BOLD VISION

for the neighbourhood around 22nd Street SkyTrain Station

IDEAS GATHERING ENGAGEMENT SUMMARY

DECEMBER 2023



NEW WESTMINSTER

Prepared for the City of New Westminster by:

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EXECUTIVE SUMMARY

The area around the 22nd Street SkyTrain Station is identified in the City's Official Community Plan (OCP) for higher-density development, given its good access to transit and amenities. With input from the community, and in collaboration with local First Nations, the City is now developing a vision for the future of this neighbourhood. This vision will help set the land use framework to enable growth and change in alignment with community aspirations and City priorities.

To support the City's commitment to climate action, the vision will focus on identifying how to create a climate-friendly future. This vision will show how the area can transform into a place that helps respond to the cause and impacts of climate change. The City is exploring with local First Nations how the vision for this neighbourhood can advance truth and reconciliation.

During this first phase of community engagement, focused on gathering ideas, the guiding question we asked was: "How might the area around 22nd Street SkyTrain Station become a **climate-friendly neighbourhood** where everyone can thrive?"

This report summarizes all of the engagement activities for this round of engagement. Ideas submitted through the reGENERATE Ideas Challenge are not summarized here.

WHAT WE DID

From September to November 2023, we engaged community members to hear ideas and input about their hopes for the future of the neighbourhood. This involved the following activities:



Online Survey & Ideas Board

Be Heard New West, Sept 25 - Oct 22

219 survey respondents, 37 ideas with 55 comments & 166 upvotes



Idea Jams

October 11 (in-person), October 18 (online)

Interactive, facilitated sessions, 85 attendees



Community Open House

November 18

Community open house at Connaught Heights Elementary School with 50 attendees.



Community Pop-Ups

Sept 25 - Oct 24

344 comments and 187 attendees at 7 pop ups throughout the community



Focus Groups, Meetings & Workshops

Sept 25 - Oct 22

Eight meetings with over 60 people from various groups, including youth and non-profit organizations.

WHO WE HEARD FROM

We had over 700 interactions with people encompassing both event attendees and online engagement responses. We heard from many people with a connection to the neighbourhood, including residents, commuters, business owners, and youth. During online engagement, 57% of respondents were homeowners and 4% owned a business in New Westminster. During the focus groups and meetings, we heard from over 50 participants, including from the Community Action Network, Residents Associations, Welcoming & Inclusive New West (WINS) Local Immigration Partnership, Aunt Leah's Youth Advisory Committee, Douglas College, and middle school youth. In a separate process, we are also engaging with local First Nations, including Kwantlen, Musqueam, Squamish, Qayqayt, Kwikwetlem, and Tsleil-Waututh. We are also engaging with external agencies like the Ministry of Transportation and Infrastructure, TransLink, BC Hydro and the City of Burnaby.

WHAT WE HEARD DURING FOCUS GROUPS

We engaged with people and organizations that represent and serve youth, local immigrants, people experiencing poverty, and urban Indigenous populations. From these groups, we heard a need to provide **more commercial uses, services and amenities**, and **affordable housing** in the neighbourhood. We also heard a need to address **truth and reconciliation** by providing community spaces for urban Indigenous people. We heard about the need to **address climate change** by providing more resilient landscapes and outdoor areas, and increasing pedestrian safety in the neighbourhood.

WHAT WE HEARD OVERALL

The cross-cutting top themes that we heard throughout all engagement activities include the following:



Public and Active Transportation | Desire for improved active transportation infrastructure and connections (i.e. building on the strengths of the existing SkyTrain, bus exchange, and walking/rolling connections)



Commercial Uses, Services and Amenities | Interest in building commercial and community spaces that will allow people to meet their daily needs without travelling far (i.e. places to shop, access services, and gather with community).



Landscape & Water |Providing more parks, greenspaces, and planting more trees in the neighbourhood



Private Vehicle Transportation | A need to manage the existing vehicle transportation issues, including congestion along 20th Street



Density and High-rise Towers | Providing a significant increase in housing by allowing for an increase in density and high-rise towers near the SkyTrain Station.

SCOPE OF ENGAGEMENT

ABOUT THE PROJECT

The area around the 22nd Street SkyTrain Station is identified in the City's Official Community Plan (OCP) for higher-density development, given its good access to transit and amenities. With input from the community, and in collaboration with local First Nations, the City is now developing a vision for the future of this neighbourhood. This vision will help set the land use framework to enable growth and change in alignment with community aspirations and City priorities.

To support the City's commitment to climate action, the vision will focus on identifying how to create a climate-friendly future. This vision will show how the area can transform into a place that helps respond to the cause and impacts of climate change. The City is exploring with local First Nations how the vision for this neighbourhood can advance truth and reconciliation.

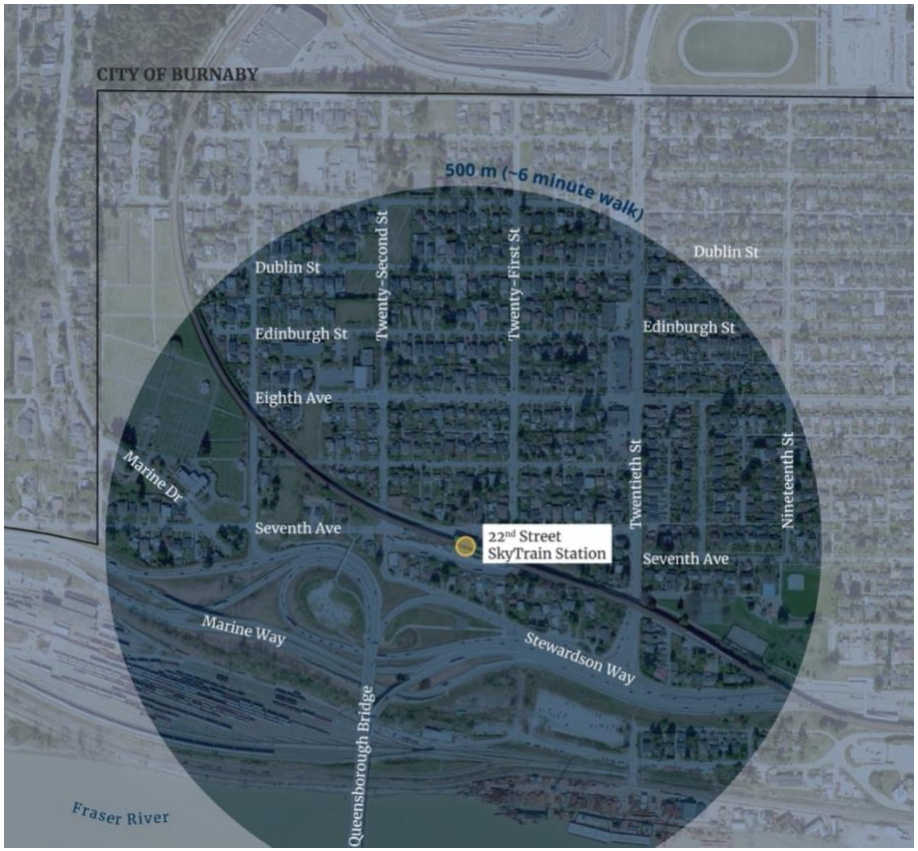


Figure 1: 22nd Street Station with a 500 m walking radius

PROJECT PROCESS

The visioning process for the future of the 22nd Street Station area is divided into the following phases:

1. **Getting Started** (spring 2023)
   Develop strategies for engagement and the ideas challenge, reach out to and build relationships with local First Nations.
2. **Community Engagement** (September to November 2023) (fall 2023)
   Engagement with the public and interested/impacted parties.
3. **reGENERATE Ideas Challenge** (November 2023 to January 2024) | **WE ARE HERE!**
   Launch and manage the reGENERATE Ideas Challenge.
4. **Ideas Evaluation & Iteration** (winter 2024)
   Evaluate the reGENERATE submissions, develop a concept plan through a 3-day design charrette.
5. **Develop & Refine Vision** (spring – winter 2024)
   Develop the Bold Vision document, check-in with community.
6. **Implementation** (2025 onwards)
   Implement the plan.

Collaboration with First Nations is happening through every phase of work.

ENGAGEMENT STREAMS

As we develop a bold vision for the future of the neighbourhood, the City has an engagement process with three streams:

1. **Public Engagement |** broad and targeted engagement with community members, and people with a connection to New Westminster or the neighbourhood.
2. **Engagement with Interested & Impacted Parties |** interviews and meetings with organizations who have a high interest or may be impacted by the bold vision, including BC Hydro, TransLink, Ministry of Transportation and Infrastructure, the School District, and the City of Burnaby.
3. **First Nations Engagement |** invitations to collaborate with six local First Nations (Musqueam, Kwantlen, Squamish, Tsleil-Waututh, Kwikwetlem, and Qayqayt Nations), and relationship building and engagement with those who expressed an interest in collaboration.

This report outlines What We Did and What We Heard from the Public Engagement stream.

PURPOSE OF PUBLIC ENGAGEMENT

The primary purpose of the ideas generation phase of the engagement process was to gather ideas and input about community hopes and aspirations for the future of the neighbourhood around 22nd Street Station, reaching a broad and diverse range of community members. Engagement also supported raising public awareness about issues related to climate action, reconciliation and inclusive neighbourhood change, and building capacity among community members to participate in ideas generation and informed dialogue about the future of the neighbourhood.

WHAT WE DID

From September to November 2023, we engaged with the New Westminster community through in-person and online events, an online survey and ideas board, in-person pop-ups and focused meetings with specific interested or impacted parties.

In-Person Idea Jam

Event Details

- Date: October 11, 2023
- Location: Anvil Centre

The Idea Jam was an in-person gathering with a celebratory tone. Hosted at the Anvil Centre in Downtown New Westminster, the two-hour event included opening remarks from Mayor Patrick Johnstone, an introduction to the project from City planning staff, and short speeches from members of the project team (Coast Salish cultural advisor Cory Douglas, and landscape architect Derek Lee). After the presentations, facilitators hosted table discussions. Participants were invited to discuss what they love about the area today, set priorities for the future, and brainstorm ideas to realize those priorities.

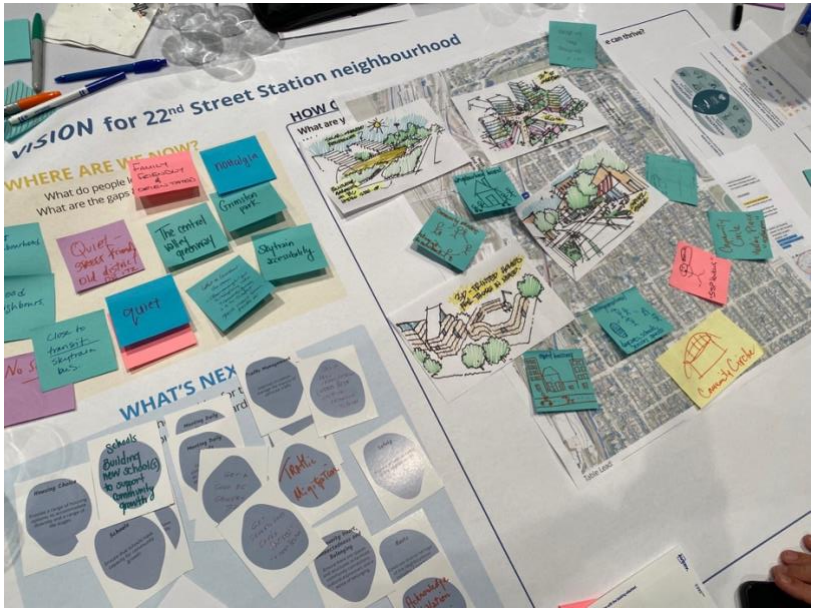


Figure 2: Participant Responses at the In-Person Idea Jam at Anvil Centre on October 11, 2023

Online Idea Jam

Event Details

- Date: October 18, 2023
- Location: Online (Zoom)

The online Idea Jam had a similar purpose and format to the in-person event. It included a presentation from the project team and a discussion with participants on what they love about the area today, priorities for the future, and ideas for how to realize those priorities.

In-Person Pop-Ups

Event Details

- Dates: September 27 – October 24, 2023
- Locations: 22nd Street SkyTrain Station, Connaught Heights Elementary School, New Westminster Farmers Market, Chamber of Commerce Coffee Talks Event, Grimston Park, Century House, and New Westminster Public Library

City staff hosted seven in-person pop-ups throughout New Westminster, where passersby and residents were engaged in conversation to learn more about the project and provide input for the future. This engagement strategy was used to intercept and connect with a broader a diversity of community members who may not have been able to come to scheduled meetings.

Online Ideas Board

Activity Details

- Date(s): September 25 – October 22
- Online (Be Heard New West)

The online ideas board served as a virtual platform for sharing and exploring community ideas. Participants were encouraged to contribute their own thoughts, browse through the ideas shared by others, and 'upvote' or comment on other people's ideas.



Figure 3: In-person pop-up at 22nd Street SkyTrain Station

Survey

Activity Details

- Date(s): September 22 – October 22 2023
- Online (Be Heard New West)

City staff hosted an online survey on the Be Heard New West platform, where participants were asked 10 close-ended questions about the community today and priorities for the future. The survey took approximately 15 minutes to complete. Those who completed the survey were entered into a draw to win one of three $50 gift cards to a local business.



Figure 4 Chamber of Commerce Coffee Talks Pop-up

Community Open House

Activity Details

- Date(s): November 18 2023
- Connaught Heights Elementary School

An open house was hosted at the Connaught Heights Elementary School gymnasium, as another opportunity to talk with neighbours about the project. At the event, information boards were displayed and there were community mapping activities.

Focus Groups, Meetings and Workshops

Eight Focused meetings with various groups connected to the neighbourhood and/or are equity-denied groups were held from September to November. The intent of these meetings was to reach lesser-heard voices and interested parties, and understand hopes, concerns, and ideas for the future of the neighbourhood. Conversations were hosted with the following groups: Community Action Network; Aunt Leah's Youth Advisory Committee; Welcoming & Inclusive New Westminster (WINS) Local Immigration Partnership; a green building class at Douglas College; and the Connaught Heights/West End Residents Association. A workshop was also held at Fraser River Middle School, with students from that school as well as from the Monkey Rebels group at École Glenbrook Middle School. Meetings were also held with representatives from the North Fraser Métis Association and the Spirit of the Children society.

Through different engagement streams, the City will also continue to engage with local First Nations and external interested and impacted parties (e.g. BC Hydro, TransLink, Ministry of Transportation and Infrastructure, the School District, City of Burnaby, the development community, etc).

COMMUNICATIONS & OUTREACH

The project team invited New Westminster community members to participate through multiple communications and outreach channels, including:

1. A postcard, delivered by mail to Connaught Heights and West End residents and dropped in-person to businesses along 20th Street;
2. A dedicated webpage for engagement: beheardnewwest.ca/22ndSt
3. Social media posts and updates
4. Press releases
5. Advertising including: Ads on City billboards; bus shelter ads throughout the city; monitors and posters and City facilities; CityPage online; and advertisements in local newspapers.



Figure 5. Postcard sent to residents in the nearby neighbourhoods

WHAT WE HEARD

SUMMARY OF EMERGING THEMES

Results from public engagement are summarized in this section of the report. Written and verbal contributions were analyzed and summarized based on key themes from comments.

This section summarizes input and feedback from all the engagement activities to date.

Overall, the following cross-cutting themes emerged from all activities:

Community Today | When participants were asked about the community today (i.e. what do you love? What gaps and challenges exist?), the following themes emerged:

1. **Public and Active Transportation |** Robust bus and SkyTrain network as well as the cycling and walking paths
2. **Community Wellbeing & Connection |** Strong sense of community and neighbourliness
3. **Landscape & Water |** Appreciation for the views, parks, and access to some greenspace
4. **Location and Connections |** Appreciation for connections to other parts of the City and Region
5. **Private Vehicle Transportation |** Challenges with current vehicle traffic (congestion, and access into and out of the neighbourhood)

Ideas for the Future | When participants were asked about their big, bold ideas for a climate-friendly neighbourhood where everyone can thrive, the top themes included:

1. **Public and Active Transportation |** Suggestions to improve pedestrian and active transportation infrastructure, including improved crosswalks and safe/easy connections to other neighbourhoods
2. **Commercial Uses, Services and Amenities |** Need for more spaces in the neighbourhood to help meet daily needs without travelling far and build community connections.
3. **Landscape** |Providing more greenspaces, trees, and other outdoor spaces
4. **Private Vehicle Transportation** | Providing solutions to the current traffic challenges (especially along 20th Street)
5. **Housing** | Increasing housing affordability and the diversity of housing typologies

IDEA JAMS

During the online and in-person Idea Jams, participants were led through a facilitated discussion that asked three main questions: (1) Where are we now (What do people love about the community today)?; (2) What are our priorities for the future?; (3) How do we get there (What are your big bold ideas for a climate-friendly neighbourhood where everyone can thrive?) The following pages provide a summary of the key themes and ideas we heard, based on the notes taken during the facilitated discussions.

Approximately 85 community members attended the in-person Idea Jam. The online Idea Jam had two participants. The following pages share what we heard from both events.

Where are we now?

Participants were asked to describe what they love about the community today. Some participants also described the gaps and challenges. The following themes emerged. The themes are listed in order of highest occurrence to lowest occurrence.

What do people love today?

1. The range of **public and active transportation** options, including the SkyTrain and buses, and the cycling and pedestrian friendly networks.
2. The **landscape**, including the views, parks, and open spaces (i.e. West End Dog Park, Grimston Park, and views of the Fraser River.
3. The sense of **community well-being and connection**, including a sense of peacefulness, family-oriented nature, diversity, and uniqueness.
4. The **location**, including its access to other municipalities and the rest of New Westminster.
5. The access for **private vehicle transportation**, including access to highways and the region.
6. Access to some **amenities and services**, like the neighbourhood tennis courts and parks, and the ease to access other services that are downtown.

What are the gaps & challenges?

1. **Traffic** is a significant challenge – including congestion on 20th Street and the traffic to queue onto Queensborough Bridge. The traffic creates significant noise, and some mentioned a lack of parking.
2. There is a lack of local **services and amenities**, including neighbourhood-serving shops, public spaces, grocery stores, daycares and restaurants.
3. There is a need to improve **pedestrian infrastructure** and connections, and there is a lack of sidewalks on some streets.
4. **Safety** is a concern – including concern about crime around the SkyTrain Station.
5. The neighbourhood feels ‘cut off’ from the rest of the city.
6. The current **housing** stock is older and some buildings are in need of maintenance and repair.

Other comments included the noise levels in the neighbourhood, frustrations with the delayed planning process, opportunity to incorporate more technology, and the potential to incorporate different worldviews into the design.

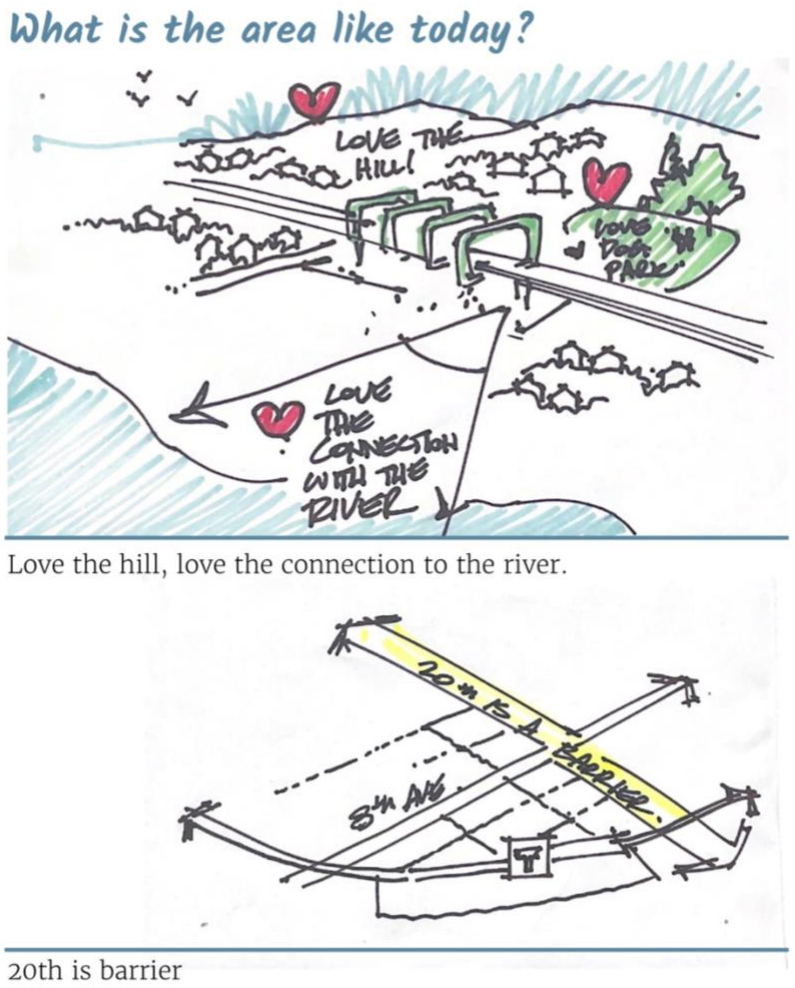


Figure 6. An illustrator floated around to different tables during the in-person Idea Jam. These sketches show some of what they heard during the event.

What are the priorities for the future?

During the Idea Jam, participants were given 18 "priority cards". These cards were based on what the City has heard from previous engagement with the neighbourhood, as well as strategies to address climate change. Participants were asked to choose their top three priorities from a list of 18 priorities. The following graph shows the total count of the cards that the participants chose. During this activity, the top five priorities were:

1. **Meeting Daily Needs:** Create space for commercial uses such as grocery stores, and provide amenities like child care
2. **Traffic Management:** Improve circulation, manage the impacts of vehicular traffic
3. **Housing Choice:** Provide a range of housing options, to accommodate diversity and a range of life stages
4. **Safety:** Improve pedestrian safety in the neighbourhood
5. **Affordable Housing:** Advance affordable housing options

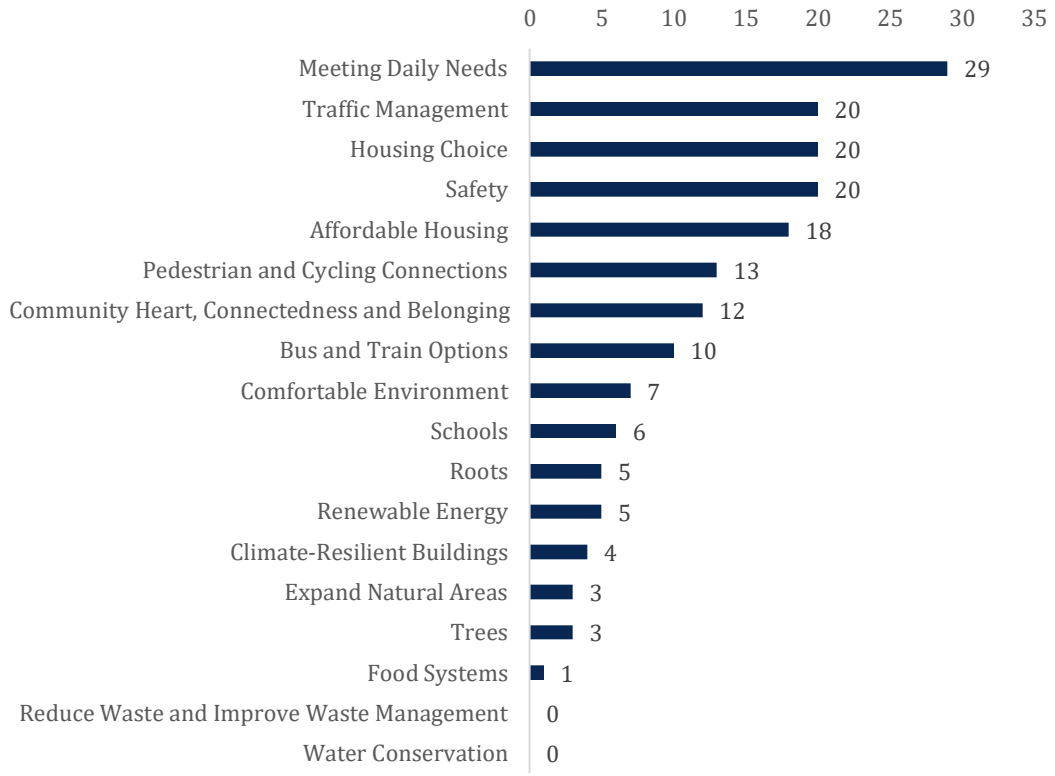
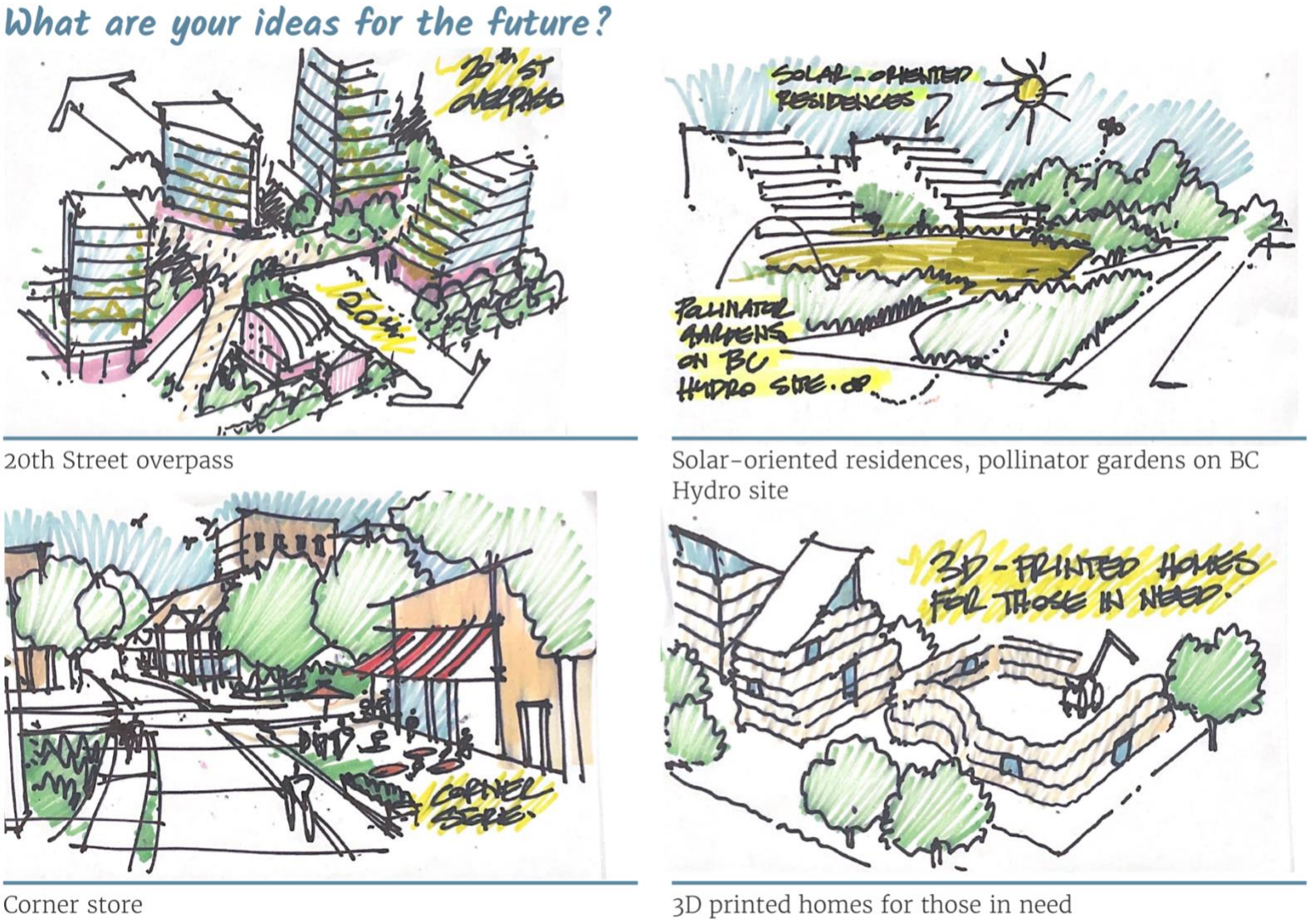


Figure 7. Total counts of top priority cards that participants chose during the activity.

How could we get there?

Participants were asked to describe their big, bold ideas for a climate-friendly neighbourhood where everyone can thrive. The following themes emerged:

1. **Commercial spaces, services, and amenities |** Ideas included intergenerational spaces, daycare, schools, spaces for seniors, neighbourhood house, places for recreation, a healing centre, walk-in clinics, and a tool share space. Ideas for commercial spaces included corner stores, grocery stores, and other local-serving retail.
2. **Public and active transportation |** Improving the network, design, and infrastructure, including improving the pedestrian safety and connections (e.g. pedestrian lighting), improving the design near the Station (e.g. consider a transit plaza); improving transit service (bus route access, bus priority lanes); and improving cycling infrastructure (e.g. e-bike sharing, improved cycling connections, protected bike lanes). Specific ideas included improving the use of the BC Hydro right-of-way for active transportation, building a funicular or public access to the Fraser River, providing a SkyTrain connection to Queensborough, building a car-free neighbourhood, and improving connections to Burnaby.
3. **Private vehicle transportation** | Improving networks and access, including: implementing traffic management strategies (reducing speed limits, banning right turns or red, more roundabouts), changing parking and curb-side management (e.g. improving pick-up/drop-off options at SkyTrain, setting parking maximums, park-and-rides, car-free developments); improving access to car sharing; and reducing the traffic noise.
4. **Landscape |** Improving green spaces and natural areas, planting more trees, enhancing food assets (i.e. fruit trees, urban agriculture). Specific suggestions included improving the West End Dog Park, creating a separated walkway to Queensborough, and utilizing the BC Hydro right-of-way for urban agriculture.
5. **Dense housing forms**| Including high-rises near the SkyTrain, townhouses throughout the neighbourhood, and providing missing-middle housing. Some comments included the need to go beyond the Station Area boundaries, increasing density in the broader neighbourhood.
6. **Affordable housing** | Including rental housing and housing for families, students, and Indigenous people.
7. **Energy |** Renewable energy and energy conservation including district heating, promoting home energy storage, wind energy generation, and EV charging for homes.
8. **Community well-being and connection |** Prioritizing livability, supporting neighbourhood initiatives, and creating community spaces for gathering.
9. **Safety**| Address safety concerns, reduce crime and ensure there are “eyes on the street.”



20th Street overpass

Solar-oriented residences, pollinator gardens on BC Hydro site

Corner store

3D printed homes for those in need

Figure 8. Illustrations of ideas that were shared by participants during the Idea Jam.



More access to amenities along the water



Community heart, connectedness & belonging

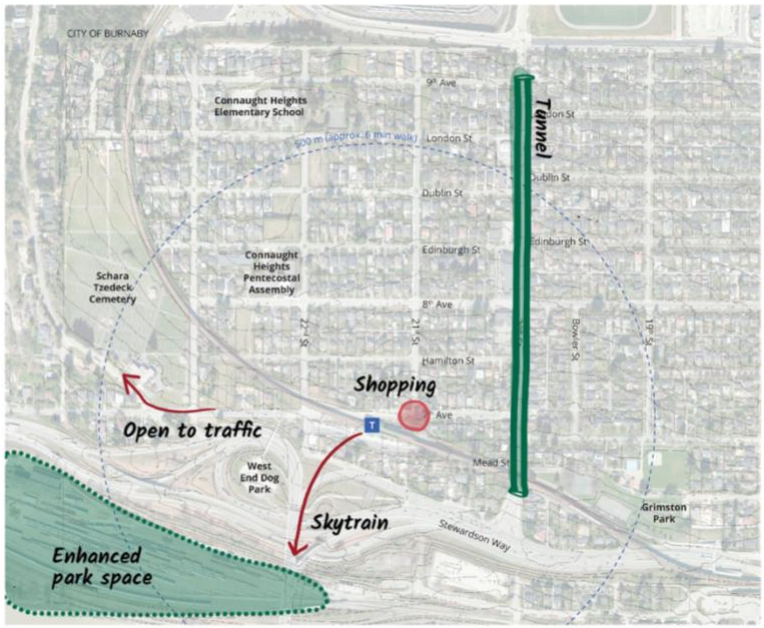


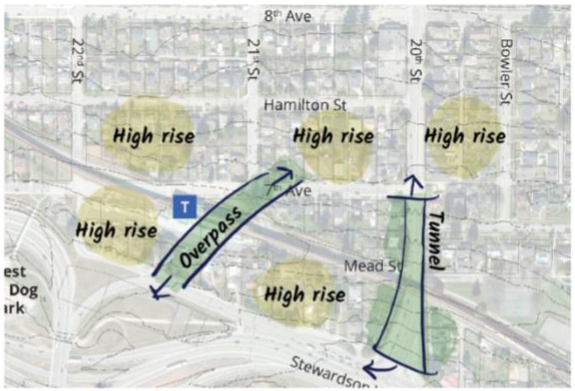
Library, art, lighting, shared spaces, connection with water and parks, community centre.



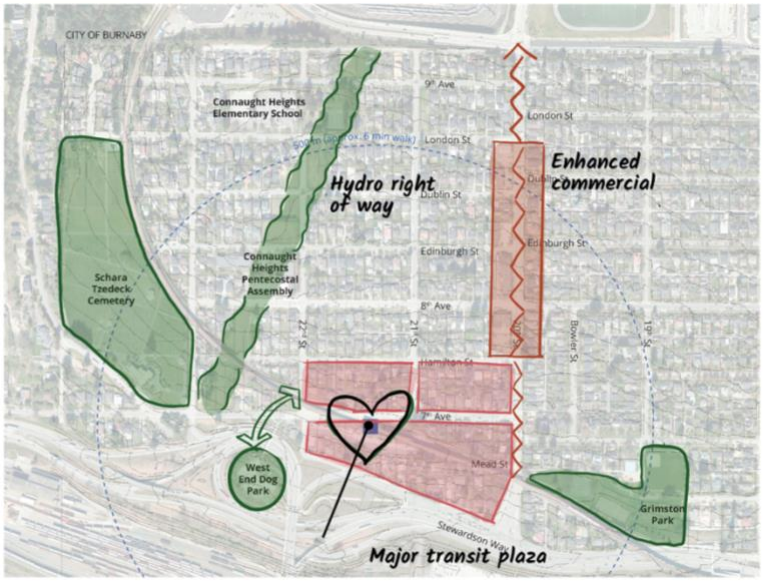
More activities along the river, more connections along the river, natural areas become active transportation corridors

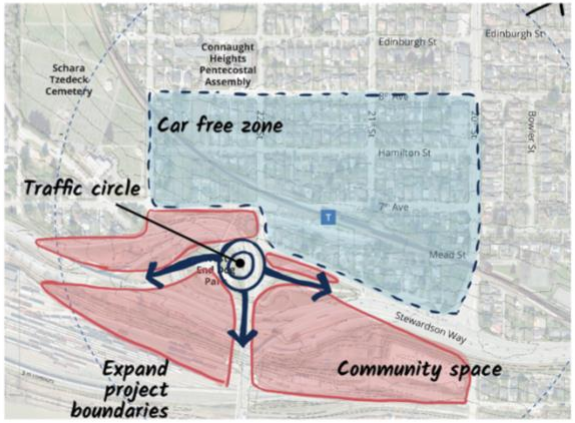
Figure 9. Figure 8. Illustrations of ideas that were developed during the Idea Jam.











During the in-person Idea Jam, five of the nine tables visualized their ideas on maps. These are digitized versions of the drawings.

IDEA JAM EVALUATION

The information provided was clear (96% agree or somewhat agree)

The exercises and discussions felt useful (94% agree or somewhat agree)

I felt listened to (98% agree or somewhat agree)

I learned something new (90% agree or somewhat agree)

(n = 52)

OPEN HOUSE

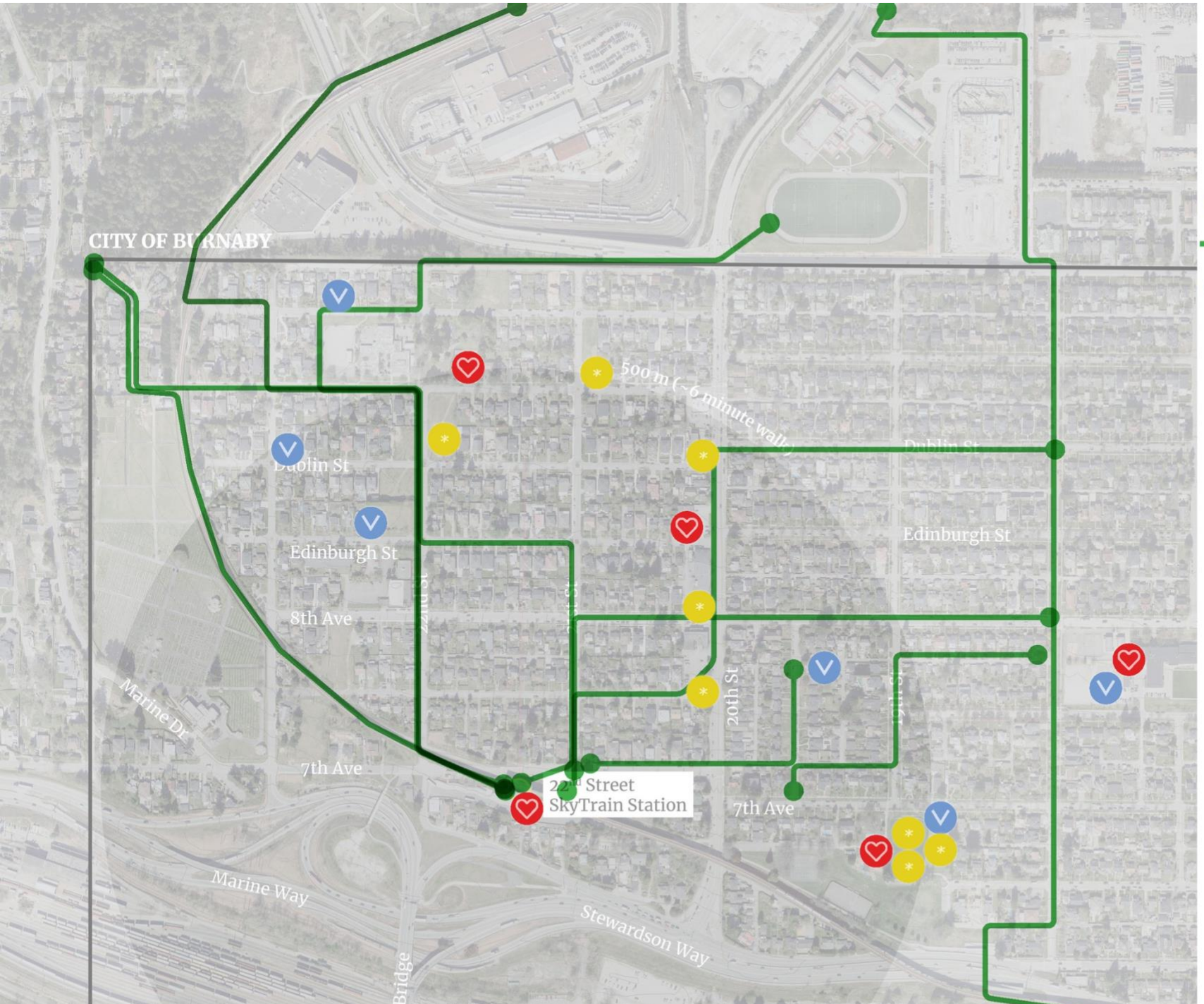
At the Connaught Heights Elementary Gym, we hosted an open house on November 18 2023. Informational boards shared context about the project and the online survey results. Two maps were on tabletops in the centre of the room, and participants were asked to share thoughts about the community today and in the future. Approximately 50 community members attended the open house.

Many participants had questions about the project process, especially in relation to potential impacts of the recently changed Provincial legislation about transit oriented development areas and densities. There were other questions about the project process, planning and development as well. The following summary shares what we heard during the event.

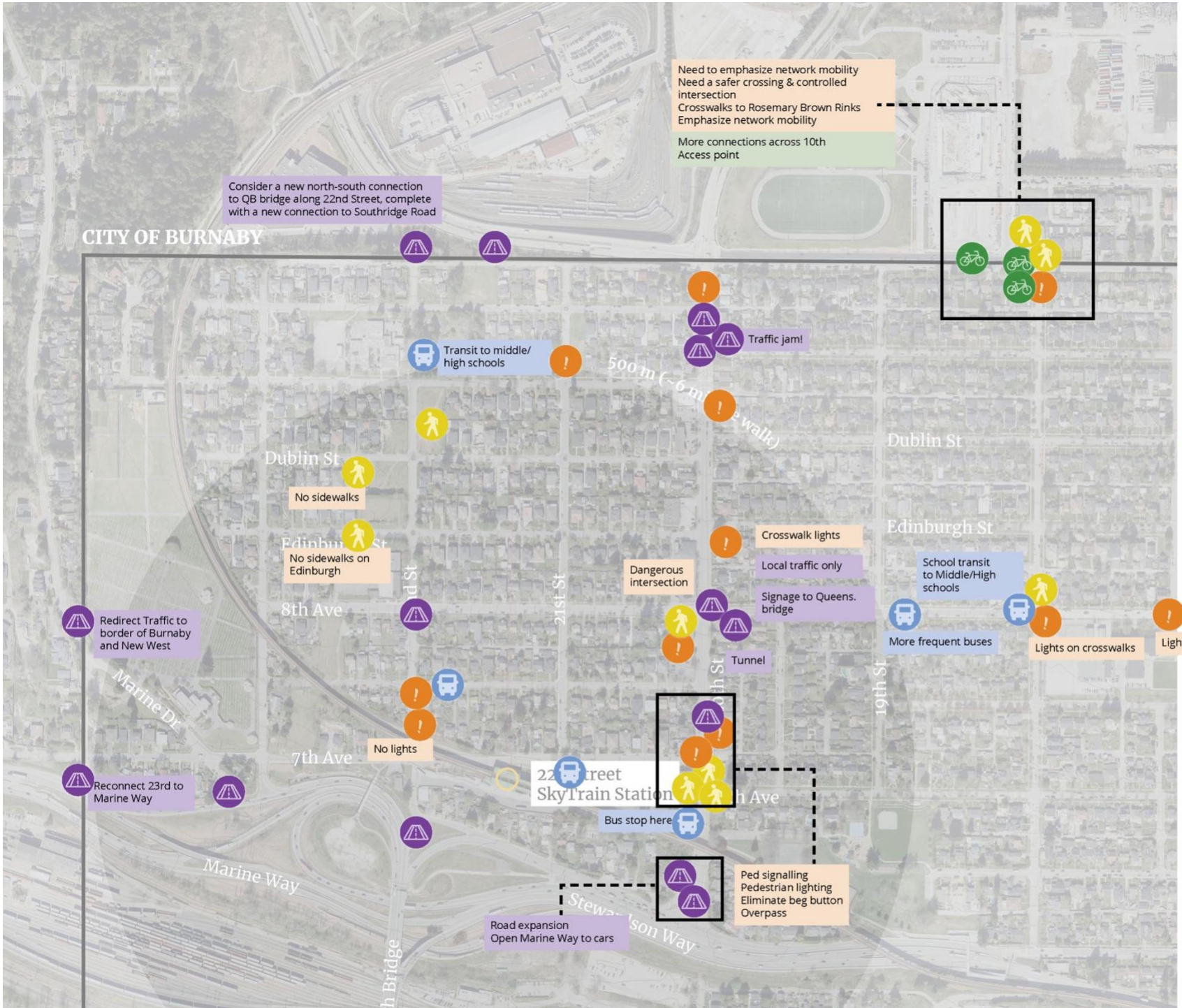
What are your big bold ideas for a climate-friendly neighbourhood where everyone can thrive?

Participants were asked to describe what their big, bold ideas for a climate-friendly neighbourhood where everyone can thrive. Some participants also described the gaps and challenges. The following themes emerged.

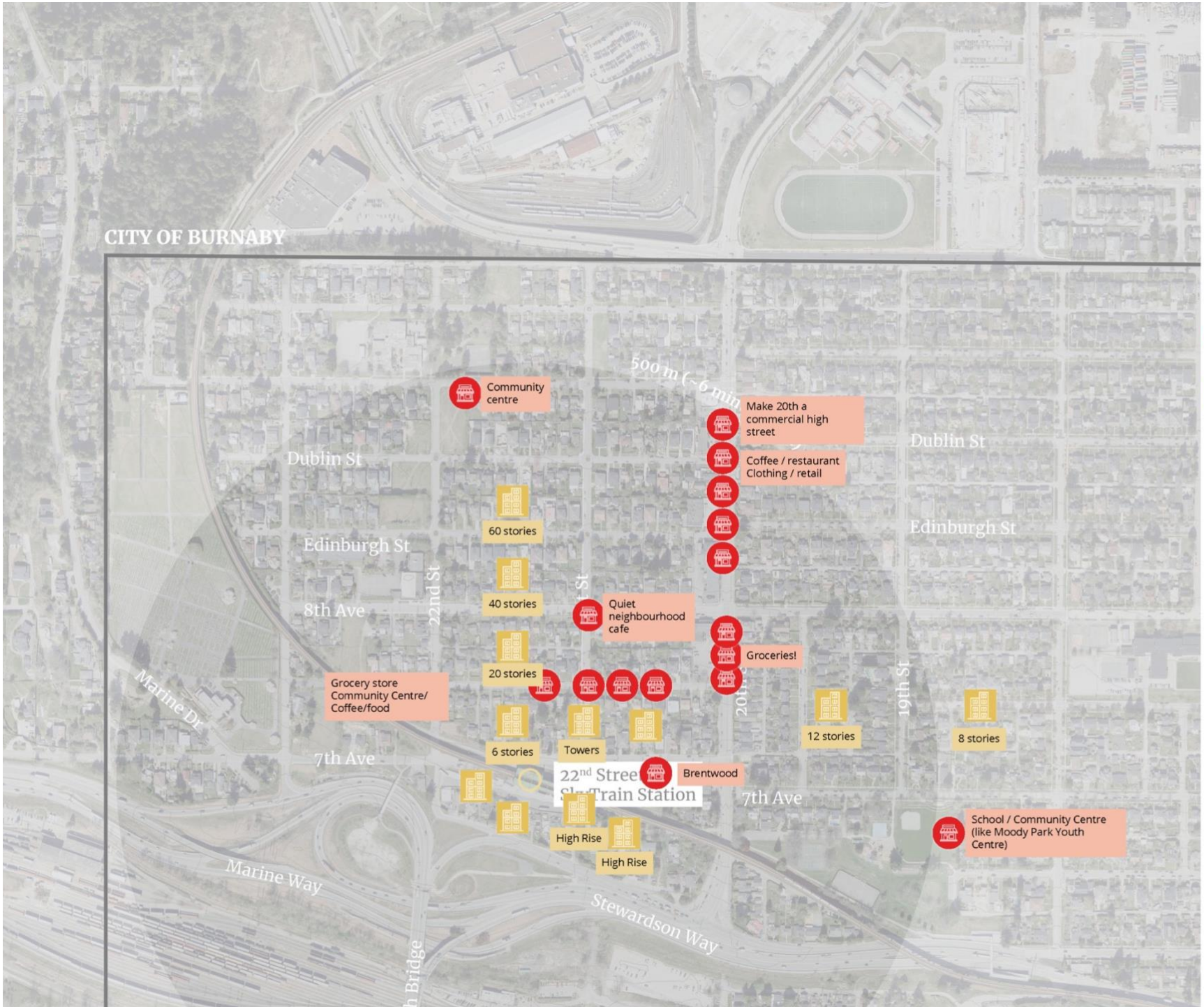
1. Addressing **public and active transportation,** including building more infrastructure for cyclists and pedestrians (while one comment suggested more bike lanes are not needed), creating a low-traffic neighbourhood, and coordinating with the local school to ensure active transportation improvements make it safer to get to school.
2. Providing more **commercial uses, services, and amenities,** including shops, accessible washrooms, and a community centre. Suggested location for these services included 20th Street and near the SkyTrain.
3. Addressing **private vehicle transportation**, including expanding car share programs, widening roads, planning or advocating for bridge changes, developing a toll on 20th Street or closing it down, and improving access through the neighbourhood.
4. Providing more **housing**, which garnered a range of comments. Some respondents mentioned the need for medium densities, and others suggested a need for many high-rises. Suggestions for more row houses on transit routes and encouraging larger, family-oriented housing.
5. Improving the **climate resiliency** of the neighbourhood, including native plant species, pollinator-friendly plants, green infrastructure. Other related ideas included using upcycled building materials, providing home retrofit rebates, and reducing the number of existing buildings that are torn down.
6. Providing **landscape** improvements, including community gardens and a community orchard. There was also a suggestion to consider planting more species that are important to First Nations.



Open House participants were asked to identify (with stickers) the above elements in the neighbourhood today. This is a digitized transcription of what participants shared.



Open House participants were asked to identify (with stickers) the above elements for the future of the neighbourhood. This is a digitized transcription of what participants shared.



IDEAS FOR THE FUTURE

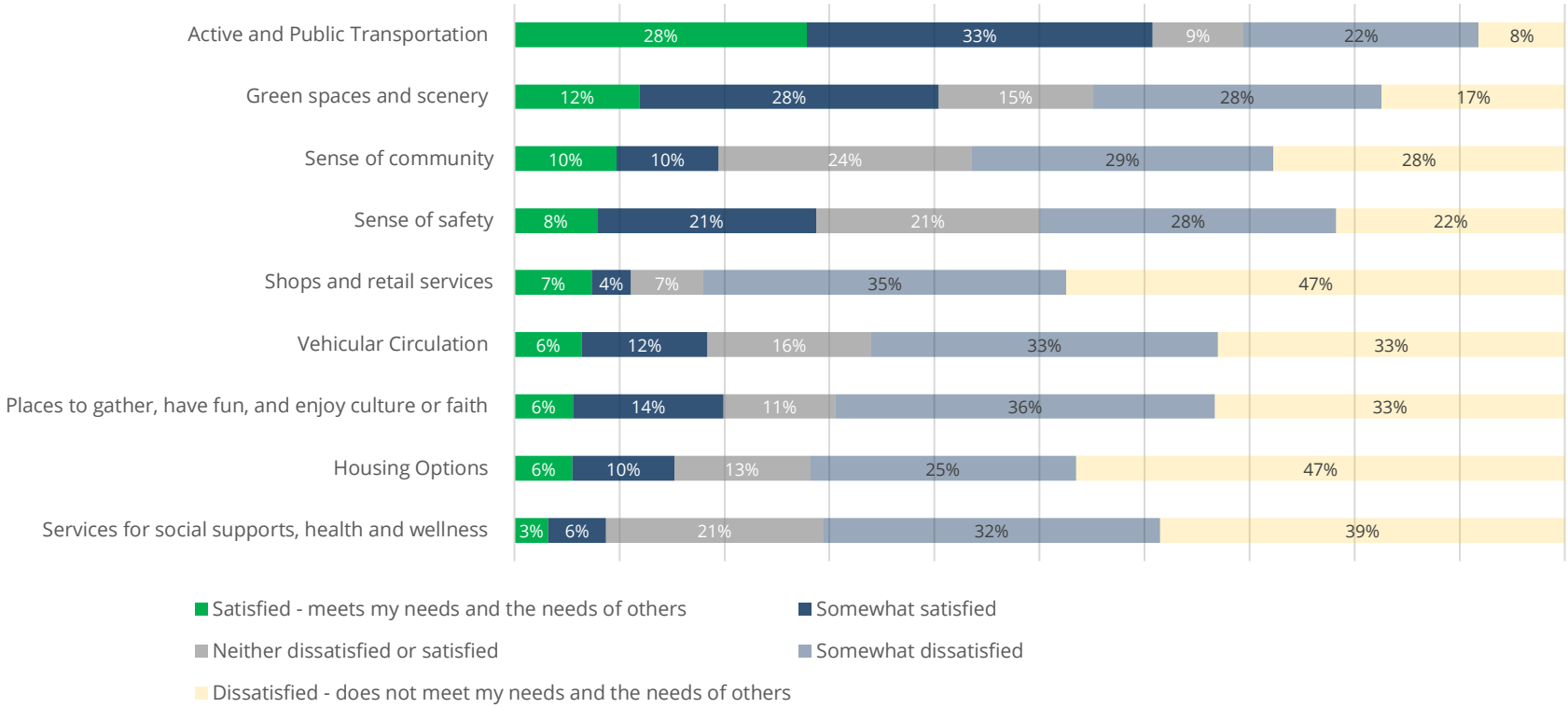
- Where do we need to improve the pedestrian infrastructure?
- Where should we improve pedestrian safety?
- Where do we need to expand transit amenities?
- Where do we need to improve cycling infrastructure?
- Where should we have more commercial and community spaces?
- Where should we have higher density housing?
- Where should we improve the street network?

Open House participants were asked to identify (with stickers) the above elements for the future of the neighbourhood. This is a digitized transcription of what participants shared.

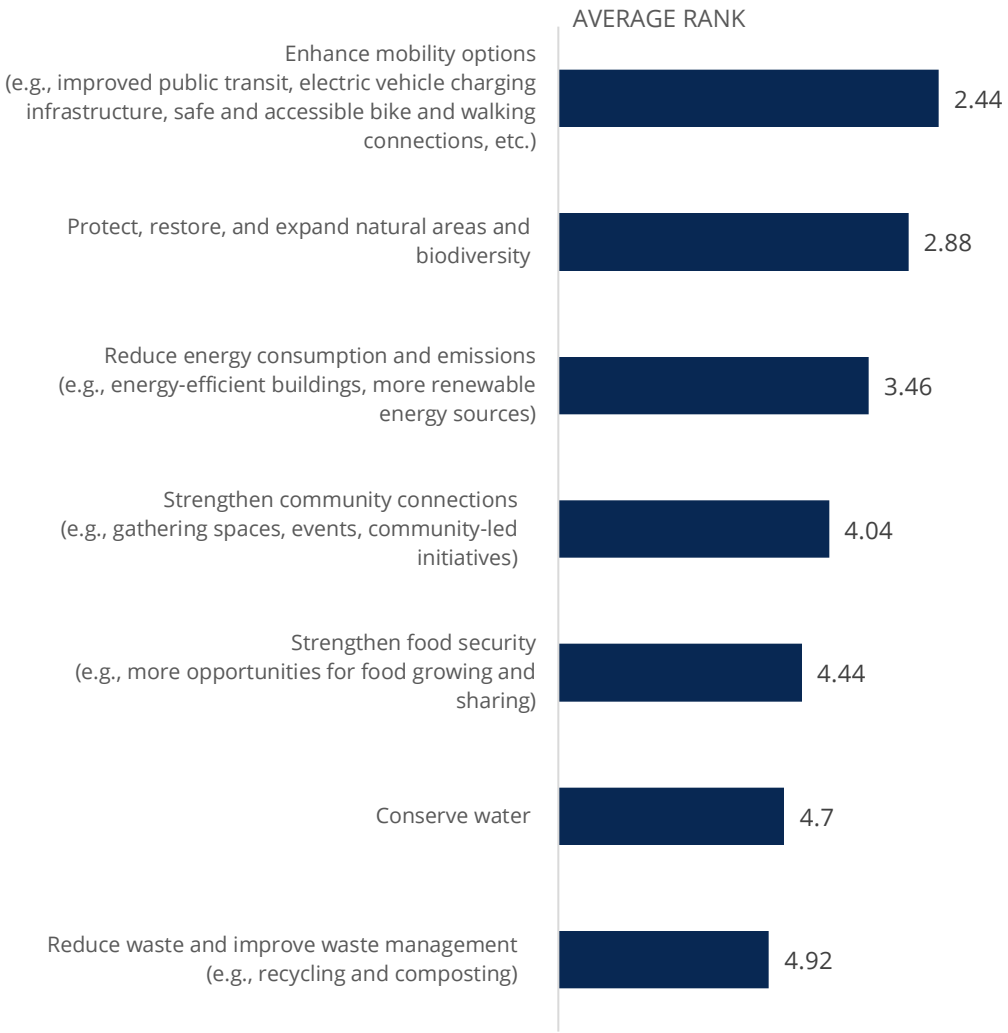
ONLINE SURVEY

From September 25 to October 22 2023, an online survey was hosted on the Be Heard New West platform. Participants were asked 10 close-ended questions. Open-ended ideas were captured through an online ideas board activity on the Be Heard page. The survey took approximately 15 minutes to complete. Those who completed the survey were entered into a draw to win one of three $50 gift cards to a local business. There were 219 responses. The results are described below in a series of charts.

1. We want to know what you like about the neighbourhood today, and where there are challenges. **Please rate how satisfied you are with the following features of the neighbourhood around 22nd Street Station today.** (185 responses)

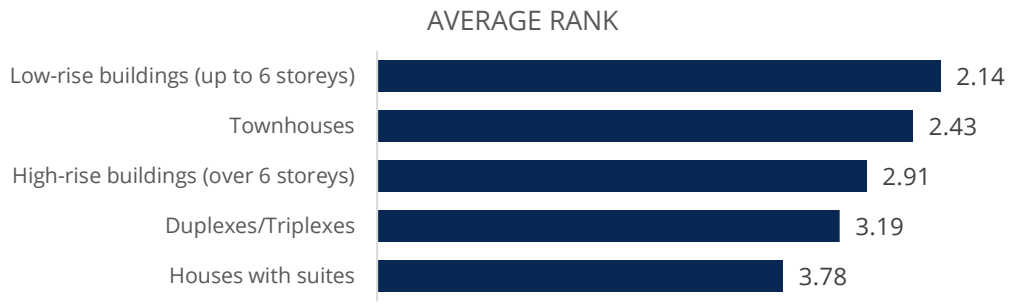


2. We hope the neighbourhood around 22nd Street Station becomes a climate-friendly place where everyone can thrive. **Where should we focus when working to achieve this goal?** (please rank your top choices). Please note that 1 = top ranked choice and 5 = low



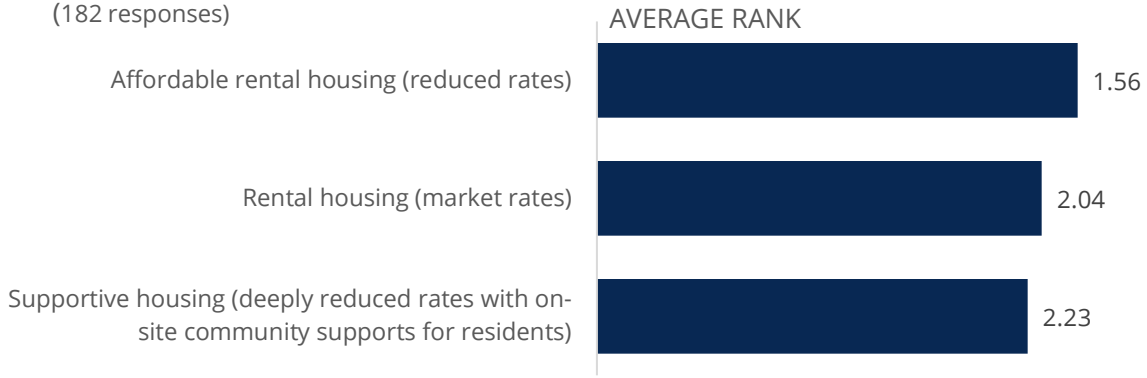
3. Which of the following **housing forms** would you like to see in the neighbourhood? (please rank your top choices) *Note: 1 = top ranked choice*

(183 responses)



4. Which of the following types of **rental housing** would you like to see in the neighbourhood? (please rank your top choices) *Note: 1 = top ranked choice*

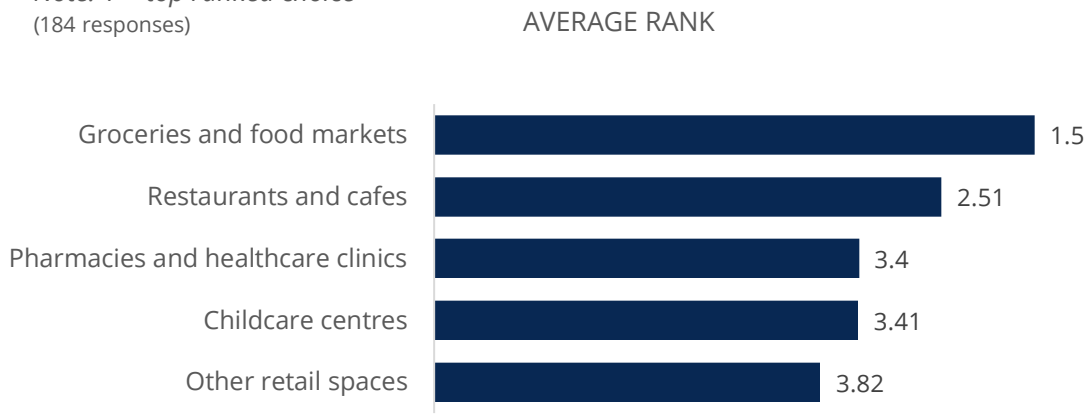
(182 responses)



5. What types of **commercial spaces** would you like to see in the neighbourhood? (please rank your top choices)

Note: 1 = top ranked choice

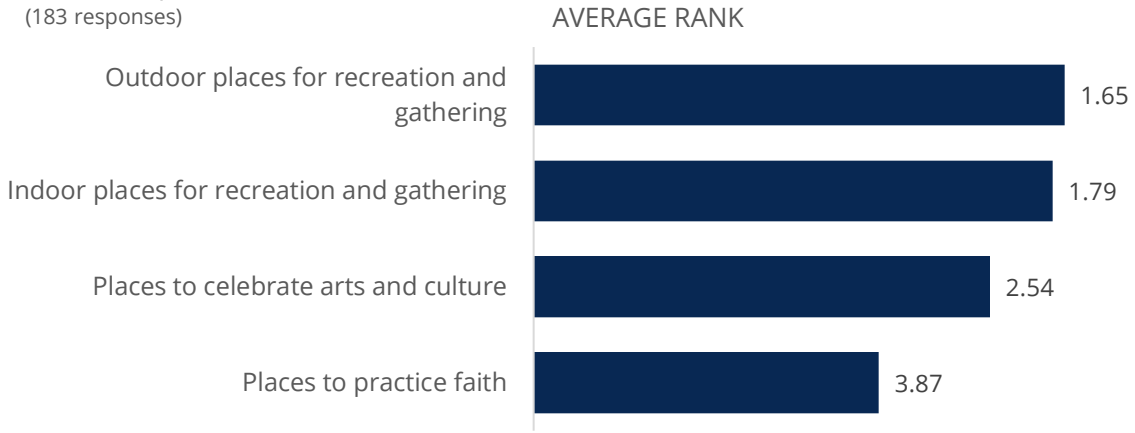
(184 responses)



6. What types of **community spaces** would you like to see in the neighbourhood? (please rank your top choices)

Note: 1 = top ranked choice

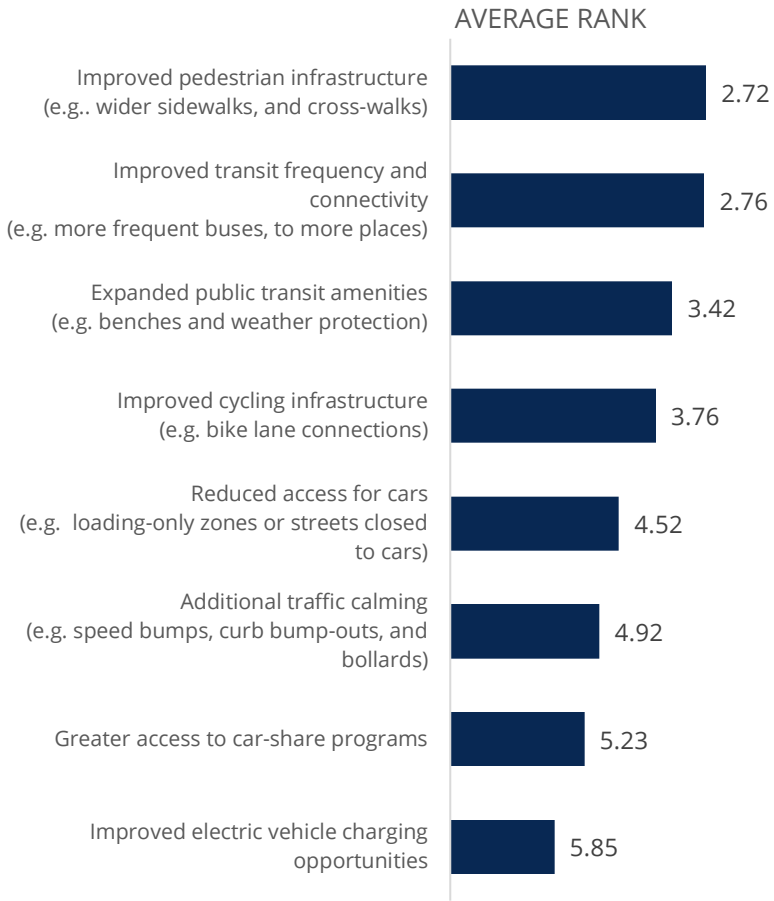
(183 responses)



7. Which of the following **changes to mobility options** would you like to see in the neighbourhood? (please rank your top choices)

Note: 1 = top ranked choice

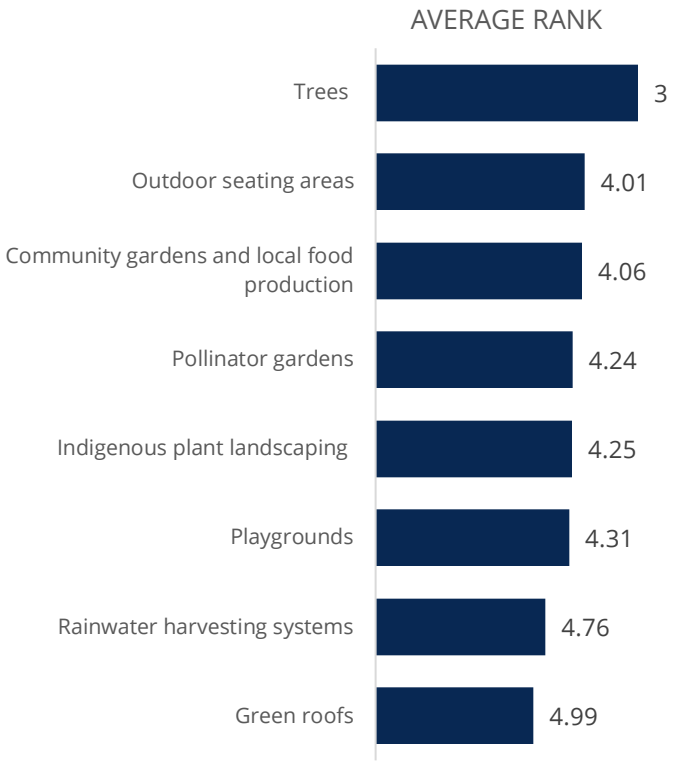
(182 responses)



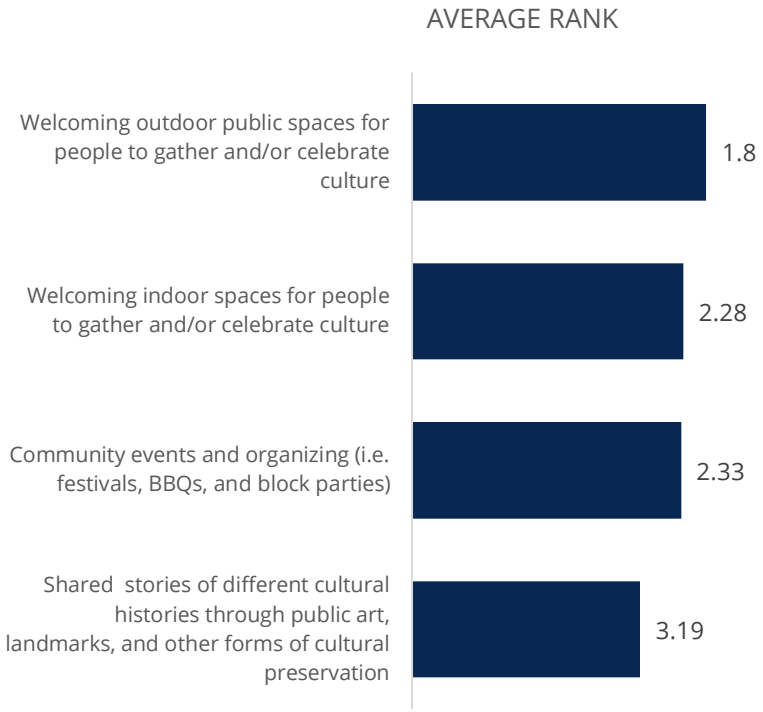
8. What types of **landscape design choices** would you like to see in the neighbourhood? (please rank your top choices)

Note: 1 = top ranked choice

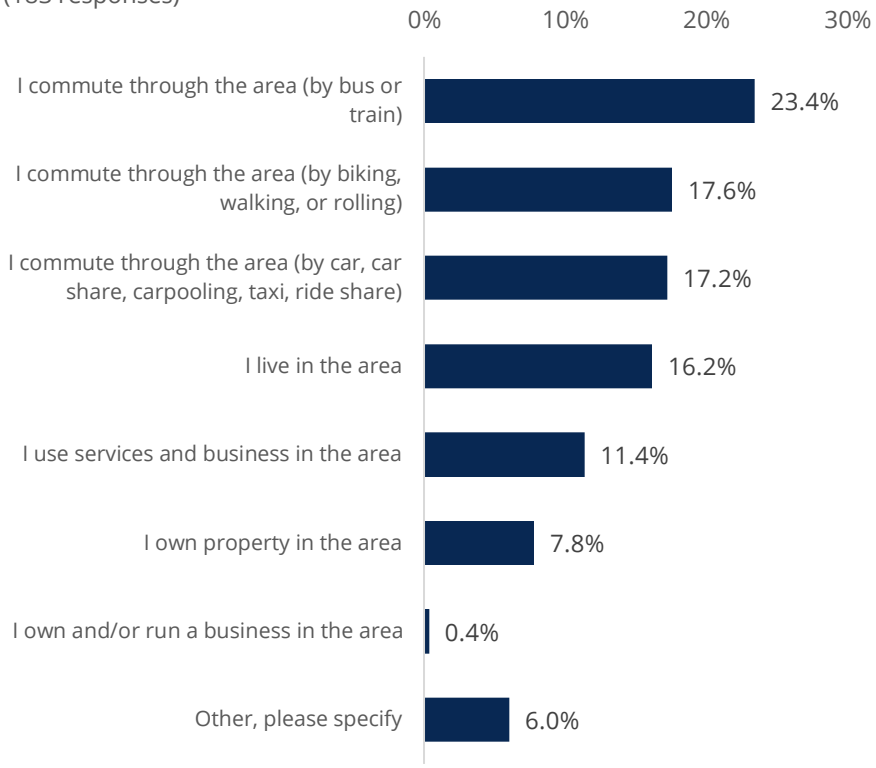
(185 responses)



9. How might the sense of **community belonging** in the neighbourhood be enhanced? Please rank the following options. *Note: 1 = top ranked choice*
(178 responses)



10. What is your interest or **connection to the neighbourhood** around 22nd Street Station?
(check all that apply)
(183 responses)



Those who responded with "Other" included former residents, people who live nearby, people interested in living in the area, people who pursue recreational activities in the area and people who have friends and/or family in the area.

ONLINE IDEAS BOARD & IN-PERSON POP-UPS

During the in-person pop-ups and on the online Ideas Board (hosted on Be Heard New West – see all ideas online), the same question was asked. On the online ideas board, participants could also "upvote" other people's ideas. The following themes emerged from both activity types.

How might the area around 22nd Street Station become a climate-friendly neighbourhood where everyone can thrive?

The following themes emerged, ordered by frequency of mention.

Public and Active Transportation

1. Reducing commute times;
2. Improving **pedestrian and cycling connections** (ideas included a protected pedestrian/cycling bridge connecting to Grimston Park over 20th Street, and making 20th Street more pedestrian friendly)
3. Improving **transit service** (ideas included more bus routes and night buses)
4. Improving the **experience around the station**, including weather protected areas, public bathrooms, pick-up/drop-off locations, open spaces and small shops.
5. Improved **cycling infrastructure,** including secure bicycle parking, e-bike charging, bike path lighting, more protected lanes on 20th Street, 7th Avenue and other locations)
6. Improved **pedestrian infrastructure** including overpasses, crosswalks, and walkways that connect across 20th, to the Fraser River and to Burnaby, and improved sidewalks and lighting throughout the neighbourhood.
7. **Other transportation ideas** like a gondola to Queensborough, adding more SkyTrain Stations (i.e. between 22nd[d] Street and New West station), or developing a dedicated road for Buses on Marine Way.

Commercial Uses, Services and Amenities

1. **Neighbourhood-serving shops and amenities** like public washrooms, places to eat, convenience stores, cafes, banks, neighborhood serving commercial spaces, and grocery stores/supermarkets. We also heard a preference for smaller-scale, neighbourhood-serving amenities instead of large big-box stores.
2. **Community and recreation facilities** such places to swim, exercise, and play sports, and community centres and libraries.
3. **Spaces for different ages**, including childcare/daycare for various ages, play spaces, and facilities to support seniors and children.
4. **Schools**, including adding or expanding middle schools and high schools. Some respondents expressed that more schools in the area can decrease commute times for parents and students.
5. **Mixed use amenities** such as a community centre with housing and/or offices attached, mixed-use development

with commercial uses at-grade. Reference to Mount Pleasant Community Centre as an example.

6. **Other ideas** included health care facilities (i.e. urgent care and primary care), economic development incentives to encourage new buildings along 20th Street.

Landscape and Water

1. **Appreciation for existing landscape and relationship to water**, including the views from the neighbourhood, and the proximity of Grimston Park to the SkyTrain
2. **Create more greenspaces, gardens and natural spaces** to connect with others in the neighbourhood, including improvements to the West End dog park, more places for flowers, cultural spaces, playgrounds, fields, shaded areas
3. **Address food security**, such as small and large community gardens, edible landscapes.
4. Build **green infrastructure**, including daylighting natural stream beds, restoring green spaces and boulevards with native plants, provide drought tolerant grassy areas, design buildings that are friendly to wildlife and birds. Reference to "sponge city design".

Housing

1. Increase **housing diversity**, including row housing, co-housing, co-op housing, tiny house communities, low-rises duplexes, basement suites and traditional apartment buildings
2. Ensure **housing affordability**, including lower rents, income assistance, providing a mix of market rental and subsidized housing, affordable home-ownership, and affordable low-rise housing.

Safety

1. Concerns about **crime** and safety and a need for more security, especially around the SkyTrain Station. Some reference to feelings of being unsafe due to substance use and litter in the area.
2. **Surveillance.** Ideas for a community policing centre near the station, using architectural and/or environmental design to reduce crime.
3. **Increased pedestrian/cyclist safety |** Improve walking conditions, provide bike storage.
4. Need more **lighting**, including bike paths, and by the station.

Dense Housing Forms

1. General support for increased density, especially near the station and south of 8th Avenue. Other ideas for high-density locations included along SkyTrain and around Marine Drive and 23rd Street. Comments about flexibility in densification, to allow for a range of housing types. Some concern about increased density.

Private Vehicle Transportation

2. **Traffic is a challenge** — especially along 20th Street and traffic from local schools and from Burnaby

3. **Allocate more space to cars** by widening the Queensborough Bridge, creating a new bridge at Boundary Road and creating a park and ride at the station.
4. **Reduce space for cars** by re-directing vehicle traffic, improving traffic calming measures, creating one-way streets

Equity

1. **Plan for seniors**, including providing parking spaces and accessible vehicle access for seniors (as not everyone can live a car-free lifestyle). Provide more and better sidewalks with benches so seniors can rest.
2. **Housing for diverse communities**, specifically for the most vulnerable including 2SLGBTQIA2+, seniors, people with disabilities, youth and diverse ethnic communities. Increased diversity in the neighbourhood — New Westminster is know to be a safe and welcoming place for diversity and this is an opportunity to create housing focused on welcoming diversity

Community Well-being and Connection

1. Build better social connectedness in the neighbourhood (and build upon the "small-town feel" of the area); create places for people to gather (including a transit plaza with retail spaces to create a destination in the neighbourhood)
2. There were also suggestions to regulate smoking in public, to help promote community health.

Land Use & Block Design

1. Ideas about the land use and block configuration included suggestions to design the neighbourhood with the **Barcelona superblock model,** creating a **15 minute neighbourhood,** and creating an **industrial precinct** for high-density transit-oriented development. Also consider pre-zoning in the neighbourhood.

Energy

2. There were ideas about creating more energy efficient buildings and homes, including Step Code 5, LEED certification, and EV chargers in homes

Truth and Reconciliation

We heard suggestions to create a vision that centres Indigenous culture and values and ties together community, climate, and reconciliation.

1. **Build a community centre based on Indigenous architecture**, like a long house, including human-scale pathways and roads tying together the community
2. **Landscapes with culturally significant plants and trees** like Western Red Cedar and gardens with First Nations Art
3. **Work together with local Nations to create space for Indigenous people** to return to and live in First Nations Housing as part of the community
4. **Work with local nations to rename the area** to something that is more meaningful to local Indigenous communities and nations.
5. **Decolonize this part of the city** by bringing together Indigenous history and an exciting, resilient and forward-thinking community.

1. **Create a destination** instead of a place that people just move through

Climate Change

3. **Ensure water resiliency** including river, streams, storm and sea-level rise resiliency
4. **Consider the need for Tsunami evacuation** from Queensborough and other sea-level rise concerns
5. **New schools that address climate resiliency**, including educating students on climate resiliency

Process

1. **Concerns that the process is taking too long and is overcomplicating the redevelopment** of the neighbourhood
2. **Suggestions to prioritize higher density as soon as possible** in areas within a 200m radius of the SkyTrain station, and then update the Bold Vision as new themes emerge from the planning process
3. Ensure that facilities and amenities are in place before new development happens, as it can be costly to implement aftewards

Partnerships and Collaboration

1. **Suggestions to learn from other nearby municipalities** about their Skytrain station area redevelopment process, like Port Moody and Ioco Station

ONLINE QUESTIONS & ANSWERS

The City received and responded to questions on the project engagement website (see all questions and responses online).

FOCUS GROUPS, MEETINGS AND WORKSHOPS

Community focus groups and meetings included introductory remarks about the project status, engagement period & activities, and guided discussion. The meetings and focus groups had different formats based on the audience.

The following section summarizes what we heard from these groups:

Groups Meetings

1. Welcoming & Inclusive New Westminster (WINS) Local Immigration Partnership
2. Community Action Network (CAN)
3. West End/Connaught Heights Residents Association

Youth and Student Workshops

4. Aunt Leah's Youth Advisory Council
5. Fraser River Middle School Student Leadership and Monkey Rebels
6. Douglas College Workshop

Meetings with Individuals

7. North Fraser Métis Association
8. Spirit of the Children Society

GROUP MEETINGS

Welcoming & Inclusive New Westminster (WINS) Local Immigration Partnership

City staff attended a WINS meeting (September 8), presented about the project and facilitated a conversation with the group of service providers, with 13 attendees.

What do you love about the neighbourhood around 22nd Street Station today?

1. **Community Connections & Well-being |** The community feels connected, it is a quiet neighbourhood and it feels that everyone knows each other. People who get off at 22nd Street Station are friendly – people always say hello.
2. **Commercial Uses, Services, and Amenities |** Appreciation for the existing commercial and community spaces, including the small and intimate schools, and the small businesses.

What are the gaps and challenges?

1. **Commercial Uses, Services, and Amenities |** There are a lack of commercial and community spaces, including a lack of childcare spaces and grocery stores.
2. **Private Vehicle Transportation |**

   Challenges with traffic on 20th Street, especially going onto and coming off of the bridge.

   Due to the dependence on vehicles, some spaces are physically inaccessible for some families due to being car-dependent (i.e. Strong Starts program).

   The neighbourhood can be inaccessible to those without a car, as it is hilly and there are no groceries or community facilities in the area.

   Not enough parking in the neighbourhood because the streets have been made too narrow.

3. **Housing |** There is a lack of housing choice, as a result, newcomers don't tend to move to this neighbourhood.
4. **Landscape |** The current landscape includes many grassy areas which are not adapted for the climate and are not drought resistant.

What are the ideas for the future?

1. **Commercial Uses, Services, and Amenities |** Provide more commercial services, and amenities including washrooms, water fountains, childcare, community spaces, library, youth centre, and heating/cooling facilities. Plan for an increase in school capacity in the neighbourhood.
2. **Climate Change |** Plan for climate change by providing heating and cooling facilities, including outdoor space and patios in new rental buildings.
3. **Landscape |** Provide natural and open spaces, including:

   Planting drought-tolerant green spaces, gardens, and boulevard fruit trees to support food security.

Ensure greenspaces are easy to maintain

Look to cities like Coquitlam who are doing a good job of integrating sidewalks and grassy boulevards

4. **Equity |** Create inclusive spaces for newcomers, including parks and greenspaces for people to come together. For signage, use visuals to convey messaging for newcomers.
5. **Active Transportation |** Expand the active transportation in the area. This includes building on the strength of 7th Avenue – dedicate more space to active transportation. It also includes making the neighbourhood more walkable, and providing scooter and bike share options (consider that school-aged children could use a bike share system to get to school).
6. **Housing |** Expand housing diversity, beyond single-detached homes.
7. **Private Vehicle Transportation |** Ensure that there is still parking for residents and seniors, and ensure that some people will still need to drive.
8. **Energy Systems |** Ensure there are free and public EV charging stations, and provide renewable energy systems (i.e. solar)

Community Action Network (CAN)

City staff attended two CAN meetings presented and facilitated a conversation with the group of leaders with lived and living experience.

What are the gaps and challenges today?

1. **Safety |** The SkyTrain station feels isolated and unsafe. There have been sanitary challenges in the elevator. There are also challenges with taxi wait times at the station.
2. **Commercial Uses, Services and Amenities |** There are no public washrooms.

What are your ideas for the future of the neighbourhood?

1. **Housing |** Integrate affordable housing into the area. Recommendations include: consider using zoning to require rental tenure, increase density, locate social housing near transit, consider co-op housing.
2. **Safety |** Improve a sense of safety by adding more lighting, adding cameras and surveillance by the station.
3. **Commercial Uses, Services and Amenities |** Need for public washrooms and water stations.
4. **Landscape |** Create friendly greenspaces and places to play, and increase the amount of greenspace in the area.
5. **Public and Active Transportation |** Make the Station Area more colourful and vibrant.

Connaught Heights/West End Residents Association

City staff and a project team representative were invited to a September 27 joint meeting of the Connaught Heights and West End Residents Association, to present about the project and facilitate an early conversation with local residents.

What are the gaps and challenges?

1. **Private Vehicle Transportation |** Frustrations that the traffic issues are not being addressed – traffic congestion (especially along 20th Street) has gotten worse in previous years. There is noise and dust from the highway. The issue of transportation must be solved first.
2. **Planning Process |** Lack of certainty in zoning and land use makes it challenging to sell homes. Concerns about the length and delays of the planning process. Suggestions that the Residents Association could have more decision-making influence.
3. **Safety |** Concerns about safety, including needles, mess in the neighbourhood, challenges faced by people who are unhoused, and break-ins.

What are your ideas for the future of the neighbourhood?

1. **Private Vehicle Transportation |** Develop a wall to block the noise and dust from the highway, introduce resident parking passes, and encourage electric vehicle use.
2. **Commercial Uses, Services and Amenities |** Provide more commercial and community spaces, including a post office, community space, and school.
3. **Safety |** Provide more lighting
4. **Housing |** Provide co-housing and row housing.

YOUTH AND STUDENT WORKSHOPS

Aunt Leah's Youth Advisory Committee Focus Group

City staff and a project team representative visited Aunt Leah's on October 17, and hosted a discussion with seven members of the Aunt Leah's Youth Advisory Committee (some joined virtually).

What do you love about the neighbourhood around 22nd Street Station today?

1. **Commercial Uses, Services and Amenities |** Appreciate Aunt Leah's and other resources in the area, 7-11, the schools, the Strong Start program, and small local business.
2. **Location and Connections |** Appreciate the location to the SkyTrain, Queensborough is easy to get to. People move to the neighbourhood to be closer to Aunt Leah's.
3. **Landscape |** Appreciation for Grimston Park and the forest trail between 22nd Street and Edmonds.

4. **Community Well-being and Connections |** Enjoy the neighbourhood character, sense of community, environment and calmness of the neighbourhood

What are the gaps and challenges?

1. **Commercial Uses, Services and Amenities |** Not enough community spaces
2. **Housing |** Affordability and housing availability is a challenge
3. **Public and Active Transportation |** The walk to Aunt Leah's from the Station is around 10 minutes, and it is challenging with the traffic on 20th Street and the topography.

What would you like your ideal neighbourhood to look like?

1. **Public and Active Transportation |** Increased transit accessibility and walkability to stores and places of interest; more pedestrian safety especially at crosswalks; more benches to sit and gather; improved bus frequency. Idea to create a moving walkway up the hill.
2. **Commercial Uses, Services and Amenities |** Needs more grocery/convenience stores and restaurants/cafes, need for more community centres, bathrooms, schools and daycares, especially if the neighbourhood is going to grow.
3. **Housing |** Need for more affordable mixed-use housing, including for low-income and youth ageing out of care. There is opportunity to build housing above Aunt Leah's and a need for more affordable housing next to SkyTrain.
4. **Landscape |** More playgrounds, greenspaces and trees.
5. **Community Well-Being and Connections |** Make the neighbourhood family friendly.

Youth Workshop

Held at Fraser River Middle School (FRMS) on November 1, 2023 after school, this workshop had 17 students – some were from FRMS, and others were part of the Monkey Rebels group at Ecole Glenbrook Middle School. The project team introduced the project, and then asked the youth to draw what the ideal neighbourhood would look like in the future.

What would you like your ideal neighbourhood to look like?

1. **Landscape and Water |** Participants shared ideas about the landscape, water, and public spaces, including: parks, recreation, places to play, playgrounds, waterparks, trees, gardens, public work-out spaces, spaces for scooters and skateboards, public garbage/compost bins, public art, and other outdoor spaces for youth to spend time. There were comments about renovating the existing spaces, like the off-leash dog area. Students had ideas about watering the trees and greenspaces with greywater, and to ensure the sewage system is well-maintained.
2. **Public and Active Transportation |** Participants had many ideas about how to improve the public transportation system, including ideas about alternative bus systems (i.e. hydrogen instead of electric); ensuring transit frequency; building a train over the river to Queensborough; using a magnetic train system; expanding the bike lane network and corresponding

signage/lighting; adding more sidewalks; ensuring accessible infrastructure (i.e. ramps and benches); adding bus schedules to bus stops; and reducing the reliance on cars.

3. **Commercial Uses, Services, and Amenities |** Participants shared ideas to ensure that everyday essentials are available within walking distance. Ideas for new spaces include medical clinics, pharmacies, food options (i.e. donut shops, food trucks), laundromat, activity centre, small/local businesses. The need for water-fountains, affordable internet and mobility services, and affordable retail was also mentioned. There were suggestions to create an intergenerational community space with a cafeteria, outdoor community garden, and dedicated spaces for youth and seniors.
4. **Health, Safety, Noise |** We heard about ideas for more lights, signage to increase safety, smoking regulations, sanitization stations. Generally, there were comments about decreasing the noise levels and minimizing crime rates in the area.
5. **Equity |** We heard comments related to equity, diversity, and inclusion, including: ensuring food security, removing barriers for youth, providing skills-building programs for youth and intergenerational/multi-cultural programming.
6. Ideas specifically about **climate change** included a need for cooling centres and water fountains, reducing CO2 emissions, and providing heat pumps in houses.

Douglas College Workshop

Staff met with a professor from Douglas College's Practical Energy and Advanced Knowledge (PEAK) Buildings program, and on November 7, 2023, staff presented at a virtual lunchtime class of students enrolled in the program.

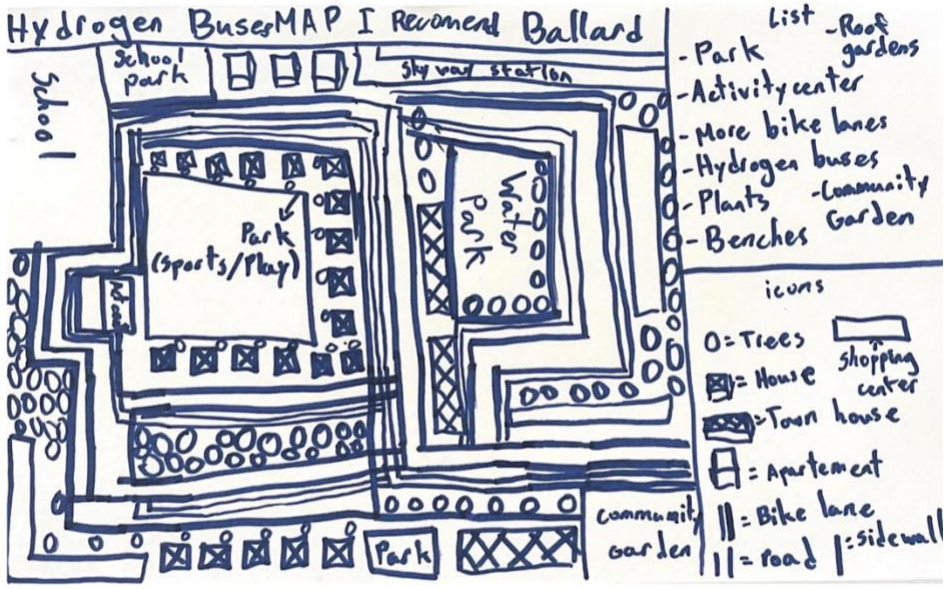
What ideas do you have for the future of the neighbourhood?

1. **Public and Active Transportation |** Increase walkability to local shops, enhance e-mobility, improve bike paths, narrow roads, widen sidewalks, and consider accessibility in the steep locations.
2. **Energy |** Collaborate with electrical department to ensure electrical needs are met.
3. **Climate Change** | Plan to adapt to climate change, including rain gardens, vegetation, and outdoor spaces.
4. Consider criticism of 15-minute cities when planning for **commercial uses, services and amenities.**
5. Consider a new form factor calculation for **housing**, where if a building meets step code 5, a new form factor would be required.
6. Explore accommodating more car share to decrease **private vehicle transportation** and curb the need for more underground parking.









Drawings from the Youth Workshop at Fraser River Middle School

MEETINGS WITH INDIVIDUALS

North Fraser Métis Association

On September 29, 2023, staff met with one representative from the North Fraser Métis Association, to share about the project, encourage members to engage, and hear about priorities. The representative shared extensively about perspectives on the New Westminster context, the work of the organization, and opportunities for community service and improvements. Priorities for within the 22nd Street station area included:

1. Developing a gathering place for urban Indigenous people and multi-cultural community, ideally Métis-owned and operated; and
2. Creating more affordable housing, specifically for First Nations and Métis community members.

Spirit of the Children Society

City staff met with two staff from the Spirit of the Children Society (SOTC) on November 20, 2023. Staff shared information about the project, expressed an interest in further engaging with urban indigenous community members, and listened to SOTC perspectives on the challenges facing community members they serve. Key points included the importance of providing housing that is truly affordable to people with low incomes, through measures like gearing rents to incomes and providing supports for first months rent and security deposits.

ADDITIONAL SUBMISSIONS

The City received and responded to additional submissions from residents, including emails and written submissions. These other submissions related to the following themes:

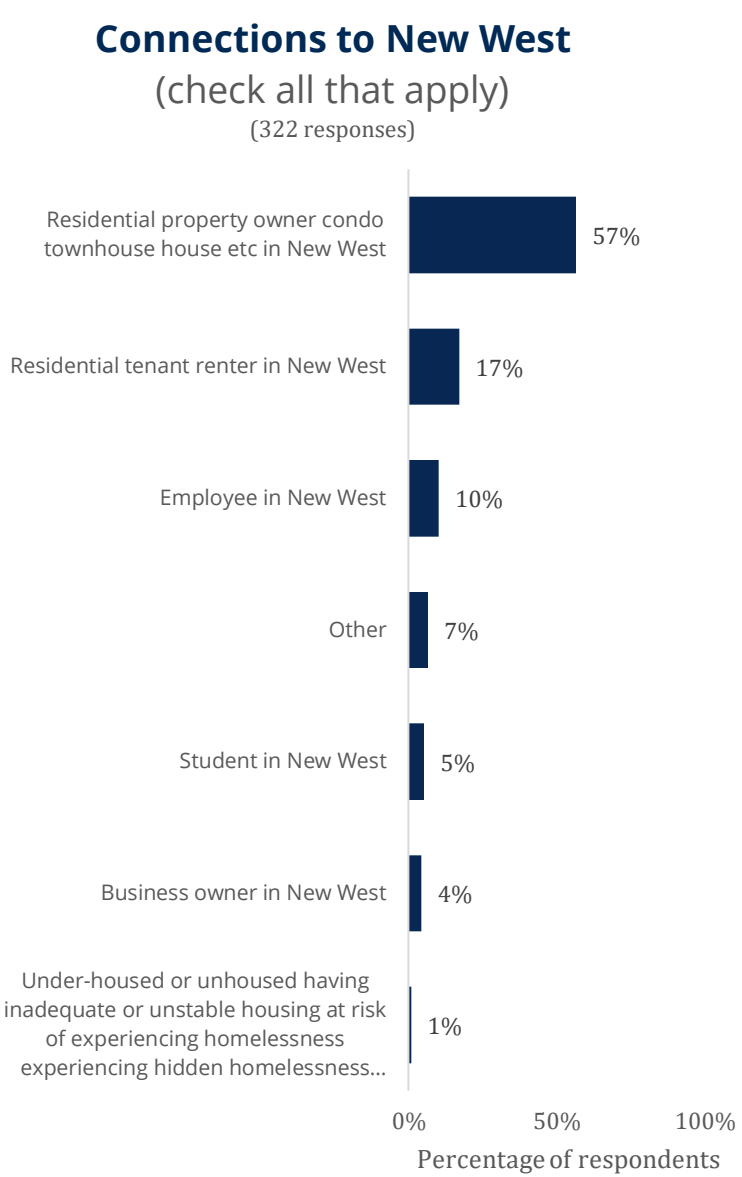
1. **Housing |** Adding more housing near the station will provide many benefits, including a mode-shift to transit, creating a more vibrant and safe community, and meeting housing need.
2. **Process |** Need to encourage municipalities to address local barriers to construction, including updating zoning bylaws and streamlining approval processes.
3. **Private Vehicle Transportation |** Access to the neighbourhood is a considerable challenge, with particular issues at 8th Avenue and 20th Street.
4. **Public & Active Transportation |** Appreciation for the bicycle storage, central location, and battery fast-charge station for buses at the SkyTrain station.
5. **Safety |** Concerns about safety, including break-ins, damaged properties, theft, and the challenges that unhoused people face.
6. **Commercial Uses, Services and Amenities |** Appreciation for the existing school, church, and businesses. Need for amenities like grocery stores, green spaces, and community spaces. Other ideas included an outdoor pavilion, an art and culture centre, and a hotel and accommodations.
7. **Density |** Some comments about maintaining lower density for families and seniors and people with disabilities.

WHO WE HEARD FROM ONLINE

On the City of New Westminster's Project page, 228 engaged participants contributed to at least one feedback tool. We heard from 219 survey respondents.

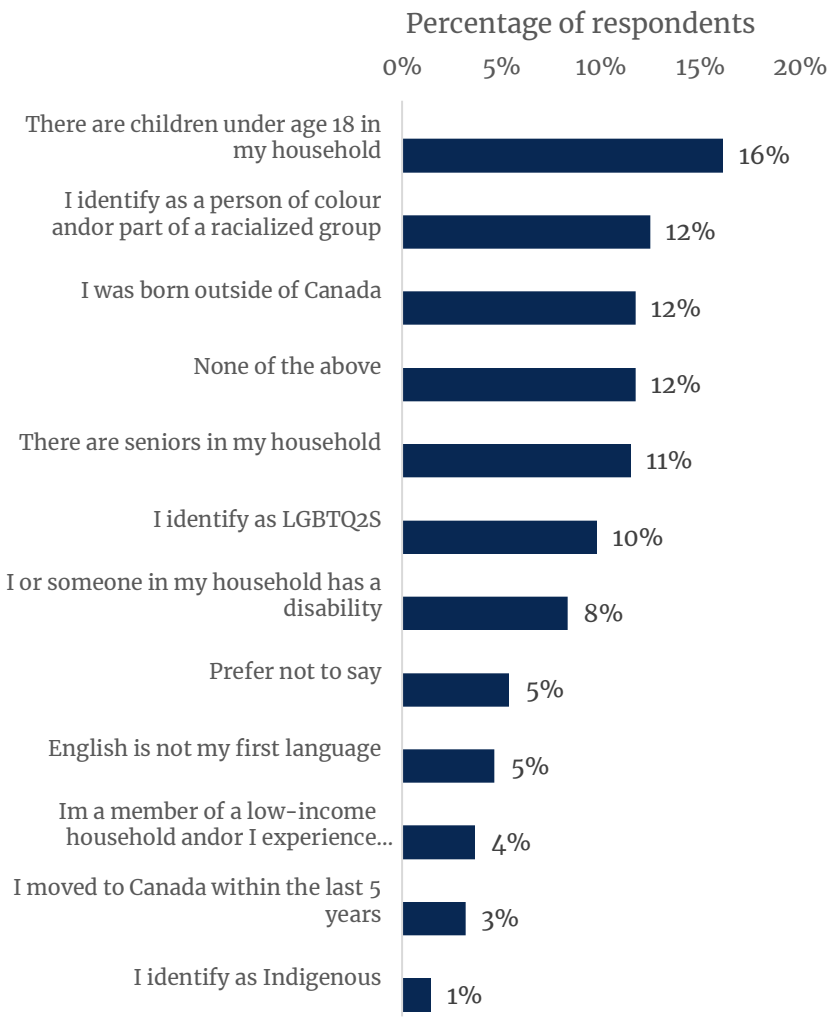
Be Heard Online Engagement Demographics

Registrants of Be Heard New West were asked a series of demographic questions. This section summarizes who we heard from through the online Be Heard platform. This includes people who responded to the survey or shared an idea on the online ideas board.

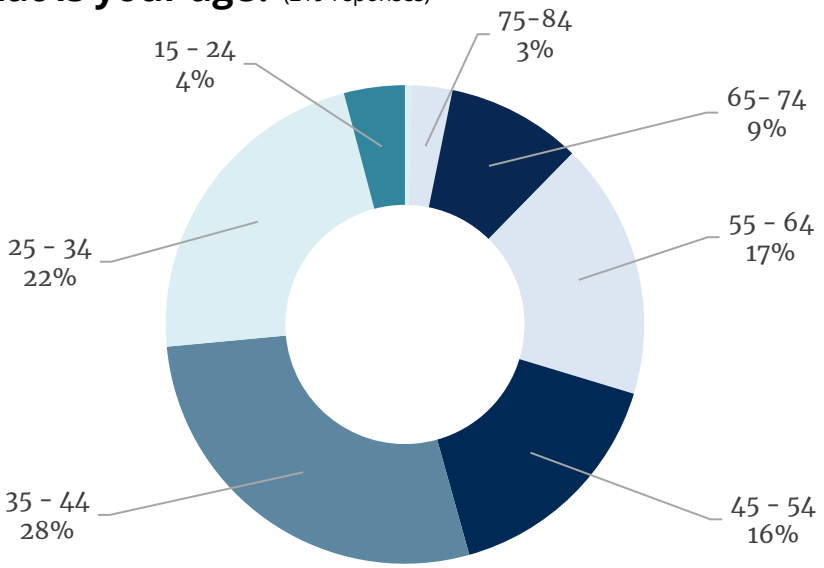


More info about you

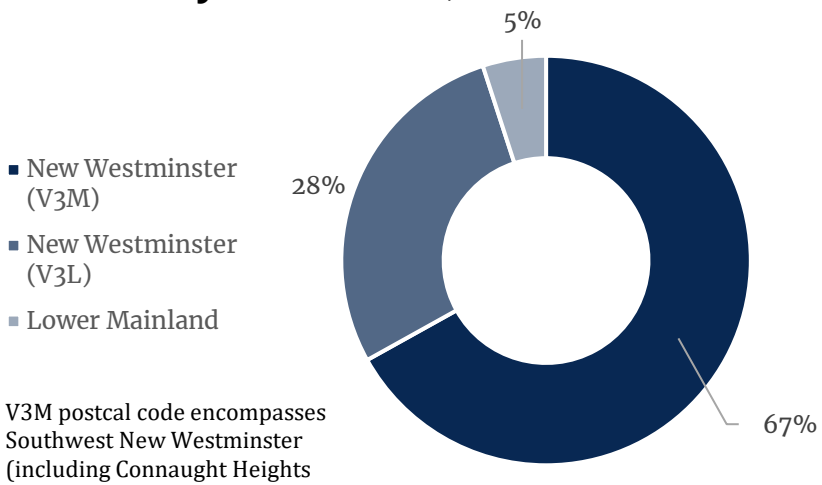
(select any/all that apply):



What is your age? (219 reponses)



Where do you live? (260 reponses)



V3M postcal code encompasses Southwest New Westminster (including Connaught Heights and West End)

NEXT STEPS

This past fall, the City of New Westminster engaged with the community through a series of online and in-person events to hear about the community's aspirations for the 22nd Street Skytrain Station Area. This report presents the results and findings from these activities, and will directly inform the development of a bold vision for the 22nd Street Skytrain Station Area. Additional inputs that will inform the vision include ideas and direction from local First Nations, City Council and committees, submissions from the **reGENERATE Ideas Challenge**, as well as the technical expertise of interdepartmental staff and consultants.

Next steps include evaluating the submissions from the reGENERATE Ideas Challenge, and weaving together the various streams of input at a multi-day design workshop in early spring of 2024. A draft vision will then be created and brought back to the community for review later in 2024.