



City of Burnaby  
Cameron Community Centre and Library  
**“WHAT WE LEARNED”  
ENGAGEMENT FINDINGS REPORT**

JANUARY 2021



# INTRODUCTION & OVERVIEW

## About the Project

The City of Burnaby is planning to replace the aging Cameron Community Recreation Complex and Library to meet emerging community needs driven by ongoing population growth and evolution of the Lougheed Town Centre area and Northeast Burnaby. The new Cameron Community Centre and Library will be located at the same site within Cameron Park. The exact timeframe for the project will depend on the tendering and permitting process. Currently, construction is planned to begin in early 2023 and is estimated to take 3 years.

## Engagement Context and the Purpose of this Report Document

An initial community engagement phase for the project was undertaken in early 2020 to support a Needs Assessment study which further explored activity and space needs in Northeast Burnaby. This engagement included an online public survey that garnered 2,369 responses and four stakeholder discussion sessions. The Needs Assessment study informed the development of a functional program (potential components and amenities to be included in the facility). The functional program and schematic design were reviewed with City Council in the summer of 2021.

The schematic design of the proposed new Cameron Community Centre and Library were shared with the public in November 2021 through two facilitated open houses. These open houses included a presentation on the schematic design and a question and answer session with consulting team members and City staff. The open house materials were also made available on the City's project page (<https://burnaby.civilspace.io/en/projects/cameron-community-centre-and-library>). **The Q & A document from the open house events is provided in the Appendices of this report.**

**The purpose of this "What We Learned" Engagement Report document is to encapsulate the findings from a public web survey that was made available for approximately two weeks after the open house events.** The survey provided an opportunity for residents (including both individuals that were able to attend the open houses and those that weren't) to offer feedback on the proposed schematic design and overall site Vision for the new Cameron Community Centre and Library.

# PUBLIC SURVEY OVERVIEW

The public web survey was made available in late November through the City's project page and publicized using a variety of methods. Survey respondents were encouraged to view a "flyover" of the site and other background documents and resources were also made available through the project page. In total, **380 responses** were provided to the survey.<sup>1</sup>

## Findings

The following survey findings are generally presented in the order that the questions were asked in the survey.

### Overall Site Vision

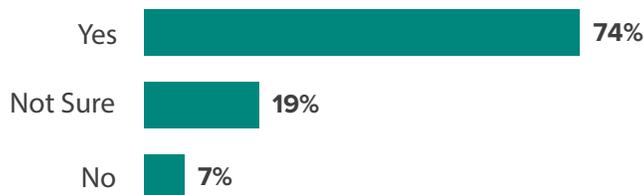
To begin the survey, respondents were asked about the overall site Vision for the Cameron Community Centre and Library. 74% of respondents indicated that they agree with the overall site vision, 19% indicated that they are not sure, and 7% indicated that they do not agree.

Space was provided for respondents to add any comments on the overall design vision. 173 comments were received, below are the key themes that came through in those comments.

- Overall, respondents were pleased with the amount of green space and the way the park is integrated in the design, specifically the outdoor covered space.
- Several respondents were concerned about accessibility.
- Several comments were made on the amount of indoor open space and expressed the importance of using it to serve multiple uses and activity needs.
- There were comments surrounding the lack of court space for activities such as squash and pickleball.

The top three ways that survey participants learned about this feedback opportunity were social media (35% of respondents), a postcard sent to them in the mail (28% of respondents), and the City of Burnaby's website (10% of respondents).

### Do you agree with the overall site vision?



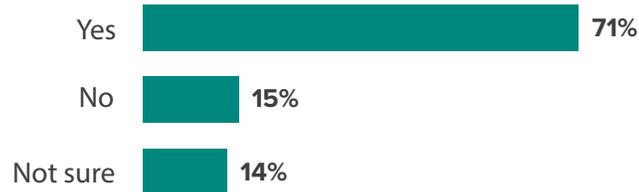
- Many comments emphasized the importance of ample and accessible parking spaces.
- A number of comments praised the light and beauty of the design.

<sup>1</sup> Note: not every respondent answered every question in the survey.

## Civic Plaza

Respondents were asked if they liked the overall look and feel of the Civic Plaza. Most respondents (71%) indicated that they like the look and feel of the Civic Plaza, 15% of respondents indicated that they did not, and 14% of respondents were not sure.

### Do you like the overall look and feel of the Civic Plaza?



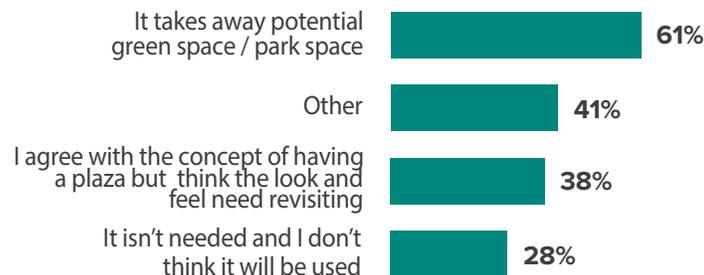
Next, respondents that answered that they **like** the overall look and feel of the Civic Plaza (220 total respondents to the previous question) were asked to more specifically identify the elements of the space that appeal to them. 88% of respondents indicated that they like that the Plaza will provide space for planned activities like community events and markets. 75% of respondents like that the Plaza will provide casual space to socialize and 65% liked that the Plaza will create a transition area between the indoor and outdoor spaces.

### What do you like about the proposed Civic Plaza?



Respondents that replied that they **did not like** the overall look and feel of the Civic Plaza (64 total respondents) were asked to specifically identify those elements that do not appeal to them or are problematic. 61% of respondents indicated that they believe that the Civic Plaza takes away from the potential green spaces/ parks space. The response "other", was selected by 41% of respondents and space was provided to write in comments. There were several comments on the amount of concrete in the design and a few wondered if there could have been more amenities placed in the outdoor space.

### What don't you like about the proposed Civic Plaza?



## Civic Plaza (continued)

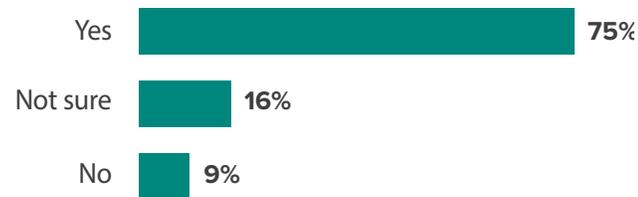
Space was provided to write additional comments regarding what the respondents thought needed improvement or might be missing from the design. The majority of the 227 comments provided offered suggestions on specific amenities and features that will be further refined through subsequent design phases. Summarized as follows are prevalent themes from the comments.

- Several comments emphasized the need for covered seating options on benches and picnic tables. Additional seating options that are away from the busy street into the green space are desired.
- It is important that there are ample places to lock and secure belonging such as bicycles and bags.
- There were several comments regarding the amount of space with concrete and thoughts around other uses of that space such as gardens or other recreation amenities.
- Some comments wanted to see more public art incorporated into the space, specifically Indigenous art.
- A couple of comments repeated the request for a skateboard park.
- A few respondents indicated that the building exterior could have a warmer or more inviting feel.

## The Atrium

The majority (75%) of respondents liked the look and feel of the Atrium, 9% indicated that they did not, and 16 %indicated that they are not sure if they like the look and feel.

### Do you like the look and feel of the Atrium?

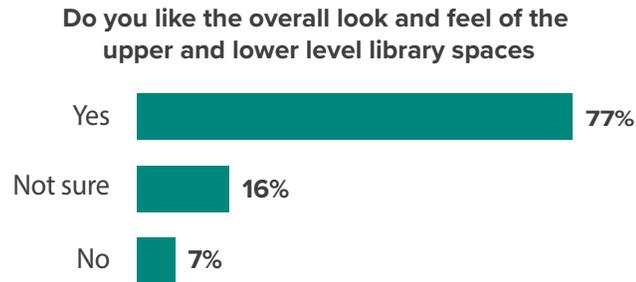


146 respondents used the comment section to provide feedback on what they think needs improvement or might be missing from the space. Below is a summary of key themes from these comments.

- Generally, respondents like the bright and airy feel of the space but several comments reiterate that they feel that more could be done with the space and that there appeared to be 'wasted' space.
- Respondents questioned the accessibility of the building for the elderly, those with small children that utilize strollers, and people with disabilities.
- There was some concern for privacy of those exercising and participating in activities.
- Some respondents had questions about the anticipated noise levels when considering how open the space appeared to be.
- Several respondents were not enthusiastic about the seating areas next to the stairs and hoped that additional chairs and benches would be available.

## Library

77% of respondents like the overall look and feel of the upper and lower-level library spaces, 7% indicated that they do not like the overall look and feel, and 16% of respondents were unsure about whether they liked it or not.

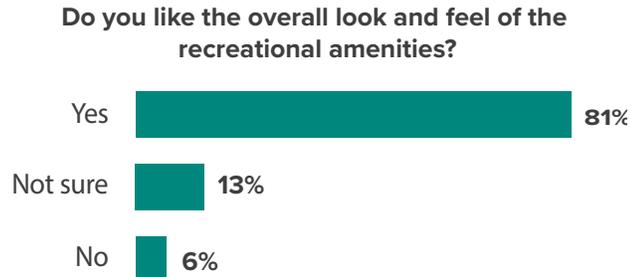


When provided space to offer additional comments about what needs improvement or is missing from the library space design, 160 respondents provided comments. Key themes from these comments are summarized as follows.

- Several commented on the seating choices, specifically that there should be options with back support and that it should be comfortable.
- A few respondents inquired about the children's space in the library. Some were concerned about where it is placed and the noise it will generate, and others emphasized its importance.
- Many respondents were concerned with the amount of shelving. Some comments worried that it did not appear to house enough books or that many of the books would be placed too low or too high to the ground.
- A few respondents were wondering about access to computers.

## Recreation Amenities

When asked about the overall look and feel of the recreation amenities, 81% of respondents indicated that they like the overall look and feel, 13% of respondents were unsure and 6% indicated that they did not like the look and feel of the recreation amenities.

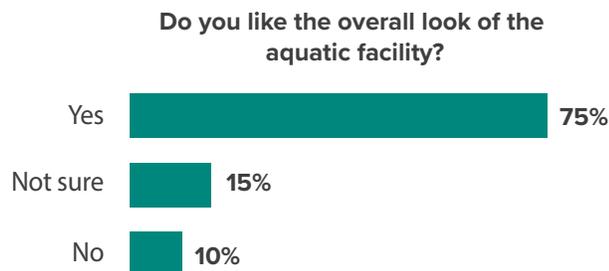


180 respondents provided feedback when asked for any additional comments regarding what needs improvement or what is missing. The following points summarize the key themes expressed in the comments.

- Several respondents inquired about court sport space, specifically requesting space for pickleball and squash.
- Numerous overall positive comments about the design work and elements that were included.
- Many comments praised the inclusion of the running track, and a comparable amount didn't see the need.
- A few comments reiterated concern about the universal changerooms and privacy.
- Some respondents wondered about the ceiling height for activities like badminton and volleyball.

## Aquatic Facility

Three-quarters of respondents (75%) like the overall look and feel of the aquatic facility, while 15% were unsure, and 10% indicate that they did not like the overall look and feel.



When asked about this specific facility amenity, and what respondents think needs improvement or might be missing, 186 comments were provided. Key themes are summarized as follows.

- Several respondents expressed the desire for a slide to be incorporated.
- Many respondents want to ensure that pool is child friendly and that there are sufficient amenities to keep them entertained.
- The need for lanes for lap swim was expressed multiple times. Some indicated that they hoped that the main pool tank would be 50-metres and wondered about hosting competitions at this pool.
- Numerous comments were made about the changerooms, some wishing that they were closer to the pool, others are concerned with there being enough and hopes that the universal design will still allow for adequate privacy and safety.

## General Comments

Lastly, the survey concluding by asking for any other questions, comments, or feedback about the project. Generally, the respondents repeated comments provided in other sections of the survey. Below are the themes that came across in the final comments.

- Overall, respondents are happy with the design and many comments were made on the beauty of the space.
- Some concern was expressed about the environmental impact of the facility, both on the park directly and in its operation.
- A number of comments were provided on parking, reiterating that there needs to be ample accessible spaces available.
- Concern about the removal of squash/racquetball courts were reiterated several times.
- The need for spaces for seniors to congregate and grab a snack or a cup of coffee was shared in a number of the comments.
- A handful of comments expressed the desire for covered outdoor space as part of the plaza and surrounding park space.



# APPENDICES

# Cameron Community Centre and Library

Public Virtual Open Houses – November 2021

## Question and Answer Session Summary



### Overview

Two virtual open house events were held on November 24th and 25th with the purpose of reviewing the site program and preliminary design characteristics with interested members of the public. During the question and answer component of the two events participants were able to submit questions to members of the project team (City staff and consultants) using the Zoom chat feature or verbally. **Provided as follows is a summary of the questions and responses, grouped together by theme.**

*\*Note: Duplicate and similar questions have been consolidated for the purposes of simplicity.*

### Project Timing and Impacts

#### **Question: What is the timing of this project?**

The exact timeline will depend on the tendering and permitting process. Currently, construction is planned to begin in early 2023 and will likely take between 3 years to complete.

#### **Question: Will the facility remain open during construction?**

No, the facility will need to close during construction. The new facility will be double the size (approximately) of the old facility; as such, site size limitations and the desire to minimize the impact on key natural features and assets in the adjacent park space will require the existing facility to be demolished in order for construction on the new facility to proceed.

#### **Question: Will the playground and splash pad be open during the construction and will there be upgrades to them as well?**

The intention is to keep the splash pad and playground open during construction with no upgrades planned.

**Question: Will the Cameron cycling studio be moved to another facility during construction?**

Recreation will do an analysis of how programming can be adjusted or shifted as the new facility is constructed. This could potentially include finding temporary venues and/or encouraging patrons to use other City facilities.

**Question: Will a bookmobile be placed on site during construction?**

We are looking at alternative ways to deliver library services during the period in which the existing library is demolished and the new library is being constructed. We would like this temporary solution to be more substantial than a bookmobile, but it will depend on available space(s). The temporary solution will be communicated to the public well in advance of the existing library closure.

**Question: Are there any trees being impacted by the construction?**

There will need to be some trees removed due to the size of the new facility, however a commitment has been made to replace every tree that is removed at a ratio of 1 to 3 and up to a ratio of 1 to 10. The consulting team and City (including the City's Arborist) are investigating all possible options to reduce the impact on existing trees.

## Facility and Site Orientation

**Question: Why are we building on the existing site footprint?**

The project team provided careful attention to investigating analyzing different site options and approaches. Locating the facility on the east side of Cameron Park would take away valued park space and locating the facility on the west side of the park would impact the existing tree canopy. Traffic patterns were also studied with a focus on exploring how different site locations would impact flow and access to the site. Ultimately the current footprint was deemed the best options based on safety, park asset sustainability and access.

## Aquatics Component and Amenities

**Question: Will the pool changerooms be co-ed?**

The changerooms are planned as universal changerooms with self-contained changerooms and showers that allow for privacy. There will be a range of options to service everyone.

## Dry Floor Recreation and Activity Spaces

**Question: What flooring type will be used in the gymnasium?**

At this stage of the design process specific materials and FFE (fixtures, furnishings and equipment) have yet to be determined, however the intent is for the gymnasium to be multi-purpose and the flooring type will reflect this.

**Question: Why is the seniors' spaces on the second floor?**

The seniors' space is on the second of the three storey tall facility. Because the park slopes down to the west, the building has two entrance floors, the lower level entrance on the west (level 1), and the upper level entrance on the east (level 2). The second floor is easily accessed off the east side of the facility. We placed the senior's space closest to the main entrance, near the café, library, civic plaza, and public transportation nearby.

### **Question: How long will the indoor track be?**

Based on the current design concept it will be an oval that is approximately 160 metres. However, like many other elements of the facility this is subject to adjustment as the project moves through future design phases.

### **Question: Will organizations be able to rent gym/ track facilities on a weekly basis to run programs?**

The City has a process in place across all facilities for allocating spaces for programming. The process focuses on programming for the public and strives to achieve a balance between recreation services, sports groups, and community programs.

The intent of the gymnasium to accommodate a mix of programmed and spontaneous (drop-in/casual) use.

### **Question: What will prevent walkers on the track from being hit by errant balls from the gymnasium?**

There will be a guard rail that is slightly over 1 metre tall (3.5ft) and there will be a thin and durable perimeter net to keep balls from landing on the track.

## **Parking and Site Access**

### **Question: How will increased traffic and parking be managed?**

Using numerous strategies and approaches, including:

- Provision of approximately 300 underground parking stalls as part of the new facility, including pick-up drop-off zones, and parking stalls allocated for temporary parking.
- Promotion of transit and active transportation to the site, this includes enhancing the pedestrian connectivity within the site, upgrading the existing street frontage to provide a Multi-use path (MUP), and provision of secure bicycle racks.
- As residential and commercial development occurs in the area, other developers will be expected to undertake traffic impact assessment that reflects the traffic condition of the time development and implement the appropriate traffic demand management strategies that incrementally will contribute towards the wider traffic management in the area overtime.

### **Question: Will there be charging stations in the parking lot for electric vehicles?**

There will be level 2 charging stations that have two charges per head, like other Burnaby facilities. These will be paid stations. Exactly how many stations is still being decided.

## **Social Spaces and Amenities**

### **Question: Will the café be versatile for meetings or conferences with catering?**

The café is intended for smaller social gatherings of a couple people or individual use, however there are other multipurpose rooms in the facility that will be able to accommodate meetings and similar purposes. Catering functionality and services will be an operational decision that is made at a later date.

# Facility Amenity Inclusions / Exclusions

## Question: Why an indoor walking loop / track?

The indoor track was identified through the needs assessment and other engagement as a desired amenity (provides safe and comfortable walking space for all ages and abilities, especially during the winter months). This amenity type is also a trend in many newer community centre facilities.

Additionally, the addition of a track is a relatively low cost, high value amenity addition.

## Question: Did the analysis and program identification look at other facilities being developed in the Burquitlam area?

The Needs Assessment looked at a broader market catchment area for key amenity types, including the Burquitlam area. Given the costs associated with building and operating aquatics facilities, the importance of "right sizing" the pool component is directly related to new aquatics development in the area (including the Coquitlam Family YMCA and the replacement of the CG Brown Pool replacement).

## Question: Were amenities in new condo towers looked at when determining community needs for spaces like fitness and multi-purpose rooms?

The amenities associated with private condo towers (e.g. fitness centres, saunas, games rooms, bookable social gathering rooms, etc.) are hard to ascertain and accurately inventory. It is important to note that these amenities do not provide inclusive public access which is a key rationale for public recreation and community facility development. The engagement also identified the desire among individuals for community experiences, especially when living in a smaller dwelling. High-rise development are expected to provide on-site amenity spaces, or the developer will contribute towards the City's Community Benefit Bonus Fund to fund recreational projects such as this facility.

## Question: Why won't there be any space for racquet sports?

Unfortunately, there is not enough room to accommodate all requested spaces and some tough decisions had to be made based on maximizing public benefit.

While recognizing the racquet sports are valued and important, the Northeast Quadrant Recreational Needs Assessment identified that space demands, trends, needs and facility options for racquet sports should be explored on a city-wide (and potentially regional) scale, whereas the new facility is sized to serve the current and future residents of the Northeast Quadrant of Burnaby.

## Question: Why isn't an ice rink being built in the new community centre?

The need to increase the supply of ice arenas in the area was not identified as a priority. At present time, Burnaby has a sufficient number of ice arenas when consider both public and privately operated facilities. The new 8,500m<sup>2</sup> Rosemary Brown Arena, expected to be completed in 2022, will provide two NHL-sized rinks, as well as spaces for other community and city run programs.