



Parkland County Bylaw 2021-14 Mini Storage Amendments to the Land Use Bylaw:

What We Heard Report

One Parkland: Powerfully Connected.

Planning & Development Services

November 2020

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Introduction

This “What We Heard” Report has been prepared by Planning and Development Services - Development Planning unit and summarizes the public engagement process, the stakeholders involved, and feedback obtained related to Bylaw 2021-04.

Public Engagement Objectives

1. Inform Parkland County residents and business stakeholders of the project and the proposed mini storage Land Use Bylaw text amendments.
2. Learn more about public opinion on mini storage developments in rural areas and industrial areas of the County.
3. Encourage feedback from existing mini storage operators and outdoor RV storage operators on the draft Land Use Bylaw amendments.

Identified Stakeholders

The following stakeholders were identified and targeted for public engagement:

- Parkland County residents
- Business stakeholders in the indoor/outdoor storage industry within Parkland County

Methods of Engagement

Parkland County focused on following methods to engage the public and stakeholders:

- ✓ Open House Advertisements
 - Advertisement was published in the following publications for 2-3 week runs each prior to the virtual open house going online:
 - Spruce Grove Examiner on October 16, 23 and 30
 - Stony Plain Reporter on October 16, 23 and 30
 - Community Voice on October 20 and 27
 - Pembina Post on October 26 (a biweekly publication)
 - A copy of the advertisement can be found in **Appendix A**.
- ✓ Industry Notifications
 - Targeted notifications to business stakeholders were sent via e-mail two (2) weeks prior to the virtual open house going online.
 - Targeted stakeholders include mini storage operators and outdoor RV storage operators within the County.

- ✓ Social Media
 - The open house advertisement was posted to the Parkland County Facebook, Twitter and LinkedIn pages for two (2) consecutive weeks prior to the virtual open house going online.

- ✓ County Website
 - The open house advertisement was posted to the County’s Have Your Say webpage and on the Events Calendar two (2) weeks prior to the virtual open house going online.

- ✓ Virtual Public Open House
 - The open house was held virtually on www.parklandcountyvirtualopenhouse.com. The website was online starting on November 2 for one (1) week.
 - The staffed chat hours were **Wednesday, November 4 from 1pm to 4pm**, and **Thursday, November 5 from 4pm to 7pm**. These were the hours during when the Project Team was available for chat via clicking on the green chat icon.
 - All open house boards can be found in **Appendix B**.

What We Heard

VIRTUAL OPEN HOUSE ATTENDANCE

The virtual open house was online starting November 2 for one (1) week, during when the website received a total of **84 views** (see Table 1), comprising of **49 unique visitors**.

Overall, the first day of the virtual open house received the most page views (24 views or 29% of the total views).

Table 1: Total Page Views by Date

Date	Total Page Views
Monday, November 2	24
Tuesday, November 3	11
Wednesday, November 4	19
Thursday, November 5	4
Friday, November 6	9
Saturday, November 7	10
Sunday, November 8	7
Total Page Views	84

SUBMITTED FEEDBACK

A total of one (1) written feedback was received via the “Submit Your Feedback Survey” page of the open house website. These comments are summarized below, and attached in its entirety in **Appendix C.**

Table 2: Summary of Written Feedback Received from Open House

Comment No.	Respondent Type	Summary of Comments
1	County Resident Business Owner Has used a Mini Storage Facility	<ul style="list-style-type: none"> • Concern that mini storage developments will be unsightly or unsafe. • Should have requirements for paved yards, lighting should be oriented to avoid shining into neighbouring properties, hours of access should exclude ‘quiet hours’ (late at night/early morning), dangerous goods should be regulated and limited. • The developer should fully cover the cost of bringing all services to the site. • Should have requirements for landscaping, parking, buffering from adjacent land uses, lighting, security and servicing. • How can the County help in the planning and permitting for mini storage applications?

CHAT RESPONSE

The Project Team received one (1) chat message during the staffed chat hours, which came from a resident and owner/developer of an outdoor RV storage facility in the County. A summary of the comments received are as follows:

- Mini storage should be considered in agriculturally districted lands to cater to those existing outdoor RV storage facilities looking to convert or add mini storage to their existing development.
- If redistricting of agricultural lands is required, would like to see it clear and transparent as to the requirements and when redistricting would be supported. The regulations should make it easier for existing RV storage facilities to redistrict to accommodate mini storage.
- Should be considerations to limit the number of mini storage developments in close proximities for each other.
- Should consider allowing for storage containers to be used for mini storage as they are a cost-effective, renewable building solution.

OTHER WRITTEN/VERBAL SUBMISSIONS

One (1) written submission via email and two (2) phone call was received by the Project Team during the week of the virtual open house. A summary of the comments received are as follows:

Email Comments

Stakeholder is an operator of a mini storage facility in Parkland County

- Is the County trying to allow mini storage on agriculturally zoned properties?
- How long has the County been working on the Land Use Bylaw change and how long to make the changes?
- Is there a proposal that triggered this Land Use Bylaw change?
- How would the County streamline the development process?

The County responded to the above questions via email.

Phone Call Comments

Stakeholder is an operator of an outdoor RV storage facility in Acheson

- The County should not regulate what can be stored in a mini storage facility. It should be up to customers and the developer (i.e. household goods, boats, RVs, cars, etc.).
- Agrees that mini storage should be expanded to commercial areas.
- Has concerns with the County implementing high landscaping and aesthetic requirements that may limit future business owners from financially being able to afford to develop.

Stakeholder is an operator of an outdoor RV storage facility in the Woodbend-Graminia area

- The County should consider regulating how many outdoor RV storage facilities and mini storage facilities can be approved in one area.
- Supports the proposed amendment to allow mini storage in more areas of the County.
- The County should consider allowing for more flexibility to allow existing outdoor RV storage facilities to covert or add on mini storage to their existing business.

Engagement Summary

- ❖ Purpose:
 - To gather feedback on proposed the proposed Land Use Bylaw amendment on Mini Storage.
- ❖ Method:
 - Due to COVID related public gathering restrictions, the public engagement consisted of a virtual open house with associated newspaper and digital notifications.

- The virtual open house was online for one (1) week, with scheduled staffed chat hours.
- ❖ Response:
 - There were 84 page visits and 49 unique visitors to the virtual open house during the one (1) week period.
 - One (1) written submission was gathered from the virtual open house “submit your feedback survey”.
 - One (1) written submission was received via email.
 - One (1) verbal submission was received via phone call.
 - One (1) chat conversation was initiated by a member of public.
- ❖ General notes:
 - The proposed amendment will be revised and finalized based on all feedback received, including concerns related to where mini storage should be supported and potential specific use regulations (i.e. landscaping, security, etc.).

Appendix A: Virtual Open House Advertisement



Thinking of, or planning to open a mini storage facility in Parkland County? If so, be sure to attend our Virtual Open House to have your say on the new land use class for mini storage developers!

Help us streamline the development permit process to better suite you needs!

VIRTUAL OPEN HOUSE DATES: November 2 – 6, 2020

Our project team will be available to chat online during the virtual open house on:

- Wednesday, November 4 from 1:00 p.m. – 4:00 p.m.
- Thursday, November 5 from 4:00 p.m. – 7:00 p.m.

Learn more, visit www.parklandcounty.com/haveyoursay

Appendix B: Virtual Open House Display Boards

Disclaimer: Appendix B represent information shared with the public at the Mini Storage virtual open house in November 2020 and is not the final draft of the Land Use Bylaw amendment for Council's consideration at first reading.

Welcome

Proposed Amendments to Land Use Bylaw 2017-18 | Open House

November 2 - 6, 2020 (inclusive) | Virtual

November 4, 2020 1pm - 4pm | Staff Chat Hours

November 5, 2020 4pm - 7pm | Staff Chat Hours




Open House Purpose:

- Introduce proposed amendments to Land Use Bylaw 2017-18.
 - New Mini Storage land use class and definition
 - Insert Mini Storage land use class into appropriate land use districts
 - Specific use regulations for Mini Storage land use
- Seek feedback on proposed amendments
- Provide information on project next steps


What are Mini Storage Facilities?

Note: These are **examples** of what typical mini storage facilities may look like, and are for **reference only**.

Mini storage facilities are buildings, individual units of space/containers, or storage lockers used for a variety of personal or business storage needs. This may include furniture/household item storage, commercial storage, cars, recreational vehicles, etc.

MERIDIAN STORAGE, PARKLAND COUNTY Source: https://meridianselfstorage.ca/	SENTINEL STORAGE, EDMONTON Source: https://www.sentinel.ca/en/self-storage/edmonton/	BOYS' TOYS STORAGE, EDMONTON Source: https://www.boystoyseidm.ca/
		

PROPOSED LUB AMENDMENTS



How are Mini Storage Facilities currently treated in the Land Use Bylaw?

- Business owners have the opportunity to be approved under “Storage, Warehousing and Distribution, Indoor”.
- However, this use is currently only allowed in BI – Business Industrial District and MI – Medium Industrial District.
- This means developers interested in pursuing mini storage facilities may be facing barriers to development.

What is the Mini Storage amendment project?

The County is amending the Land Use Bylaw to enable mini storage facilities to develop in more places within the County and to streamline the development permit process to better suit resident and business needs.

Project Objectives:

- ✓ Define Mini Storage as a new Land Use Class
- ✓ Allow for “Mini Storage” type uses in appropriate land use districts across the County
- ✓ Define new regulations to minimize possible land use conflicts arising from the new Mini Storage use

Why are we doing this?

- To better support the development of mini storage facilities in the County
- To streamline the development permit process

What will be the benefits of this project?

- 1 Support economic diversification in the County
- 2 Streamline the development permit process
- 3 Increase applicant certainty

Where are we in the process?



New Land Use Class for Consideration

Administration conducted extensive research on existing mini storage facilities within the region. Additionally, Administration conducted best practices research into how other municipalities accommodate this use into their respective Land Use Bylaws. This led to Administration developing:

- 1 New Land Use Class definition and associated regulations
- 2 Identifying appropriate Land Use Districts for this new use

MINI STORAGE

means self contained buildings or storage facilities intended to provide self-storage units inside each building, each with a separate entrance designed to be used by the general public for the storage of personal goods, materials and equipment. This use may also include the storage of vehicles, recreational vehicles and recreational equipment.

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Proposed Land Use Districts

Mini storage can currently be captured under the land use “Storage, Warehousing and Distribution, Indoor” and as such, a comparison has been provided in the table below of where “Storage Warehousing and Distribution, Indoor” is allowed and where “Mini Storage” is proposed to be allowed:

	MINI STORAGE (PROPOSED)	STORAGE, WAREHOUSING AND DISTRIBUTION, INDOOR
HC	PERMITTED	
HCIC	PERMITTED	
BI	PERMITTED	PERMITTED
BIR	DISCRETIONARY	
MI	DISCRETIONARY	PERMITTED
RC	DISCRETIONARY	
LC	DISCRETIONARY	
RIC	DISCRETIONARY	

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Next Steps

The Project Team will take back the feedback received from this open house, and incorporate them into the amended Land Use Bylaw.

The draft Land Use Bylaw will be presented for Parkland County Council early 2021 for First Reading.

Appendix C: Comments Received at Virtual Open House

Appendix C provides all the comments submitted via the “Submit Your Feedback Survey” webpage of the virtual open house.

Respondent No. 1

<p>1. How would you describe yourself? (check all that apply): I am a business owner or developer. I have used a mini storage facility. I am a resident or landowner in the County.</p>
<p>2. The County is proposing to allow mini storage in some rural areas including the HC – Hamlet Centre District, LC - Local Commercial District and RC - Rural Centre District. If a mini storage facility was developed in one of these districts, would you have concerns with any of the following? Landscaping Parking Buffering from adjacent uses (i.e. residential, agricultural, etc.) Lighting Security Servicing</p>
<p>3. Please feel free to leave your comments regarding the proposed mini storage amendment below. Some questions you may be interested in answering are:</p> <ul style="list-style-type: none">• What are the biggest challenges for a developer interested in mini storage developments in the County?• How can the County help in the planning and permitting for mini storage applications?• If you currently operate an outdoor RV storage facility in the County, would you be interested in expanding to include mini storage?• What, if any, are some of the land use concerns that you may have if a mini storage facility were developed in one the proposed districts? <p>How can the County help in the planning and permitting for mini storage applications? Primary concern is the potential for an unsightly, unsafe property. The storage yard should be paved, lighting should be oriented to avoid shining into neighbouring properties, hours of access should exclude 'quiet hours' (eg, not open between 10 or 11 pm and 7 am). Dangerous goods (gasoline and diesel, propane) should be regulated or limited. The County should not incur any additional service charges - eg, the developer/property owner should fully cover the cost of bringing all services to the site.</p>