mountains from Douglas Street threatened by this new development. These view corridors are important to the city, according to this plan, because they *“play a significant role in defining the visual and aesthetic character of the Downtown Core area”* and also help with orientation, wayfinding, and placemaking throughout the city.

Additionally, the Plan establishes “landmark radii” around significant heritage buildings to recognize and protect their importance. This radii includes 180m around the Empress Hotel, within which special design considerations are to be applied to new developments *“to ensure that the height, setbacks, siting and overall massing of proposed new buildings respect the visual prominence and character-defining importance of these heritage landmark buildings”*. The proposed development is directly within the 180m heritage landmark radius of the Empress Hotel, and due to the proposed size, scale, mass, placement, and proximity of the new development, the proposal clearly fails to *“respect the visual prominence and character-defining importance”* of this iconic landmark.

Making decisions that respect Victoria’s signature landmark buildings and that protects the area’s unique beauty for all to enjoy should remain a key priority for those who are fortunate enough to be in the trusted position of managing the City. If approved, this OCP amendment will not only contradict the City’s own guidelines and documents, it will set a very dangerous precedent of rezoning for matters not in the public interest and will irrevocably damage the “picturesque quality, vitality and character” of the neighbourhood. I am very concerned that this new development will result in significant, permanent, and devastating impacts on the neighbourhood and on the Inner Harbour District.

Please vote NO on the zoning amendment application and to subsequent requests for variances that would allow the developer to exceed the zoning requirements for the site.

Thank you for the opportunity to comment.

Sincerely,

Lance Lilley

1004 – 708 Burdett Street

Victoria, BC. V8W 0A8

[REDACTED]

From: [REDACTED]
Sent: June 30, 2021 4:28 PM
To: Miko Betanzo
Subject: Proposed Telus building

Good afternoon,

I am writing with regard to the proposed Telus building at the corner of Douglas and Humboldt. I have attended the Telus presentation, viewed the model and listened to the comments. The proposed building is a beautiful design that can be a huge asset to Victoria, but not in that location.

I can perfectly understand why Telus wants to build on that corner. It is the only part of downtown Victoria that isn't a complete dump. Nevertheless putting the Telus building on that corner will not enhance the area and worse, will not show that outstanding building to its full advantage.

I realise that many people in Victoria are of the opinion that any building that is already standing is a heritage building, but it isn't. Victoria would be well served by knocking down a significant number of the downtown buildings, many of which are standing empty and boarded up, and building a modern, eco friendly town centre with open spaces and greenery. The city should offer Telus another location where the new building can truly be a landmark. Where it can seed the gentrification of downtown and attract new development.

I lived in Singapore for 25 years and watched that magnificent city grow around me. The secret to Singapore is long range planning. The government declared their vision to be a city in a garden then set out to make that vision reality. The world doesn't talk about Singapore because they put giant buildings on teeny weeny plots of land with barely enough space to walk around them. They talk about it because it has wide open plazas with trees and flowers and clean places to sit. Even in the heart of downtown.

The Telus building incorporates some excellent eco friendly features such as overhangs to protect pedestrians from rain and sun, but the plot does not have enough room to execute these ideas properly.

I want to remind you about your "vision" for the Peter Pollen park, which I have attached below in case your memory fails you. The reality is that a once picturesque park is now an unsightly pile of dirt with a few tufts of weed sprouting from the top. The Telus building is likely to be a similar failure of vision and execution.

sćəmaθən | Peter Pollen

Waterfront Park Remediation Project

Right now, neighbours, the Songhees and Esquimalt First Nations, and the entire community are involved in designing the new park and its amenities in keeping with the vision and objectives of the City's [Parks and Open Spaces Master Plan](#).

The goal is to create a high quality waterfront park that will provide health and wellness benefits and deliver key objectives identified through engagement, including:

- Creating a welcoming and inclusive space
- Acknowledging Indigenous connections to the land
- Strengthening pedestrian connectivity within the site and to adjacent sites
- Supporting recreation and play
- Supporting ecological health

Further engagement with the Lekwungen regarding the final design concept is currently underway. Once complete, the design concept will be shared online with the public and presented to Council for approval. The park is currently open to residents and visitors while the planning work continues.

Victoria depends heavily on tourists and is breathlessly waiting for cruise ships to return. Quite honestly, why would any cruise line pay the harbour fees to come here? Why would you think tourists even want to come here? The harbour park, one of the chief attractions, is no more. The Harbour House condo corner is still a construction site. Government Street is covered in bird poop and lined with a bunch of empty stores. Beacon Hill park appears to have been cleared of the homeless tents but everyone I know gives it a wide berth. And now you want to dig up the corner of Humboldt. I live here and don't want to walk around this city.

I came to Victoria 3 years ago and am disappointed to note that the city is significantly dirtier and seedier than when I arrived and it can't all be blamed on Covid. Victoria is the victim of a City Council that lacks imagination and vision. I really hope you don't aggravate the problem by putting the only nice building in the wrong place.

Best regards,
Susan Cotterell
S408-737 Humboldt St

[REDACTED]

From: Astrid Frayne <[REDACTED]>
Sent: July 1, 2021 12:35 PM
To: Miko Betanzo
Subject: Re: Land Development at 749-767 Douglas Street

Re: Land Development at 749-767 Douglas Street
Response to: 'It's your neighborhood'feedback opened til July 5,2021

The City of Victoria has asked for input regarding the above address.

I understand Ocean Telus is planning to build a very large, oversized and overwhelming office tower in this location. Part to be used for their own purposes and part to be rented out to interested businesses. This project is seen as assisting to help revitalize the downtown core.

To date, I understand that this project has been fought with much opposition by those affected by the proposed building.

The structure is seen as being too large for the small lot size and negatively impacting traffic flow. The sheer size of the enormous glass tower will overpower, detract and conflict with the surrounding historic sites ie/ Empress Hotel etc. Essential it is visually incongruent with the surrounding buildings.

I truly hope the City of Victoria and Telus can create a plan for this very small triangle parcel of land from a mind set of creating a flow and a legacy to Victorians which is congruent with the history of Victoria. To date they have drastically missed the mark. According to the sample mock up the Ocean Telus building will look like a misfit amongst the historical architecture.

Who will ultimately be served if this structure is erected?

Primarily, I feel, Telus because it's essentially an office building to be rented out. The legacy they leave will be more traffic congestion, noise pollution and very little gain for the citizens of Victoria. Financial I feel they will gain more than the city.

More congruent in keeping Victoria alive, moving forward and flowing in a positive direction would be to develop a memorial site / park to honour the hundreds of children affected by the atrocities of the residential schools. These atrocities are just coming to light and unfortunately will grow as further investigation takes place. We are a capital city and we need to be proactive in restoring and reconciling the injustices of the past. This small triangular parcel of land located in the heart of the tourist district could serve as the touchstone for millions of people in coming to understand, honour and heal these atrocities. It could keep conversations alive through the eyes of innocent children. A small parcel of land filled with life giving flowers, trees, water ponds, and benches. It could serve as an educational centre for school children and adults alike. Most importantly it would serve in years to come as a place of refuge to heal the wounds of those most profoundly affected. Return integrity to battered souls. This is an honourable legacy to work toward and leave for future generations. As a Capital City we owe this to the citizens should take a leadership role.

To construct a peaceful and educational site such as this would be a perfect match for this area which already is amongst the museum, parliament buildings and foot traffic from locals and tourists alike. It would add a sense of integrity and aliveness which Victoria is in need of. Since Victoria will always be a 'Tourist Town' this will also be a positive financial asset

If you look at any memorial within the country be it Terry Fox park, Swissair memorial park, 911 memorial they have always contributed positively to a city providing a legacy of remembrance, healing and unity. Time has proven that important memorials such as these draw people in.

I sincerely hope the city of Victoria and Ocean Telus can embrace and sponsor this powerful and important investment into the city's future.

Sincerely
Astrid Frayne

Sent from my iPad

[REDACTED]

From: Irmela Clack <[REDACTED]>
Sent: July 1, 2021 2:31 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: TELUS / Aryze development proposal of the Telus Ocean building

To Miko Betanzo

We do not approve that the city grants an amendment to the Official Community Plan to accommodate the very substantial changes in density, height, and siting on the property the developers TELUS / Aryze are seeking.

The overwhelming scale destroys our neighborhood. This is a major concern.

There is a need to further improve the north and south plazas by pulling back the building and increasing the separation from its neighbors.

On the north side, along Humboldt, the proposed building goes right to the property line and the street scape is squeezed into a canyon between two 50 meter plus buildings, TELUS Ocean and the Doubletree Hilton. We ask that the building be set back several meters to increase the utility of the public space that must accommodate a bicycle path.

Please reconsider the approval of the current design.

Respectfully

David and Irmela Clack

1002-708 Burdett Ave

Victoria, BC, V8W 0A8

[REDACTED]

From: Kathy Otton <[REDACTED]>
Sent: July 1, 2021 10:09 AM
To: Miko Betanzo
Subject: 749-767 Douglas Street

I am responding to the development at 749-767 Douglas Street.

I do have some concerns about the Telus proposal and the amendment to the OCP bylaw.

I reside at 737 Humboldt Street. I purchased there knowing a building would some day be built at 749-767 Douglas. What I was not counting on was a change in the OCP bylaw changing the urban plan designation from Inner Harbour/Legislative to Core Business - in particular, the increase in density and height. I feel the scale of the Telus building is too large for that site and that changing the designation of the OCP bylaw to accommodate the Telus building has undermined the expectations of residents and businesses in the area.

Kathy Otton
727 Humboldt Street
South 507

[REDACTED]

From: Astrid Frayne <[REDACTED]>
Sent: July 3, 2021 12:05 PM
To: Miko Betanzo
Subject: Re: Land development. Located at 749-767 Douglas St.

Re: Land development. Located at 749-767 Douglas St.
Further response to: Its your neighborhood....feedback ends July 5th. 2021

Further to my response on July 1, 2021

As mentioned, I feel what belongs on the above central parcel of land is to construct not only a garden type place with benches , water etc but with collaboration of the indigenous people to consider building a public type 'longhouse' honouring the lost children and the atrocities that have occurred.

This structure could incorporate the heartfelt memorabilia bringing to consciousness and then to light the destruction of the souls which now only through true awaking can be heard and healed. It could house the magnificent spirit of the indigenous people bringing together the North, East, South and West.

Victoria feels 'lost' and on a path of destruction right now. This can be witnessed daily in the harm that's occurring in our valuable parks and streets. Escalation has occurred. We desperately need to take positive action to get back our sense of value, harmony, leadership and most importantly our integrity.

By building such a sacred, central, life giving structure we as a capital city will help to bring the 'children home' and the children in turn will bring light and strength back into our hearts and our own community.

I know by embracing these ideas we can turn the core of Victoria around to be the shining light that we are meant to be not only for ourselves but the millions that come to visit.

Sincerely
Astrid Frayne

Sent from my iPad

[REDACTED]

From: Greg Candy <[REDACTED]>
Sent: July 3, 2021 6:31 PM
To: Miko Betanzo
Subject: Telus Building on Douglas Street

Miko,

I am on the strata council for the Astoria building on Fairfield Road. Contrary to the negative campaign put together by the HVC, I would like to voice my support for this project for the following reasons:

1. I understand that Telus has met all city requirements for building size, massing and orientation, yet this project still appears to be hitting road blocks within city administration. Some people may lose their views, but that is the inherent risk of living in a city. All forward thinking cities combine a tasteful combination of the old and the new architecture. I believe that the new Telus building will be an asset to the downtown business core of Victoria. It is attractive and will have a wonderful rooftop.
2. It will provide a much needed boost to the local economy both in the short term (building it) and the long term, attracting high paying, skilled jobs to the downtown core which we desperately need after Covid, loss of tourism, people working from home etc.
3. Multiple zoning application approvals have been made recently for marijuana businesses and I would far rather attract highly skilled jobs than promote the use of recreational drugs, wouldn't you? Do we want more Beacon Hill type disasters?

Sincerely

Greg Candy

[REDACTED]

From: Brenda Dean <[REDACTED]>
Sent: July 5, 2021 2:03 PM
To: Miko Betanzo
Subject: 749-767 Douglas Telus building

Dear Miko

I am writing as a resident of the Humboldt valley. I reside at 751 Fairfield road.

While I understand the Telus building will go ahead, my concerns are the same as many of the residents in this area. The original submission for the density /height was in accordance to current bylaw requirements. We had confidence that this would be the case moving forward.

Since Johal is no longer associated with this project the scope if it has changed dramatically. The height and density and set back are, to me, the biggest concerns.

I would also like to add, there has been considerable debate at council. Approximately 3-4 hours and both times it has come down to one vote to move this forward. It is also my understanding that the City Planning department has recommended that the design/plans be returned to the developer for changes and reworking.

I don't understand why the Mayor(with the closeness of the vote, length of time of debate, recommendation from City Planning and the push back from residents) has not tabled this application and asked for it to be returned to developer for reworking. I am confused by that. Is that not the role of the Mayor? To facilitate? Seems to me as a good leader, a Mayor, would see the contentiousness of this.

I encourage Council to consider these points. Again, while it is understood the building of this building is inevitable, the changes proposed are not. There is an opportunity to do the right thing and have Telus rework their design to compliment and not over power the site.

Respectfully submitted
Brenda Dean
1008-751 Fairfield Road
Victoria BC

Sent from my iPad

Thank you Mr. Betanzo, with respect to the 749-767 Douglas st. proposal.

The building does not fit in with the area: it is very tall, obscures the parliament and will congest that area.

As a condo owner in the Falls I do not think it should be that high or even built at all.

Let me know if you have any questions.

All the best, Barbara Rodwin

Cell: [REDACTED]

Website: www.condoinvictoriabc.com

[REDACTED]

From: Paul Harker <[REDACTED]>
Sent: July 5, 2021 4:23 PM
To: Miko Betanzo
Subject: Concerns about the Telus building

Hello,

I am a resident of the ARIA, which is next door to the proposed Telus Building. My strata unit is not close to where the Telus construction will take place, but I do have a number of concerns:

- **areas blocked off for construction work.** Please have these on Douglas Street as much as possible. If they are on the dead-end part of Humboldt, they will basically take over the street, and severely hamper the bikelanes that use Humboldt.

- **truck traffic.** Please have this avoid Humboldt and Blanshard as much as possible, and in particular, keep trucks off Penwell Street. We use Penwell to access our parking garage when coming south on Blanshard as it is too dangerous to get into a left turn lane coming down the hill on Blanshard toward Humboldt. The Penwell/Humboldt intersection is already very dangerous with buses and fast cyclists as well as some car traffic. (It is also very dangerous at Penwell's upper end at Burdett as buses park nearby and there is a lot of through traffic using Burdett/Fairfield. Trucks going up the steep hills of Penwell and Blanshard would make an incredible amount of noise, which will make the 2+ years of construction even more miserable for us, two other strata buildings and two hotels on Humboldt.

- **modify the overhang of the Telus building on Humboldt.** This block of Humboldt (Penwell to Douglas) already has strong winds, and the sheer Telus building will create a tremendous wind-tunnel effect, as well as causing a very noticeable darkness effect.

I think no-one in our area is in favour of this huge building, but it is probably inevitable that a tall building would go up on such a central site. We all hope its construction and overall appearance will not spoil our much-loved local area any more than necessary.

Thanks for the opportunity to write.

Paul Harker

[REDACTED]

From: Terri King <[REDACTED]>
Sent: July 6, 2021 1:08 PM
To: Miko Betanzo
Cc: [REDACTED]
Subject: TELUS Ocean Project input

Hello Miko,

I am writing to you today to voice my concerns over the TELUS Ocean Project proposed in downtown Victoria.

The overall size of this development does not fit in with existing neighborhood. This is obvious due to the amount of **proposed exemptions** for height and density, proving it does not fit into the area **as proposed**. The blocking of the Douglas St sightlines toward the Olympic Mountains ruins it for all but those in the TELUS Building and those lucky few in front of it. The lack of set back and reduced public spaces around the development also contribute to this building being too big, as proposed, for this key downtown Victoria property. This proposed development shows a flat out disregard for the existing structures and a lack of willingness to be a good neighbor to those that will be dominated by this development on a daily basis.

The TELUS Ocean building being next to the iconic Fairmont Empress Hotel as well as the Convention Center, Crystal Palace, near the BC Museum, and Parliament Buildings, if allowed as planned, will ruin the historical feel and look of Victorias downtown area, one that is vital to tourism in Victoria. Tourist are not coming to Victoria to see the TELUS Ocean Building! Although they will not be able to avoid it in their vacation photos if Victoria does not wise up and stop this development from ruining downtown Victoria by dominating it by asking for exceptions!

I am not against the development of this building, but it is simply too large and must be scaled down to existing restrictions all others have abided by to blend into the area and be respective of the neighborhood. It would be okay to build to existing building guidelines, no exceptions for TELUS Ocean development.

Regards,

Terri L. King
1801-707 Courtney St
Victoria, BC V8W 0A9
[REDACTED]