

PLANNING AND DEVELOPMENT COMMITTEE

TO: *MAYOR AND COUNCILLORS*

SUBJECT: COMMUNITY PLAN UPDATES - 'WHAT WE HEARD' AND GENDER-BASED ANALYSIS PLUS PILOT PROGRESS REPORT

RECOMMENDATION:

THAT the report titled "Community Plan Updates – 'What We Heard' and Gender-Based Analysis Plus Pilot Progress Report" dated November 8, 2023, be received for information.

REPORT

The Planning and Development Committee, at its meeting held on November 8, 2023, received and adopted the attached report providing an update on the results of Phase 1 public consultation for the Edmonds Town Centre, Royal Oak Urban Village, and Cascade Heights Urban Village Community Plans with a focus on incorporation of the Gender Based Analysis Plus (GBA+) Pilot.

On behalf of the Planning and
Development Committee,

Councillor P. Calendino
Chair

Councillor J. Keithley
Vice Chair

TO: PLANNING AND DEVELOPMENT COMMITTEE (PDC)

FROM: GENERAL MANAGER PLANNING AND DEVELOPMENT
GENERAL MANAGER CORPORATE SERVICES

**SUBJECT: COMMUNITY PLAN UPDATES – ‘WHAT WE HEARD’ AND
GENDER-BASED ANALYSIS PLUS PILOT PROGRESS REPORT**

PURPOSE: To provide an update on the results of Phase 1 public consultation for the Edmonds Town Centre, Royal Oak Urban Village, and Cascade Heights Urban Village Community Plans with a focus on incorporation of the Gender Based Analysis Plus (GBA+) Pilot.

RECOMMENDATION

THAT the report titled “Community Plan Updates – ‘What We Heard’ and Gender-Based Analysis Plus Pilot Progress Report” dated November 8, 2023 be received for information.

EXECUTIVE SUMMARY

This report provides an overview of ‘what we heard’ from the Phase 1 public consultation processes for the Edmonds Town Centre, Royal Oak Urban Village and Cascade Heights Urban Village community planning processes. This overview includes details on the pilot of a Gender Based Analysis Plus (GBA+) approach for all three plan updates, with a particular focus on the Edmonds Town Centre.

1.0 POLICY SECTION

The Edmonds Town Centre, Royal Oak Urban Village, and Cascade Heights Urban Village Community Plans are pursuant to and consistent with:

- Part 2, Division 1, Sections 7 and 8 of the *Community Charter*, which outline the purposes and fundamental powers of local governments within British Columbia;
- Part 14 of the *Local Government Act*, which outlines powers and responsibilities for local governments in relation to Planning and Land Use Management;
- Burnaby’s Official Community Plan (1998);
- Regional Context Statement (2013); and the
- Metro Vancouver Regional Growth Strategy (Metro 2050).

Community plans are established to guide future land use and development decisions in neighbourhoods throughout the city. Generally, these plans provide neighbourhood-specific policy directions on various topics, including land use designations,

development guidelines, housing targets, climate action strategies, sustainability goals, resiliency measures, mobility strategies, park and public open space improvements, as well as the provision of broader community amenities and services. These plans are based on comprehensive planning and land use studies that are conducted alongside extensive public consultation.

Once adopted by Council, community plans serve as a framework to assess the suitability of future proposals, such as land use and development applications, transportation or public realm improvements, and new park acquisitions and community amenities. The overall intent of these plans is to provide greater certainty regarding the vision for the community, benefiting both existing and future residents, business owners, developers, community partners, and the city as a whole.

2.0 BACKGROUND

On June 5, 2023, Council authorized staff to proceed with Phase 1 public consultation for the Edmonds Town Centre Community Plan (the “**Edmonds Plan**”), Royal Oak Urban Village Community Plan (the “**Royal Oak Plan**”) and the Cascade Heights Urban Village Community Plan (the “**Cascade Heights Plan**”). Phase 1 public consultation spanned from late June to early fall and focused on receiving community feedback on the preliminary visioning, goals and plan directions for the three communities. A public notification campaign involving both digital and print media advertising, as well as postcard mail-outs to neighbourhood area residents, was launched in mid-June to notify the public about upcoming engagement opportunities.

In response to further Council direction on June 19, 2023 to utilize the Edmonds Plan update as a pilot project for the application of Gender Based Analysis Plus (GBA+) tools and strategies, staff integrated and implemented various GBA+ measures to events and engagement opportunities that were being planned or were already underway, in coordination with the Burnaby Civic Innovation Lab (CIL) team and various community partners. Given that the Phase 1 public consultation processes for Edmonds, Royal Oak and Cascade Heights occurred concurrently, measures implemented for Edmonds were also applied to the Phase 1 public consultation processes for the other communities.

2.1 Gender Based Analysis Plus (GBA+) Pilot

GBA+ is a systematic method employed by the federal and provincial governments (and other entities globally) to evaluate systemic inequalities and understand how policies, programs, and initiatives may affect diverse groups of women, men, people of faith, and gender-diverse individuals from an intersectional lens.

City Shift is a YWCA Metro Vancouver initiative, with funding from Women and Gender Equality Canada, to advance equitable city-planning processes in municipalities across Metro Vancouver. City Shift operates in partnership with the REACH-Cities project, which has similar goals, focusing on how cities can welcome and support people with a diversity of backgrounds especially those historically overlooked within city planning on the basis of age, race, culture, income, sexual orientation, religion, ability, etc. This

project is a 7-year funded initiative by the Canadian Institutes of Health Research (CIHR) and led by Dr. Meghan Winters, an epidemiologist with the Simon Fraser University (SFU) Faculty of Health Sciences.

At its December 12, 2022 meeting, Council approved the City of Burnaby’s participation in the REACH-Cities project as a participant community. This participation is enabled via the Civic Innovation Lab (CIL). Staff from the CIL also participate on the City Shift Advisory Council.

On May 17, 2023, the Social Planning Committee received a delegation from the YWCA City Shift¹ initiative, accompanied by representatives of the REACH-Cities project², outlining the benefits of utilizing Gender Based Analysis Plus (GBA+) within municipal planning processes. The Social Planning Committee supported the use of GBA+ as a pilot with application to the Edmonds Town Centre Plan Update throughout the entirety of the process, which is anticipated to run over approximately 18 months. Council approved this direction at its June 19, 2023 meeting. Burnaby is among the first municipalities in B.C. to partner with the YWCA on such a pilot as a result of the delegation noted above.

The pilot project began with a review conducted by staff in consultation with the CIL and representatives from the YWCA City Shift initiative and REACH-Cities project. The objective was how to utilize a GBA+ approach within Phase 1 public consultation for the Edmonds, Royal Oak and Cascade Heights community planning processes, with an aim to prioritize social equity issues and consider appropriate ways to include the impacts of one’s race, immigration status, socio-economic status, gender, faith and ability in such a process. Through this review, several approaches and strategies for how ongoing Phase 1 public consultation measures could incorporate GBA+ considerations were identified and applied. This included adding and incorporating elements to various consultation methods that are generally beyond the scope of standard engagement strategies that staff have implemented in the past for other projects, such as expanding staff availability to meet with specific community groups at more flexible times and locations, as well as staff training to raise awareness on how GBA+ may be applied in major projects and initiatives being undertaken by the city, as well as day-to-day work. Section 3.1 of this report as well as **Attachment 1** further describes how Phase 1 public consultation for the community plans were conducted, and how various GBA+ tools were implemented as part of these processes.

3.0 GENERAL INFORMATION

3.1 Phase 1 Public Consultation and the GBA+ Pilot

As noted, Phase 1 public consultation for the Edmonds, Royal Oak and Cascade Heights plans were conducted concurrently during late June to early fall of 2023. For each community planning process, an online survey and one or more in-person public

1 For more information, please visit: <https://ywcavan.org/ywca-city-shift>

2 For more information, please visit <https://chatrlab.ca/projects/reach-cities>

open house events were organized and served as two of the main public consultation tools for this initial phase of public consultation (two open houses were organized for Edmonds, given it is a larger community). The three online surveys were available between June 14 and July 31, and garnered a combined total of 628 completed responses (279 for Edmonds, 188 for Royal Oak, and 161 for Cascade Heights). Over 550 people attended one of the open house events, which were held in the evening between 5:30-8:00pm during the following dates:

- Thursday, June 29 at Wesburn Community Centre (Cascade Heights) – Approximate attendance: 175
- Tuesday, July 4 at Edmonds Community Centre (Edmonds) – Approximate attendance: 100
- Thursday, July 13 at Edmonds Community Centre (Edmonds) – Approximate attendance: 150
- Wednesday, July 19 at Bonsor Recreation Complex (Royal Oak) – Approximate attendance: 140

In addition to the online surveys and open houses, staff engaged with individual community members, community groups, community partners, Host Nations, and members of the public using a range of other methods, including email and phone communication, virtual or in-person conversations, referral letters, and attendance at various organized meetings and events, including both city-led and community-led events.

All Phase 1 public consultation methods for each of the community planning processes involved extensive application of GBA+ measures and strategies, which are summarized in **Attachment 1** of this report.

3.2 Key Themes from Phase 1 Public Consultation

A number of key themes emerged during Phase 1 public consultation for each of the community plans, with several of the most prominent discussion points highlighted below for each community. **Attachment 2** (Edmonds Plan), **Attachment 3** (Royal Oak Plan) and **Attachment 4** (Cascade Heights Plan) provide more comprehensive ‘what we heard’ summaries for each of the community planning processes, identifying these key themes and common discussion points that were raised by multiple individuals or community groups through the consultation process.

Edmonds

- *Cultural diversity*: many community members identified this as a key asset in Edmonds and supported moves to incorporate diversity and inclusivity as part of

future policies around housing, placemaking, and community amenities and services.

- *Parks and green spaces:* a majority of respondents supported ideas for preserving and expanding upon existing parks and green spaces, noting that Edmonds overall did not currently have sufficient useable park spaces.
- *Building form variety:* while many supported the idea of future development in Edmonds, community members noted that a larger variety of building and housing forms should be supported, and that taller tower forms should not be supported throughout the Town Centre.
- *Mobility and getting around the neighbourhood:* residents supported strategies for improving transportation and mobility networks throughout the community, with a focus on safety and accessibility.

Royal Oak

- *Housing options:* many community members were receptive to ideas for supporting more housing forms and options, especially rental options, in Royal Oak given the community’s strategic transit-oriented location. Others were concerned about various potential negative impacts of future development on the community and on existing residents.
- *Local economy:* a majority of respondents expressed support for improving commercial areas in Royal Oak, especially along Kingsway, Royal Oak Avenue and Imperial Street, as well as creative employment opportunities in the neighbourhood.
- *Street and public space improvements:* residents expressed a need for streetscape, public realm and trail improvements throughout the community, especially along the BC Parkway and Highland Park Line.

Cascade Heights

- *Synergies with Burnaby Hospital:* some community members voiced support for leveraging the community’s proximity to the Burnaby Hospital to support higher-density residential uses and more community amenities and services throughout an expanded plan area boundary, especially along Sunset Street. Others voiced concern that future development would exacerbate traffic and safety issues that already exist and impact the community’s existing form and character.
- *Future parks and green spaces:* some residents expressed strong opposition to initial ideas presented about potential locations for future parks and green space expansions, citing various reasons (see **Attachment 4**).

3.3 Next Steps

Future public consultation phases of the Edmonds, Royal Oak, and Cascade Heights Plans will occur over the next year with anticipated plan adoption by Council in fall 2024. Throughout the duration of these processes, a GBA+ lens will continue to be applied in all aspects of the three plan updates.

Specifically, staff will continue to coordinate with the CIL through subsequent meetings and workshops to identify how GBA+ may continue to be applied in subsequent update reports to Council. As part of these updates, staff will continue to identify needed additional resources in order to continue to apply a GBA+ lens, which requires both additional staff time and associated materials (e.g. translated public outreach documents) in order to fully implement inclusive and equitable engagement processes. As possible, these resources will be requested via the regular, annual City budgeting process.

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

The application of GBA+ strategies during Phase 1 public consultation, as described in this report, provided Burnaby community members with an opportunity to give feedback on the preliminary visioning, goals and plan directions for the three community plan processes. **Attachment 2** (Edmonds Plan), **Attachment 3** (Royal Oak Plan) and **Attachment 4** (Cascade Heights Plan) provide detailed ‘what we heard’ summaries for each of the community planning processes, identifying key themes that emerged through the consultation process.

Feedback received from Phase 1 will be utilized to develop more detailed draft plan directions in future phases of the community planning processes, which will be presented in separate future reports to Planning and Development Committee (PDC) and Council. Staff will also utilize feedback received during Phase 1 to determine how public outreach and consultation processes may be improved during future efforts and project phases. This will be aided by continuing training and understanding of GBA+ principles as well as additional resources provided to the project team, as approved.

5.0 FINANCIAL CONSIDERATIONS

A one-time funding request for \$110,000.00 to complete the Edmonds, Royal Oak and Cascade Heights Plans, and initiate further anticipated community plan updates, has been included as part of the 2024 - 2028 Financial Plan process for Council's consideration. This includes provisions for the additional resources required to continue the application of GBA+ measures throughout the remaining phases of work which will occur in 2024.

Respectfully submitted,

E.W. Kozak, General Manager Planning and Development

AND

JULI HALLIWELL, GENERAL MANAGER CORPORATE SERVICES ATTACHMENTS

Attachment 1 – Phase 1 Public Consultation and the GBA+ Pilot

Attachment 2 – ‘What We Heard’ Edmonds Plan Phase 1 Public Consultation

Attachment 3 – ‘What We Heard’ Royal Oak Plan Phase 1 Public Consultation
Attachment 4 – ‘What We Heard’ Cascade Heights Plan Phase 1 Public
Consultation

REPORT CONTRIBUTORS

This report was prepared by Andrew Yu, Planner 2 and Rebekah Mahaffey, Executive Director Civic Innovation Lab, and reviewed by Mark Norton, Planner 3, Johannes Schumann, Director Neighbourhood Planning and Urban Design, and Lee-Ann Garnett, Deputy General Manager Planning and Development.

PHASE 1 PUBLIC CONSULTATION AND THE GBA+ PILOT

EDMONDS, ROYAL OAK
AND CASCADE HEIGHTS
COMMUNITY PLANS



Phase 1 Public Consultation and the GBA+ Pilot

The following commentary provides a summary of tools, methodologies and events that were utilized to engage with the public and seek feedback and input during Phase 1 public consultation for the Edmonds, Royal Oak and Cascade Heights community plans, with a specific focus on how Gender-Based Analysis Plus (GBA+) tools and strategies were incorporated.

Phase 1 Online Survey and Open Houses

A Phase 1 online survey and a set of in-person public open houses were organized and served as two of the main public consultation tools for the community planning processes.

Across the three communities, 628 individuals completed the Phase 1 online survey to provide detailed written comments and feedback on the Phase 1 materials (see Figure 1). Though completed survey response numbers were lower than expected, the public was also presented with other ways to provide feedback (see below) throughout Phase 1. Should future online surveys be used to collect feedback during subsequent phases of the community planning processes, staff will work on ways to encourage and incentivize more completed responses (e.g. shortening number of survey questions, improving the survey format and flow, providing more notification) while still providing alternative ways to participate.

	Edmonds	Royal Oak	Cascade Heights
Total surveys completed (June 14-July 31, 2023)	279	188	161

Figure 1. Edmonds, Royal Oak and Cascade Heights Community Plans – Phase 1 online survey responses

Over 550 people attended the four in-person public open houses (see Figures 2-5). Two events were held for the Edmonds Plan given that it is a larger community.



Figure 2.
Cascade Heights Open House
at Wesburn Community Centre



Figure 3.
Edmonds Open House #1 at
Edmonds Community Centre



Figure 4.
Royal Oak Open House at
Bonsor Recreation Complex

	Cascade Heights open house	Edmonds open house #1	Edmonds open house #2	Royal Oak open house
	Thu, June 29 5:30-8 pm	Tue, July 4 5:30-8 pm	Thu, July 13 5:30-8 pm	Wed, July 19 5:30-8 pm
	Wesburn Community Centre	Edmonds Community Centre	Edmonds Community Centre	Bonsor Recreation Complex
Approximate attendance numbers	175	100	150	140

Figure 5. Edmonds, Royal Oak and Cascade Heights Community Plans – Phase 1 public open house attendance

At Council's direction, staff were asked to implement GBA+ strategies within the context of the Edmonds Plan process. However, it was felt that this approach to broad based consultation would also benefit the other community planning processes. Summarized below are GBA+ tools and strategies that were incorporated as part of the Phase 1 survey and open houses in an effort to engage with as many community members as possible:

- » The online survey and project webpages were made available in six languages (English, traditional Chinese, simplified Chinese, Spanish, Punjabi, Tagalog). Staff were available upon request to help accommodate, as best as possible, ways for community members to engage and participate in Phase 1 events in cases where language barriers presented a challenge. For example, Mandarin-speaking staff were made available during the second Edmonds open house event due to a request made by a community member.
- » Staff identified processes and procedures to improve communication with the public and the community (e.g. removing technical jargon and simplifying language in all Phase 1 resources and information).
- » The location for each open house was selected to ensure they were within or in close proximity to their respective community, and on transit, such that residents, business owners and other community members could access them.
- » Each location was universally accessible to ensure broad access to all members of the community including those with mobility constraints.
- » Each open house was organized during evening hours to encourage as many people to attend as feasible.
- » The format and set-up for the open houses allowed people to learn about and engage with the Phase 1 material at their own pace and to participate to the extent they felt comfortable. Events were adequately staffed to allow for various informal conversations and discussions to take place.
- » Options were available for community members to provide written feedback at the open house events (e.g. via interactive display boards), and to provide basic information such as age range, language spoken at home, and where they live in Burnaby, to provide staff with a better understanding of who was participating.
- » Envelopes addressed to City Hall were available at the open house events. These were intended for those who were unable or did not wish to provide feedback digitally, and preferred to write and mail written feedback to the project team.
- » On-site amenities at the open houses (e.g. seating, tables, washrooms, writing tools, display materials and visual aids, directional and wayfinding signage) were carefully organized by staff. A greeter was present at all events to address any specific needs or requests upfront.
- » Online staff training on GBA+ principles and concepts was provided to the project team as part of the Phase 1 public consultation process.

GBA+ in other Public Consultation Methods and Events

In addition to the online survey and open houses, GBA+ tools and strategies were implemented in other aspects of Phase 1 public consultation for the three community plans. These efforts were supported by a working group formed with membership from relevant City staff, Civic Innovation Lab (CIL) staff, and representatives of YWCA City Shift and REACH-Cities.

YWCA City Shift and REACH-City staff conducted a training workshop for relevant staff on August 17, 2023. This session provided an opportunity for staff to develop a more in-depth opportunity to understand equity applications from an intersectional lens within planning and policy development processes. Staff from a number of departments and divisions participated, including staff from Planning and Development, Public Relations, and the Office of the CAO. This opportunity was augmented by the circulation of a related online training opportunity offered by the Federation of Canadian Municipalities entitled *Gender-Based Analysis (GBA) Plus as an Equity Lens for the Municipal Sector: Mini Course for Change Agents*. This online educational session began in September 2023 and a number of City staff (Planning and Development) are participating.

Further specific application of GBA+ within Phase 1 of the Edmonds, Royal Oak and Cascade Heights Plans focused largely on expanding and diversifying public engagement opportunities and avenues. These included the following:

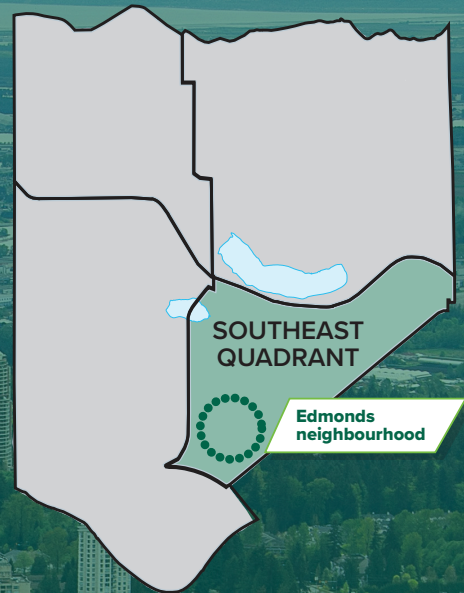
- » Email and phone lines were set up for each community plan and were routinely monitored. Staff were also available in person at City Hall to answer questions, discuss the Phase 1 materials, and address specific requests.
- » Referral letters were distributed to a wide range of active community groups and organizations including places of worship, schools, and various community partners, including TransLink, Fraser Health Authority and Metro Vancouver.
- » Referral letters were distributed to the Tsleil-Waututh Nation, Squamish Nation, Kwikwetlem First Nation, and Musqueam Indian Band with an invitation to engage and participate as early on in the community planning process as possible.
- » Staff attended pop-up events in the community throughout the summer to raise awareness and answer questions about the community plans (e.g. Canada Day events, Pinoy Festival, Environment Week).
- » Information and promotion of the Phase 1 public consultation process was available at various pop-up and organized visioning events that were conducted as part of the *Burnaby 2050: Official Community Plan* (OCP) update project.
- » Staff met with Fraser Health Authority to specifically discuss potential land use synergies between Burnaby Hospital and the wider Cascade Heights neighbourhood in the future to advance various social needs/benefits and amenities, including daycare and potential housing opportunities for medical staff.

- » Through coordination with United Way British Columbia (UWBC) leaders or other community individuals and groups, staff were invited to present and provide resources to encourage participation in Phase 1 public consultation at the following community-led events:

Event	Date	Location	Approximate attendance
General community meeting	Tuesday, June 27	Avondale Park (Cascade Heights)	35
Edmonds seniors lunch	Tuesday, July 18	Arisu Korean BBQ Restaurant (Edmonds)	20
Edmonds UWBC community champions meeting	Thursday, July 20	Virtual	10
General community meeting	Tuesday, July 25	Kincaid Street near the Sea-to-River Bikeway trailhead (Cascade Heights)	35
Edmonds youth meeting	Wednesday, July 26	Edmonds Junior Youth Centre	30
St. Francis de Sales Parish community meeting	Monday, July 31	St. Francis de Sales Parish (Edmonds)	45

Certain efforts in the Edmonds area were particularly supported by the United Way *Hi Neighbour* Edmonds community initiative, which assisted with organizing a number of targeted engagement opportunities. Staff thank them for their assistance.

EDMONDS TOWN CENTRE
COMMUNITY PLAN



WHAT WE HEARD
EDMONDS PLAN PHASE 1
PUBLIC CONSULTATION

Phase 1 Public Consultation: By The Numbers

Phase 1 public consultation for the Edmonds Town Centre Plan was conducted between late June and early fall of 2023. In mid-June, staff launched a marketing and public notification campaign which consisted of the following measures to notify the community about upcoming opportunities to participate:

23,204 postcards

were mailed to residents, property owners, business owners and other community members

Digital displays

on TV screens at Edmonds Community Centre began June 14

Organic and paid social media campaign

was launched on June 14 on major platforms

Paid Google advertising

began June 14 until July 31

Media release

was distributed June 14

Webpage content was updated

on Burnaby.ca/YourVoice-Edmonds and Phase 1 online survey was launched on June 14

Posters

were displayed in Burnaby City Hall, Edmonds Community Centre and Tommy Douglas Library starting June 14

Full-page BurnabyNow ads

were published on June 15 and June 29

CityConnect eNewsletter

promoted the survey on June 15

Key highlights of the Phase 1 public consultation process

279

completed online survey submissions were received



175

people attended the first open house on Tuesday, July 4

100

people attended the second open house on Thursday, July 13



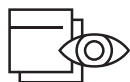
1,878

YouTube views of the Phase 1 introductory video



6,305

web page views



11,075

survey page views



17,451

organic* social media impressions**

79,851

paid advertising social media impressions**



over 88%

of online survey respondents lived within or in areas surrounding the Edmonds Town Centre, based on postal code information provided



Staff attended 4 community-led events

to encourage participation and engagement in Phase 1



* Organic social is social media activity without paid promotion versus paid advertising on social media.

** Impressions refer to the number of times content appeared on a screen, whether it was clicked or not.

Phase 1 Public Consultation: Key Themes

Summarized below are several key themes that emerged from the feedback received during Phase 1 public consultation for the Edmonds Town Centre Community Plan. It is noted that themes raised during Phase 1 public consultation will be considered and addressed through the ongoing development of more detailed draft plan directions in Phase 2, which will be presented as part of a future report to the Planning and Development Committee (PDC) and Council in Spring 2024.

The commentary below references feedback received from a variety of engagement methods, as described in **Attachment 1** of this report. While these themes do not represent the full range of comments and feedback received, they reflect comments that were raised by multiple individuals or community groups during Phase 1 public consultation.


Housing, Community Amenities and Community Building/Placemaking

Over 75% of Phase 1 online survey respondents noted that “facilitating diversity, inclusivity and community resiliency” was a “very important” or “important” value that they would like to see advanced as part of the new vision for the Edmonds Plan.

Many community members emphasized diversity and multiculturalism as some of the key strengths of the Edmonds community that should be valued and further enhanced through future policy direction in the new community plan. Initial ideas put forward in Phase 1 included the following:

- » encouraging the establishment of more non-profit resources, housing and services to immigrant and refugee populations
- » amidst future development, encourage the retention of smaller, independent and culturally-specific businesses (e.g. restaurants, ethnic grocery stores) which are important for establishing a unique sense of place and community belonging
- » supporting diverse housing forms, including those that are more conducive to social interaction and neighbourhood participation (e.g. through providing ground-oriented unit entries, high-quality common gathering spaces and amenity areas)
- » prioritizing Truth and Reconciliation calls to action, including place-naming areas with historical significance

Over 75% of survey respondents noted that “enabling a broad range of housing and employment options” in Edmonds was a “very important” or “important” value to consider as part of the vision for the new Edmonds Plan.



The Phase 1 materials presented initial goals and ideas for providing a wider variety of housing options, forms and tenures for existing and future residents of Edmonds. Many of these ideas were well-received, though concerns were expressed around the impacts of future development on existing residents (e.g. traffic and parking concerns, displacement of existing residential tenants, general density and building form concerns). It was noted during Phase 1 that many of these concerns will be addressed as more detailed policy directions for the new Edmonds Plan are presented in Phases 2 and 3 (e.g. through application of the City's Tenant Assistance Policy [TAP] and Rental Use Zoning Policy [RUZP], and other strategies for encouraging diverse housing options).

Based on feedback received, the following housing-related priorities were identified as crucial considerations for Edmonds looking into the future:

- » high-quality rental housing units, including universally-accessible dwelling units and units with close, convenient access to basic everyday needs and services, public transit and active mobility options
- » housing for a diverse population, including families and individuals who would like to age in place
- » housing that promotes social interaction and a sense of belonging and community stewardship, especially for newcomers and immigrants

Many community members noted that the range and accessibility of local community amenities and services could be improved upon, particularly for services like childcare, health and medical services, and non-profit enterprises. Several respondents also noted that existing facilities like the Edmonds Community Centre and Tommy Douglas Library could be enhanced as part of future policy direction. It was noted that while community plans do not identify specific locations for amenities and services within the plan area, it may include policy direction for how to support and facilitate the establishment of new facilities through future redevelopment.

Sample of Comments:

[paraphrased] I'd like to see the City prioritize Truth and Reconciliation (TRC) calls to action including renaming places to align with Indigenous place names and places of historical significance.

[paraphrased] Edmonds in particular is very multicultural and diverse. I wonder how we can go past simply celebrating diversity to taking a more active role in designing buildings, spaces, and processes that are more equitable and inclusive.

"The diversity of the population that exists is extremely important. This can be seen through the variety of food options available in the area. I worry that development will lead to gentrification and push these businesses out."

"Of course reconciliation and diversity are important. Edmonds is among the most diverse regions in Canada due to its clustering of immigration and refugee services, which is to be celebrated and continued."

[paraphrased] Invest more in community schools as they are on many of the front lines addressing many of the services we lack.

"Housing forms should be pedestrian scaled and provide ground oriented units."

"Housing, a lot of housing with an accent on community, co-op and low income housing. Priority should be given to density, but also to green/smaller/sustainable housing."

"Increasing affordable housing options."

"Mix of heights and densities allowing affordable housing, below market rentals. Mix of services and retail including healthcare and childcare to encourage mix of residents, families, seniors."

"Emphasis on housing that people can afford, as a result of the Mayor's task force recommendations, is of utmost importance. Expansion of amenities, services, etc. must be controlled so as to not affect the natural environment."

"I strongly support providing childcare space in any/every new development."

Transportation, Mobility and Parks/Public Spaces

Approximately 90% of survey respondents identified “enhancing the ecological function and public enjoyment of natural spaces and watercourses” and “improving access to recreation, nature and cultural amenities” as “very important” or “important” values to be considered as part of the vision for the new Edmonds Plan.

Approximately 80% of respondents noted that Edmonds either currently does not have enough parks and green spaces, or that there were enough existing park spaces but they could be improved upon.

Many comments acknowledged that Edmonds is home to a wealth of parks, trails and natural forested green spaces, though not all of it is currently accessible, well-programmed or otherwise useable by the general public. Overall, there was strong community sentiment to maintain and enhance the neighbourhood’s greenspaces, whether to achieve new useable recreational park or public use spaces, or to achieve other objectives such as ecological preservation and enhancement.

Over 75% of survey respondents identified “promoting safe, accessible and well-connected public spaces and streets” as a “very important” value to consider as part of the new Edmonds Plan.

Many residents commented on opportunities and challenges that they face on a daily basis when travelling and moving around the neighbourhood. Community members urged the following to be carefully considered as part of envisioning the future of the Edmonds neighbourhood:

- » improving pedestrian and cyclist access to the Edmonds SkyTrain station
- » addressing traffic congestion and lack of street parking that currently impacts many areas of Edmonds
- » enhancing streetscapes and urban trails to improve safety and accessibility for pedestrians and cyclists (e.g. more lighting, improved separation between user groups), and to introduce more greenery and landscaping to the street (e.g. through rain gardens, street tree canopies, and other forms of urban landscaping)
- » better access and programming of parks and green spaces throughout the neighbourhood, especially at major park spaces that are already valued by the community, such as Edmonds Park



Sample of Comments:

[paraphrased] Edmonds has poor sidewalks, lighting, services. North Burnaby has better services, and street designs/landscaping.

[paraphrased] South Burnaby and Edmonds need more spaces for people to chat, be social, and remain friendly.

“We need safer streets to accompany these goals, but not in 10 years as developers eventually get to it. There is a lack of sidewalks in the area and with increased density it feels unsafe.”

“Please don’t keep developing [in] forests.”

“Should put in new or enhanced parks, trails, public spaces, community services and amenities for residents. More upgrades/enhancements to the Edmonds Community Centre and upgrades/enhancements to the Tommy Douglas Library. More walking trails and greenery in the community.”

“More gathering spaces for families, seniors - benches, cafes, outdoor terraces, walking trails.”

Land Use, Built Form and Development Impacts

Comments received during Phase 1 revealed a mix of opinions on the types of building forms and heights that should be supported in different areas of Edmonds in the future. Many community members agreed that the tallest tower forms that are typical of Town Centres in Burnaby should be limited to the Mixed-Use Node areas at the intersection of Kingsway and Edmonds Street, near the Edmonds SkyTrain station, and at Southgate Village. Many respondents expressed that they did not want to see towers spread throughout the Town Centre, and that Edmonds overall should support a larger variety of shorter building forms than places like Metrotown or Brentwood, where towers are more typical throughout.

Many respondents noted that building heights for residential forms outside of the Mixed-Use Nodes should be carefully considered and further explored in future phases. This was particularly important in consideration of the community's highly diverse and large immigrant population, which many noted would benefit from specific lower-density housing forms (e.g. townhouses, rowhouses, low to mid-rise apartment forms) that encourage social interaction and gathering with neighbours and the community.

Overall, over 50% of survey respondents noted that they would find low to mid-rise apartment forms (between 4-12 storeys) as well as townhouse and rowhouse forms (3-4 storeys) supportable outside of the Mixed-Use Nodes and corridors identified in the preliminary land use framework.

While many supported exploring future opportunities for redevelopment and to renew the ageing building stock in some parts of Edmonds, many expressed concerns about the impacts of future development, such as tall towers, traffic and parking congestion impacts on existing and future residents, and other impacts on existing residents, especially on tenants in purpose-built rental buildings and dwelling units. It was noted that future policy direction to address these and other issues would be necessary as the Edmonds Plan is further developed.



Sample of Comments:

“I am concerned that we are creating too much density at the loss of fostering community open spaces, mental health, and the importance of tree cover.”

“I feel this development has too much density and height...”

“Emphasize community safety as a key aspect of the urban design which will help build community identity in Edmonds.”

“Heights kept to a minimum, not like Brentwood area where towers are all we see and it’s too much.”

“Regarding typography, heights and shapes are aesthetic considerations and will vary widely. Density should take into account the ability for anyone living in the building to feel safe and to retain natural light for each suite.”

“Promote high-quality urban design for all aspects of new developments, including building design, site layout, public spaces and accessibility.”

“No limits on height or density. Encourage growth of intensive industrial and employment uses, instead of converting to residential.”

Local Economy and Employment

Many community members expressed that while Edmonds already has a thriving local economy with many shops and basic commercial services, there is potential for much more improvement, especially as Edmonds continues to grow as a major regional Town Centre with an expanding diverse population. Community members generally appreciated having small, independently-owned businesses nearby that they could access to serve basic everyday needs, and wished for future policy direction to continue supporting similar small storefront businesses.

Discussions around food security were also prominent during Phase 1, with many community leaders and members noting that Edmonds would be a suitable neighbourhood to explore further implementation of community gardens (both in public spaces and in private common amenity areas), farmers' markets, and other strategies for enhancing food security and access to fresh, affordable, culturally-appropriate food and groceries for existing and future residents.

Over 75% of survey respondents supported or strongly supported encouraging creative employment uses in select areas of Edmonds as the community continues to grow.

Creative employment uses refer to places like arts and craft studios, workshops, galleries, small batch manufacturers, and flex-industrial spaces. Unlike more traditional industrial or manufacturing uses, creative employment uses are expected to be environmentally-friendly and non-disruptive to surrounding land uses, including residential uses.

Sample of Comments:

[paraphrased] Food insecurity is a big problem in the Edmonds area. There are lots of unused lands that could be used for community gardens. Community gardens are good for food but also for mental health.

"It will be great if we can extend the commercial area to make the area more pedestrian friendly."

"Creative employment a must. We also need more restaurants and pubs."

"Include spaces for small businesses that serve the community and social enterprises. Be deliberate about leveraging these spaces to support food security and to serve equity-seeking groups."

"Please think about supporting small businesses storefronts as part of mid-rises (e.g. cafes)."

Plan Area Boundary

During Phase 1 public consultation, options for amending the existing plan area boundary for the Edmonds Town Centre were presented, including options to expand the boundary north to Imperial Street, west to Gilley Avenue, and east to Canada Way. Feedback revealed a mix of opinions about the potential to amend the plan area boundary as part of the new Edmonds Plan, with many agreeing that it was an appropriate strategy. Others expressed concern or uncertainty about amending the existing plan area boundary, with some citing that more detailed information was needed about the intent for these additional areas in the future (e.g. future land uses and development potential).

It is noted that during Phase 2 public consultation, staff may seek further feedback on these potential plan boundary adjustments in the context of more comprehensive information that will be presented as part of the detailed draft plan directions, on key topic areas such as potential future land uses, building forms, mobility networks, housing strategies, and community amenities and services. This will help community members to provide more targeted and specific commentary on whether they support amending the plan area boundary for the Edmonds Plan.

Sample of Comments:

"I like that you identified the [amended plan boundary] areas. All good."

"The boundaries seem logical. These are areas that will see the greatest impact from the plan."

"Overall I do not agree with any of the changes you propose in any of the marked [plan boundary amendment] areas because you do not provide specifics."

"Exclude [amended plan boundary] areas from the plan area."

"I was surprised to know that these ... areas weren't already part of Edmonds. I'm ok with expanding to these areas."

Public Consultation Methodology

Aside from providing input on the Phase 1 public consultation content, community members in Edmonds also commented on the methods and strategies being used to reach out to the community and to invite the public to engage in the community planning process. It is noted that staff will continue to seek ways to improve upon future public consultation efforts, based on continual input received from the public.

ROYAL OAK URBAN VILLAGE
COMMUNITY PLAN



WHAT WE HEARD
ROYAL OAK PLAN PHASE 1
PUBLIC CONSULTATION

Phase 1 Public Consultation: By The Numbers

Phase 1 public consultation for the Royal Oak Urban Village Plan was conducted between late June and early fall of 2023. In mid-June, staff launched a marketing and public notification campaign which consisted of the following measures to notify the community about upcoming opportunities to participate:

15,610 postcards

were mailed to residents, property owners, business owners and other community members

Digital displays

on TV screens at Bonsor Recreation Complex began June 14

Organic and paid social media campaign

was launched on June 14 on major platforms

Paid Google advertising

began June 14 until July 31

Media release

was distributed June 14

Webpage content was updated

on Burnaby.ca/YourVoice-RoyalOak and Phase 1 online survey was launched on June 14

Posters

were displayed in Burnaby City Hall and Bonsor Recreation Complex starting June 14

CityConnect eNewsletter

promoted the survey on June 15

Full-page BurnabyNow ads

were published on June 15 and June 29

Key highlights of the Phase 1 public consultation process

188

completed online survey submissions were received



140

people attended the open house on Wednesday, July 19



11,030

organic* social media impressions**



86,227

paid advertising social media impressions**



6,176

web page views



8,612

survey page views



over 81%

of online survey respondents lived within or in areas surrounding the Royal Oak Urban Village, based on postal code information provided



1,828

YouTube views of the Phase 1 introductory video



* Organic social is social media activity without paid promotion versus paid advertising on social media.

** Impressions refer to the number of times content appeared on a screen, whether it was clicked or not.



Phase 1 Public Consultation: Key Themes

Summarized below are several key themes that emerged from feedback received from the community during Phase 1 public consultation for the Royal Oak Urban Village Community Plan. It is noted that concerns and themes raised during Phase 1 public consultation will be considered through the ongoing development of more detailed draft plan directions in Phase 2, which will be presented in a separate future report to Planning and Development Committee (PDC) and Council.

The commentary below references feedback received from a variety of engagement methods, as described in **Attachment 1** of this report. While these themes do not represent the full range of comments and feedback received, they reflect comments that were raised by multiple individuals or community groups during Phase 1 public consultation.

Housing, Community Amenities and Community Building/Placemaking

Many respondents supported Phase 1 goals to increase the amount and diversity of housing forms, tenures, and options in the Royal Oak community, and understood the need for more affordable housing for various families and individuals. In particular, many supported ideas to provide more options for renters, and to focus on providing missing middle housing options such as rowhouses, townhouses and low to mid-rise apartment forms, some of which already exist in the neighbourhood. Other respondents expressed opposition to providing additional housing in the Royal Oak neighbourhood, citing concerns about the potential negative impacts of more density in the neighbourhood, including strain and overpopulation in existing schools, traffic congestion, noise, and displacement of existing residents.

Most respondents expressed support for improving the range of amenities and services in the Royal Oak neighbourhood, including daycares as well as restaurants, eateries and other culturally diverse businesses.

Sample of Comments:

"I would concentrate the focus on making sure that things like grocery and pharmacy stores are within easy walking and cycling distance, as well as ways to get there safely by those modes of active transport."

"I value the existing residential houses (no more than 3 storey) in the Royal Oak community. It makes Royal Oak a unique residential community."

"Buildings geared to being suitable for rentals. Not overbearing with height. Designed to reduce noise concentration and allow light down and in. Buildings that allow for other than studio, one bedroom and small two bedrooms. Buildings that encourage living not investing."

"Appropriate scale for the use. Inviting scale and density."

"Perfect - as tall as we can do on as little land as is manageable. Center everything in that area and expand on the Kingsway directions."

"More density, more need for close community services like schools and daycares."

"If urban village community wants to have family growing their children, they need to have as many daycare or care facilities as possible. With more buildings and densities given to the community, having these facilities would be important factors for family to decide where to live."

"We need to be intentional about creating places where people can live and work (so that their commute easily can be accomplished on foot, transit and/or bike because of the proximity of the workplace). Easy access to daycare and before and after school care (geographically as well as ability to get a spot) is also really important. Being mindful of these things helps to create a more livable city for residents."

"I like the idea of low rise town home missing middle housing."

"This sounds amazing! We desperately need more housing."

"There is something to be said for single family housing or duplexes away from the core."

"A combination of single family and townhouses, definitely not low rise or mid rise."

"No more single family homes. Reasonable cost [of] living spaces and commercial spaces for smaller businesses."

"There is no retention of space for a new school - that is desperately needed. There also needs to be more real park space."

Transportation, Mobility and Parks/Public Spaces

Over 80% of Phase 1 online survey respondents noted that “Improving access to recreation, nature, and cultural amenities” was a “very important” or “important” value to consider in shaping the future vision of the Royal Oak community.

Opinions on the amount of parks and green spaces in Royal Oak were split, with about 55% of survey respondents indicating that they would like to see more parks and open green spaces in the community, and about 43% stating that there are enough parks and green spaces already.

Many respondents pointed to potential opportunities to improve the safety and usability of existing or future parks, trails and green spaces, through strategies like improved lighting, amenities, landscaping and travel mode separation (especially between pedestrians and cyclists). While many supported the idea of park expansions, some comments alluded to a preference to focus on smaller parks distributed throughout the neighbourhood, rather than larger parks. Other comments expressed the need to focus on the following:

- » enhancing the BC Parkway, which is already valued and heavily used by the community
- » maintaining and enhancing access to trails at Deer Lake Park, potentially through expansion of Kisbey Park
- » improving streetscapes through landscaped boulevards, street lighting, wider sidewalks and cycling connections
- » better pedestrian and cyclist access to the Royal Oak SkyTrain station, as well as cyclist facilities and amenities (e.g. storage lockers) at the SkyTrain station
- » traffic calming and improving overall walkability in the neighbourhood, with a focus on more intuitive pedestrian connections throughout the community

Sample of Comments:

“SAFE north-south cycling connections are desperately needed, they are virtually non-existent right now. In addition, please improve the safety of intersections for both pedestrians and cyclists, consider continuous sidewalks and intersections, as in the cars have to rise up to the level of pedestrians, not the other way around, as much as possible.”

“I commute by bike on BC Parkway and Highland Park Line regularly. I see these trails being used by more and more cyclists, rollers, runners and pedestrians which is great! But some stretches and intersections are not able to accommodate all users and remain safe from cars, priority should be to expand and ensure safety of these trails.”

“The BC parkway and the SkyTrain station is the best and most unique feature that [redacted] neighbourhood has to offer. They are the reason I’ve never owned a car while [redacted]. They need to be enhanced.”

“We need proper cycle storage at SkyTrain stations and other large public areas (eg. Bonsor).”

“Buy-Low is the closest grocery store to me, and yet I don’t feel safe riding my bike there to get groceries. I go up to Metrotown or even the Buy-Low at Edmonds instead because there are more protected lanes. Royal Oak desperately needs AAA infrastructure.”

“Please do not remove existing parkland; should be safe and well-lit.”

“Add missing sidewalk connections, plant street trees.”

“Focus on strong, well detailed urban design elements at Royal Oak and Rumble Street node. Add street trees throughout the plan area. Retrofit existing streets with sidewalks and street trees where those don’t currently exist.”

“Allow for wide sidewalks that permit different uses (i.e., seating, landscaping, patios, etc.). Weather protection & street trees for shade.”

“While noble, I expect to see an improvement for transit - protected bike lanes, dedicated bus lanes, more bus stops, better routes, etc.”

“Support increasing green connections and pocket parks.”

“I am ALL for natural wetlands. Green infrastructure is the way of the future!”

“Traffic congestion must be a priority if more housing and people are planned for the area.”

“I would love to see more continuous rain covered street areas - similar to arcades or market streets in Japan and Korea. It rains for most of the year here, it would be much more pleasant to walk around commercial areas if they offered continuous rain coverage for pedestrians.”

Land Use, Built Form and Development Impacts

Over 75% of survey respondents noted that “maximizing the neighbourhood’s location as a transit-oriented Urban Village between Metrotown and Edmonds” was an important value to consider in shaping the future vision for Royal Oak.

Overall, survey responses showed strong support for increasing the range of housing options in Royal Oak as part of the new community plan. When asked about what housing forms could be supported outside of the main mixed-use commercial nodes and corridors, over 50% of respondents indicated support for 3-4 storey townhouse/rowhouse forms or low-rise (4-6 storeys) forms, while approximately 35% indicated support for even higher (6-12 storey) apartment forms.

Many respondents supported the idea of concentrating higher-density uses and building forms in the mixed-use node areas near the Royal Oak SkyTrain station and at the intersection of Kingsway and Royal Oak Avenue. However, many other respondents expressed opposition and concern to taller building forms and more housing in the neighbourhood, noting that only low-rise forms should be supported.

There was general sentiment that taller podium-tower high rise forms commonly seen in Metrotown and Edmonds should not be supported in Royal Oak, and that the urban design and built form in Royal Oak should be carefully considered and should remain distinct from what is seen and experienced in higher-density Town Centres.

Sample of Comments:

“Every SkyTrain station should be surrounded by high density housing.”

“In regards to transit, make sure there are no parking minimums - use of public transit should be encouraged.”

“Royal Oak and Kingsway are great locations for densification.”

“High density is fine. However, no need for high rise. There are ways to design low-rise high density housing that are not intrusive and overwhelming.”

“There should also be more focus on the Royal Oak/Rumble area for housing as a mini-urban hub. This area is a major hub of the community with grocery stores (Buy-Low), gyms (Anytime Fitness), gas stations, vets, dentists, restaurants, RMT, and other services.”

“Transit-oriented village is the need of the hour, but we have to craft this very carefully so that proposed community should make use of maximum green energy rather than conventional one. Dedicated car free zone would be desired.”

“More food options/safety in urban village + station hubs would be helpful.”

Local Economy and Employment

Phase 1 revealed strong support overall for improving local business and economic opportunities in Royal Oak, as well as creative employment options in the area east of MacPherson Avenue and south of Kingsway.

75% of survey respondents noted that “Enhancing Kingsway, Royal Oak Avenue and Imperial Street as vibrant commercial corridors” was a “very important” or “important” value to consider in shaping the future vision for Royal Oak.

Over 70% of survey respondents “strongly supported” or “somewhat supported” the enhancement of creative employment options in Royal Oak.

Comments noted support for enhancing commercial uses along Kingsway such that it would develop into a more vibrant and diverse commercial corridor with a unique sense of place with better nightlife and restaurant options, while providing for basic everyday needs like groceries, as well as services like doctors and dentists. Other comments noted that it was important to encourage small local businesses and smaller corner shops in more residential- focused areas.

Many comments expressed support for preserving light industrial and employment areas in Royal Oak, as these were important components of the neighbourhood, while also encouraging more creative employment uses in these areas. The idea of a brewery district or brewery row in Royal Oak was supported by many.

Sample of Comments:

“Do not get rid of industrial space. Do not build housing on top of industrial space. Build dense housing on top of sparse housing. Housing is in a crisis right now, but so is land for industrial usage. We need to make proper use of what land we have by building taller and denser.”

“Very important: Studio Brewery Model: Encourage the incremental development of creative employment uses south of Kingsway between MacPherson and Gilley Avenues through the adaptive re-use of existing industrial spaces and integration of accessory commercial uses.”

“Creative employment use and RGS amendment area could become Burnaby’s Granville Island. Heights and shapes of buildings should accommodate businesses that operate there.”

“While I agree with the ambitions of Creative Employment, please don’t use it to bludgeon the small shops and light manufacturers out of this area to be replaced with developments!”

“Yes to brewery row - with a green belt for families, activities.”

Plan Area Boundary

During Phase 1 public consultation, options for amending the existing plan area boundary for the Royal Oak Urban Village were presented, including options to expand the boundary north to Oakland Street and the Oaklands neighbourhood (i.e. “Area 1”), and west to Gray Avenue (i.e. “Area 2”). Feedback revealed a mix of opinions about the potential to amend the plan area boundary as part of the new Royal Oak Plan.

It is noted that during Phase 2 public consultation, staff may seek further feedback on these potential plan boundary adjustments in the context of more comprehensive information that will be presented as part of the detailed draft plan directions, on key topic areas such as potential future land uses, building forms, mobility networks, housing strategies, and community amenities and services. This will help community members to provide more targeted and specific commentary on whether they support amending the plan area boundary for the Royal Oak Plan.

Sample of Comments:

“leave the current boundaries unchanged”

“Don’t think the boundary needs to be extended to Oakland[s]”

“Yes, should include the potential amended plan boundary areas...”

“I agree with the proposed new boundaries (Oakland St. and Gray Ave.)”

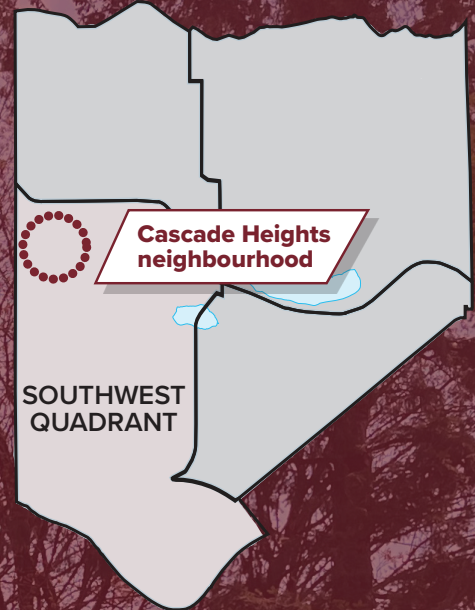
*“Yes to include area 1. I feel it is part of the Royal Oak area. It is a natural extension.
I don’t feel area 2 is so connected and that it is more a part of the area west of it.”*

“I think it makes sense to include both area 1 and 2 in the plan area.”

Public Consultation Methodology

Aside from providing input on the Phase 1 public consultation content, community members in Royal Oak also commented on the methods and strategies being used to reach out to the community to notify and invite the public to engage in the community planning process. It is noted that staff will continue to seek ways to improve upon future public consultation efforts, based on continual input received from the public.

CASCADE HEIGHTS
URBAN VILLAGE
COMMUNITY PLAN



WHAT WE HEARD

CASCADE HEIGHTS PLAN PHASE 1

PUBLIC CONSULTATION

Phase 1 Public Consultation: By The Numbers

Phase 1 public consultation for the Cascade Heights Urban Village Plan was conducted between late June and early fall of 2023. In mid-June, staff launched a marketing and public notification campaign which consisted of the following measures to notify the community about upcoming opportunities to participate:

6,641 postcards

were mailed to residents, property owners, business owners and other community members

Full-page BurnabyNow ads

were published on June 15 and June 29

Organic and paid social media campaign

was launched on June 14 on major platforms

Paid Google advertising

began June 14 until July 31

Webpage content was updated

on Burnaby.ca/YourVoice-CascadeHeights and Phase 1 online survey was launched on June 14

Media release

was distributed June 14

Posters

were displayed in Burnaby City Hall and Wesburn Community Centre starting June 14

CityConnect eNewsletter

promoted the survey on June 15

Key highlights of the Phase 1 public consultation process

161

completed online survey submissions were received



170

people attended the open house on Thursday, June 29



10,505

organic* social media impressions**



53,737

paid advertising social media impressions**



1,140

YouTube views of the Phase 1 introductory video



3,689

web page views



5,793

survey page views



over 84%

of online survey respondents lived within or in areas surrounding the Cascade Heights Urban Village, based on postal code information provided



Staff attended 2 community-led events

to encourage participation and engagement in Phase 1



* Organic social is social media activity without paid promotion versus paid advertising on social media.

** Impressions refer to the number of times content appeared on a screen, whether it was clicked or not.

Phase 1 Public Consultation: Key Themes

Summarized below are several key themes that emerged from feedback received from the community during Phase 1 public consultation for the Cascade Heights Urban Village Community Plan. Themes raised during Phase 1 public consultation will be considered and addressed in the development of more detailed draft plan directions in Phase 2, which will be presented in a separate future report to Planning and Development Committee (PDC) and Council, prior to the launch of the Phase 2 public consultation process.

The commentary below references feedback received from a variety of engagement methods, as described in **Attachment 1** of this report. While these themes do not represent the full range of comments and feedback received, they reflect comments that were raised by multiple individuals or community groups during Phase 1 public consultation.

Community Amenities and Community Building/Placemaking

Over 60% of survey respondents identified “enhancing and leveraging connections with Burnaby Hospital, the City of Vancouver and surrounding neighbourhoods” as a key value to consider in shaping the future vision for Cascade Heights.

Given the prominence of the Burnaby Hospital as a key landmark and destination in the Cascade Heights neighbourhood, Phase 1 involved discussion about how it can play a role in the community as it continues to develop in the future. Initial discussions with community members and Fraser Health Authority involved exploring opportunities to:

- » provide more linkages between local businesses and services (e.g. daycares, medical clinics, other health facilities) and the hospital
- » provide specialized housing for hospital staff
- » continue assessing mobility and transportation networks between the hospital and the broader neighbourhood, with a focus on accessibility, convenient access, and addressing current and anticipated traffic, parking, loading and delivery functions and their potential impacts on the neighbourhood
- » support other complementary land uses close to the hospital, such as medium-density mixed-use buildings and higher-density residential uses along the Sunset Street “Village Centre”
- » ensuring that building forms proximate to the hospital are appropriate and accommodate gradual building height transitions throughout the neighbourhood

Respondents provided mixed opinions on this topic, with some voicing support for these ideas and noting that the area would benefit from more amenities and services as a result of developing synergies with the hospital, as well as a more vibrant local commercial area. Others cited concerns about existing and future negative impacts of the hospital on the community, including increased traffic and safety issues, and whether it was appropriate to prioritize hospital staff housing within the community itself over providing housing options for general Burnaby residents.

Sample of Comments:

“Although I like the specialized housing for hospital staff, most people just want to go home to their sanctuary and family. Maybe provide more efficient and/or economical ways for staff to work in this area.”

“Safety ... Lots of people coming out from the hospital and have no place to go. Homeless people camping in parks.”

“It should not only be about the hospital and associated businesses. The existing taxpayers need destinations within walking to help them develop friendships and support -a small town feel in the big city.”

“Build more 4-6 storey mixed use buildings so medical professionals can open up medical clinics close to the hospital. The urban village should be expanded and include Sunset Street and all of Kincaid Street.”

“I do support prioritizing daycare spaces, pharmacies, and community facilities to support hospital staff, patients, and patient families. I would even support a seniors’ residence near the hospital.”

“Please don’t make it just a medical services strip with daycare and subsidized housing. More variety of housing like condos, townhouses, rentals sounds good. Everybody needs housing - not just hospital staff.”

“More food choices for the hospital and nearby residents would be beneficial, the current Burnaby Hospital has very limited options for patients and staff”

“Adding more support for hospital programs surrounding the plan makes sense.”

“Recognize hospital expansion to meet community need & build similar density in a substantive ring around the hospital.”

Transportation, Mobility and Parks/Public Spaces

The Phase 1 preliminary land use framework for the Cascade Heights Plan presented initial ideas for locations within the community where existing parks may be expanded, or where new parks and green spaces may be considered in the longer-term future as the community continues to grow. Specifically, the framework identified and sought community feedback on the potential expansion of Avondale Park southwards towards Nithsdale Street, and the development of a new park south of the Burnaby Hospital, across Kincaid Street. Smaller potential green space expansions were also identified west of Avondale Park, for the purposes of enhancing and daylighting portions of Spring Brook Creek.


As there are existing private residential properties in these locations, the Phase 1 materials explained in detail the purpose of the “future park or public use” land use designation, and how properties would be impacted if they are ultimately assigned this land use designation as part of an adopted community plan.

Community response to the topic of potential parks and green space expansions as part of the new Cascade Heights plan was strong, with feedback voicing opposition to the idea of future new or expanded parks or green spaces in the aforementioned locations. Some of these comments came from residents or property owners of lots that were identified for a potential future park space expansion.

Approximately 65% of Phase 1 online survey respondents thought that Cascade Heights already had “sufficient parks and green space” or had “sufficient parks and green space, but it could be improved.” Approximately 31% of respondents wished to see more parks and green space.

The July 25, 2023 general community meeting in Cascade Heights (see Attachment 1) was attended by approximately 35 residents, the majority of whom lived and/or owned property south of the Burnaby Hospital in the area identified in the preliminary land use framework for potential future park and public use (bound by Kincaid Street, Macdonald Avenue, Forest Street, and the Discovery Place Conservation Area). The vast majority of attendees voiced opposition to the idea of a potential new park space south of the hospital as part of the long-term vision for the new Cascade Heights Plan, citing concerns such as:

- » negative impacts on existing residents and property owners from their homes being potentially or ultimately designated for “future park and public use” in the new Cascade Heights Plan. Many concerns specifically cited potential decrease in land/property values and impacts on owners’ abilities to sell or redevelop property as a result of a potential “future park and public use” community plan land use designation
- » whether the City would be fully fair and equitable during future land acquisition assessment and negotiation processes
- » whether the community truly required additional park space, as there is already sufficient and underutilized green spaces nearby (e.g. Avondale Park, Discovery Place trails), especially in the absence of information on what this specific park space would look like and how it would be utilized or programmed
- » whether the community required additional large park spaces specifically, and whether consideration of smaller park areas (e.g. pocket parks, courtyards) distributed throughout the neighbourhood would be more beneficial and less impactful on existing residents



Following this community meeting, a petition from the same area residents representing 19 properties was forwarded to the City (see Appendix 1 to Attachment 4) and a follow-up delegation from a community representative was heard at the September 14, 2023 Planning and Development Committee (PDC) meeting, both citing opposition to the area bounded by Kincaid Street, Macdonald Avenue, Forest Street, and the Discovery Park Conservation Area being designated for future park and public use space as part of the new Cascade Heights Plan.

Though there was strong community opposition against proposed park expansions as presented in the Phase 1 materials, some comments expressed support for additional or improved parks and green spaces. In conversations with the Fraser Health Authority (FHA) staff team during Phase 1 who were leading the ongoing Burnaby Hospital upgrades, team members noted that it would be important and beneficial to consider providing additional park or open green space proximate to the hospital campus, especially as the hospital continues to expand and accommodate more staff, patients, visitors and other personnel.

It is noted that in future phases of the community planning process, the project team will continue to explore options with the community for identifying potential future park space needs and locations in Cascade Heights while also addressing concerns raised in Phase 1. This may involve exploring alternative options and locations for potential future park space expansions, where feasible, based on feedback received.

Other survey comments pertaining to parks and green spaces emphasized the importance of safety, improvement of park amenities and programming options, and support for environmental stewardship of Spring Brook Creek and other natural features in the community.

Over 70% of survey respondents noted that “improving Sunset Street, as well as the broader street and public space network” was an important value to consider in shaping the future vision for Cascade Heights.

Other survey comments pertaining to parks and green spaces emphasized the importance of safety, improvement of park amenities and programming options, and support for environmental stewardship of Spring Brook Creek and other natural features in the community.

Many respondents expressed concern about existing traffic congestion and parking issues in the neighbourhood as a result of several factors, such as the community’s proximity to Boundary Road, and the ongoing Burnaby Hospital upgrades, and how these would be exacerbated through future development as part of the new community plan. Many residents cited specific concerns, such as speeding and traffic safety along Smith Avenue, overall parking and traffic congestion due to the hospital, and the lack of proper street infrastructure and amenities (e.g. sidewalks, street lighting) in certain areas. Many expressed the need for the community plan to carefully consider standards and strategies for improving mobility networks and public spaces in the longer-term future, especially for improved pedestrian and cyclist infrastructure, as well as further consideration of how public transit networks may be improved as the community grows.

Sample of Comments:

"I would love to see more green spaces and places for children to play and ride bikes."

"Love the idea of promoting public education and stewardship of Spring Brook Creek. It's such a neat and special creek. I once saw a crayfish in there, last summer!!"

"Please do not expand the park space along Kincaid Street and use it for mixed use commercial/residential instead."

"Parks bring crime, drugs and homeless camps. Please do not increase park space around the hospital."

"Attractive landscape design that can host a farmers market, bike lanes, public art, enhance biodiversity and public cultural activities to transform Avondale Park in a real urban park where the community can meet and feel proud about it."

"more park space is better, simple."

"The removal of homes to be converted to park spaces and greenways is a significant concern... There are plenty of parks/greenways that are currently underutilized within Cascade Heights. Improvements to existing parks/greenways should be considered [rather] than the removal of homes."

"better lighting along footpaths, more seating in Avondale Park."

"Dog off leash area at Avondale to separate the pets from the playground."

"Avondale Park is large enough and don't need to enlarge the park. Highly underutilized big lot adjacent to the park empty for two years."

"Increase Avondale Park and buy the adjacent property and grow the park."

"Cascade Heights severely lacks green spaces, parks and amenities unlike Bonsor, Burnaby Lake, Ellieen Daily, Edmonds. Yes, have more green spaces and improve Avondale Park."

"I agree with making the streets more family-friendly with landscaping, trees, lighting and cycling facilities."

"Walkability along Smith Ave. the main street north to south used to access shopping on Sunset, Canada Way, mailboxes at Canada Way or Moscrop & Bus stops. Wider sidewalks on BOTH sides to allow pedestrians to pass each other without having to walk in mud, step off the sidewalk, to allow for distancing & accessing bus stops with buggies/wheelchairs."

"The residential neighborhoods are still quiet and comfortable. Please do not let them become like Vancouver. Single dwelling become multiple. The problems of parking and crowding will be a problem."

"Having dedicated cycling paths is important. They must be completely separate from the walkways. It is not safe to mix pedestrians and cyclists."

"Don't forget about seniors who need cars!"

Land Use, Built Form and Development Impacts

Many community members voiced concern about potential impacts of the new Cascade Heights Plan on existing residents, tenants, property owners and business owners. These included concerns about:

- » displacement of current residents, owners and business-owners due to redevelopment
- » impacts of construction activity and noise
- » negative impacts on community safety with more population growth and development
- » increased traffic and parking congestion
- » strain on existing schools, daycares and other amenities and services with a growing population and redevelopment

Over 50% of survey respondents noted that “facilitating the development of additional local housing and employment options” was a key value to consider in shaping the vision for the new Cascade Heights plan.

The Phase 1 material presented initial ideas for a range of future land uses that could be supported in different areas of Cascade Heights, including mid-rise (up to 6 storey) mixed-use and residential forms, as well as infill forms such as townhouses and rowhouses. Responses from the community were mixed, with many supporting the idea of encouraging higher-density land uses and the opportunity for improved amenities and services that this would bring to existing and future residents (e.g. grocery stores, community spaces). Many supported the idea of additional housing forms and tenures in the neighbourhood, including non-market rental and co-op housing options, as well as housing options for seniors. Others supported the idea of establishing better gathering and meeting spaces and improved streets and public spaces that could be achieved through future development, especially in the Village Centre area along Sunset Street.

Many respondents opposed or expressed concern about the community undergoing future development and land use designation changes, citing that increased density may lead to negative impacts on existing community character, displace existing residents and worsen neighbourhood traffic, congestion and safety. Other responses lay in the middle of the spectrum, noting that perhaps some additional density and higher building forms could be gradually supported in the neighbourhood in strategic locations, but that the Plan should be cautious of finding the right balance of commercial uses and residential densities depending on location and context. For example, some respondents noted that since Kincaid Street was a busier thoroughfare than Elmwood Street, which is quieter in nature, that slightly lower-density housing forms (compared to what may be supported along Kincaid Street) may be a more beneficial urban design and land use strategy for the broader community.

Sample of Comments:

“Developing Sunset Street where there are already apartment buildings is appropriate. The neighbouring streets have been slowly transitioning to larger, multi-family homes. There is no need to disrupt the neighbourhood by putting in row houses and town houses.”

“Residents of Elmwood Street will not want 4 to 6 storey buildings of any sort on our street.”

“I am concerned with the height of buildings along Sunset and would ask for no more than six-storey buildings along Sunset.”

“Do not displace current residents. Keep buildings maximum of 4 floors.”

“Heights of buildings are not really a concern of mine, the hospital is still higher so it’s not like anything else will be more intrusive. Density for the area around Sunset is also not a concern, I’d like as dense as possible for that area.”

“Building typographies for Residential Areas are fine the way they currently are. The Residential areas can remain single family with secondary suites and in the future lane ways.”

“Sunset Street has so much potential to finally have some life. Building should go as high as the hospital as long as there are plans for parking. Would love to see more businesses -- cafes, independent restaurants, a decent grocery store.”

“I feel that lower heights of buildings convey a more welcoming and relaxed ambience.”

“Heights should not go more than 6 or 8 stories. The current residents need to be recognized and housing maintained and upgraded to accommodate them.”


“Human scale should be considered with sunlit public spaces and squares. Buildings should be no higher density than the hospital at the village center. (Olympic village is a good example of this.)”

“Really appreciate the idea to transition to lower-forms such as rowhouses outside of Sunset St. area.”

“We need more housing. But make sure to put enough amenities to support the housing.”

“I think the village center should spread north/south rather than just west. It would connect better with the existing commercial space on Canada Way and Boundary. Height and density of buildings should remain mid to low-rise like the other buildings in the area.”

“Need more affordable family housing. Sunset needs help to be viable, practical shops geared to medical, shopping for food.”



“Please provide housing transition plan for all the low-income citizens that this development will displace.”

“We should preserve quiet residential streets surrounding the Cascade Heights Urban Village. Many people have lived here for a long time, planning to continue to enjoy the quiet, healthy neighbourhood with easy access to Burnaby Hospital in their senior years. They should not be displaced. NO APARTMENTS ON ELMWOOD STREET.”

“will the quietness and comfort of the neighbourhood be lost with a large influx of population due to density[?]”

“I am opposed to increasing the density in the Cascade Heights Community. It will ruin the fabric of the present neighborhood. It will change the demographics and decrease the enjoyment of living.”

“As said, the traffic of Burnaby hospital is quite high. I don’t want to see there is high density housing in this area anymore.”

“This is a long established community. Please don’t impact the residents of the community in a negative way.”

Plan Area Boundary

The existing plan area boundary for Cascade Heights covers a small, two-block area along Smith Street. Phase 1 public consultation presented an amended plan area boundary for the new Cascade Heights Plan that covers a larger area spanning north to Avondale Street, west to Boundary Road, south to Spruce Street, and east to Discovery Place Conservation Area. Phase 1 revealed mixed feedback on the plan area boundary, with some respondents expressing concern over an amended boundary, and others wishing for the plan area boundary to be expanded even further. Those who supported considering an expanded plan area boundary as part of the new Cascade Heights Plan noted that this would:

- » allow for a broader range of land uses to be considered as part of the neighbourhood's future, and broader consideration of transportation networks, parks and green spaces (such as Avondale Park), and long-range housing goals for the wider community
- » allow for consideration of future public transit options in the context of the wider neighbourhood, in a community that is currently quite car-oriented
- » allow for more viable commercial opportunities and employment options in the Village Centre along Sunset Street

Those who expressed opposition to expanding the plan area boundary cited concerns such as the following:

- » potential for increased density and higher building forms to block views for current residents and result in other negative impacts for existing residents
- » increasing density within an expanded plan area boundary would not be beneficial for Cascade Heights, as there is no SkyTrain station nearby
- » an expanded plan area boundary may lead to redevelopment where it is not needed or that is happening too quickly
- » concerns that the plan area boundary is too large and should only focus on key streets such as Sunset Street towards the hospital, Ingleton Avenue and Kincaid Street

It is noted that during Phase 2 public consultation, staff may seek further feedback on these potential plan boundary adjustments in the context of more comprehensive information that will be presented as part of the detailed draft plan directions, on key topic areas such as potential future land uses, building forms, mobility networks, housing strategies, and community amenities and services. This will help community members to provide more targeted and specific commentary on whether they support amending the plan area boundary for the Cascade Heights Plan.

Sample of Comments:

“Avondale Park should definitely be included in the plan area.”

“I don’t agree with how far south the area boundary is proposed to go. I suggest we stop at Kincaid. It’s the main street, it will become an even busier street once there is more density, employment and amenities”.

“Extending up to include Boundary Road makes sense since it’s already a busy road. An increase in housing density won’t really be a negative since that street is already so busy with traffic.”

“Why exclude Avondale and Discovery Park? Shouldn’t the plan cover the whole hill area?”

“I don’t think we are ready to consider radical changes to the density of these neighbourhoods, but some improvements in these streets would be welcome.”

“My family and I [redacted]. We fully support the expansion of the boundaries and think this will make the neighbourhood have a more unified feel.”

“Should drop the potential amended plan boundary area. Focus only on Sunset St. development from Boundary Rd to Ingleton Ave. The rest of the neighborhood should be excluded.”

“I think that the east/west boundaries make sense. I think that the north boundary should be extended to Canada Way.”

“The Cascade Heights community should include the Elementary school which would mean expanding the plan a few blocks.”

“Expanding the area allows the plan to create more meaningful changes in the neighbourhood.”

Public Consultation Methodology

During both of the Cascade Heights community meetings and at the open house (see *Attachment 1*), residents expressed concern about the efficacy of public notification and consultation methods being utilized to reach out and engage with the community. Particularly, some residents expressed concern about whether all residents had been properly notified of public consultation opportunities. Others felt that the content presented in Phase 1 was too specific and detailed, and that consultation methods such as the online survey and open house did not offer sufficient opportunity to provide objective feedback. While some of these issues were addressed separately (e.g. through providing other means and methods for the public to provide feedback during Phase 1), it is noted that the project team will continue to find ways to improve upon public consultation methods in future public consultation phases.

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While we appreciate the value of public spaces and parks, it is crucial to strike a balance between their development and the preservation of residential areas. Our community already enjoys access to nearby parks and recreational facilities that cater to the needs of residents. The current proposal to designate residential areas as future park and public spaces would lead to several negative consequences, specifically including:

1. **Mental Health Detriment to Residents:** Our senior-dominated neighborhood is facing unnecessary anxiety and stress due to the community plan, which takes advantage of them during this stage of their lives. The proposed plan makes elderly residents feel they are excluded and targeted.
2. **Home Owners Feel Trapped:** This proposed community plan negatively affects all residents as it gradually leads to isolation for remaining properties, as the City converts them into parks and public spaces. Based on the local housing market, residents will face serious challenges in finding suitable and equivalent housing options nearby. As long-term residents with children attending schools and elderly parents in need of proximity to the medical services, we don't want to be displaced; it is just as important that we also don't want to get trapped. The plan will put homeowners of all ages in a dilemma, we are unable to stay without isolation or move nearby if we sell our properties.
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4. **Reduce Feasibility of the Plan:** At least 90% of the residents in this block expressed strong objections to the park and public space designation in the proposed community plan. The plan will be met with continued resistance as this plan doesn't have the best interests of the community at heart.
5. **Imbalanced Park /Public Spaces Allocation:** Converting the block on Macdonald/Forest/Kincaid and the Avondale block into park and public use would provide minimal benefits, as Discovery Park and Avondale Park already exist as large park spaces. The addition would primarily improve the views for a few surrounding houses. In contrast, the west and south sides of Cascade Heights have historically lacked adequate park and public spaces, with sparse tree canopies on sidewalks,

and this situation would persist. In addition, converting a residential block into park or public space is counterproductive in resolving the housing crisis issue.

6. **Poor Suitability & High Cost:** Designating people's homes as future parks and public space is both unnecessary and costly. We have the Kodak building and other old vacant offices along Gilmore Ave. We have an open-air parking lot South of the Burnaby Ismaili Centre and a vacant plot of land North of Avondale for the City to consider. In addition, there are also many examples where municipalities introduce requirements for developers to integrate park and public spaces into each new development to offset increased density.

We, the undersigned residents and concerned community members, respectfully request that you reconsider the proposed plan and advocate for the preservation of the residential area. We believe that investing in the enhancement of existing parks and exploring alternative locations for new parks would be a more balanced approach that meets the needs of the community without sacrificing valuable residential spaces.

Local residents and concerned community members:

Name (print legibly)	Address	Signature
Lingqing Xie	4098 Kincaid St., Burnaby	Lingqing Xie
Parvish Lakhani s shiraz Lalchani Burnaby B.C.	4135 Forest St	Parvish Lakhani
LINGXIAO ZHOU	4043 Forest Str.	[Signature]
Hanci Peng Zhenzhong	4056 Kincaid St.	[Signature]
SUKHJINDER LALLI	4066 KINCAID ST	[Signature]
ASHOK SHAH	4008 KINCAID ST.	[Signature]
CHAND SHARMA	4038 KINCAID ST.	Chand Sharma
CAROL VAN RY	4089 Forest ST	Carol Van Ry
LEE BOON LEONG	4091 FOREST ST	Boon Leong
BRIAN LAU	4033 FOREST ST.	[Signature]
Theodore Allen	4053 FOREST	[Signature]

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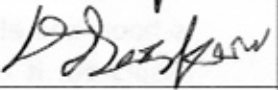
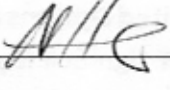



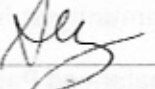
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Local residents and concerned community members:

Name (print legibly)	Address	Signature
Frank Wang	4036 KNCARD ST, BURNABY	
Yibo Feng	4062 MacDonald Ave, Burnaby	yibo Feng
Kantcho Poskov	4064 Macdonald Ave, Burnaby	
Sony Mamak	4038 MacDonald Ave Bby	Sony Mamak
Norman Ho	4039 Forest Street Bby	
Tasneem Kurji	4099 Forest st, Bby	
Sheng Huang	4078 Forest St. Burnaby	
Wei Tao, su	4058 Forest St. Burnaby	
Tony Macaranga	4056 Forest St	

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Local residents and concerned community members:

Name (print legibly)	Address	Signature
SOONG, HUNG CLEM SOONG, MARIE, YUET	4085 FOREST ST., BURNABY V5G 1W9	Maria Soong Clem Soong
MAN CHING LI OY WAH LI	4075 FOREST ST. Burnaby V5G 1W9	Manching Li Oy Wah Li
Pauline Pigeon	4083 Forest Street Burnaby V5G 1W9	Pauline Pigeon
VIJENDRAN NAIR	4067 FOREST STREET Burnaby V5G 1W9	Vijendra Nair
HONGLI ZHANG	4061 Forest St. Burnaby	Hongli Zhang
Bin LUO	4080 Forest St Burnaby	Bin Luo
Jun Qing Zhang	4036 Kincaid St. Burnaby	Jun Qing Zhang
LUAN DANG	4080 KINCAID ST. BURNABY	Luan Dang

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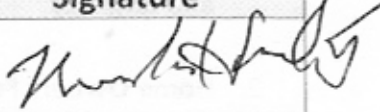
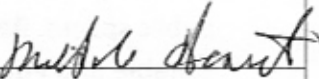
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Name (print legibly)	Address	Signature
MASAAKI HASHIMOTO	4076 KINCAID ST, Bky	
MIKAKO HASHIMOTO	4076 KINCAID, ST. Bky	

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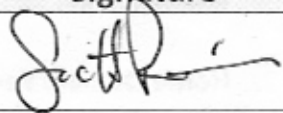
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Local residents and concerned community members:

Name (print legibly)	Address	Signature
Scott Robinson	4088 Kincaid St	

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