

APPENDIX 2

LOCHDALE URBAN VILLAGE
COMMUNITY PLAN

PHASE 1 PUBLIC CONSULTATION SUMMARY

Overview

During Phase 1 of the Lochdale Urban Village Community Plan (the “Lochdale Plan”), staff launched a media advertising campaign that aimed to inform residents and other stakeholders in and around the Lochdale neighbourhood, and to solicit feedback on the Lochdale Plan. The campaign spanned both online and traditional media, including social media content, local newspaper advertisements, and direct mail outreach to residents. The campaign ran from July to November 2020, reaching its highest intensity in October. Key milestones of the campaign included the following:

- **2020 July 31:** Lochdale Plan “Your Voice” City webpage and news release announcing Phase 1 public consultation launched
- **2020 August 4:** Editorial in local newspaper (Burnaby NOW) published
- **2020 October 6:** Phase 1 Discussion Guide for the Lochdale Plan launched
- **2020 October 6 – 2020 November 15:** Online survey open
- **2020 October 6:** 9,454 unaddressed and 933 addressed direct mail notification post cards sent via Canada Post to neighbourhood residents.
- **2020 October 8:** News Release announcing online survey live
- **2020 October 13:** Letters sent to various stakeholder groups
- **2020 October 15 & 22:** Advertisements in local newspaper (Burnaby NOW) published

Public Consultation Quantitative Results

The online survey yielded 254 responses, of which 144 respondents provided at least one long-form text comment sharing their feedback and thoughts on the Phase 1 material. In total, 201 total long-form comments were collected. Further quantitative details are provided below pertaining to responses received on the following key questions from the online survey:

1. Tell us what you think of each of the seven preliminary goals.
2. With regards to the future Lochdale Urban Village, what is important to you? Please rate each option based on importance.
3. What are your preferred options for the proposed Lochdale Urban Village boundary?
4. What is your age?
5. What is your connection to Burnaby?

1. Tell us what you think of each of the seven preliminary goals.

Public Realm, Parks and Open Spaces

Lochdale will be a pedestrian-friendly neighbourhood with a well-connected network of parks and open space.

0 20 40 60 80 100

94.6% support

Mobility and Connectivity

Lochdale will provide a walking, biking and transit friendly Urban Village.

90.3% support

Economy and Employment

Lochdale will establish Hastings Street, west of Clare Avenue, as a walkable mixed-use Village Centre that is complemented by a smaller commercial node at Pandora Street and Barnet Road.

80.6% support

Environmental Sustainability

Lochdale will be an environmentally sustainable Urban Village.

78% support

Community Character and Identity

Lochdale will have its own unique character and identity that combines its rich history as a community hub and its future as a contemporary Urban Village.

76% support

Built Form and Community Design

Lochdale will offer a high-quality built form that helps create a sense of place.

73.2% support

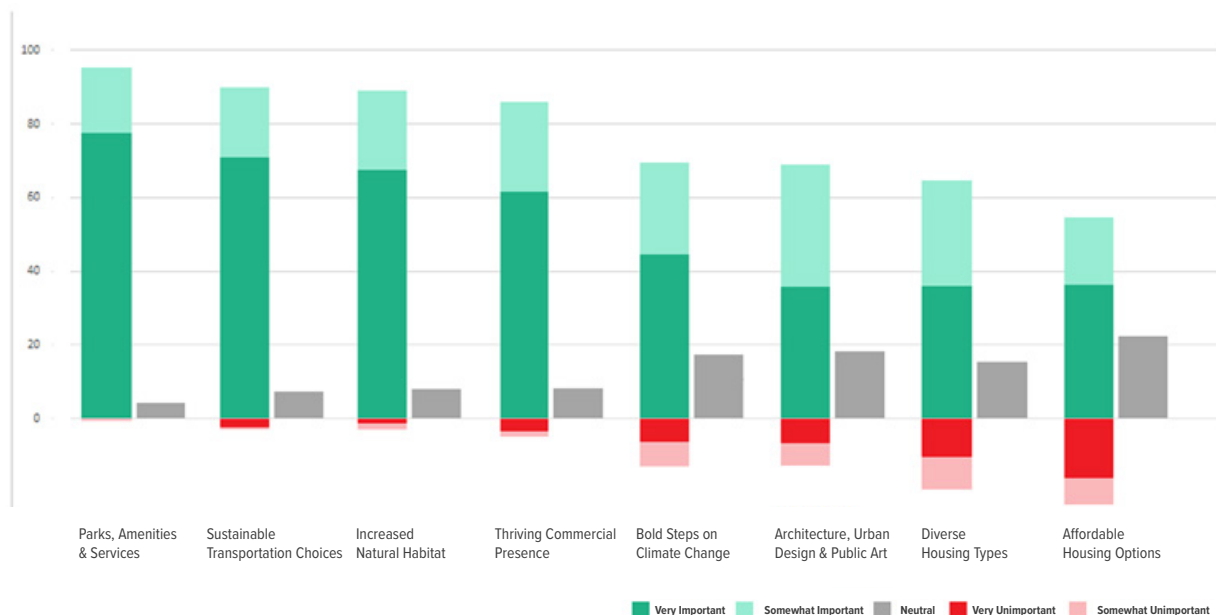
Housing and Community Amenities/Service

Lochdale will be an inclusive community that provides for a range of housing types and forms as well as a variety of community amenities and services.

72.7% support

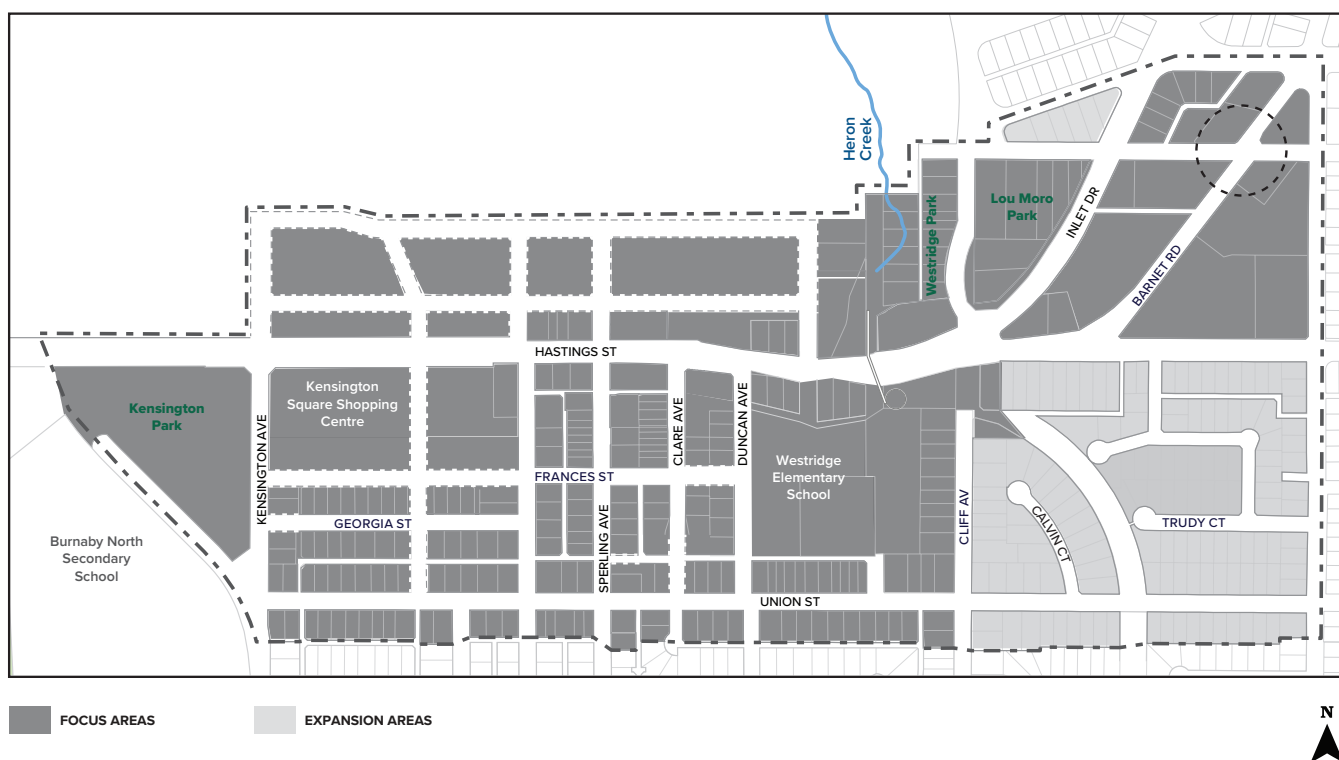
Strongly Support Somewhat Support Neutral Strongly Oppose Somewhat Oppose

2. With regards to the future of Lochdale Urban Village, what is important to you? Please rate each option based on importance.

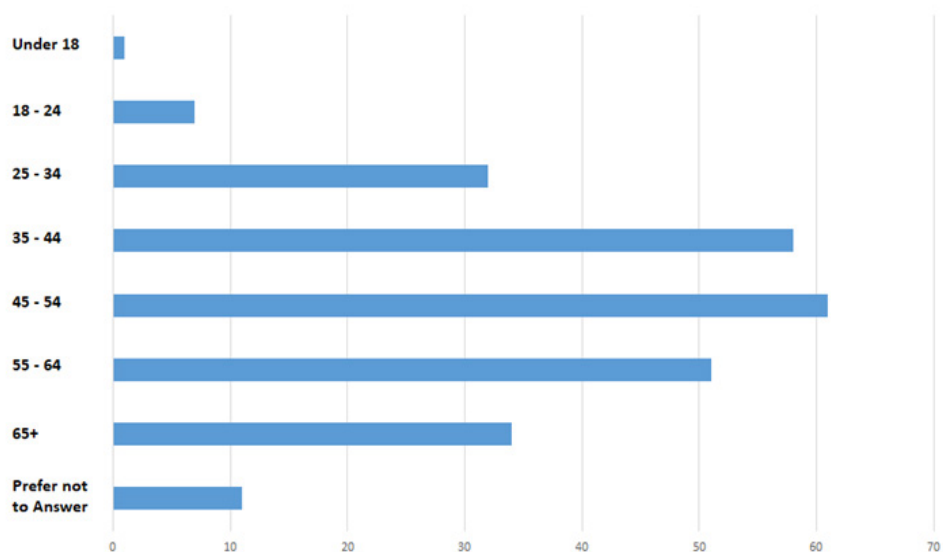


3. What are your preferred options for the proposed Lochdale Urban Village Boundary?

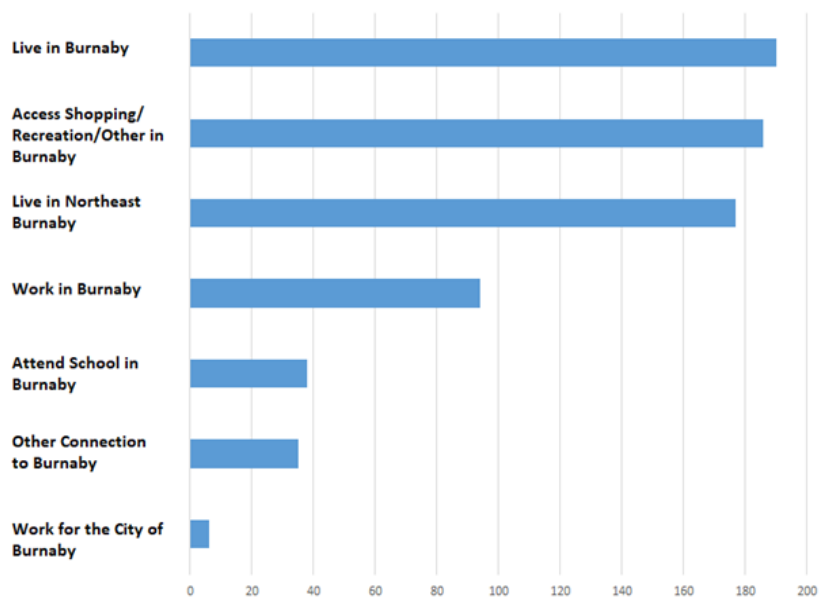
	%	Count
Option 1: Focus area only	47.9	114
Option 2: Focus Area + Expanded Areas (near Ridge Drive and Duthie Avenue)	52.1	124
TOTAL	100%	238



4. What is your age?



5. What is your connection to Burnaby?



In addition to the online survey, staff also received feedback via telephone, e-mail and written letters. Other outreach methods that formed a part of the media advertising campaign garnered the following results:

- **Burnaby “Your Voice” Website:** 2,227 webpage views with 1,691 unique visitors
- **Social media posts:** 12,922 impressions, 404 engagements and 153 clicks*
- **Online Advertising:** 440,469 impressions and 4,689 clicks*
- **City Connect Burnaby Email Newsletter:**
 - » City Connect for Oct 8, 2020:
 - 1,304 recipients
 - 584 opens
 - 56 total unique clicks*
 - » City Connect for Oct 8, 2020:
 - 1344 recipients
 - 641 opens
 - 34 total unique clicks*

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

Engagements refer to comments, likes, and other forms of interaction with posts.

Clicks refer to users following a link in the advertisement to the online survey and/or discussion guide.

Public Consultation Qualitative Results

Key themes emerged from the feedback received from the Phase 1 public consultation results. Below is a summary of these themes and how the Lochdale Plan planning process for Phase 2 will address and further consider them:

Summary Response #1 - Parks, Open Space and the Natural Environment

What We Heard: Existing park spaces and trail networks in Lochdale, including the Trans-Canada Great Trail, Drummond's Walk Urban Trail, Burnaby Mountain Urban Trail, Westridge/Lou Moro Parks and Kensington Park, are deeply valued by the community, and they provide much-needed natural habitat and green space. Access and connections to these trails and open spaces could be improved upon. For example, the Great Trail alignment should be prioritized and highlighted as a key amenity as the community develops. In addition, more amenities like benches, tables, cycling and skate areas (both open and covered) are generally needed in Lochdale's park spaces.

Phase 2 Response: Phase 2 of the Lochdale Plan recognizes existing parks, open spaces and pedestrian/cycling trails as a key element of the neighbourhood's identity, and focuses on strategies to enhance and improve upon these assets. Concepts and policy directions in all aspects of Phase 2, ranging from land use, to mobility and streetscape design, to community amenities and services, will identify opportunities to integrate these spaces as part of future development in the Urban Village, as well as opportunities to enhance and expand upon these spaces.

Summary Response #2 – Local Economy and Employment

What We Heard: There is strong support for renewing and “re-energizing” commercial areas along Hastings Street that are within walking distance from home, to provide for basic daily needs and to provide vibrant places for people to gather and socialize. There is also interest in creating more employment opportunities through supporting local commercial uses. Some comments pointed to the important role that Kensington Square Shopping Centre currently plays in the neighbourhood, and that the drivable convenience of this shopping centre was valued.

Phase 2 Response: Phase 2 of the Lochdale Planning process will continue to explore strategies to concentrate the majority of commercial and employment uses along Hastings Street between Kensington Avenue and Clare Avenue, with the goal of creating an active and inviting “gateway” into the Urban Village. This gateway would be characterized by ground-level retail uses that spill onto the streetscape and actively contribute to the public realm (e.g. cafe and restaurant patio spaces, grocery and merchandise displays). Opportunities for integrating other types of employment spaces, including office space, live-work units and smaller-scale retail uses in other areas of the Urban Village will also be further explored in Phase 2.

It is recognized that Kensington Square Shopping Centre currently plays an important role in serving the surrounding neighbourhood with a variety of basic needs and services, as well as employment opportunities. It is also noted that the Lochdale Plan is intended to be a long-term plan that projects the neighbourhood's needs several decades into the future. With this in mind, policy directions in Phase 2 will continue to explore how longer-term future land uses at this location can lead to the development of new commercial and employment uses over time that:

1. Are more inclusive, less car-oriented and more accessible through a wider range of transportation options; and
2. Focus on moving away from less efficient land use strategies (e.g. large surface parking lots with stand-alone commercial) and towards a focus on added public space, mixed commercial and residential uses, and improved mobility connections to break up large suburban blocks.

In recognition of concerns about the loss of existing basic commercial needs and services provided by Kensington Square Shopping Centre, it is noted that any future changes to the shopping centre (as well as other commercial uses in Lochdale) as a result of the Community Plan would likely be implemented gradually over time. Larger sites, such as Kensington Square Shopping Centre, would likely be developed through a broader master plan process, and would identify strategies for development phasing, such that new development would only occur on certain areas of the broader site at a time. In the meantime, other areas could continue to function and serve community needs until it is ready for redevelopment, at which time new commercial uses and services would be available from previous phases of redevelopment.

While Phase 2 continues to focus on creating an Urban Village that prioritizes active transportation and public transit, future redevelopment would still provide for on-site parking needs, which in many cases would be provided underground, as well as the impact of new development on the surrounding vehicle transportation network.

Summary Response #3 – Development and Community Design

What We Heard: Lochdale Urban Village should be distinct from Town Centres with lower building heights, plentiful open space and focus on human-scaled development. High-rise forms that are characteristic in Town Centres should be avoided. Any taller, mixed-use buildings in the Urban Village should be focused towards the Village Centre Area, and should respect access to sunlight for surrounding residential areas. The former driving range site (6555 Hastings Street) should be improved and developed to be part of the Urban Village.

There is a desire to maintain the residential character in the peripheral and expansion areas of the Urban Village with residential development that is implemented in a respectful and context-sensitive manner. There are also some concerns pertaining to densification resulting in increased traffic and parking congestion.

Phase 2 Response: Phase 2 introduces distinct character areas within the broader Lochdale neighbourhood, which are intended to form the basis for further public consultation surrounding potential land uses, urban design as well as building forms and height ranges. The Phase 2 Guide provides written material and graphics for each of these character areas aimed at exploring different land use options and generating more detailed discussion on potential appropriate building types and height ranges in distinct parts of the Urban Village. Each individual character area is intended to serve a specific purpose, while also contributing to the future development of the broader Lochdale neighbourhood as a unique and sustainable place. For example, the Village Centre Mixed-Use character area focuses on commercial and employment uses concentrated along Hastings Street, while the Village Centre

Residential and Residential Core character areas focus on providing residential uses to support these commercial uses and addressing housing needs.

Section 3.2 of the Phase 2 Guide (Parks, Public Uses and Mobility) focuses on policy directions for future development of Lochdale's transportation network to accommodate for future anticipated land uses and densities, including networks for vehicle, pedestrian, cyclist and public transit movement.

Summary Response #4 – Housing

What We Heard: There is a desire for Lochdale to have more diversity in housing for different needs, including more affordable non-market housing. Where appropriate, new housing forms and options for residential infill could be considered. In addition to the provision of new affordable housing, existing tenants in the community should be supported.

Phase 2 Response: Phase 2 will continue to explore and identify key actions consistent with the Mayor's Task Force on Community Housing that may be applied to the Lochdale Plan to increase the supply, diversity and affordability of housing. This will include the application of specific policies that have been adopted by Council, including the Tenant Assistance Policy and the Rental Use Zoning Policy that, for example, outline requirements for the replacement of purpose-built multiple family rental units demolished through redevelopment, the inclusionary below-market units to be added to the housing stock, and the financial support and assistance for eligible tenants displaced by redevelopment, including options to remain in the neighbourhood.

It is noted that while a new Community Plan may result in significant changes to land use designations and future land use expectations in Lochdale, it does not necessarily indicate immediate change to the entire neighbourhood. This is especially true for Transitional and Infill Residential areas identified in the Phase 2 Guide that are currently primarily occupied by single-family homes, where redevelopment would likely occur more gradually and incrementally, and the option to redevelop would remain up to individual homeowners.

Discussions on future housing policies in Lochdale during Phase 2 will consider the City's new Housing Needs Report and focus on exploring the potential for "missing middle" housing forms such as townhouses and low-rise apartments, as well as ground-oriented infill options such as secondary suites, coach houses, duplexes and triplexes, that may be integrated within existing lower-density areas in Lochdale.

It is anticipated that further public input received during Phase 2 on the topic of housing will help to shape more specific policy actions in the final Draft Plan in Phase 3.

Summary Response #5 – Community Amenities

What We Heard: Lochdale needs better community amenities, particularly more school space, community centres and daycare facilities. Plans for new places to gather (e.g. new community spaces for events, outdoor covered areas), services for young families (playgrounds, wheel-friendly parks, youth centres) and support for seniors (e.g. supportive housing, accessible parks and public spaces) should be considered. There is support for commercial revitalization along Hastings Street that will provide more areas to socialize (e.g. restaurants, cafes) and provide a better-quality shopping experience.

Phase 2 Response: The character area descriptions in the Phase 2 Guide outline the anticipated types and variety of community amenities and services that may be implemented either across multiple character areas in the Urban Village, or in strategically targeted locations where they would function optimally and best serve the neighbourhood. Specific community amenities that have been identified for

further consideration and discussion in Phase 2 include, but are not limited to, the following:

- A range of market and non-market housing options
- Options to expand spaces for community or school uses, including space adjacent to Westridge Elementary School
- Daycares
- Parks, pocket parks, plazas, trail corridors, and other outdoor open public recreational and gathering spaces, especially within higher-density residential areas in the Village Centre Residential and Residential Core character areas
- Streetscape and public realm enhancements along Hastings Street and elsewhere
- Improvement of trail networks, including the Great Trail
- Expansion and enhancement of the Lochdale Community Hall site
- Public art and spaces for community arts/cultural displays

Further public input received during Phase 2 on the desired types and locations of various community amenities and services will help to inform specific policy actions and mechanisms in the final Draft Plan for how they will be achieved and implemented through future development.

Summary Response #6 – Transportation and Mobility

What We Heard: There is support to make infrastructure improvements that support alternative transportation choices, including walking, cycling, public transit and car/ride sharing. Generally, more cycling paths are needed in the neighbourhood. Improvements should be made so that Lochdale is a nicer and more attractive place to walk and cross the street, especially at Hastings Street. Parking and vehicle traffic should still be considered and planned for as part of the Community Plan as the neighbourhood develops. Some comments expressed that public transit service in Lochdale is currently inadequate, and needs improvement.

Phase 2 Response: Phase 2 will focus on specific opportunities for transportation network improvements, as well as new street principles, concepts and designs that may be implemented as Lochdale continues to grow and develop into a complete Urban Village. As the majority of the urban grid structure in Lochdale is already well-established, most of this work will involve exploring opportunities to build upon and improve existing infrastructure (e.g. enhanced street standards with wider sidewalks, improvements to urban landscaping and cycling paths). Where needed, new transportation connections will also be explored, especially for larger development sites requiring a master plan.

It is anticipated that content and input received throughout Phase 2 will help to inform targeted moves and policy actions that will form part of the Community Plan, including requirements for transportation demand management (TDM) measures as part of new developments. Prior to Community Plan adoption, it is also expected that neighbourhood-wide traffic studies will be undertaken to ensure future growth would be sufficiently supported by new road connections and intersections, safety improvements, and parking supply.

As Lochdale develops (whether as part of a Community Plan or independently), the City will continue to work with TransLink to review transit service demand and explore opportunities for improved service in the future. Hastings Street has been identified by Translink as a future Rapid Transit corridor where transit service and frequency would improve from current levels.

Summary Response #7 – Plan Area Boundary

What We Heard: Consideration of the geographical extent to be included and planned for in the Lochdale Plan was part of the scope of Phase 1 consultation. In addition to the plan focus area, public input was provided on the potential to include single and two-family neighbourhoods in the Transitional and Infill Residential character areas east of Cliff Avenue.

Feedback revealed a mix of opinions on the inclusion of these potential expansion areas. While some respondents expressed the desire for these areas to remain as single and two-family neighbourhoods, others were supportive of opportunities to consider more family-oriented housing forms, including duplexes, triplexes, rowhouses, townhouses and ground-oriented apartments that could be incrementally added to these neighbourhoods over time. More general comments on the proposed Lochdale Plan area boundary also revealed a mix of opinions, with some expressing that the focus area should be shrunk further, and some expressing support for expanding the plan area even further out to include broader areas (e.g. properties fronting Curtis Street or Holdom Avenue). Some comments noted that the inclusion of the Shell refinery lands north of Hastings Street should be considered as part of Lochdale's future development.

Phase 2 Response: Given the results of Phase 1 public consultation, Phase 2 will continue to explore and garner further input on more specific options for how the expansion areas east of Cliff Avenue and may potentially be included as part of the Lochdale Planning process. These options would focus on how density could be gently and incrementally added into these neighbourhoods without significantly changing their existing character, and could include consideration of additional rental units (e.g. secondary suites in duplexes, laneway houses) as well as other ground-oriented infill forms (e.g. duplexes, triplexes, rowhouses, townhouses). Based on additional feedback received during Phase 2 consultation, staff will report back to Council as part of Phase 3 on what expanded areas are proposed to be included as part of the final draft Community Plan for Council consideration. Particularly for lower-density areas in the Urban Village, it is expected that change would occur more gradually and incrementally over the long-term, as individual homeowners choose to redevelop.

The Shell property at 6511 Hastings Street, located north of Hastings Street and covering approximately 207 acres, is currently used and operated for oil refinery purposes. As part of Phase 2, an undeveloped portion of these lands are included in the Plan area as part of the Village Centre and Core Residential character areas. Should the Lochdale Plan be approved by Council in the future, the City would account for the potential that this plan be reviewed again in the future with the opportunity for even further expansion north into the Shell property when their current operations change. Lastly, further engineering and environmental analysis undertaken through Phase 2 may result in refinements to the Plan boundary through this site or adjacent sites to account for topography, future road designs, or other issues.

Based on additional feedback received during Phase 2 consultation, staff will report back to Council as part of Phase 3 on the final areas proposed to be included as part of the draft Community Plan for Council consideration. It is noted that future opportunities for Council to incorporate broader areas could be considered if there is significant public interest and benefit.

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