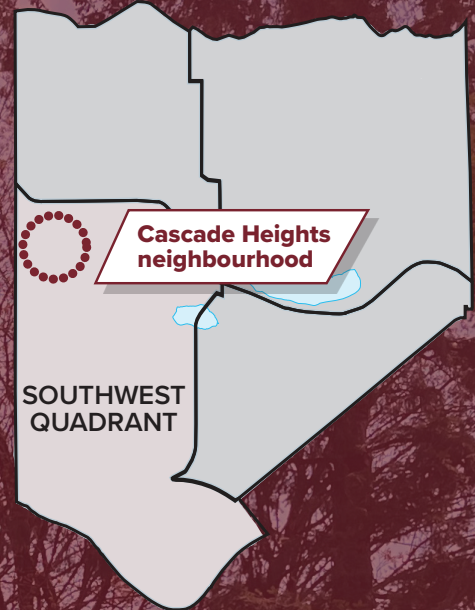


CASCADE HEIGHTS  
URBAN VILLAGE  
COMMUNITY PLAN



**WHAT WE HEARD**  
**CASCADE HEIGHTS PLAN PHASE 1**  
**PUBLIC CONSULTATION**



## Phase 1 Public Consultation: By The Numbers

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

### 6,641 postcards

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

### Full-page BurnabyNow ads

were published on June 15 and June 29

### Organic and paid social media campaign

was launched on June 14 on major platforms

### Paid Google advertising

began June 14 until July 31

### Webpage content was updated

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

### Media release

was distributed June 14

### Posters

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

### CityConnect eNewsletter

promoted the survey on June 15

## Key highlights of the Phase 1 public consultation process

161

completed online survey submissions were received



170

people attended the open house on Thursday, June 29



10,505

organic\* social media impressions\*\*



53,737

paid advertising social media impressions\*\*



1,140

YouTube views of the Phase 1 introductory video



3,689

web page views



5,793

survey page views



over 84%

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



## Staff attended 2 community-led events

to encourage participation and engagement in Phase 1



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

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

# Phase 1 Public Consultation: Key Themes

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

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

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## Community Amenities and Community Building/Placemaking

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

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

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

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

## Sample of Comments:

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

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

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

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

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

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

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

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

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

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## Transportation, Mobility and Parks/Public Spaces

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

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

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

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

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

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



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

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

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

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

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

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

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

## Sample of Comments:

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

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

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

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

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

*"more park space is better, simple."*

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

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

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

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

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

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

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

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

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

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

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

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## Land Use, Built Form and Development Impacts

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

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

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

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

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



## Sample of Comments:

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

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

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

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

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

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

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

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

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


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

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

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

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

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



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

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

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

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

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

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

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## Plan Area Boundary

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

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

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

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

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



## Sample of Comments:

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

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

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

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

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

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

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

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

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

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

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## Public Consultation Methodology

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

