



PLANNING AND DEVELOPMENT COMMITTEE

NOTICE OF OPEN MEETING

DATE: TUESDAY, 2018 FEBRUARY 27

TIME: 5:00 PM

PLACE: Council Committee Room, City Hall

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1. <u>CALL TO ORDER</u>	
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Re: Burnaby Transportation Plan Update: Outcomes from the Phase 1
Public Consultation and Phase 2 Scope
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6. NEW BUSINESS

7. INQUIRIES

8. ADJOURNMENT



PLANNING AND DEVELOPMENT COMMITTEE

MINUTES

An Open meeting of the Planning and Development Committee was held in the Council Committee Room, City Hall, 4949 Canada Way, Burnaby, B.C. on Tuesday, **2018 January 30** at 4:30 p.m.

1. CALL TO ORDER

PRESENT: Councillor C. Jordan, Chair
Councillor D. Johnston, Vice Chair (*Arrived 4:41 p.m.*)
Councillor S. Dhaliwal, Member
Councillor P. McDonell, Member
Councillor J. Wang, Member

STAFF: Mr. L. Pelletier, Director Planning and Building
Mr. E. Kozak, Deputy Director Planning and Building
Ms. L. Garnett, Assistant Director - Long Range Planning
Mr. D. Louie, Assistant Director Engineering, Transportation
Mr. A. Namazi, Property Valuator Negotiator 2
Ms. M. Macdonald, Administrative Officer

The Chair called the Open Committee meeting to order at 4:41 p.m.

2. MINUTES

- a) **Minutes of the Planning and Development Committee Open meeting held on 2017 December 12**

MOVED BY COUNCILLOR DHALIWAL
SECONDED BY COUNCILLOR MCDONELL

THAT the minutes of the Planning and Development Committee Open meeting held on 2017 December 12 be adopted.

CARRIED UNANIMOUSLY

3. DELEGATION

MOVED BY COUNCILLOR MCDONELL
SECONDED BY COUNCILLOR DHALIWAL

THAT the delegation be heard.

CARRIED UNANIMOUSLY

- a) **Pina Zumpano**
Re: R2A Zoning - 7297 Ridge Drive
Speakers: Pina and Gino Zumpano

Ms. Pina Zumpano and **Mr. Gino Zumpano**, 7468 Burris Street, appeared before the Committee regarding R2A zoning of 7297 Ridge Drive. Ms. and Mr. Zumpano stated they purchased their property in 2014 with the intention to build under R2A zoning.

The delegation explained they are frustrated because they understand applications for R2A zoning are not being considered at this time. They are allowed to build approximately 4,700 square feet on a 25,000 square foot lot which currently has an older 7,000 square foot home with a swimming pool.

The speakers stated they paid a premium price for their property because of potential R2A zoning and are concerned they will lose money if they are not able to build the size of home they had planned for.

The Committee advised that R2A zoning has been in place in Burnaby since 1989. As a result of concerns raised by neighbours regarding the size of the new houses in recent years, Council directed staff to review R2A district zoning rules.

Staff advised R2A district zoning is still under review.

Arising from discussion, the Committee recommended the delegation consult with staff again to determine a reasonable request for R2A zoning before submitting an application for Council's consideration.

4. CORRESPONDENCE

MOVED BY COUNCILLOR MCDONELL
SECONDED BY COUNCILLOR JOHNSTON

THAT the correspondence be received.

CARRIED UNANIMOUSLY

a) **Correspondence from Pina Zumpano**
Re: Request to Apply for R2A Zoning

Correspondence was received from Ms. Pina Zumpano expressing concern regarding R2A zoning of her property at 7297 Ridge Drive.

This matter was considered earlier in the agenda under item 3a).

b) **Correspondence from Metro Vancouver**
Re: Transit-Oriented Affordable Housing Study

Correspondence was received from Metro Vancouver Board advising that in 2017, Metro Vancouver together with BC Housing, BC Non-Profit Housing Association, Translink, and Vancity, completed the *Transit-Oriented Affordable Housing Study*.

The study was undertaken to explore the constraints and opportunities of building new rental housing, particularly affordable housing to lower income households earning less than \$50,000 per year, in transit-oriented locations across Metro Vancouver.

c) **Correspondence from George Struk**
Re: Urban Density in Burnaby

Correspondence was received from Mr. George Struk addressing the issue of affordable housing in Metro Vancouver, stating that the supply of condos, basement suites and lane-way housing has not met the housing demand. Mr. Struk advised that many of the original property survey lot configurations were done in the late 19th century when the population was low and plenty of undeveloped land was available.

The writer outlined the benefits to changing the current Land Use Policy in support of increasing density, and requested the Committee consider making changes.

Arising from discussion, the following motion was introduced:

MOVED BY COUNCILLOR MCDONELL
SECONDED BY COUNCILLOR JOHNSTON

THAT staff respond to Mr. Struk.

CARRIED UNANIMOUSLY

5. REPORTS

MOVED BY COUNCILLOR JOHNSTON
SECONDED BY COUNCILLOR MCDONELL

THAT the reports be received.

CARRIED UNANIMOUSLY

a) Report from the Director Planning and Building
Re: 2018 Cycling and Walking Program

The Director Planning and Building submitted a report requesting funding in support of programs to promote cycling and walking in 2018.

The proposed funding would contribute to the following initiatives: Burnaby Bike Map, Bike to Work Week and Bike to School Week, Streetwise Cycling Courses, Community Cycling Initiatives, Burnaby Walking Maps – Metrotown, Walking Challenge, and Jane's Walk.

Staff advised the Burnaby cycling and walking program has been in place for 10-15 years. New walking initiatives have been added to this year's program.

The Director Planning and Building recommended:

1. THAT Council be requested to authorize the expenditure of \$12,400 from the Boards, Committees and Commissions budget for programs to promote cycling and walking in 2018, as outlined in this report.

MOVED BY COUNCILLOR MCDONELL
SECONDED BY COUNCILLOR WANG

THAT the recommendation of the Director Planning and Building be adopted.

CARRIED UNANIMOUSLY

b) Report from the Director Planning and Building
Re: Proposed Zoning Bylaw Text Amendments - 2018 January

The Director Planning and Building submitted a report proposing a number of text amendments to the Burnaby Zoning Bylaw.

The Director Planning and Building recommended:

1. THAT Council be requested to authorize the preparation of a bylaw amending the Burnaby Zoning Bylaw, as outlined in Section 2.0 of this report, for advancement to a Public Hearing at a future date.

MOVED BY COUNCILLOR MCDONELL
SECONDED BY COUNCILLOR WANG

THAT the recommendation of the Director Planning and Building be adopted.

CARRIED UNANIMOUSLY

6. NEW BUSINESS

No new business was brought before the Committee at this time.

7. INQUIRIES

Councillor Johnston & Councillor Dhaliwal – Liquor Store Application

Councillor Johnston inquired as to whether the Bainbridge liquor store applicant, Mr. Jeff Milani, has reapplied.

Councillor Dhaliwal inquired regarding Mr. Milani's application for a new bike path in front of 2900 Bainbridge Avenue.

Staff stated they have sent the applicant a letter advising that, as Council did not approve his rezoning application last fall which included the new bike path, the bylaw precludes him from reapplying for one year.

Councillor Johnston – Crawl Spaces & Laneway Homes Programs

Councillor Johnston inquired regarding crawl spaces and laneway homes programs.

Staff noted this matter is under review.

8. ADJOURNMENT

MOVED BY COUNCILLOR MCDONELL
SECONDED BY COUNCILLOR JOHNSTON

THAT this Open Committee meeting do now adjourn.

CARRIED UNANIMOUSLY

The Open Committee meeting adjourned at 5:10 p.m.

Monica Macdonald
ADMINISTRATIVE OFFICER

Councillor Colleen Jordan
CHAIR

From: Cynthia Petrie [mailto:Cynthia_Petrie@bcit.ca]
Sent: January 22, 2018 2:21 PM
To: MacDonald, Monica
Cc: David Karppinen; Jenny Yang
Subject: Feb 27th - BCIT presentation to the City of Burnaby Planning and Development Committee

Hi Monica,

It was nice speaking with you last month.

As discussed, I would like to officially request participation at your upcoming Planning and Development Committee meeting scheduled for February 27th to present BCIT's Burnaby Campus Development Plan.

Presenting from the institute will be:

Kathy Kinloch, President

David Podmore, Chair of BCIT's Capital Campaign

Mark Dale, Senior Director, Facilities & Campus Development

We will have a Power Point Presentation prepared and will share with you in advance of the Committee meeting.

Please let me know if I have left out any important details at the stage.

Thank you Monica,

Cynthia

Cynthia Petrie

Executive Director, Stakeholder Relations

British Columbia Institute of Technology



bcit.ca



From: Hugh Forster [<mailto:hugh@terraspecialprojects.ca>]
Sent: February-19-18 12:01 PM
To: Clerks
Subject: DELEGATION REQUEST - Planning & Development Committee meeting
February 27th

Hello,

My name is Hugh Forster from Terra Housing.

In our discussions with Councillor Dhaliwal over the last two weeks, he suggested we come to the Committee meeting as a delegation, and I would like to do so.

My topic for discussion is a "Proposed Non-Market/Market Housing Project in Edmonds Town Centre".

Please advise ASAP your acceptance of our request.

Thank you very much,

Hugh Forster
Partner
Terra Special Projects Ltd.
604.728.7771
TerraHousing.ca



January 31, 2018

Note: This letter is referring to Rezoning Reference #17-37 which appeared as Manager's Report 5(7) on the 2018 January 29 Council meeting agenda. The report was referred back to staff.

City of Burnaby
4949 Canada Way
Burnaby, BC V5G 1M2

ATTENTION: Mayor and Council

Dear Sirs/Madams:

**Re: Parkcrest Plaza Private Liquor Store
Rezoning Application
5901 Broadway, B. C.**

We are the duly authorized asset and property managers for LLRC Investments Ltd., the owners of Parkcrest Plaza located at 5901 Broadway, Burnaby. We have managed this property since 1993 through all the Landlord's transitional names of Warren Holdings, Ruth Singer Investments and now LLRC Investments Ltd.

We listened to the council meeting video from January 29, 2018 and are aware of the concern that cannabis may be sold at liquor stores in the coming months. We can confirm that LLRC Investments Ltd. will not permit the sale of cannabis on the Parkcrest Plaza property by any of the tenants.

We are prepared to alter the lease for Jak's to add a restrictive covenant preventing the sale of any cannabis products. Also, on behalf of LLRC Investments we will execute a document formalizing that commitment to the City of Burnaby.

MARTELLO PROPERTY SERVICES INC.

Wayne Smithies
Asset Manager
President

Copied to:
City Manager
Director Planning & Building
Referred to:
Planning & Development C-9-committee (2018.02.27)



Note: Rezoning Reference 17-37 appeared as Manager's Report 5(7) on the 2018 January 29 Council agenda. The report was referred back to staff.

February 1, 2018

Att: Mayor & Council

From: Damian Kettlewell & Mike McKee

Re: Clarification on Council decision to Postpone Rezoning Reference #17 - 37 Private Liquor Store 64

Your Worship and Council,

We wanted to provide additional information on the Council's decision to postpone a decision sending the Rezoning Reference #17 - 37 Private Liquor Store to a Public Hearing on February 27, 2018.

Considering the uncertainty in regarding how our provincial government will retail non-medical cannabis we understand Council's decision to be cautious.

Respectfully we wanted to provide Mayor and Council with additional information in regards to our Rezoning Reference #17 – 37.

JAK's has spent the last year working with the property manager, commercial real estate agents, and licensing consultants to prepare the information required for Monday's Rezoning Reference #37 on Monday, January 29, 2018.

JAK's is focused on liquor retail and wants to make it clear to Mayor and Council that JAK's will not retail cannabis at the proposed liquor retail store at Parkwood Plaza located at 5901 Broadway, Burnaby, B.C.

As per the attached letter from the owner's representative, Martello Property Services Inc., JAK's is happy to alter our lease to add a restrictive covenant preventing the sale of any cannabis products at the proposed liquor store at Parkwood Plaza.

Thank you for your assistance as we have invested tens of thousands of dollars to date, will have to start paying substantial rent shortly and a delay will likely result in us having to cancel our application.

Mayor Corrigan, we would look forward to the opportunity to speak with you on this matter at your earliest convenience.

Thank you kindly for your consideration and we are hopeful that you can reconsider your decision based on the additional information that ourselves and the landlords property manager has provided above.

We are hopeful that you will allow our Rezoning Reference #17 - 37 to move to a Public Hearing on February 27, 2018.

Sincerely,

Two handwritten signatures in blue ink. The first signature is a stylized 'DK' and the second is a more complex, cursive signature.

Damian Kettlewell & Mike McKee

Copied to: #170 – 5665 Kingsway, Burnaby, B.C. V5H 2G4
 City Manager (778) 727 – 0766, www.jaks.com
 Director Planning & Building

Referred to:
 Planning & Development Committee (2018.02.27)



MARTELLO
Trusted Real Estate Advisors

200 – 808 West Hastings Street
Vancouver, BC
V6C 2X4
604 681 6544
www.martello.group

4.B)

January 31, 2018

City of Burnaby
4949 Canada Way
Burnaby, BC V5G 1M2

ATTENTION: Mayor and Council

Dear Sirs/Madams:

**Re: Parkcrest Plaza Private Liquor Store
Rezoning Application
5901 Broadway, B. C.**

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We listened to the council meeting video from January 29, 2018 and are aware of the concern that cannabis may be sold at liquor stores in the coming months. We can confirm that LLRC Investments Ltd. will not permit the sale of cannabis on the Parkcrest Plaza property by any of the tenants.

We are prepared to alter the lease for Jak's to add a restrictive covenant preventing the sale of any cannabis products. Also, on behalf of LLRC Investments we will execute a document formalizing that commitment to the City of Burnaby.

MARTELLO PROPERTY SERVICES INC.

Wayne Smithies
Asset Manager
President

Suzana Matkovic

February 20, 2018

mayor@burnaby.ca
City of Burnaby
4949 Canada Way
Burnaby, BC
V5G 1M2

RE: LANEWAY/COTTAGE/DUPLEX HOMES - SUNCREST AREA

Dear Mayor Corrigan and Councillors,

There are many properties in the Suncrest Area from Imperial to Rumble that have laneway access. Many of these homes have garages that are accessed from a free-standing building facing the laneway and yet many homeowners still park their vehicles on the side of the street in the front of their homes. Others have carports and driveways on their property in the front and nothing free-standing in the laneway. There are several parcels in the area with ample land space to build laneway or carriage style homes.

It is my understanding that this area is zoned as R10: Low-scale development in mature single-family areas with consistent low-scale character. Notwithstanding that if in fact R10 was low-scale character than the City wouldn't be approving larger homes to be built on the same block. Please correct me if I am wrong but I fail to see how this is considered low-scale character.

In addition, R4 or R5 - provides for the use and development of two-family dwellings on larger lots in medium density residential areas. Our home sits on a lot that is 75' x 127', much larger than those in R4 or R5 residential areas and we have lane access whereas some R4's and R5's have none. Our property isn't in the OCP designation and would require an OCP amendment for a duplex to be built on this lot. There is a two-family dwelling "duplex" directly across the street from our home that was grandfathered in back in the 50's when it was built and yet the City of Burnaby has no plans to allow homes built 10 years after that to develop two-family dwellings. Isn't this a little biased? Allowing homeowners to provide more density on existing land allows those who can't find affordable housing other rental options to live and work in the City of Burnaby.

Copied to:

City Manager

Director Planning and Building

Referred to:

Planning and Development Committee (2018.02.27)

I am aware of the Comprehensive Development Plan in place for the City of Burnaby and the Metrotown area but don't recall receiving any type of notification regarding this plan. I understand tearing down rentals and building high-rise condo's works better for the City of Burnaby with regards to increased revenues from a tax stand point, however it also leaves little to no consideration for those who are being misplaced from the lack of rental units.

We are facing a housing crisis in Burnaby no different than that in any other part of the City of Vancouver and the surrounding areas, regardless of the budget provided by the NDP today, wouldn't it make sense to revisit the land use policy and allow homeowners to build laneway/cottage homes or a duplex/four-plex on larger lots? Increasing density mitigates the environmental and economic effects of suburban sprawl. It helps to alleviate traffic congestion on our streets, which in turn improves the carbon footprint on our environment, it is another alternative to providing affordable diversified living for young families with children and it is an added taxable income stream for homeowners who are already finding it difficult to be able to afford living in the City of Burnaby.

I look forward to your reply and consideration of rezoning this area and allowing diversified living.

Sincerely,

Suzana Matkovic

Cc: Honorable John Horgan, Premier
Province of BC
premier@gov.bc.ca

Cc: Honorable Selena Robinson
Ministry of Municipal Affairs & Housing
mah.minister@gov.bc.ca

Cc: Andrew Weaver
Green Party
andrew.weaver.mla@leg.bc.ca

Cc: Sam Sullivan
Official Opposition Critic – Housing
Sam.Sullivan.MLA@leg.bc.ca



Meeting 2018 February 27

COMMITTEE REPORT

TO: CHAIR AND MEMBERS
PLANNING AND DEVELOPMENT
COMMITTEE

DATE: 2018 February 12

FROM: DIRECTOR PLANNING AND BUILDING

FILE: 4500 00
Reference: Tenant Assistance

SUBJECT: TENANT ASSISTANCE POLICY REVIEW

PURPOSE: To review and recommend amendments to the Tenant Assistance Policy.

RECOMMENDATION:

1. **THAT** the Committee recommend to Council that the Tenant Assistance Policy be amended, as outlined in Section 5.0 of this report.

REPORT

1.0 INTRODUCTION

On 2015 May 04, Council approved a Tenant Assistance Policy to support tenants facing relocation through the redevelopment of multiple-family rental properties. The policy requires submittal of a Tenant Assistance Plan with all development applications that involve demolition of rental buildings with six or more units. At a minimum, the Tenant Assistance Plan must provide a three month notice and three months' compensation to all affected tenants, as well as support in finding new accommodation and other assistance. Since the policy was adopted in 2015 May, five Tenant Assistance Plans have been implemented; six additional plans have been submitted with rezoning applications that are currently under review.

On 2016 February 22, Council approved a resolution to the Union of British Columbia Municipalities (UBCM) urging the Province to amend the *Residential Tenancy Act* to include an improved and standardized approach to tenant assistance. This resolution was endorsed by the Lower Mainland Local Government Association (LMLGA) in 2016 May and by the UBCM in 2016 September. In early 2017, the Province responded that it had no plans to make amendments to the *Residential Tenancy Act*; however, more recently, the Province has begun to review and strengthen tenancy regulations.

On 2017 March 28, the Planning and Development Committee requested that staff review the implementation of the City's Tenant Assistance Policy, as well as practices in other cities, and provide recommendations for any amendments to clarify Burnaby's policy. This report responds to that request.

To: Planning and Development Committee
 From: Director Planning and Building
 Re: Tenant Assistance Policy Review
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2.0 TENANT ASSISTANCE IN BC

The BC *Residential Tenancy Act* establishes the rights and responsibilities of landlords and tenants. Under the *Act*, a landlord who wishes to end a tenancy in order to redevelop a rental property can only do so on certain grounds and must provide each tenant with at least two month's written notice and one month compensation. The landlord must have required permits and approvals in place prior to issuing the notice, and must abide by other provisions governing special circumstances, such as fixed-term tenancies, vacancy prior to notice date, and dispute resolution.

While the provisions of the *Residential Tenancy Act* establish a landlord's obligations to tenants, many municipalities, including Burnaby, have adopted policies to secure supplementary assistance for tenants facing relocation due to redevelopment. These municipal policies result in improved assistance for tenants. However, given the mandate and regulatory powers of the Province and, more specifically, the Residential Tenancy Branch, it is more appropriate and efficient to consolidate tenant assistance requirements within the existing provincial framework. As such, Burnaby is urging the Province to adopt an improved and standardized approach to tenant assistance that would apply uniformly across BC.

Council adopted a resolution to this effect on 2016 February 22. The resolution was endorsed at the 2016 LMLGA Conference and at the 2016 UBCM Conference, and was forwarded to the Province. In response, the Province stated, in early 2017, that it had no plans to amend the *Residential Tenancy Act*. More recently, however, as noted, the Province has taken steps to increase resources for the Residential Tenancy Branch and engage in further review of tenancy legislation and policy. If the Province were to amend the tenant assistance provisions of the *Residential Tenancy Act*, these changes would also apply within Burnaby.

3.0 BURNABY'S TENANT ASSISTANCE POLICY

Burnaby's Tenant Assistance Policy is implemented through the submittal of a Tenant Assistance Plan, which is required for all development applications that involve demolition of six or more rental units in a multi-family rental building. The policy includes specific guidelines for Tenant Assistance Plans, including:

- a written commitment to exceed the minimum requirements of the *Residential Tenancy Act*;
- documentation of the affected units, including number, size, rental rates, and existing vacancy rates;
- a plan to guide communications between the applicant and the tenants;

To: Planning and Development Committee
 From: Director Planning and Building
 Re: Tenant Assistance Policy Review
 2018 February 12..... Page 3

- a minimum of a three month notice and three months' compensation for each affected tenant;
- an offer to interested tenants to secure any available rental housing unit in the new development, or in an off-site rental housing unit managed by the same applicant;
- an offer to interested tenants to purchase an available housing unit in the new development; and
- information on other accommodation options for tenants to relocate in the same area and/or other areas.

The Tenant Assistance Plan must be completed or provided for prior to Final Adoption of the applicable rezoning bylaw. A copy of the Tenant Assistance Policy is attached as *Appendix A*.

4.0 POLICY IMPLEMENTATION

Tenant Assistance Plans have been implemented for five adopted rezoning proposals and six additional plans have been submitted with rezoning applications that are currently under review. The implemented plans have all met or exceeded policy guidelines and have been generally accepted by affected tenants. While these plans have been successful in implementing the Tenant Assistance Policy, improvements can be made, particularly in ensuring the clarity and consistency of communications and plan submittal processes.

4.1 Submitted Plans

Table 1 below outlines the five adopted rezoning proposals with implemented Tenant Assistance Plans:

Table 1: Approved projects with Tenant Assistance Plans, 2015 January 01 to present

Rezoning #	Project Name	Applicant	Address
13-14	Midori	Polygon	6592/6650 Dunblane Avenue
14-19	Sun Towers	Belford Properties	6380/6420 Silver Avenue
15-01	Imperial Metrotown	Amacon	5025 Imperial Street
15-26	Vittorio	Polygon	6668 Dunblane Avenue
15-49	Imperial + Dunblane	Transca	6695 Dunblane Avenue

To: Planning and Development Committee
 From: Director Planning and Building
 Re: Tenant Assistance Policy Review
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The first plan (Midori, REZ #13-14) was submitted voluntarily prior to adoption of the Tenant Assistance Policy. Of the four plans submitted after the adoption of the policy, all meet City requirements and, in some instances, offer additional elements. All offer eligible tenants at least 3 months' compensation and 3 months' notice to vacate. All include documentation of existing tenancies, as well as a communications plan for updating tenants at significant points in the rezoning process. Three out of four plans provide a liaison to support tenants in finding new homes, while the fourth provides written information on housing options. All include an offer for tenants to purchase units in the proposed development; one offers tenants the option of securing a rental unit in a property owned by the applicant, either on- or off-site.

In some cases, the plans exceed policy requirements, particularly regarding monetary compensation. For instance, two of the plans provide compensation beyond the equivalent of three months' rent: one provides a three month free rental period following the notice to vacate; the other gives an additional lump sum payment based on length of tenancy.

A table outlining the components of the five plans is provided in *Appendix B*, attached.

4.2 Tenant Complaints

One complaint has been brought to the attention of staff. The complaint concerned a tenant that had moved in after the deadline for compensation. This deadline had been communicated to existing tenants in two separate letters. In the case of the subject tenant, the tenancy agreement noted that "demolition may occur in the next year," indicating that the tenant was aware that the building was subject to redevelopment. However, the agreement contained no specific mention of the ineligibility of new tenants for assistance, or other information on the Tenant Assistance Plan, as this tenant had moved in after the cut-off date. At the request of staff, the applicant entered into discussion with the affected tenant to resolve the communication issue.

This example illustrates the importance of establishing and communicating clear criteria for compensation eligibility to all tenants, eligible or not. In this and in other areas of the program, the incorporation of specific standards into the policy guidelines, rather than less formally through review of individual plans, may help to ensure consistency in the delivery of assistance to tenants. The following sections consider guidelines that may be appropriate to add to the Tenant Assistance Policy.

5.0 RECOMMENDED PRACTICES FOR TENANT ASSISTANCE PLANS

This section recommends amendments to the Tenant Assistance Policy, based on the experience to date of administering the policy and a review of practices of other Metro Vancouver jurisdictions with tenant assistance policies.

To: Planning and Development Committee
 From: Director Planning and Building
 Re: Tenant Assistance Policy Review
 2018 February 12..... Page 5

5.1 Applicability/Scope

Burnaby's Tenant Assistance Policy applies to development applications that propose the demolition of a building with at least six tenanted rental units. In general, this is consistent with practices in other municipalities, although the types of development applications in each jurisdiction vary, and some policies apply to renovations as well as demolition. In Burnaby, Tenant Assistance Plans can only be required as a condition of a rezoning application, as those are the only applications that involve discretionary review.

In all other jurisdictions, tenant assistance policies apply only to purpose-built or primary rental, rather than strata units that are rented incidentally. Although this was the intent when it was established, the wording of Burnaby's policy is unclear in this regard. It is recommended that the wording of the policy be revised so that it clearly applies only to multi-family rental buildings.

Tenant relocation most commonly occurs when buildings are demolished; however, it may also occur on sites undergoing major renovations. In these cases, if the proposed renovation would permanently displace tenants, it may be suitable to require a Tenant Assistance Plan, as the effect of the proposal would be the same as if the units were demolished. When approval is required for major renovation proposals under Comprehensive Development (CD) District zoning, the policy would be appropriate to apply.

Proposal:

- Revise the wording of the Tenant Assistance Policy to clarify that:
 - it applies on a mandatory basis to rezoning applications; and
 - it applies only to multi-family rental buildings.
- Apply the Tenant Assistance Policy to any rezoning application that permanently displaces tenants from six or more units due to demolition or major renovations of the existing rental building.

5.2 Tenant Eligibility

Under the Tenant Assistance Policy, the requirement to document the on-site units in effect determines tenant eligibility; those tenancies active when the list of occupied units is compiled receive plan benefits, and tenancies that begin after that date do not qualify. As no specific submittal date is provided in the existing policy, documentation can occur at any time prior to Public Hearing, and does not necessarily coincide with notice of compensation.

Establishing tenant eligibility immediately following Council authorization to work with the applicant on the rezoning proposal, and requiring an inventory of active tenancies at that time,

To: Planning and Development Committee
 From: Director Planning and Building
 Re: Tenant Assistance Policy Review
 2018 February 12..... Page 6

would provide a uniform and inclusive standard. Combined with similar timelines for plan submittal and notice, this would help to ensure that all existing tenancies potentially affected by redevelopment receive assistance.

Proposal:

- Establish a specific date for tenant assistance eligibility for existing tenancies, being the date of Council authorization to work with the applicant on the rezoning proposal.

5.3 Plan Submittal and Reporting

When a rezoning application requires a Tenant Assistance Plan, staff provide guidance on submittal requirements and require reporting on plan implementation. Although some templates have been supplied, plan review and guidance has generally been conducted on a case-by-case basis. Incorporating submittal timelines into the Tenant Assistance Policy and providing standardized forms for plan submittal and reporting would streamline the review process and provide greater consistency in the quality of submissions.

Proposals:

- Require submittal of the Tenant Assistance Plan within 30 days of Council authorization to work with the applicant on the rezoning proposal;
- Require submittal of a report documenting the results of the plan for the City's records; and
- Require submittals to be based on standardized forms, checklists, and templates provided by the City.

5.4 Communications Plan

In its policy guidelines, Burnaby requires each Tenant Assistance Plan to include a plan for communications between the applicants and tenants; however, the content of the communications plan is not specified. Outlining communications requirements in the policy guidelines would provide consistency in the quality of information received by tenants and help to ensure that tenants are aware of the assistance available to them.

Proposal:

- Specify that the communications plan include a commitment to:
 - Provide written notification to each affected unit, outlining the terms of the plan and confirming eligibility status;

To: Planning and Development Committee
 From: Director Planning and Building
 Re: Tenant Assistance Policy Review
 2018 February 12..... Page 7

- Provide on-site advertisement of tenant resources, such as the BC Tenant Resource and Advisory Centre (TRAC);
- As part of new rental agreements, entered into after Council authorization to work with the applicant on the rezoning proposal, include detailed information on the proposed redevelopment of the property and the ineligibility of new tenants for assistance (should the applicant choose to provide assistance to these tenants, this should also be detailed);
- Keep records of all written correspondence and notifications for one year following demolition and provide these records to the City upon request; and
- Include a communications summary in the plan implementation report recommended in Section 5.3 above.

5.5 Monetary Compensation

Burnaby's standard of compensation, equal to at least 3 months' rent, is typical of the surveyed municipalities. This level of compensation helps residents manage the costs of relocation, including moving expenses, damage deposits, and first and last months' rent on new accommodations.

As noted above, this level of compensation is three times greater than required under the provincial *Residential Tenancy Act*. The one-month compensation offered under the *Act* is viewed as inadequate, particularly for those whose current rent is low. Although municipalities have stepped in with additional assistance, an improved province-wide standard for compensation would reduce confusion and provide better outcomes for all tenants.

The timing of compensation can also affect a tenant's ability to secure new housing, as some tenants may require the additional funds to pay deposits and other initial expenses. To provide flexibility in this regard, it is recommended that compensation be made available, upon request, in the form of free rent during the three-month notice period. In cases where the tenant chooses this option, but relocates prior to the end of the three-month notice period, the balance of compensation would be paid as a lump sum. Otherwise, compensation is to be paid no later than termination of tenancy.

Proposal:

- Request that the Province amend the *Residential Tenancy Act* to include an improved and standardized approach to tenant assistance.

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- Require compensation to be made available, upon request, in the form of free rent on a monthly basis, with the balance of compensation paid as a lump sum if relocation occurs prior to the end of the notice period. Otherwise, compensation is to be paid no later than termination of tenancy.

5.6 Relocation Assistance

Burnaby's guidelines require applicants to consider relocation assistance to tenants. In practice, most projects with Tenant Assistance Plans have designated a Tenant Relocation Coordinator or other contact to assist tenants in finding new accommodations and, more generally, to serve as a liaison and information resource. This approach offers greater responsiveness in meeting the individual needs of tenants than a prescribed set of criteria for new accommodations. In order to ensure that this service is provided in all projects, it is recommended that it be included in the policy guidelines.

Proposal:

- Require applicants to provide a Tenant Relocation Coordinator or other key contact to provide ongoing assistance in identifying and obtaining suitable replacement accommodations.

6.0 DISCUSSION

Burnaby's Tenant Assistance Policy has been successful in supporting tenants facing relocation from existing rental buildings undergoing redevelopment; however, the foregoing review indicates that there are improvements that can be made.

Many of the above proposals involve minor administrative changes to the program, such as revising the policy guidelines to incorporate more detailed submittal requirements and timelines. These changes are intended to improve communications between applicants and tenants and ensure that the required Tenant Assistance Plans implement the intent of the policy in a consistent manner. In addition, it is proposed to extend the scope of the Tenant Assistance Policy to include major renovations undergoing rezoning.

A revised policy, reflecting all of the recommended changes, is attached as *Appendix C*.

7.0 CONCLUSION

This report responds to the Committee's request that staff review the implementation of the Tenant Assistance Policy and provide recommendations for any necessary amendments. Specifically, this report recommends nine amendments to strengthen the existing policy and guidelines and enhance the assistance offered to tenants facing relocation due to redevelopment.

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It is recommended that the Planning and Development Committee advance the suggested amendments for the consideration of Council.

This report also recognizes that improvements to tenant assistance provisions of the *Residential Tenancy Act*, as advocated by Council, may be forthcoming, and recommends further advocacy in this regard. Any changes to provincial legislation would apply to Burnaby and may require further review of the Tenant Assistance Policy and its guidelines.



Lou Pelletier, Director
PLANNING AND BUILDING

LF/sa

Attachments

cc: City Manager
City Solicitor
City Clerk

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Tenant Assistance Policy

(Current)

Where a development application would involve six or more tenanted dwelling units within a multi-family building, and would include the anticipated demolition of the units, applicants must submit a Tenant Assistance Plan.

The submitted Tenant Assistance Plan must include:

- A written commitment to exceed the minimum requirements of the Provincial Residential Tenancy Act;
- Documentation of the on-site applicable units including the number and size of units, rental rates, and existing vacancy rates;
- A plan to guide communications between the applicant and the tenants;
- A minimum of the equivalent of three months rental payment compensation payable to each tenant relocating to compensate for moving expenses, utility reconnection fees, and relocation costs; and,
- A minimum of three months' notice provided to each tenant.

The applicant through the Tenant Assistance Plan is to provide assistance to tenants seeking alternate accommodation, by way of:

- An offer to interested tenants to secure any available rental housing unit in the new development, or in an off-site rental housing unit managed by the same applicant;
- An offer to interested tenants to purchase an available housing unit in the new development; and
- Information on other accommodation options for tenants to re-locate in the same area and/or other areas.

The Planning and Building Department will confirm that the Plan has been completed, or provided for, prior to the final adoption of the rezoning bylaw.

Adopted by Burnaby City Council 2015 May 4

APPENDIX B

Tenant Assistance Plans

Midori- REZ#13-14*	Belford - REZ#14-19	Amacon - REZ#15-01
<i>A written commitment to exceed the minimum requirements of the Provincial Residential Tenancy Act</i>		
No	Yes	Yes
<i>Documentation of the on-site applicable units including the number and size of units, rental rates, and existing vacancy rates</i>		
No	Yes, except for unit size and vacancy	Yes
<i>A plan to guide communications between the applicant and the tenants</i>		
No	Correspondence proposed after Public Hearing, Second Reading, and Fourth Reading	Correspondence proposed after Public Hearing, Third Reading, Demolition Permit Issuance and Fourth Reading
<i>A minimum of the equivalent of three months rental payment compensation payable to each tenant relocating</i>		
3 months compensation for tenants remaining until the final month of occupancy (varied among buildings), with additional compensation based on length of tenancy	3 months compensation for tenants living in the building at the time of Public Hearing	3 months compensation for tenants living in the building at the time of Public Hearing
<i>A minimum of three months' notice provided to each tenant</i>		
2 months' notice	4 months' notice	3 months' notice
<i>An offer to interested tenants to secure any available rental housing unit in the new development, or in an off-site rental housing unit managed by the same applicant</i>		
Yes	No	Yes
<i>An offer to interested tenants to purchase an available housing unit in the new development</i>		
No	Yes	Yes
<i>Information on other accommodation options for tenants to re-locate in the same area and/or other areas</i>		
No	Liaison made available to support tenants	Information on other accommodation options provided to tenants

**Provided prior to adoption of the Tenant Assistance Policy*

Tenant Assistance Plans (cont'd)

Polygon- REZ#15-26	Transca – REZ#15-49
<i>A written commitment to exceed the minimum requirements of the Provincial Residential Tenancy Act</i>	
Yes	Yes
<i>Documentation of the on-site applicable units including the number and size of units, rental rates, and existing vacancy rates</i>	
Yes	Yes, except for unit size
<i>A plan to guide communications between the applicant and the tenants</i>	
Correspondence proposed after purchase, and prior to Public Hearing, Third Reading, and Fourth Reading	Correspondence proposed prior to Public Hearing, Third Reading, and Fourth Reading
<i>A minimum of the equivalent of three months rental payment compensation payable to each tenant relocating</i>	
Minimum 3 months compensation for tenants living in the building at the time of Public Hearing, with additional compensation based on length of tenancy	3 months compensation for tenants living in the building at the time of Public Hearing ; and, three month free rental period after the notification to vacate
<i>A minimum of three months' notice provided to each tenant</i>	
3 months' notice	3 months' notice
<i>An offer to interested tenants to secure any available rental housing unit in the new development, or in an off-site rental housing unit managed by the same applicant</i>	
No	No
<i>An offer to interested tenants to purchase an available housing unit in the new development</i>	
Yes	Yes
<i>Information on other accommodation options for tenants to re-locate in the same area and/or other areas</i>	
Liaison made available to support tenants	Liaison made available to support tenants

Tenant Assistance Policy

(Proposed)

Where a rezoning application involves six or more tenanted dwelling units in a multiple family rental building, and includes the anticipated demolition or renovation of the units to the extent that tenants must permanently relocate, applicants must submit a Tenant Assistance Plan in accordance with the following guidelines.

Guidelines:

The Tenant Assistance Plan is to be provided within 30 days of Council authorization to work with the applicant on a rezoning proposal. The Tenant Assistance Plan (TAP) shall include:

- Documentation of the affected units, including the number and size of units, rental rates, and tenant information, using the form provided. All tenancies at the time of Council authorization shall be documented and provided full assistance under the TAP.
- A plan to guide communications between the applicant and the tenants, including a commitment to:
 - Provide written notification to each affected unit, outlining the terms of the plan and confirming eligibility status.
 - Provide on-site advertisement of tenant resources, such as the BC Tenant Resource Advisory Centre (TRAC);
 - As part of the rental agreement, notify replacement tenancies in writing of the proposed redevelopment of the property and their ineligibility for assistance (should the applicant choose to provide assistance to these tenancies, this should also be detailed);
 - Keep records of all written correspondence and notifications for one year following demolition and to provide these records to the City upon request; and
 - Include a communications summary in the plan implementation report.
- A commitment to provide assistance to tenants seeking alternative accommodation, by way of:
 - An offer to interested tenants to secure any available rental housing unit in the new development, or in an off-site rental housing unit managed by the same applicant;
 - An offer to interested tenants to purchase an available housing unit in the new development;
 - Information on other suitable rental accommodations; and
 - Designation of a Tenant Relocation Coordinator or other key contact to assist tenants in identifying and obtaining suitable replacement accommodations.

- A minimum of the equivalent of three months rental payment compensation payable to each tenant to compensate for moving expenses, utility reconnection fees, and relocation costs.
- A minimum of three months' notice provided to each tenant.
- If requested by the tenant, payment of compensation in the form of free rent, with the balance of compensation paid as a lump sum if relocation occurs prior to the end of the notice period.
- Otherwise, compensation is to be paid no later than a tenant's notice to vacate, either before or after the three-month notice is given.

Prior to demolition, the applicant shall provide a final report documenting the results of plan implementation, using the form provided.

The Planning and Building Department will confirm that the Plan has been completed, or provided for, prior to recommending final adoption of the rezoning bylaw.

Adopted by Burnaby City Council <date>



Meeting 2018 Feb 27

COMMITTEE REPORT

TO: CHAIR AND MEMBERS
PLANNING AND DEVELOPMENT
COMMITTEE

DATE: 2018 February 14

FROM: DIRECTOR PLANNING AND BUILDING

FILE: 94000 20
Reference: Transportation Plan Update

**SUBJECT: BURNABY TRANSPORTATION PLAN UPDATE:
OUTCOMES FROM THE PHASE 1 PUBLIC CONSULTATION AND
PHASE 2 SCOPE**

PURPOSE: To report on the Phase 1 Public Consultation Program, determine the Vision, Themes, and Goals for the renewed *Plan*, and outline the scope, activities, timeline, and public consultation program for Phase 2 of the *Burnaby Transportation Plan* update process.

RECOMMENDATIONS:

1. **THAT** the Committee recommend that Council receive for information the *attached Appendix 1 – Burnaby Transportation Plan Update Phase 1 Public Consultation Overview* report.
2. **THAT** the Committee recommend that Council approve the Vision, Themes, and Goals for the renewed *Burnaby Transportation Plan*, as outlined in Section 5.0.
3. **THAT** the Committee recommend that Council authorize staff to undertake Phase 2 – Building the Plan, as outlined in Section 6.0.
4. **THAT** this report be sent to the Sustainable City Advisory Committee and Public Safety Committee for information.

REPORT

1.0 INTRODUCTION

The *Burnaby Transportation Plan* is the City's guiding policy document for transportation. It establishes the long-term vision for moving people and goods in the City, while integrating and achieving environmental, social, economic, and community development goals.

This report provides background on the *Burnaby Transportation Plan* update; an overview of the Phase 1 Public Consultation Program, what was heard, and its outcomes; it sets the Vision,

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Themes, and Goals, thereby setting the direction for the renewed *Plan*; and, it outlines the scope, activities, timeline, and public consultation program for Phase 2 – Building the Plan.

2.0 POLICY

The *Burnaby Transportation Plan* update is aligned with the City of Burnaby's *Corporate Strategic Plan (CSP)* by supporting the following six goals and 16 sub-goals of the plan:

CSP Goal	Sub-Goal(s)
A Safe Community	Crime Prevention and Reduction Emergency Preparedness Transportation Safety
A Connected Community	Social Connection Partnership Geographic Connection
An Inclusive Community	Serve a Diverse Community Create a Sense of Community
A Healthy Community	Healthy Life Healthy Environment
A Dynamic Community	Economic Opportunity Community Development City Facilities and Infrastructure
A Thriving Organization	Financial Viability Communication Technology and Innovation

To learn more about the City of Burnaby's *Corporate Strategic Plan*, please visit www.burnaby.ca/CSP.

3.0 BACKGROUND

The *Burnaby Transportation Plan* update began with the adoption of the *Burnaby Transportation Plan* update report on 2017 July 10. The scope of the *Plan* update is to review and renew the adopted 1995 *Plan*. This includes the creation of a new vision, themes, goals, policies, networks, and actions to guide the City's transportation system into the future. The *Plan* update is being undertaken in three phases:

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Phase 1 – Setting a Direction: Identify transportation issues and opportunities in the City and determine the vision, themes, and goals to establish an overall direction for the renewed *Plan*.

Phase 2 – Building the Plan: Define the main body of the renewed *Plan*, including policies, networks, and actions.

Phase 3 – Developing an Implementation Strategy: Prepare an Implementation Strategy after the renewed *Burnaby Transportation Plan* is adopted.



4.0 REVIEW OF THE PHASE 1 PUBLIC CONSULTATION PROGRAM

The Phase 1 Public Consultation Program was intended to raise awareness, build interest, and understand the issues of Burnaby residents, businesses, and stakeholder groups. It was focused on providing information about Burnaby’s transportation system as it exists today, receiving input on transportation issues and opportunities in the City, and confirming the draft vision, themes, and goals, thus setting the direction for the updated *Plan*.

In an effort to maximize the reach and scope of the public consultation, a “graduated” approach was used. It was organized around three styles of communication:

- **Process Awareness (Inform)** – Focusing on communicating with the broader public about the *Plan* update. The activities were designed to provide general information about the *Plan* process, Burnaby’s transportation system, and the vision for the future.
- **Broad Public Consultation (Inform and Engage)** – Focusing on providing opportunities for the broader public to be engaged in the *Plan* process. The activities were designed to distribute information about the *Plan* update and Burnaby’s transportation system as well as to invite feedback and discussion.
- **Targeted Engagement (Inform, Engage, and Involve)** – Focusing on interactions with internal and external stakeholders. The activities included mode-specific or topic-specific discussions, exploring issues and opportunities, considering solutions, and garnering detailed input.

The materials and tools used included a dedicated webpage, newspaper and digital notices, InfoBurnaby articles, public events, meetings, workshops, a questionnaire, display boards,

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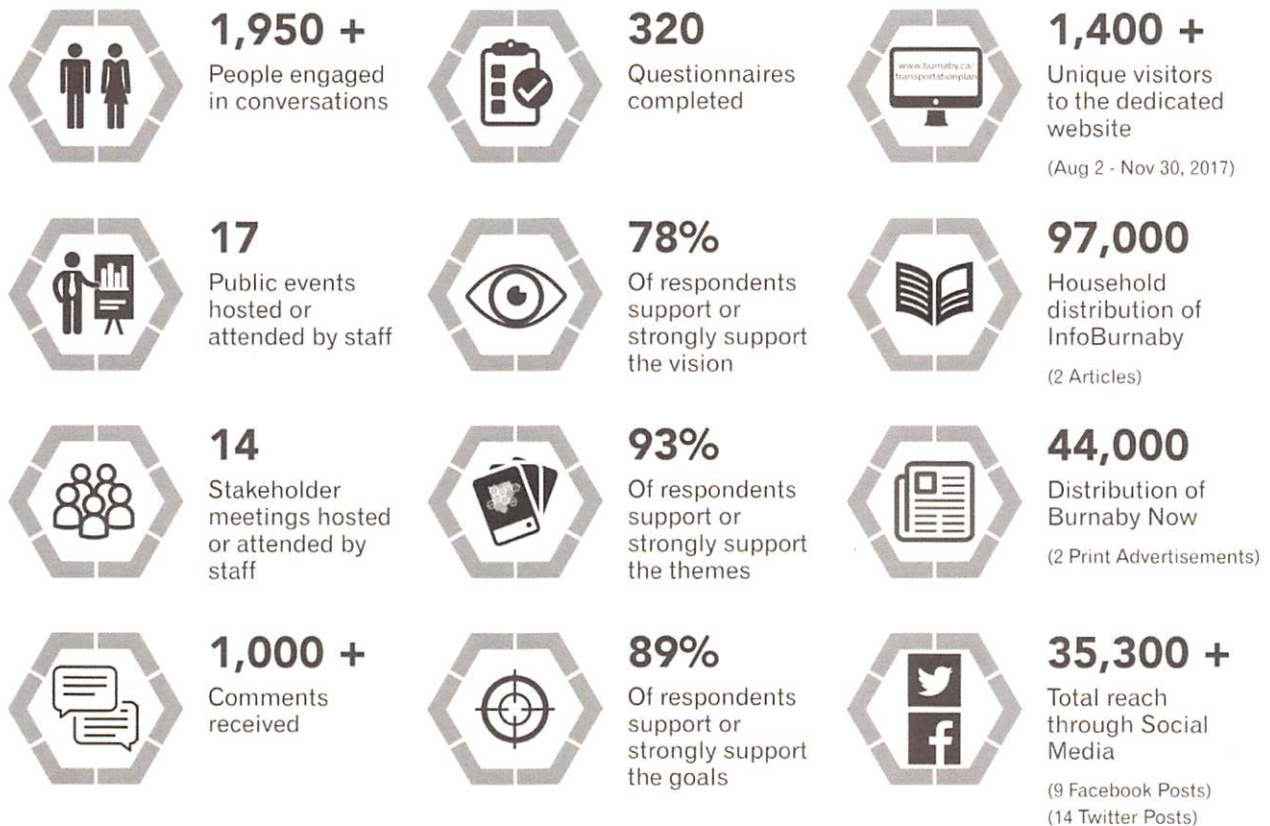
factsheets, presentations, and a subscription list to facilitate the communication of information, as outlined in the 2017 July 10 report.

Further details, outcomes, and results from the Phase 1 Public Consultation Program can be found in the **attached Appendix 1 – Burnaby Transportation Plan Update Phase 1 Public Consultation Overview** report.

4.1 Highlights of the Phase 1 Public Consultation Program

The public consultation began on 2017 August 2 and concluded 2017 November 30. Staff participated in 17 public events, 14 stakeholder meetings, and engaged nearly 2,000 people.

The highlights of the Phase 1 Public Consultation Program include:



Key Messages

Overall

- Transportation was a topic of interest for people who we spoke to in Phase 1.

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Draft Vision, Themes, and Goals

- The draft Vision, Themes, and Goals are headed in the right direction and they received a high level of support. As a result, only minor edits and a few new goals are being proposed.
- Both stakeholders and the public are looking forward to seeing the draft Policies, Networks, and Actions that are to be created in Phase 2.

Key Messages

The majority of comments received highlighted interest in the following topics:

- Other, more active ways of travelling such as transit, walking, and cycling.
- Improving connections within the community, including suggestions to complete the walking, cycling, and transit networks. This included improvements to:
 - Transit Frequency and Service (quantity, quality, reliability, access).
 - Sidewalks (quantity, quality, design, access).
 - Cycling Facilities (quality, bike racks, signals, and new route opportunities).
- Improving safety for all modes throughout the city (rules, enforcement, signage, design).
- Improving automobile routes (route or location specific).
- Building new large transit infrastructure (trains, trams, trolleys, LRT, gondolas).
- Improving north-south connections within the community for all modes.
- Increasing opportunities for sharing (rental systems, car-sharing, bike-sharing, apps, parking).
- Anticipating new technology and how it may change the way people choose to travel.

4.2 What Was Heard and the Outcomes of the Phase 1 Public Consultation Program

In general, the public consultation revealed that there is broad interest and support for a renewed *Burnaby Transportation Plan*. People were keen to offer input as well as participate in the education, information, and other activities provided through the Phase 1 Public Consultation Program.

The following provides a summary of all the responses and comments received throughout the Phase 1 Public Consultation Program. The percentages indicating support for the Vision, Themes, and Goals represent the results from the questionnaire.

Draft Vision

When asked about the draft Vision, people were positive about the direction the City is setting for the future of transportation in the Burnaby. Through the questionnaire, 78% of respondents supported or strongly supported the draft Vision.

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The comments received on the draft Vision were mostly positive. A small number of comments requested changes and were focused on a few key words, or said that the vision was either too long or not detailed enough. This feedback has been incorporated into the final Vision, outlined in Section 5.0 of this report.

Draft Themes and Goals

Overall, the public consultation indicated that people agreed with the draft Themes and Goals. Through the questionnaire, 93% of respondents supported or strongly supported the draft Themes and 89% of respondents supported or strongly supported the draft Goals.

The draft Themes and Goals were generally seen as covering all the main topics, opportunities, or concerns, and offered a strong framework on which to build the *Plan*.

Comments about the draft Themes and Goals were provided, but the suggestions for change were not numerous. Staff have reviewed all comments provided and have proposed edits to the draft Themes and Goals as outlined below. All comments will be considered as a part of the Phase 2 work.

The outcomes for each draft Theme and its draft Goals are as follows:

Accessible: Access and Choice

- 95% of respondents support or strongly support this draft Theme.
- Over 93% of respondents support or strongly support each of the three draft Goals.
- The comments received about this draft Theme and its Goals emphasized inclusiveness of the system, accessible design, greater social equity, and improved financial equity.
- Upon reviewing all of the comments, one minor text edit is proposed.

Safe: Safe and Secure Mobility

- 95% of respondents support or strongly support this draft Theme.
- Over 92% of respondents support or strongly support each of the five draft Goals.
- The comments received about this draft Theme and its Goals included the need for more specific commentary focusing on education for all modes, provisions for emergency access, safe design practices (CPTED), and monitoring streets for safety concerns.
- Upon reviewing all of the comments, one additional goal relating to emergency access is proposed along with one minor text edit.

Healthy: Active People in Healthy, Livable Communities

- 95% of respondents support or strongly support this draft Theme.

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- Over 82% of respondents support or strongly support each of the three draft Goals.
- The comments received about this draft Theme and its Goals included an emphasis on increasing access to schools, facilities, amenities, business, and healthy food sources. The comments also noted that this Theme is not just about physical health, but also emotional and mental health.
- Upon reviewing all of the comments, two minor text edits are proposed.

Green: A Protected and Enhanced Environment

- 93% of respondents support or strongly support this draft Theme.
- Over 83% of respondents support or strongly support each of the four draft Goals.
- The comments received about this draft Theme and its Goals raised the topics of resiliency, adaptability, climate change, landscaping, and green infrastructure.
- Upon reviewing all of the comments, one additional goal relating to resiliency and adaptability is proposed along with three minor text edits.

Prosperous: A Thriving, Sustainable Economy

- 85% of respondents support or strongly support this draft Theme.
- Over 75% of respondents support or strongly support each of the five draft Goals.
- The comments received about this draft Theme and its Goals included the need for more specific commentary focusing on sharing resources, space, and infrastructure across all modes, equity where everyone pays their fair share for what they use, improved maintenance and efficiency, fostering growth of local businesses, and how to incorporate new technology.
- Upon reviewing all of the comments, two additional goals relating to sharing and new technologies are proposed along with four minor text edits.

Connected Community: Integrated and Well-designed Places

- 96% of respondents support or strongly support this draft Theme.
- Over 79% of respondents support or strongly support each of the six draft Goals.
- The comments received about this draft Theme and its Goals included that this Theme be represented by one word to be consistent with the other Themes, and that the goals needed more emphasis on information and wayfinding, the prioritization of modes, quality of the public realm, working with other agencies, governments, and stakeholders, and greater social and economic connectivity.
- Upon reviewing all of the comments, one text edit to the Theme is proposed along with one additional goal relating to wayfinding is proposed.

This feedback has been incorporated into the final Themes and Goals, outlined in Section 5.0 of this report.

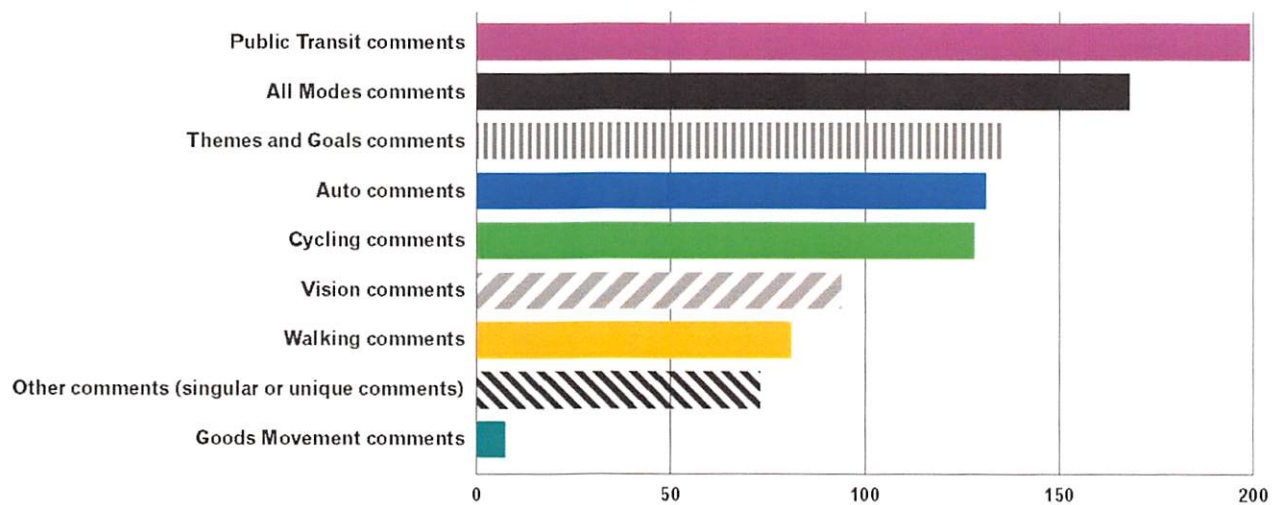
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Summary of Comments Received

Throughout the Phase 1 Public Consultation Program, 1,016 comments were received. The comments were captured via the questionnaire, sticky note activities from public events, notes from the stakeholder meetings, emails, phone calls, and social media.

Chart 1 categorizes the 1,016 comments received into broad comment categories to show more generally the highest level of interest in the responses.

Chart 1: Summary of Comments by General Category



As illustrated by **Chart 1**, Public Transit related comments received the highest number of comments, followed by All Mode comments which related to a variety of issues such as safety and north-south connectivity, and the draft Themes and Goals received the third highest number of comments.

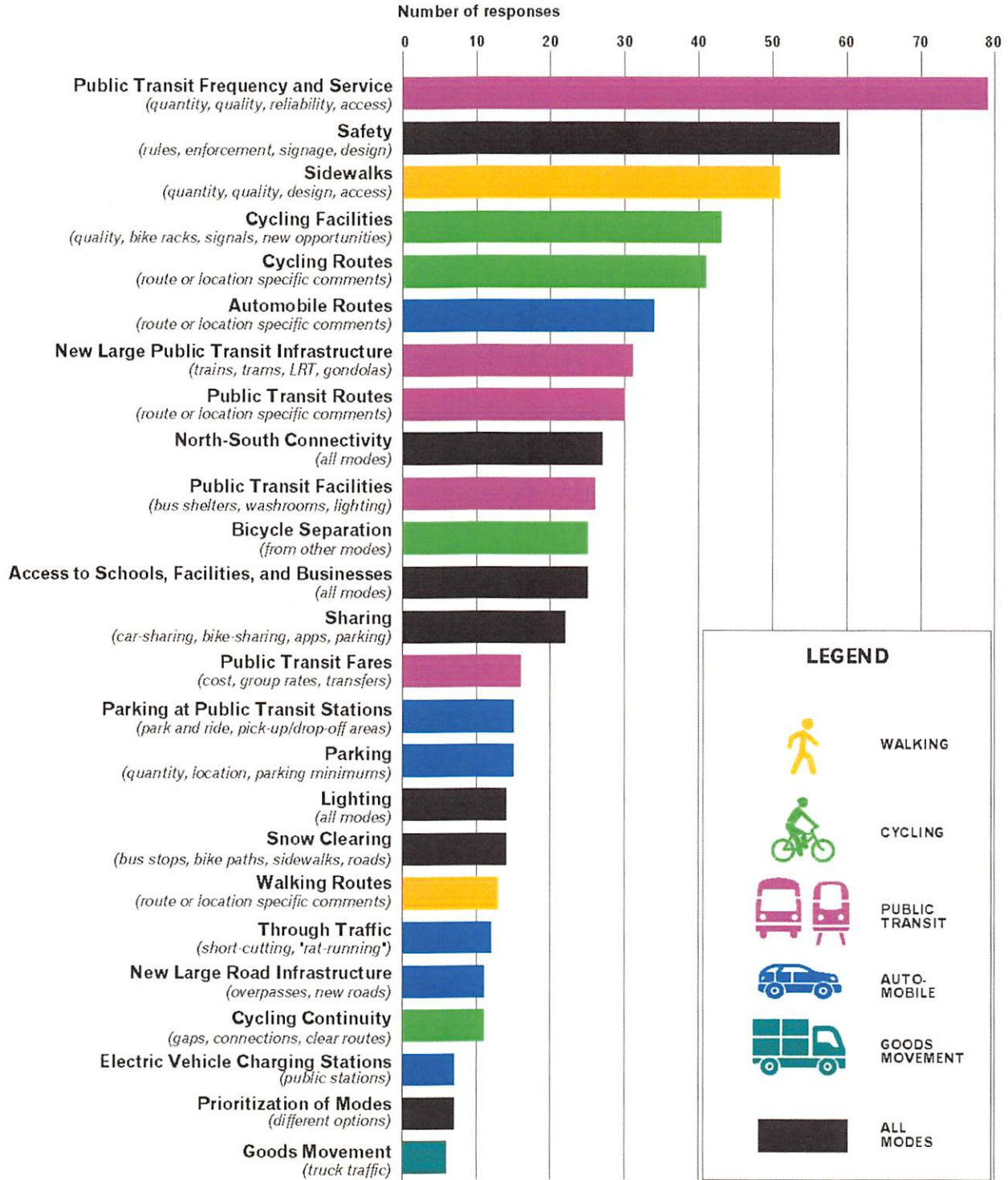
Chart 2, on the following page, provides a summary list of the comments received grouped into common categories to show which topics, issues, and opportunities were discussed most often.

Chart 2 does not include:

- the Vision, Themes and Goals comments (230), as they were represented under the Vision, Themes, and Goals results previously outlined in **Chart 1**; and,
- the General/Other comments (152) that either could not be categorized because they were insufficient in frequency or they were non-transportation related.

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Chart 2: Summary of Comments Received



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As illustrated in **Chart 2**, the top five topics, issues, and opportunities were as follows:

1. *Transit Frequency and Service (Quantity, Quality, Reliability, Access)*
 Over 75 comments were made regarding the desire for public transit to be more frequent and reliable, have better and more accessible stop locations, and for improved routing throughout the City.
2. *Safety (All Modes, Rules, Enforcement, Signage, Design)*
 Over 55 comments were made regarding the desire to enhance safety for all modes throughout the City. This included commentary on education, enforcements, signage, design, and other safety related concerns or suggestions.
3. *Sidewalks (Quantity, Quality, Design, Access)*
 Over 50 comments were made regarding the desire for more and better quality sidewalks throughout the City. This included sidewalk design and accessibility as key concerns.
4. *Cycling Facilities (Quality, Bike Parking, Signals, New Opportunities)*
 Over 40 comments were made offering suggestions on how cycling facilities could be improved. This included commentary on the quality of cycle tracks and bikeways, family friendly design, signals and other bike specific facilities, end of trip facilities, new route opportunities, etc.
5. *Cycling Routes (Route or Location Specific Comments)*
 Over 40 comments were made offering suggestions on specific locations or routes that could be improved. This included commentary on design, network gap locations, safety concerns, etc.

4.3 Conclusion of the Phase 1 Public Consultation Program

The input received throughout the Phase 1 Public Consultation Program has set the direction for the renewed *Plan*, as outlined in Section 5.0 of this report, and provided information on the issues and opportunities that will feed into or form parts of the work during Phase 2 of the *Burnaby Transportation Plan* update process.

5.0 SETTING THE DIRECTION

Phase 1 of the *Burnaby Transportation Plan* update was set up to identify transportation issues and opportunities in the City and determine the Vision, Themes, and Goals to establish an overall direction for the renewed *Plan*. Based on the outcomes from the Phase 1 Public Consultation Program, the following sections provide the revised Vision, Themes, and Goals for Council's consideration and confirmation.

The specific changes are detailed in the *attached Appendix 1 – Burnaby Transportation Plan Update Phase 1 Public Consultation Overview* report.

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5.1 Vision

The Vision for the renewed *Burnaby Transportation Plan* is:

In Burnaby, all travel choices are enjoyable and the transportation system is the foundation of our thriving public spaces and our quality of life. The transportation system not only moves people and goods between destinations but provides places for people to meet and participate in city life. It is a balanced and inclusive system that offers accessible and safe mobility in support of a healthy, green, prosperous, and connected community.

5.2 Themes and Goals

The Themes and Goals for the renewed Burnaby Transportation Plan are:

1. Accessible: access and choice

The "accessible" theme is about providing access and choice to users of Burnaby's transportation system.

The goals for an accessible transportation system are to:

- provide people with multi-modal access to their homes, jobs, shops and businesses, educational opportunities, extracurricular activities, and other destinations;
- provide travel options that are easy, reliable, and flexible; and,
- provide inclusive access and choice for people of all ages, abilities, socio-economic levels, and backgrounds.

2. Safe: safe and secure mobility

The theme of "safe" mobility is about reducing the risk of harm for users of Burnaby's transportation system.

The goals for a safe transportation system are to:

- reduce deaths, injuries, and conflicts for all modes;
- reduce frequency and severity of crashes for all modes;
- reduce concerns about personal safety and security;
- reduce opportunities for crime and damage to property;
- provide for emergency access and response; and,
- promote safe and respectful behaviour by all mode users.

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3. Healthy: active people in healthy, livable communities

The "healthy" theme is about supporting mobility choices that improve personal and community physical, emotional, and mental health and well-being.

The goals for a healthy transportation system are to:

- increase the proportion of trips by active transportation modes (walking, cycling, and transit);
- increase the enjoyment of moving around in the City; and,
- increase the social opportunities for people to interact with each other and their community.

4. Green: a protected and enhanced environment

The "green" theme is about enhancing the environment and reducing or eliminating negative impacts from the transportation system, such as greenhouse gas emissions, air pollution, noise, water quality impacts, and habitat degradation or destruction.

The goals for a green transportation system are to:

- increase the use of more sustainable transportation modes including walking, cycling, transit, car-share, low- or zero-emission vehicles, etc.;
- increase and support landscaping, biodiversity, and natural systems within street infrastructure;
- increase the resiliency and adaptability of the transportation system;
- reduce the environmental impacts of transportation (greenhouse gas emissions, pollution, and noise); and,
- reduce the distances driven overall.

5. Prosperous: a thriving, sustainable economy

The "prosperous" theme is about providing for the convenient, efficient, cost-effective, and reliable movement of people, services, and goods for customers, employees, and businesses.

The goals for a prosperous transportation system are to:

- increase the convenience, cost-effectiveness, and reliability of all modes;
- increase the modal options for goods movement and other commercial services;
- increase opportunities for sharing (modes, resources, space, and infrastructure);
- consider opportunities for new technology and ways of traveling;
- improve City operations and maintenance for all modes;

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- make investments to increase multi-modal accessibility and choice; and,
- increase the efficiency of finite road space.

6. Connected: integrated and well-designed places

The "connected" theme is about integrating transportation with land use to create well-designed places and complete communities.

The goals for a connected transportation system are to:

- increase the integration of land use and transportation planning;
- increase north-south connectivity in the City;
- reduce the impacts of through-traffic within neighbourhoods;
- provide integrated transportation networks that connect the City's neighbourhoods and surrounding communities;
- provide well-designed and high quality streets and public realm;
- provide better information to help people use the transportation system; and,
- provide a balanced transportation system that works for all users.

With Council approval of the Vision, Themes, and Goals, staff will begin to apply these to the City's ongoing transportation work, as the plan development work is undertaken in Phase 2.

6.0 PHASE 2 – BUILDING THE PLAN

Phase 2 of the *Burnaby Transportation Plan* process is intended to define the main body of the renewed *Plan* and would include the development of transportation Policies, Networks, and Actions. The following sections outline the scope, activities, and timeline for Phase 2 – Building the Plan.

6.1 Scope

With the completion of Phase 1, the Phase 2 work will begin on building the following:

- **Policies:** Specific policy statements that demonstrate the approach to achieve the goals of the *Plan*.
- **Networks:** Maps illustrating the different modal networks of the *Plan*.
- **Actions:** Action items that are to be undertaken to support the implementation of the *Plan*.

6.2 Activities

The Phase 2 work is organized around four types of activities:

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1. Research and Analysis

This work will include collecting and reviewing data on historical and existing conditions, reviewing existing City policy documents, examining best practices, identifying challenges and opportunities, and conducting analyses to compare the merits of alternative courses of action.

As a part of the research and analysis work, technical analysis will be required to test specific transportation projects or scenarios. For example, the analysis could consider changes to the road network (new connections, road narrowing, etc.), changes to public transit service (routing, service expansion, etc.), and other opportunities. The outcomes of the analysis would provide an estimate of how the travelling public will respond to potential changes.

2. Policy and Plan Development

Using the research and analysis work, and the public consultation results from Phase 1, draft Policy, Networks, and Actions for the renewed *Plan* will be created. Development of these proposals will be done using both internal and external partners in technical working groups.

3. Public Consultation

This work will include developing a consultation strategy, creating consultation materials and activities, engaging with the public and stakeholders, and analyzing and reporting the consultation outcomes. This second phase of public consultation will be undertaken in two parts and is further outlined in Section 6.4 Phase 2 Public Consultation Program, of this report.

4. Reporting

Throughout Phase 2 there will be reports prepared for the Planning and Development Committee and Council summarizing the work completed, input received, and seeking approval on next steps.

6.3 Anticipated Timeline for Phase 2

Phase 2 of the *Burnaby Transportation Plan* update process is intended to be undertaken as follows:

- During the Spring through to the Fall of 2018, the research and analysis, including the technical work, for the transportation system is to be undertaken. Initial policy and plan development work will begin with the drafting of Policy, Network, and Action proposals.

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Engagement with key stakeholders will be undertaken to ensure connections and partnerships are built and maintained from the outset of the work.

- The Phase 2 Public Consultation Program – Part A is to begin in late 2018 to 2019. Policy and plan development will continue to be refined from initial proposals to a draft *Plan*. The Phase 2 Public Consultation Program – Part B is to begin later in the year.
- In late 2019, policy and plan development will continue to be refined to a final *Plan*, for Committee and Council’s consideration. With the adoption of a renewed *Burnaby Transportation Plan*, Phase 3 – Developing an Implementation Strategy is to begin.

6.4 Phase 2 Public Consultation Program

Building on the overall Public Consultation Framework for the *Burnaby Transportation Plan* update outlined in the 2017 July 10 Council report, the Phase 2 Public Consultation Program will continue to follow the approach previously outlined:

1. Public Consultation Objectives

Similar to Phase 1, the primary objective of this program will be to create a thoughtful, strategic, and inspiring *Plan* that reflects the input of the community, as outlined in the 2017 July 10 Council report.

2. The Graduated Approach

Similar to Phase 1, a “graduated” approach is proposed to maximize the reach and scope of the public consultation. It is organized around the three styles of communication, Process Awareness (Inform), Broad Public Consultation (Inform and Engage), and Targeted Engagement (Inform, Engage, and Involve), as outlined in the 2017 July 10 Council report.

3. Public Consultation Method

The second phase of public consultation will be undertaken in two parts, as per the 2017 July 10 Council report:

- **Part A** is intended to consider solutions and outcomes to the issues and opportunities raised during Phase 1. It will be focused on developing the specifics of the *Plan* and receiving input on the proposed policies, networks, and actions that bring the *Plan* to life. The public consultation program will offer a mix of broad and in-depth activities to enable both high-level engagement with the public, as well as detailed and informed conversations about trade-offs and opportunities with stakeholders.

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- **Part B** is intended to share and confirm the draft *Plan*. It will be focused on outreach, building support, and final review. The input received is intended to further refine the final *Plan* for Committee and Council consideration.

A report to Committee and Council further detailing the Phase 2 Public Consultation Program and presenting the draft Policy, Network, and Action proposals as a basis for Part A of the Phase 2 Public Consultation Program is to be brought forward after the research and analysis work has been completed. The report would officially launch the Phase 2 Public Consultation Program.

4. *Outcomes for the Phase 2 Public Consultation Program*

The anticipated outcomes of the Phase 2 Public Consultation Program are as follows:

- **Part A:**
 - Continued public awareness and interest in the *Burnaby Transportation Plan* update process;
 - A shared understanding of the issues, opportunities, and trade-offs for the transportation system in Burnaby;
 - Discussion on the draft Policy, Networks, and Actions leading to the creation of the draft *Burnaby Transportation Plan* document;
 - Momentum leading into Phase 2 Public Consultation Program: Part B.

Following the conclusion of Part A, a report summarizing the feedback received, the conveyance of a draft *Burnaby Transportation Plan* for public consultation, and next steps is to be presented to Committee and Council.

- **Part B:**
 - Continued public awareness and interest in the *Burnaby Transportation Plan* update process;
 - Confirmation of a draft *Burnaby Transportation Plan*; and,
 - Momentum leading into Phase 3: Developing an Implementation Strategy.

Following the conclusion of Part B, a report summarizing the feedback received and conveyance of the final *Burnaby Transportation Plan* for adoption is to be presented to Committee and Council.

As outlined in Section 6.3, the Phase 2 Public Consultation Program is expected to largely be undertaken starting in late 2018 through 2019.

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7.0 CONCLUSION

This report has described the outcomes of the Phase 1 Public Consultation Program and outlined a process to undertake Phase 2 of the *Burnaby Transportation Plan* update.

It is recommended that the Committee and Council receive for information the ***attached Appendix 1 – Burnaby Transportation Plan Update Phase 1 Public Consultation Overview*** report; approve the Vision, Themes, and Goals for the renewed *Burnaby Transportation Plan*; authorize staff to undertake Phase 2 – Building the Plan, as outlined in this report; and, that this report be sent to the Sustainable City Advisory Committee and Public Safety Committee for information.


 Lou Pelletier, Director
 PLANNING AND BUILDING

RDSC/sla/sa
Attachment

cc: City Manager
 Director Corporate Services
 Director Public Safety and Community Services
 Director Engineering
 Director Parks, Recreation and Cultural Services
 Director Finance
 City Clerk

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