

Applicant Response

Application Review Summary
REZ No. 00746 & DPV No. 00155
December 3, 2020



TELUS ocean



1 Scale and Massing

1A "The density distribution to provide significant building separation to the adjacent residential building is positively noted, however, the overall density results in a significantly long and unbroken building length along Douglas Street and a building height that exceeds what is envisioned for the area. Given the critical and iconic views outlined in the design guidelines for the Inner Harbour, it is difficult to support a height variance for the length of building in excess of the maximum height at this location. Design revisions to reduce the amount of massing that exceeds the maximum building height and to break up the perceived length of building along Douglas Street are required. The building separation to the adjacent residential building should be maintained with these revisions, which will likely result in a reduced overall density."

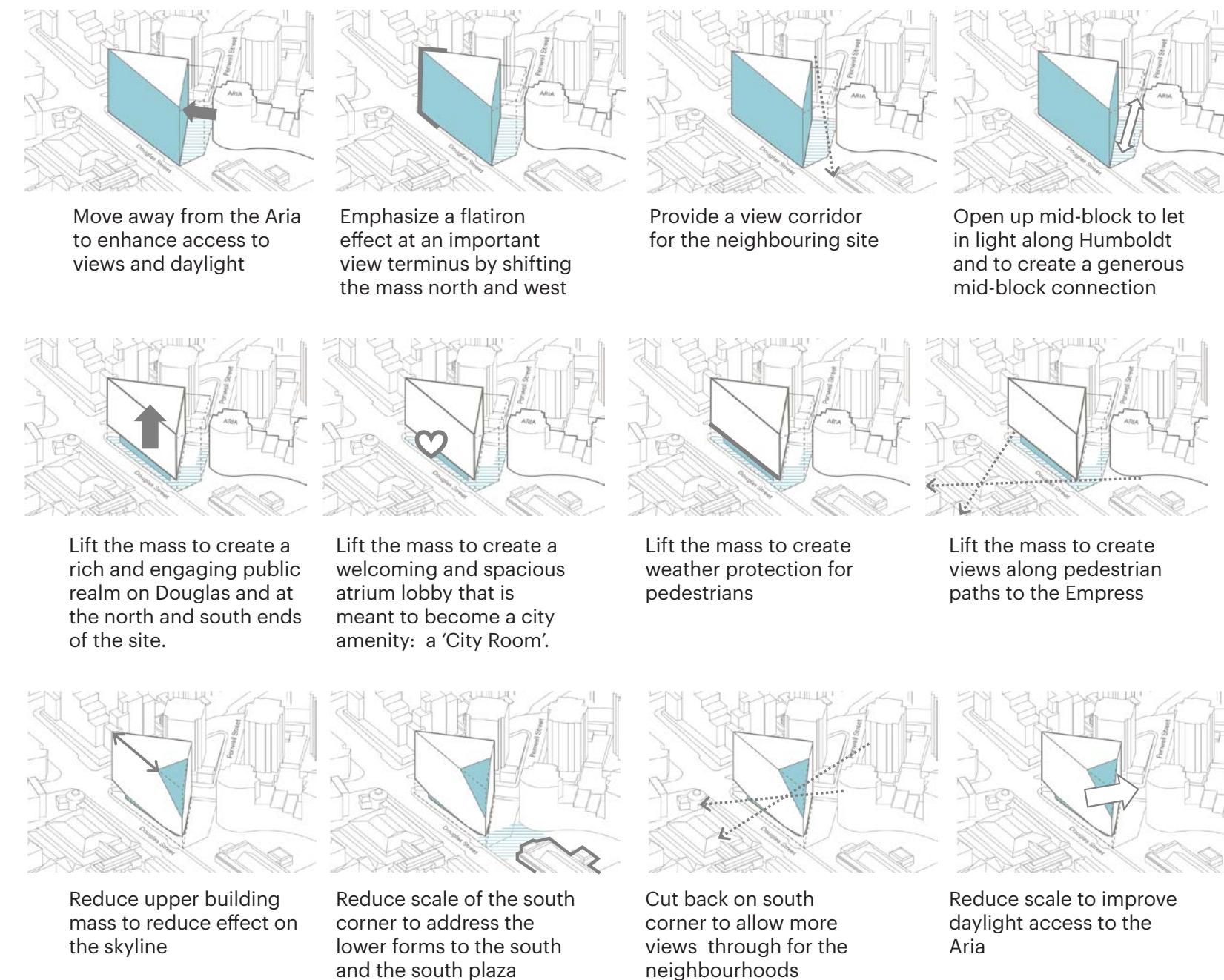
Density distribution on site is based on three key factors: creating a spacious public realm, balancing building separation distances from neighbouring development, and responding to the apex condition of the parcel. As a result, the massing is shifted to the north end of the site and elevated to allow for wide sidewalks on Douglas and open plazas at both the north and south ends.

The site is positioned as a natural urban node and crossroads – for people, transportation networks, varied urban densities and building heights. Contemporary and historic architecture coexist here, with uses in the area transitioning from cultural and commercial to institutional and residential, with a diverse mix of hotels, gathering spaces, apartment buildings, and local businesses.

The central and gateway nature of the site - as a crossroads for many city flows, as the start of downtown's south edge, and as an area rich in city attractions - makes it a natural location to create a generous, high quality public realm. The proposal can be considered a catalyst to enhance the public realm of its immediate context. Rather than occupy most of the site with the interior space, the project gives back to the public realm by reducing the footprint of the building to a functional minimum.

Two important project amenities - the public 'City Room' lobby and the roof deck - elevate the main mass of the building, resulting in additional height required to accommodate the proposal.

The main lobby of the building is intended to be a continuation of the exterior public realm as a large 'City Room' with a variety of spaces for individual and group visitors. The other key amenity space at the rooftop deck will be open to the occupants of the building as well as community and business groups for events, offering a unique opportunity to overlook the Harbour. The heights of both the lobby space and the windbreak/guardrail around the perimeter of the roof deck contribute to additional height on site.



Building Height and Building Separation

Though the TELUS Ocean site continues to be underutilized as a surface parking lot, the existing zoning has been in place prior to many of the rezoning and redevelopment applications that have been approved and constructed in the Humboldt Valley area over the last twenty years.

The existing zoning means that a tall building is already possible here and has been for quite some time. In order to realize the TELUS Ocean development vision, we're proposing a variation on that tall building potential that provides more appropriate building separation.

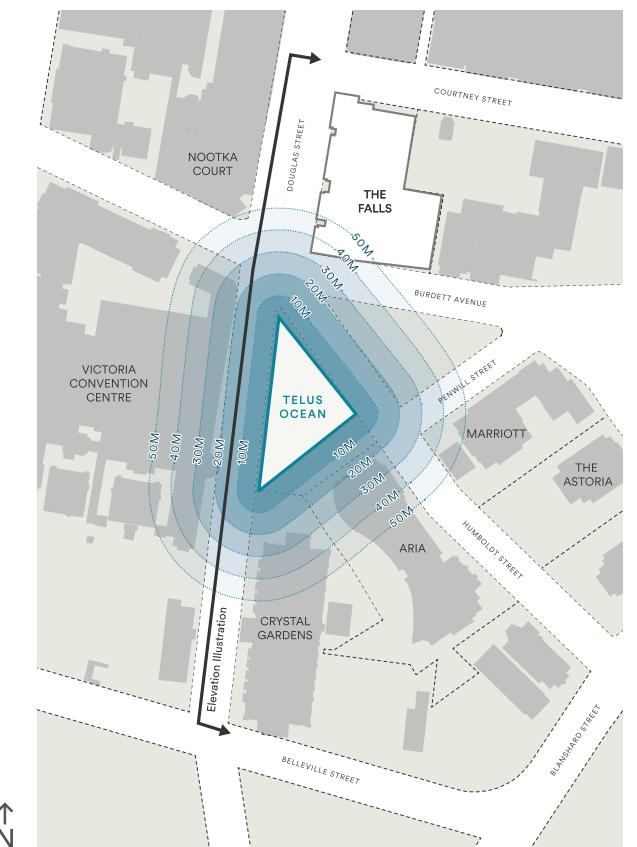
The design of TELUS Ocean is a considered response to the existing site size, shape, its employment-use, and surrounding area tall building context. We responded to some key direct building adjacencies where we could balance the practical building needs of the project with greater building separations. The effort of balancing building separation, height and mass was focused on a better interface, reduced sightline and privacy impacts, as well as viewshed considerations.

Looking East

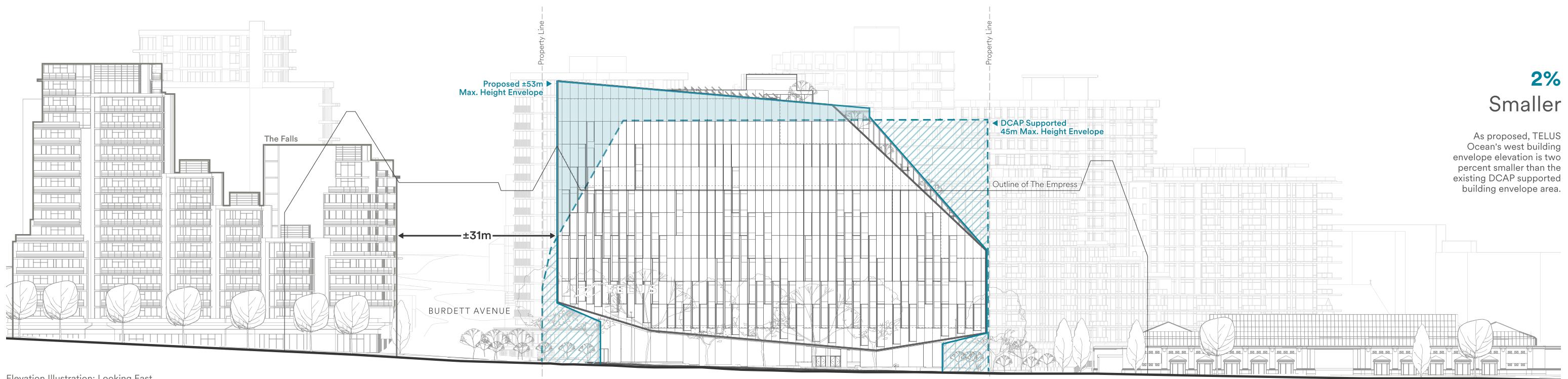
The greatest mass, building width and gross square footage have been located toward the south — the widest and most developable portions of the site. The highest portion of the building has been oriented toward the most northern portion of the site where both the tallest buildings and most generous building separation distances exist. The building design descends in part toward the south where the lowest neighbouring building heights exist.

At its closest point, TELUS Ocean is over 30m away from The Falls to the north and is separated by two public road right of ways — Burdett Avenue and Humboldt Street.

The distribution of height and mass has also been designed to carve away and maximize the extent of the public realm at-grade resulting in further rebalancing at upper storeys to reach the floor area space required to make this proposal economically viable.



Building Separation Distance Key Plan

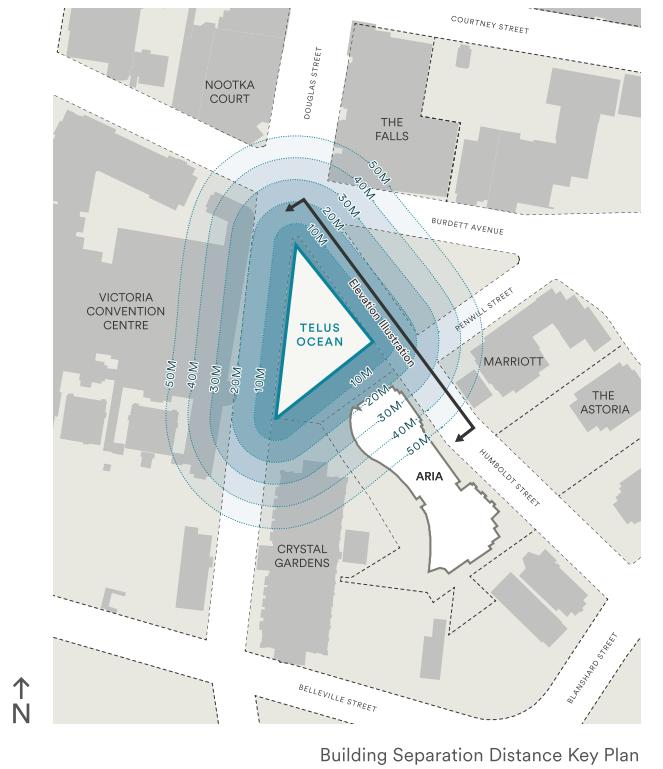


Elevation Illustration: Looking East

Looking South West

The applicant's team has tried to balance a series of spatial separations from the existing area built form. With no road right of way separation between TELUS Ocean and the Aria, a new building could be placed on the shared property line within 3m of the Aria's north building face. The proposed design aims to push the mass away from the Aria to create an appropriate building separation distance similar to those created by adjacent road right of ways like Humboldt Street and Burdett Avenue.

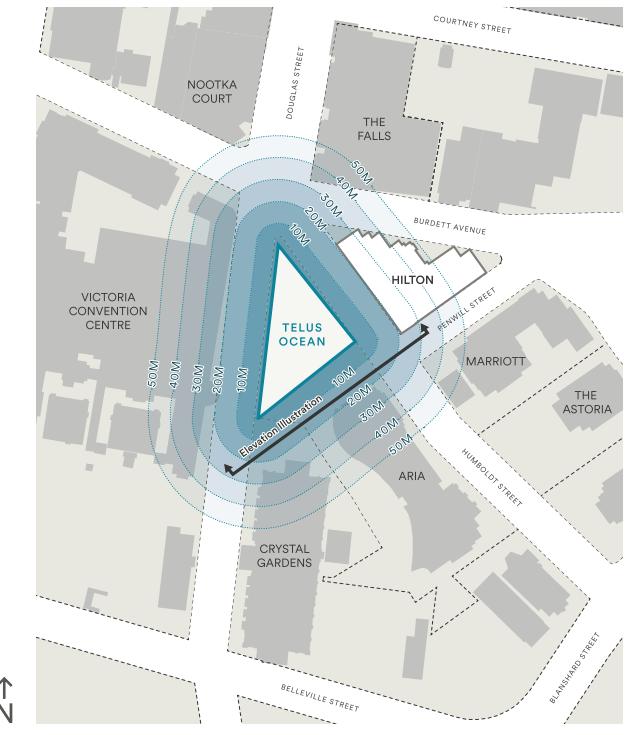
The building's 'prow' lifts up to its apex creating additional public realm space at-grade toward the north while the sloping roof parapets screen mechanical equipment from view.



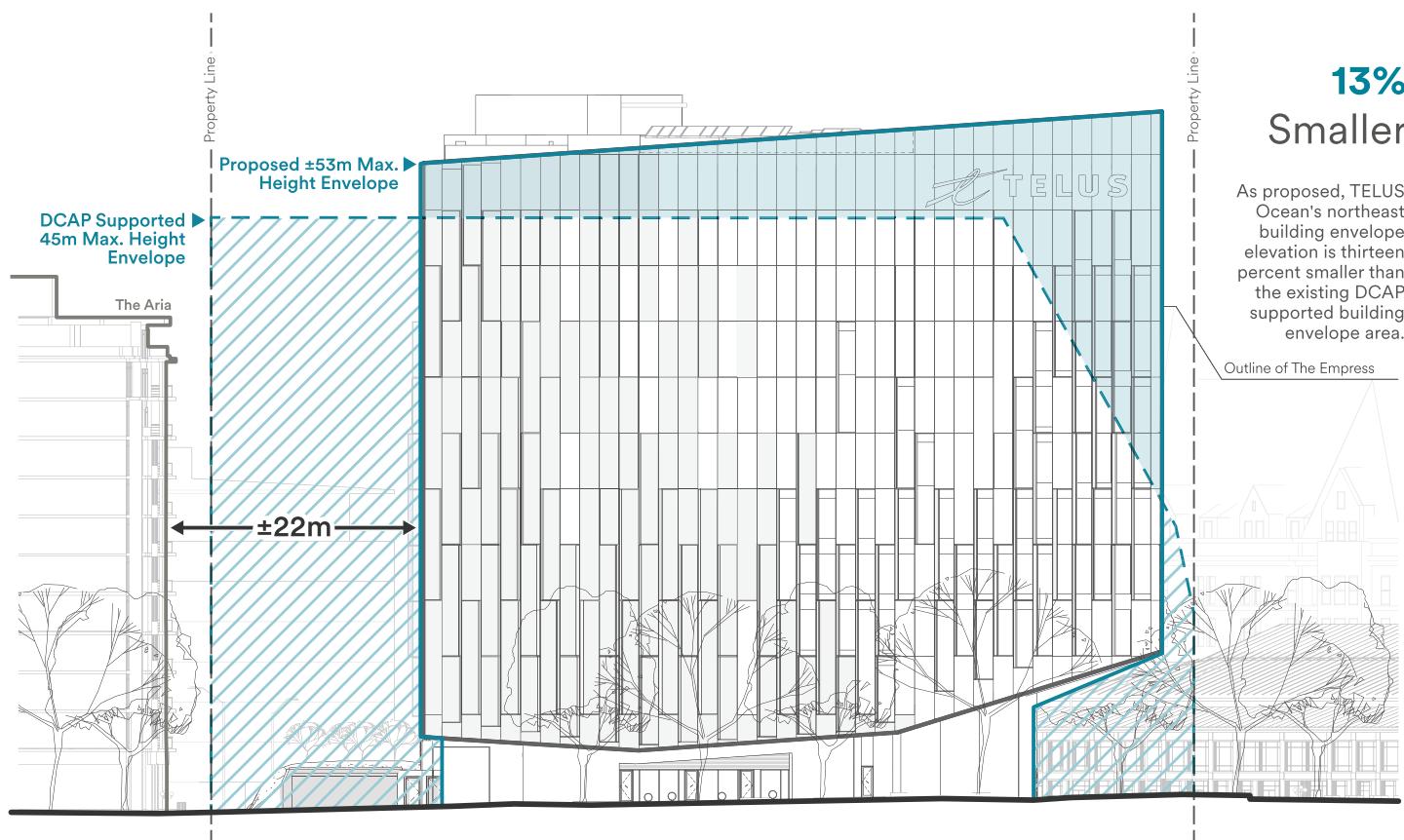
Building Separation Distance Key Plan

Looking North West

The width of Humboldt Street creates approximately the same building separation distance that is provided along the shared property line with the Aria, while the greatest building separation distances are seen toward the northern apex of the site where several public road right of ways converge and the building mass reaches its most narrow footprint.



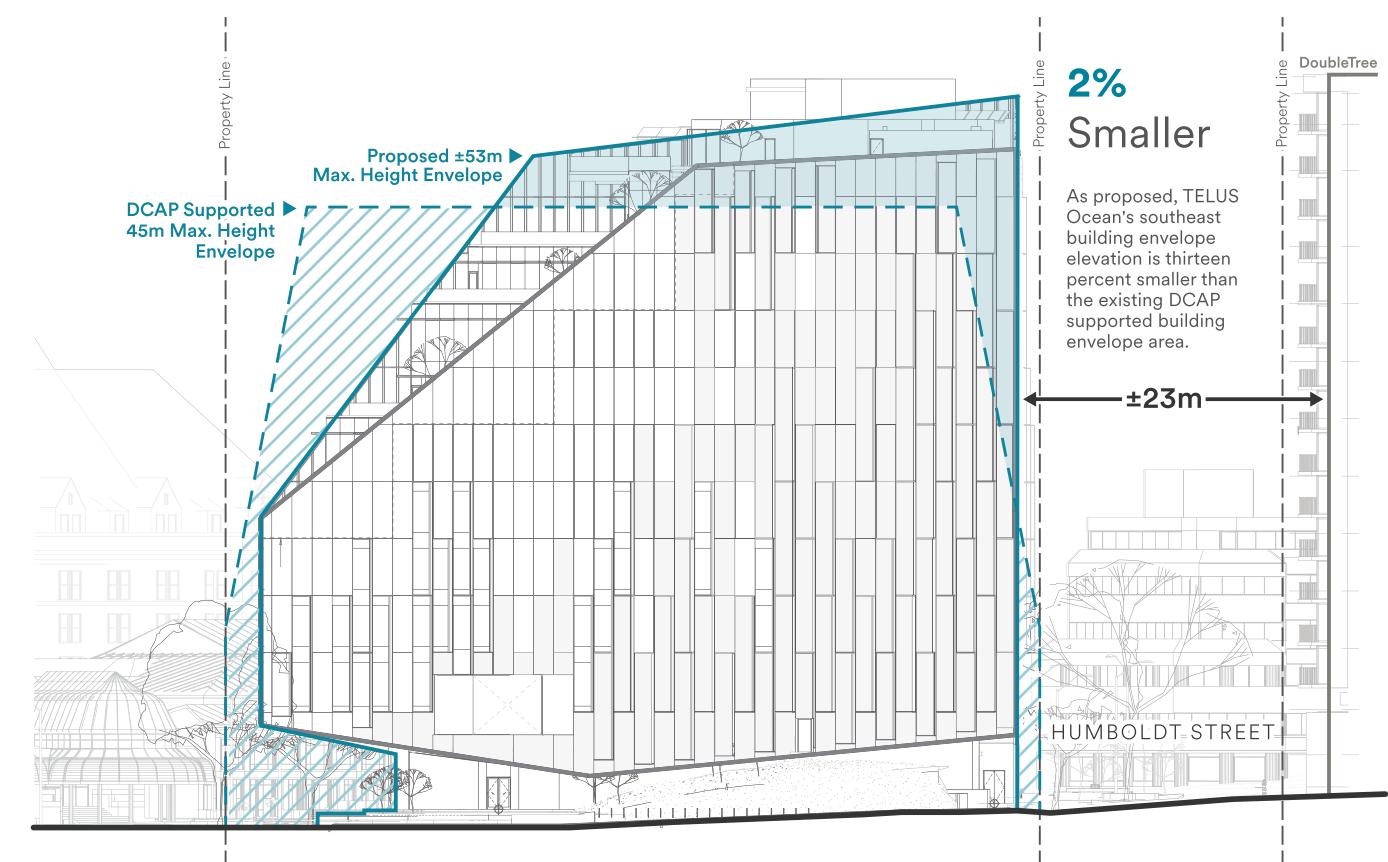
Building Separation Distance Key Plan



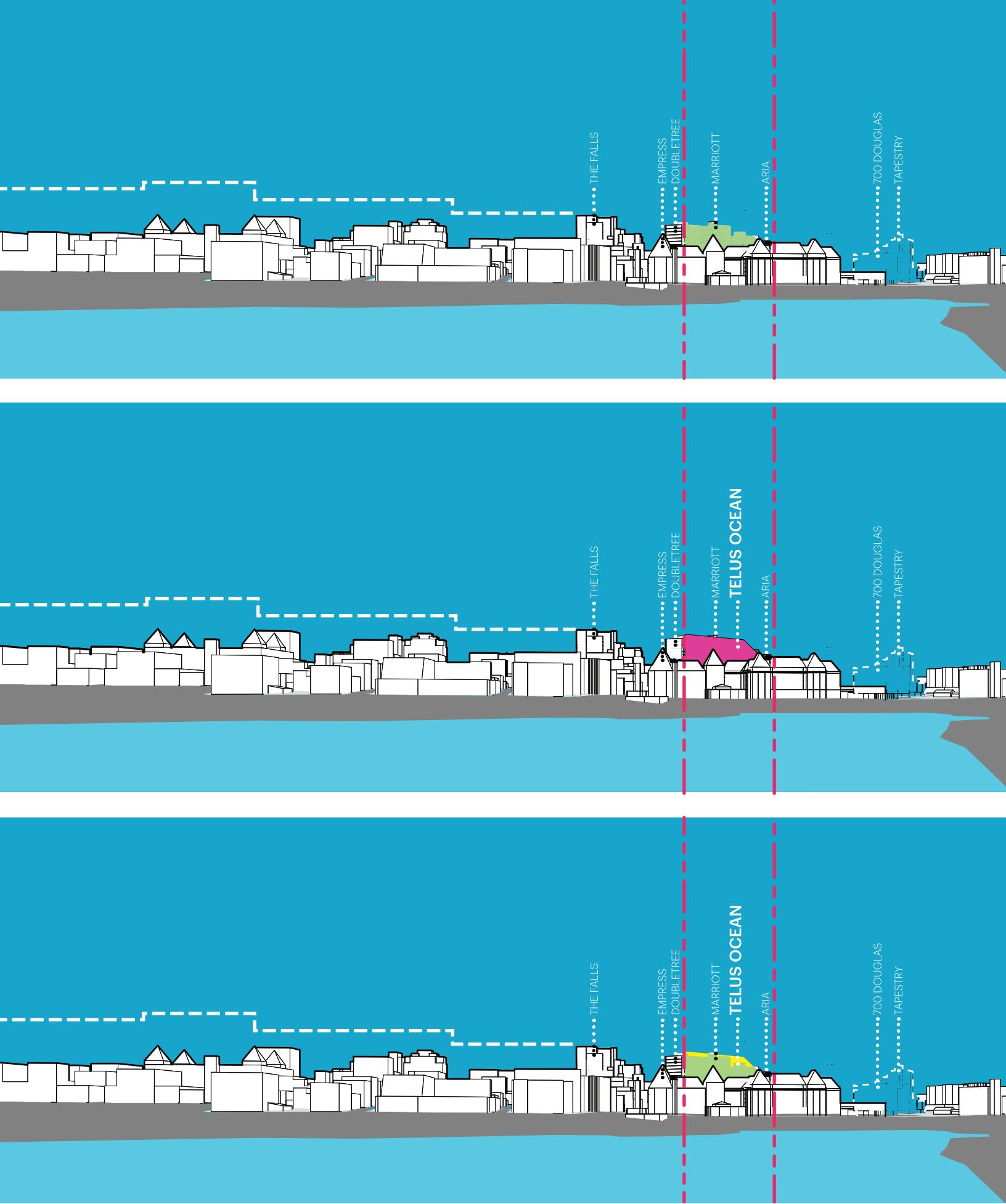
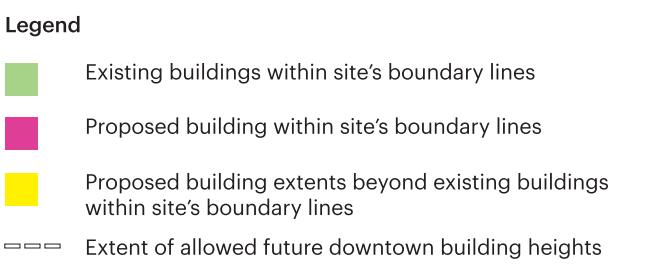
Elevation Illustration: Looking South West

13%
Smaller

As proposed, TELUS Ocean's northeast building envelope elevation is thirteen percent smaller than the existing DCAP supported building envelope area.
Outline of The Empress



Elevation Illustration: Looking North West



The overall height of the building also responds to the natural rise of the downtown skyline and to the planned concept of the 'urban amphitheatre', and rises toward the north to emphasize the rise of the 'flat-iron' form. The roofline slopes to emphasize the general rise toward the north of the Empress rooflines as well as the mid- and background fabric of downtown. The southern edge of the form features a shear transition down to the Crystal Garden, and to echo the mansard roof of the Empress. The height of the proposal is calibrated to not exceed the existing buildings when the skyline is seen from afar - such as from Songhees or Laurel points. While the proposed design rises beyond the current limits, future downtown buildings are meant to rise much higher than the current skyline. The height and alignment of this building will suit both present and future form as the downtown evolves.

The composition of the Douglas Street facade was influenced by several factors. The site shape and context dictated the location of the vehicular entrance and the parking layout below grade. The distribution of program in the building was driven by the intent to reduce privacy concerns adjacent to the Aria and the Doubletree Hilton. In addition, the intent to keep the mass away from the Aria, resulted in the building core and service areas located along Humboldt with the main office space areas located along Douglas Street.

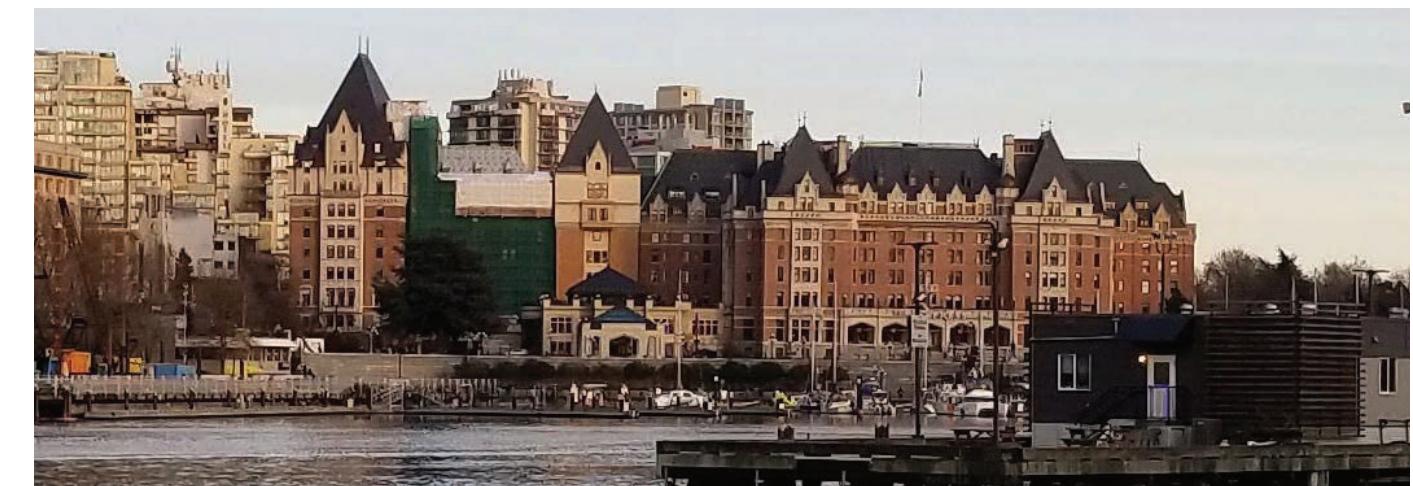
The length of the building along Douglas Street mirrors a similar singular approach taken by the design of the Victoria Conference Centre. The revised design takes cues from both the Conference Centre and the Falls by breaking up the singular expression of the 'wave' facade articulation into a pattern that references the same scale.

The 'wave' pattern is distributed in a way that enhances short and long range views. The majority of variation in the texture of the facade is located at lower levels closer to the at-grade environment and pedestrians. The texture dissolves as the building rises to create a cohesive reflective backdrop for the sculptural silhouette of the Empress. A highly articulated façade would only add to the cluttered background beyond the Empress diluting its character.

The Douglas Street streetscape illustrates the downtown skyline and relationship to the Empress roofline:

- The facade pattern is revised to reference the scale and pattern of the Falls.
- The facade pattern is intentionally developed more at lower elevations - to provide more interest at the street level; and less at upper elevations - to act as a clean backdrop to the roofline of the Empress.

View of the Empress from Laurel Point



View of the Empress from Laurel Point and proposed building beyond



1 Scale and Massing

1B "To reduce the perceived scale and length of building along Douglas St. please consider introducing a building recess, shifts in building plane, or other architectural design approaches to break up the length of building while still maintaining a cohesive overall architectural composition."

Douglas Street Facade Expression

The upper portion of the building provides a clean uncluttered backdrop to the silhouette of the Empress roofline. By making the upper mass a singular form, its reflective nature, and uniform distribution of the angled panels invoke a wave moving across the water's surface.

To further break up the perceived length of the building along Douglas Street, the revised design modulates the facade further. Rather than a large singular sweeping gesture, a composition has been developed with a set of middle-scale groups of angled panels introducing a more detailed and articulated facade approach. In addition to referencing tidal forms, the groupings are scaled to reflect both the 'main street' commercial grain as well as the pattern of The Falls building immediately to the north. Along with the revised mid-scale pattern, the small scale - the angled panels that make up the 'wave' - were revised to achieve a finer grain in the facade articulation that is more suited to the compositional hierarchy.

All elevations of the building have been revised to complement the new configuration of the Douglas Street elevation. This approach provides desired variation while still maintaining the singular cohesive architectural composition.



Exterior rendering - Douglas Facade.

High reflectivity of the facade is intentional:

- reflection of the sky emphasizes the rooflines of Empress from afar
- the facade reflects the Empress - a mirror to the Grand Dame, enhancing the pedestrian experience and reflecting it back to the city.

1 Scale and Massing

1C "The Downtown Core Area Plan's landmark building policies direct buildings within the 180 metre radius of a heritage landmark to respect the visual prominence and character defining importance of the buildings through sensitive massing, height etc. Please provide photographic renderings and a 3D model so that staff can assess the visual impact of the development on views of the Empress Hotel, which is identified as a Heritage Landmark Building. To respect the intent of the Heritage Landmark Building policies, the new building should not be visible above the roofline of the Empress when viewed from Inner Harbour Area, particularly the walkway around the Steamship Terminal, or the lawn of the Legislature. The above changes will protect important character-defining elements of the Empress Hotel, including the "imposing presence" of the Empress Hotel at the head of the Inner Harbour, and the distinctive profile of the roofline defined by steeply pitched copper roofs, ornate gables and dormers and domed, polygon turrets silhouetted against the sky."

View of the proposal from from the Steamship Terminal; part of the elevator shaft and some landscaping are visible

Inner Harbour Views

The height, roofline, and shaping of the proposed upper building mass was driven by how the building would be seen from near and distant views from the Inner Harbour and other key viewpoints.

When viewed from the Inner Harbour, the proposed design is either not visible at all or narrowly visible above the Empress particularly from the walkway at the Steamship Terminal. When viewed from the BC Legislature lawn, the building forms a natural background to the Empress, without infringing visually on its silhouette.

Renderings from the above noted view points demonstrate this - these photomontages can be further verified by City staff using the provided model. The model has been constructed based on the City of Victoria GIS data planometric data.

Additional renderings - from Songhees and Laurel viewpoints - demonstrate even though the building is more visible above the roofline of the Empress, the building provides a backdrop to the sculptural silhouette of the Empress's roofline. The highly reflective glass of the facade will reflect the sky from certain angles and will provide a more unified backdrop compared to existing condition, further amplifying the imposing prominence of this existing historic landmark.



View of the proposal from the lawn of BC Legislature



2 Materiality

"The reflective and transparent glazed design intent is noted, however, Staff have a variety of concerns with this approach. The City of Victoria has declared a climate emergency, and glass clad buildings notoriously perform poorly in terms of energy efficiency, user comfort, bird collisions and often symbolize a lack of sustainability. This is particularly true for a predominantly west facing building. Furthermore, the existing form and character of the area is transitional and disparate. As such, instead of introducing a highly juxtaposed building and yet another contrasting design into this milieu, a more harmonizing architectural approach and energy efficient wall to window ratio is required to meet form and character policy objectives. This includes reconsidering the extent of glazing, a higher wall to window ratio and/or introduction of screens or some form of solar shading."

Materiality: Sustainability

Large portions of the building's envelope are triple-glazed insulated curtainwall that outperforms many of the traditional double-glazed assemblies that are widely considered culprits leading to poor performance. As glazed envelopes look similar from the outside, only the actual product details, characteristics and installation attest to the insulative value, presence of thermal breaks, and airtightness of the envelope: a proverbial cover of the proverbial book that belies the full picture.

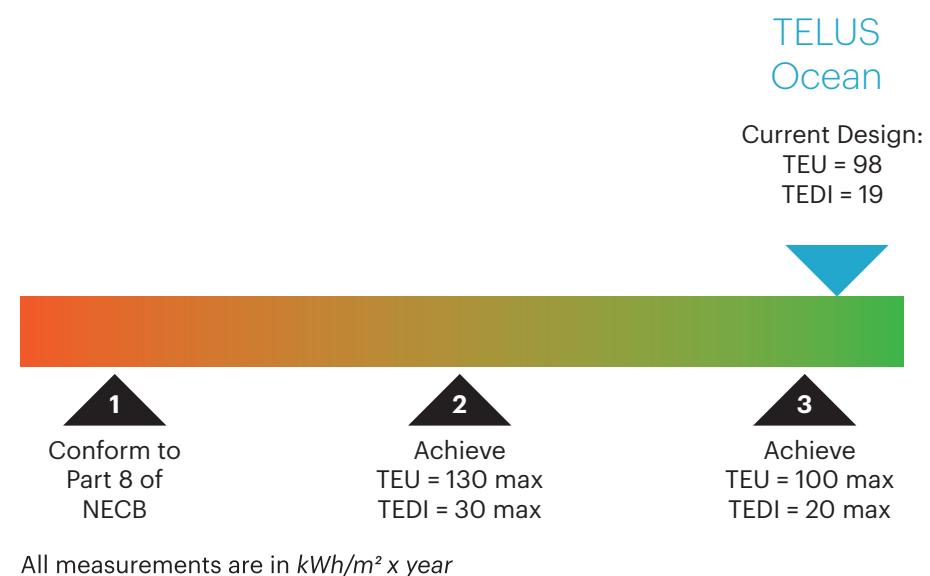
TELUS Ocean project will address many aspects of sustainability and the design will be targeting several third-party verified certifications to ensure

implementation of the design's ambitious goals. While additional information can be found in the updated Sustainable Design narrative, in summary the design will potentially target:

- CaGBC's Zero Carbon Building Program
- LEED V4 - targeting Platinum
- Well Building Standard Core & Shell
- Salmon Safe BC

The design will satisfy requirements of Step Code 2 of the BC Building Code and aspire to achieve targets set out in Step 3 of the BC Building Code for office buildings, the highest target set out for this occupancy by the code to date (current design is modelled to exceed Step 3 requirements - per diagram).

Diagram showing three steps in BC Building Code currently set out for office buildings (Section 10.2.3.3 Compliance Requirements) and performance of the TELUS Ocean project in second energy modelling exercise (per current resubmitted drawings).



The preliminary energy modelling demonstrates that the design can achieve a relatively comparable energy performance, while providing significant sustainability and wellness benefits for building occupants such as access to daylight, exterior views and providing a visual connection between the interior and exterior environment. Sustainable features must be balanced when considering the overall envelope - such as how much daylight can reach the occupants, the positive impacts of views on occupants, and desirability of solar heat gain through glazing.

The majority of occupiable space is located to one side due to site conditions and the realities of constructing a large seismic structural core. This arrangement results in deeper floor plate and more

difficulty in ensuring that daylight reaches well into interior floor plates. As Victoria is a heating-driven climate, solar heat gain through the glazing is a positive outcome during colder months and on the balance of the entire year, reduces energy demand by the building. Access to views is also considered a significant benefit to occupant well-being.

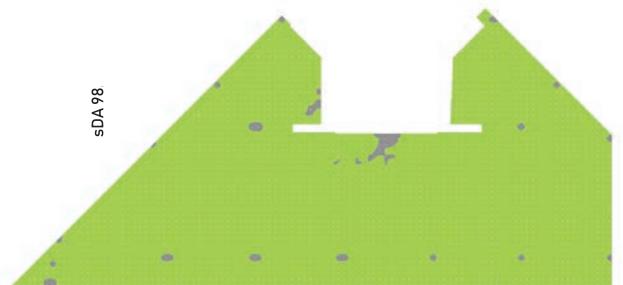


Diagram from daylight access study (level 8 shown)

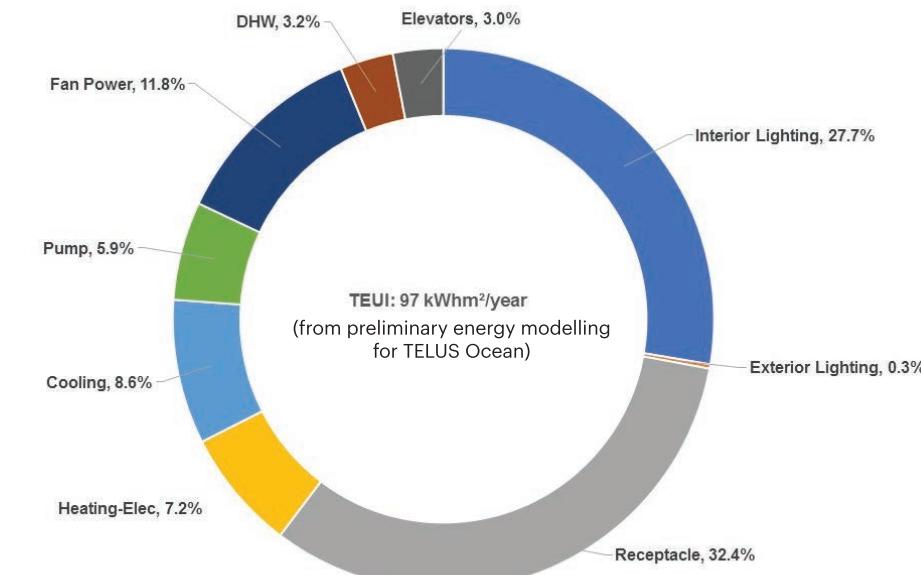
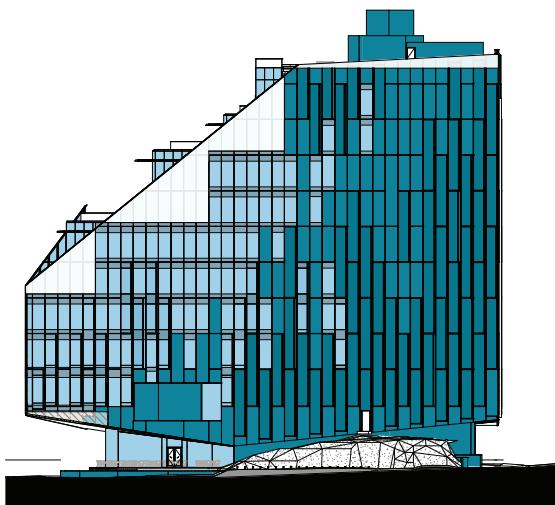


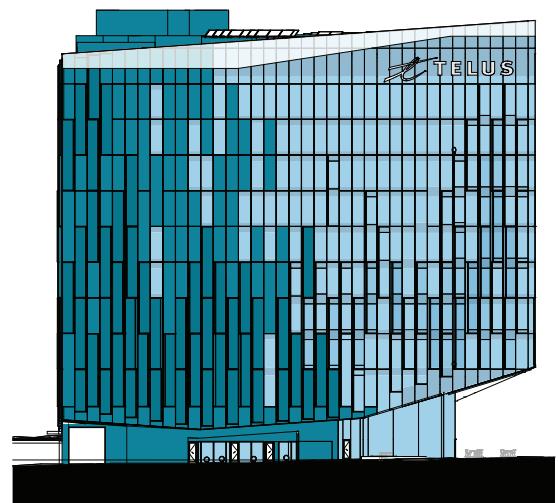
Diagram showing total energy use intensity at preliminary modelling stage.

For example, interior lighting energy use intensity is higher than that of both heating and cooling combined.

To balance concerns around material use and perceived environmental detriments, the revised design will substantially increase the area of spandrel panel and solid building envelope. Angled panels will receive a solid wall return on all three upper facades - Douglas, Humboldt, and Penwill. On Penwill and Humboldt, significant portions of the façade will be solid angled panels echoing the glazed panels and tying into the overall language and texture of the building. These solid panels replace glazed and spandrel panels to further address privacy concerns from the neighbouring buildings.



Penwill elevation showing opaque envelope



Humboldt elevation showing opaque envelope

Rendering of Penwill and Humboldt exteriors



Rendering along Humboldt Street

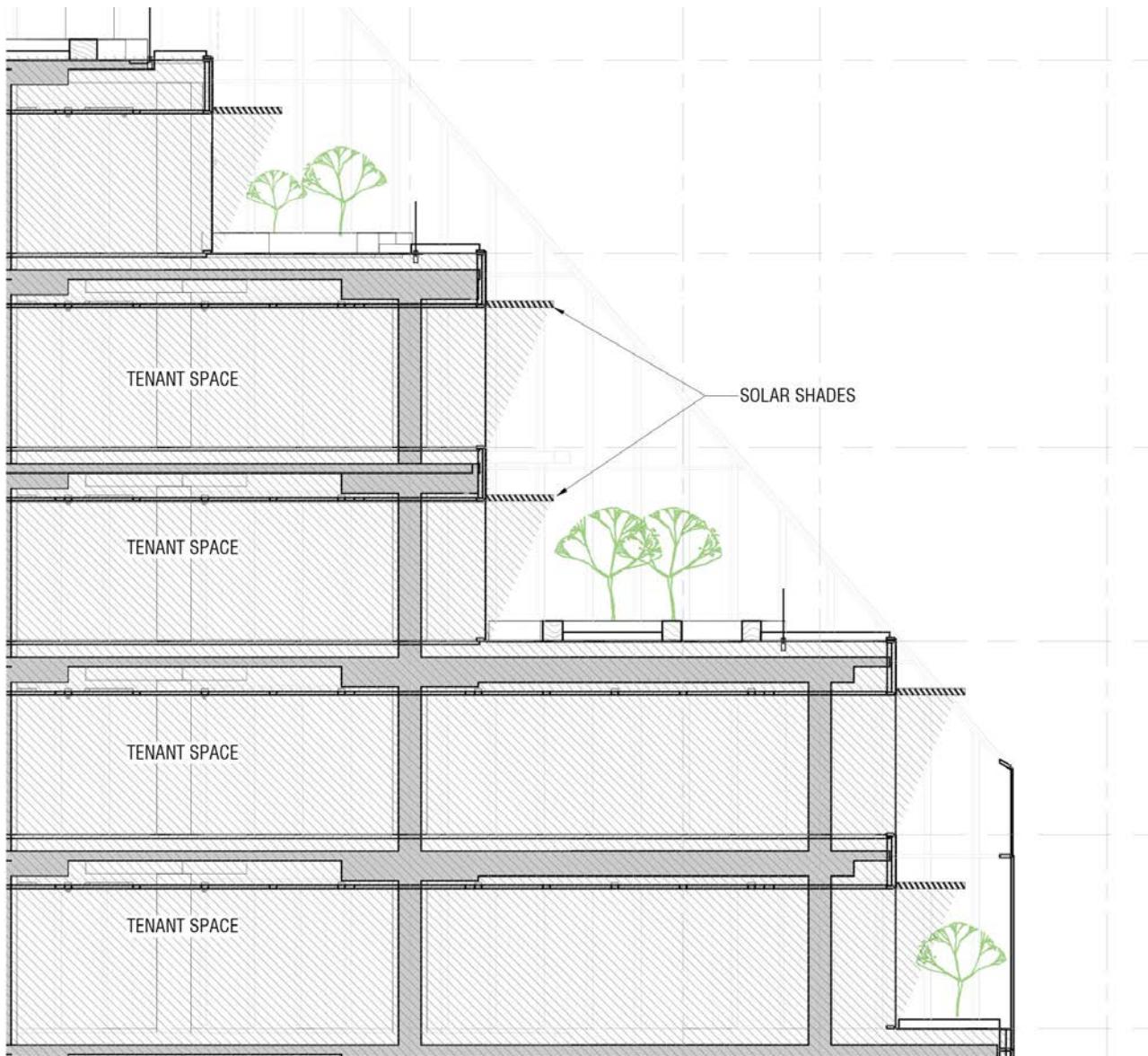




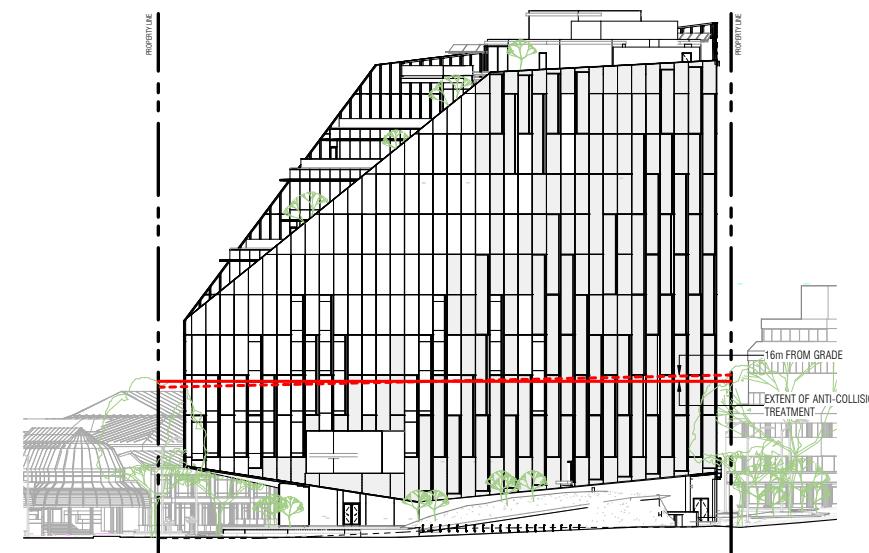
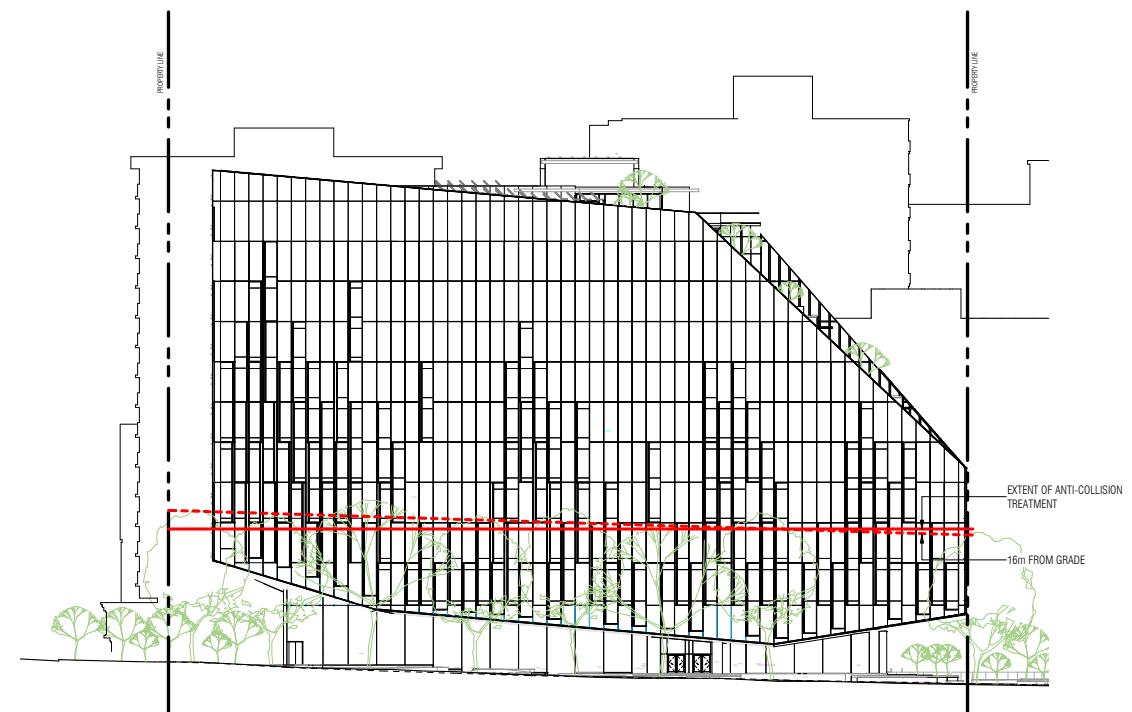
The updated window-to-wall ratio is **48:52**. To address glare and heat gain concerns, solar shading devices and plantings have been added along south-facing glazing on the terraces, improving occupant comfort and reducing cooling demand during the summer. Horizontal metal louvres shade nearly the full height of the south facing glazed units.

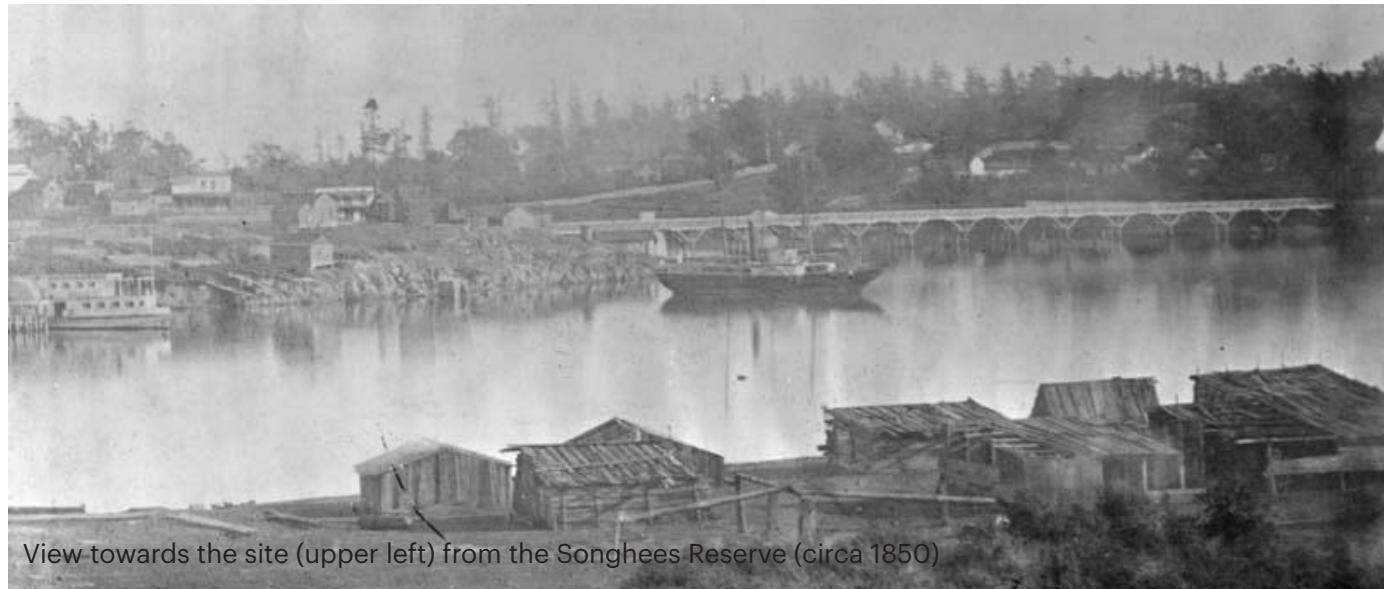
Several strategies will be used to reduce bird collisions. Glazing in proximity to the terrace trees will be treated with frit or film that is only visible to birds (such as Orilux). To reduce the appeal of the interior spaces to birds as potential perches, careful consideration will be given to the location of exterior and interior planting to reduce confusion. Overall lighting levels will be reduced at night time to avoid confusion of migratory birds.

Section diagram showing solar shades



Elevations showing the extent of anti-collision treatment





Materiality: Contextual Fit

Creating a contextual fit at this site is a challenge not simply because of the size and the shape of the parcel, but also due to its location - close to several notable heritage buildings, yet the site is arguably much more so a part of the high-rise mixed residential and hotel neighbourhood just east of Douglas Street. As a result there are three contexts to consider:

- The heritage area* (part of an OCP-designated 'Urban Place': Core Inner Harbour / Legislative);
- the mixed high-rise neighbourhood with primarily contemporary built fabric;
- and the transition between these two areas as a terminal vista into the core business district.

Whether the design should satisfy one, other, or all of these is a critical decision that impacts the architectural cohesiveness of the proposed design.

Designing in a heritage context can be problematic - from balancing the response between respect and imitation to implicitly favouring a fit with one heritage context over another*. The OCP acknowledges part of this inherent conflict between old and the new:

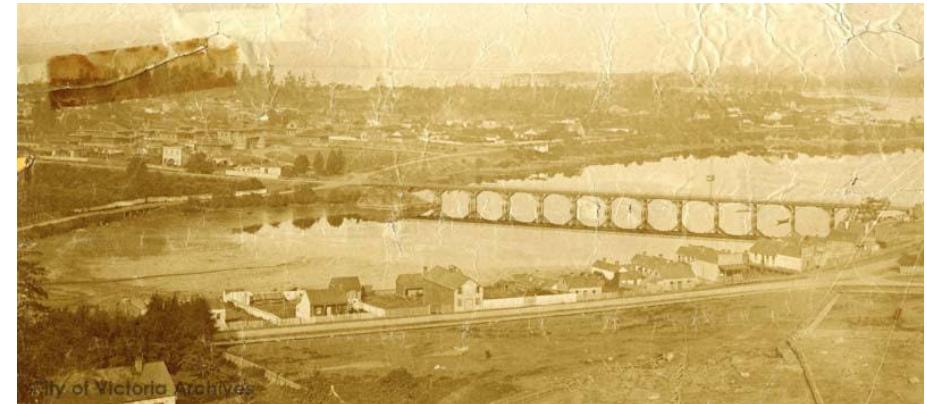
Victoria will continue to face the challenges of accommodating development that will create new memorable places that broaden Victoria's image beyond its identity as a provincial capital with an iconic harbour, while contributing to the goals of sustainability, and retaining the character of Victoria's existing special places.

With this as a baseline, the language used in the OCP is highly subjective when talking about development in the heritage areas, typically using open-ended phrasing.

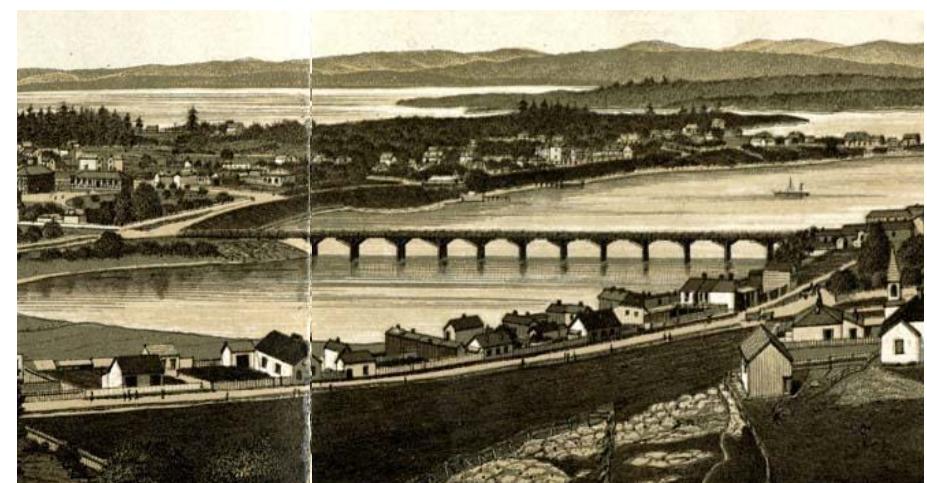
The OCP is not prescriptive with respect to what should be the language of the site's heritage response or to which period of heritage the new development should be aligned. The value of heritage areas and individual properties is determined by using the Victoria Heritage Framework that is based on key themes (Coastal Settlement, Gateway Economy, Capital City, Community of Neighbourhoods, and Cultural Exchange). The site falls within several of these themes as it has a rich history that includes its natural history of the James Bay mudflats, First Nations land, early settlements by newcomers, and early commercial and industrial heritage. As such the sense of place on this site is not limited to a singular aspect of its heritage and while the design of the project is inspired primarily by the natural heritage (the site is on a bank of a shoreline and was often partially submerged with tides), the design works to sensitively respond to themes by the shape of the massing by its materiality and detailing. Similarly, newer buildings such as the Aria, Tapestry, and Capital Park campus can be seen as interpreting this sense of place in a contemporary way - all part of the Core Inner Harbor/ Legislative Urban Place, and all within 180m or 90m radius of significant heritage buildings - setting a precedent in the interpretation of OCP intent.

*It is worth noting that the site lies outside Old Town Area Guidelines area when interpreting the appropriate response within DPA 9 (OTDG p.16,18).

Views of the site from Church Hill: the site is in the foreground, immediately beyond the road that will be Humboldt Street. Only the eastern and highest portion of the site is visible - the western portion is a mudflat.



circa 1860



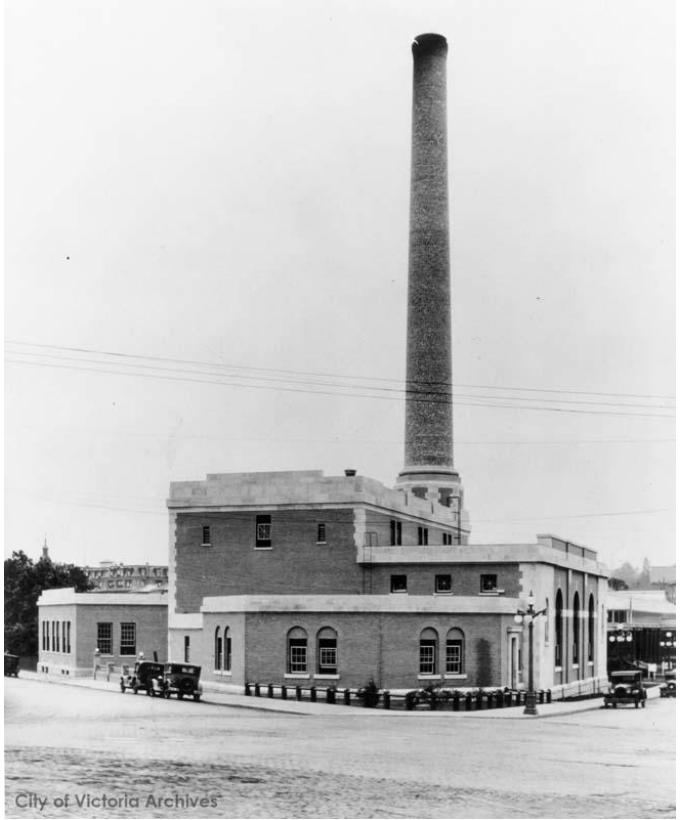
circa 1880



circa 1890



circa 1920;
the area between Douglas and Government Streets has been infilled, and the first part of the Empress Hotel has been constructed



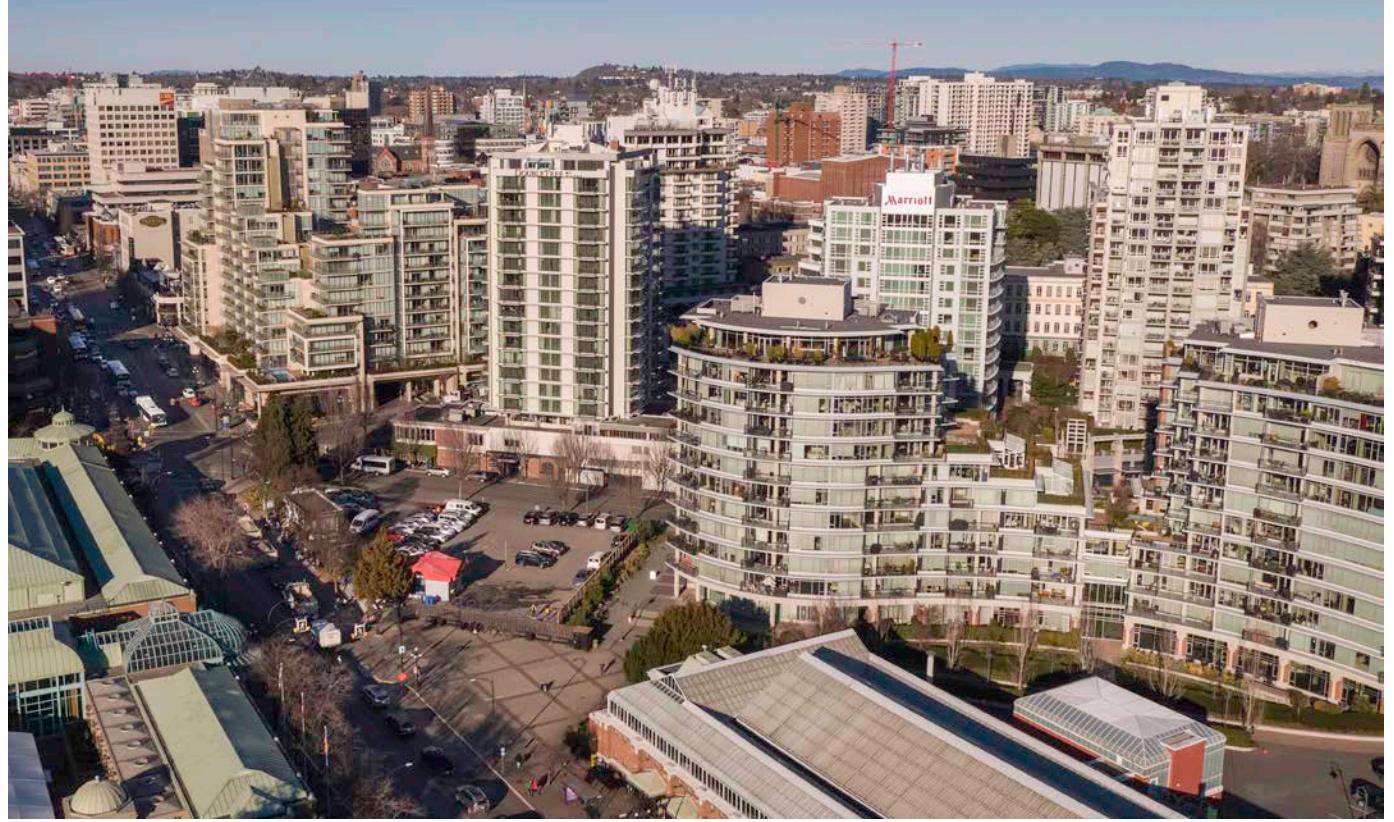
View of the site from Douglas and Humboldt Street intersection occupied by the Empress Laundry (1930)



The site in the upper left quadrant (just below the Crystal Gardens), occupied primarily by the Empress Laundry (1954)



An aerial view of the site - the hotel has been constructed immediately to the north of the historic houses, now a site of another hotel (1970)



Current view of the site - the last parcel left to be developed in the contemporary fabric of Humboldt Valley

All of the adjacent buildings are primarily glazed on the west facades - oriented to the views of the Harbour



Arguably the other context - the newer neighbourhood east of Douglas - is more relevant to this development as was noted in the Advisory Design Panel review of the proposal. While both the Falls and the Aria have a strong horizontal expression, they have an affinity with the proposal that have very large areas of glazing. Setting energy concerns aside, these buildings do set a precedent for materiality through the extensive use of glazing. The Falls and the Aria orient significant amount of glazing to the west - as do other buildings in the area - creating a largely glazed urban mass oriented towards the Empress and the Inner Harbour. The site is currently a negative void within this mass of glazing, and an infill development with a glazed form would be an appropriate contextual response.

The third context is that of creating an "iconic and well-designed" building at a terminated vista where there is a desire for "emphasizing significant shifts in the street pattern with a deliberate placement and design of buildings and landmarks" for both historic and modern buildings. The DCAP policies call for design features that serve as landmarks to emphasize the prominent location, augment the local skyline and provide a focal point to welcome pedestrians.

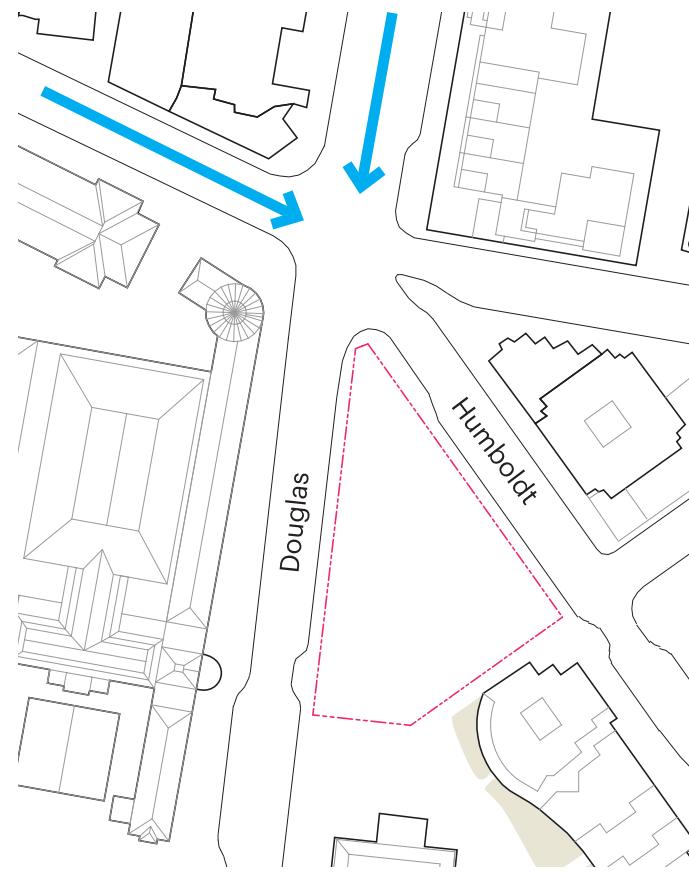
The apex site serves as a terminated vista for both Humboldt and Douglas - and as such is not a transitional site between neighbourhoods but a unique site where a design could stand out from the urban fabric.

The approach taken with the exterior appearance of TELUS Ocean in negotiating this varied and complex context is one that respects views of the Empress, takes cues from the contemporary residential fabric nearby for materiality and scale, and emphasizes the form at the two terminated vistas:

Respecting the views of the Empress:

- The views of the Empress are enhanced from the public realm by lifting the mass of the building to reveal its rooflines (albeit the visibility is affected by the trees).
- The views of the Empress from the Inner harbour are protected by minimizing the extent of the proposal visible from the key public view points.
- For the long views of the Empress - Songhees and Laurel point - the proposal is intended to create a backdrop to the silhouette of the landmark's rooflines by using a reflective glass field beyond it. This backdrop is in contrast to the currently

Plan diagram of terminated vistas



rather 'busy' fabric of existing buildings that do not specifically address their impact on the skyline especially in regards to the rooflines of the Empress.

- The slopes of the parapets and windbreaks are designed to reference the overall and elemental angles of the Empress's roofline

Residential fabric materiality and scale:

- The glazing is contextual to this urban fabric.
- The revision of the design recalibrates the level of detailing on the main façade that is more fitting to this context and provides previously absent scales in architectural composition: the 'wave' element on the Douglas Street façade is reconfigured to reference the Falls in pattern and in scale. This approach is carried around the building. This led to reconfiguration of the smaller scale detail: reducing the width of the angled panels.
- The revisions to the design incorporate use of natural stone at-grade, referencing the use of stone on the neighbouring buildings (The Falls, Aria, Crystal Gardens)
- The soffit of the overhang along Douglas has been revised to wood panels echoing the soffits of the Falls.
- The revised angled panels - both glazed and solid - are updated with additional detail providing more interest to the façade for the pedestrians and neighbours.
- The pattern is extended in a way that engages the edges, softening these: similar to the approach taken by the residential buildings (The Falls, Aria).

Emphasis on the form at the terminated vistas:

- While placemaking relies on a certain amount of homogeneity, landmark buildings stand out due to a unique character - here the singular cohesion of the form, the capless curtainwall system, and the verticality of the detail elements intentionally provide just enough of a departure from the neighbouring architectural language to set the design apart.
- In addition to shaping the building to amplify the 'flat iron' effect, the form is further emphasized by using capless glazing system to clad the main volume.
- Angled panels at the lower half provide scale and texture closer to the pedestrian realm.
- Flat panels closer to the top emphasize the clean and strong roof lines (at the top of the windbreak guards).



Terminated vista along Douglas



Terminated vista along Humboldt

Wood soffit lifts at the entry



Fundamentally, this proposal has been created by TELUS in the context of “a vision for a sustainable, influential city that will build a strong innovation ecosystem” as outlined by the City of Victoria in OCP companion document, the Victoria 3.0 Economic Action Plan.

The applicants strongly believe that this particular proposal - in the commercial centre of the city, at a strategic gateway to downtown, near transportation and amenities, near the conference centre and hospitality industry, as well as major cultural assets - will be a significant catalyst for the future economy of Victoria 3.0. As TELUS will occupy part of the building and lease the remainder, the team has carefully considered how this building’s design can amplify the role TELUS can play in this new phase in Victoria.

From materiality to massing, all design aspects were considered not only for contextual fit but also for the future of Victoria as a place for change and innovation. For Victoria to become an innovation hub, it needs to attract innovators - TELUS Ocean is intended to help attract these businesses, entrepreneurs and talent with high sustainability targets, smart building features, and overall building aesthetic.

Development Services Division Comments

3 Additional Information Required

3A “A Land lift analysis is required, details should include value of public amenity contributions vs lift in land value for density above 3:1 FSR”

Acknowledged. The City process called for an iconic building and envisioned density levels that are aligned with this proposal.

Development Services Division Comments

3 Additional Information Required

3B "Please provide an additional evening rendering from the Laurel point view point to illustrate how the application provides a sensitive and appropriate illumination of the building facade and architectural features to complement the night time views of the harbour without detracting from the lighting prominence of the Empress Hotel."

Most of the lighting will be located in the areas well below the roofline of the Empress hotel and will not detract from the architectural lighting of the Empress, the Victoria Conference Centre, and the Crystal Gardens.

The lighting, integrated into the returns of the angled panels, is intended to 'glow' or 'shimmer' - a subdued approach.



Twilight photomontage showing absence of artificial facade illumination above the Empress roofline.



Bioluminescence-inspired lighting integrated into the return of the angled panels on the Douglas facade, creating a shimmering effect

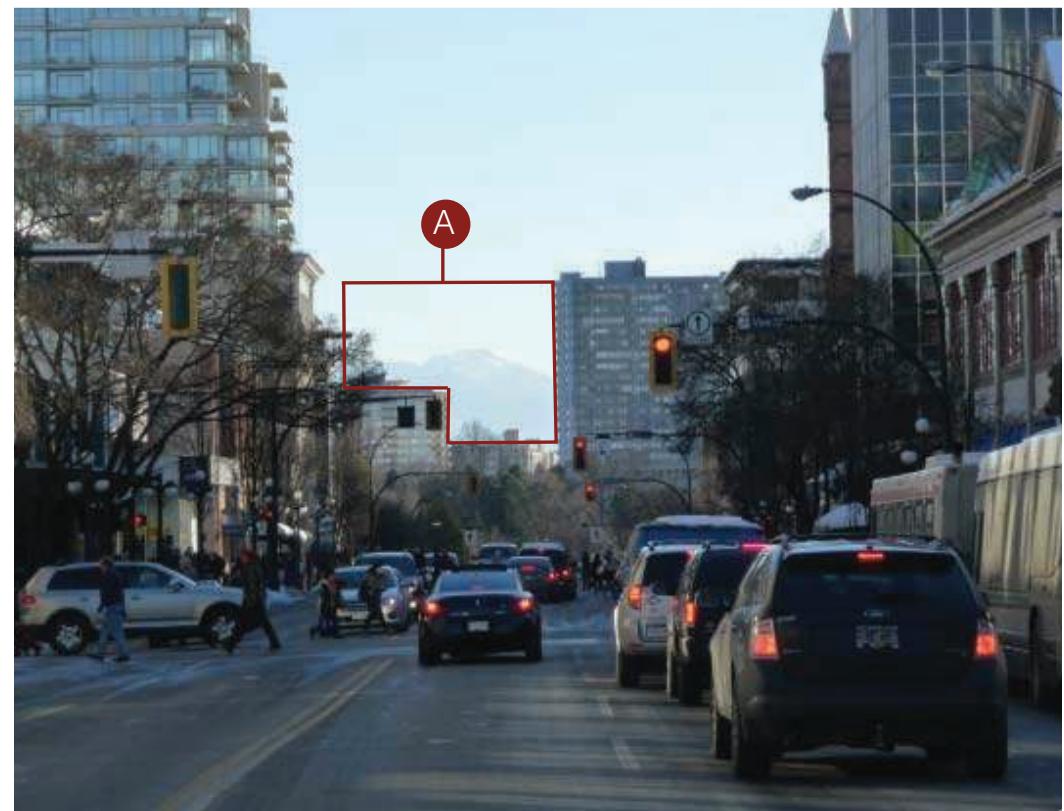


Development Services Division Comments

3 Additional Information Required

3C "Please provide a rendering/ view analysis from View 5: Olympic Mountains from Douglas Street per appendix 1 in DCAP"

DCAP: View 5 of Olympic Mountains from Douglas Street (at Yates)



DCAP: View 5 without proposal (for reference)



DCAP: View 5 showing the proposal



Development Services Division Comments

3 Additional Information Required

3D "Please provide a rendering/ view analysis from View 2: Inner Harbour from Songhees Point per appendix 2 in DCAP"

View from Songhees Point

