

BURQUITLAM PLAZA

ROUND 1 ENGAGEMENT WHAT WE HEARD REPORT

JANUARY 2022

MORGUARD INVESTMENTS LTD.



On behalf of Morguard Real Estate Investment Trust

BURQUITLAM PLAZA

Land Acknowledgement

Morguard respectfully acknowledges that the Burquitlam Plaza is located on the unceded, traditional territories of the Coast Salish Peoples, namely the Sto:lo: the kʷikʷəł əm (Kwkwetlem) First Nation and sq̓ əc̓ íy aʔtəməxʷ (Katzie) First Nation; as well as the unceded, traditional territories of the q̓iq̓éyt (Qayqayt) First Nation, xʷməθkwáy əm (Musqueam) Nation, Skwx̓ wú7mesh Úxwumixw (Squamish) First Nation, and the Səl̓ílwətaʔ (Tseil Waututh) First Nation. Morguard expresses its gratitude to these Nations for their stewardship of these lands since time immemorial.

What We Heard Report

January 2022

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On behalf of

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ABOUT

This What We Heard Report provides an overview of the first round of engagement on the Burquitlam Plaza project between October to November 2021.

The Report outlines an overview of the project, the project team's communications and engagement strategies throughout Round 1, a summary of key feedback themes and the project team's response to questions received.

Stakeholder and public engagement is a key component of the Burquitlam Plaza project process as the application continues to undergo review and refinement.

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PROJECT TEAM

Morguard

About Morguard

Morguard is a fully integrated real estate advisory company, established in 1976 to manage and invest in high-quality real estate throughout North America, including Burquitlam Plaza. At Morguard, commercial leasing is a bench strength. With market intelligence and local expertise, Morguard helps tenants realize their business potential in our owned and managed commercial real estate portfolio of nearly 40 million square feet of office, industrial and retail space across North America.



INTRODUCTION

1.1 ABOUT THE PROJECT

Morguard, owner of Burquitlam Plaza, is beginning the planning and zoning process to redevelop Burquitlam Plaza into a mixed-use, residential community featuring convenience retail, offices and commercial space, restaurants, cafes, public amenity space and services. This redevelopment will be the connection for the surrounding area to transit and to the new YMCA through a proposed road network that allows for safe, multi-modal transportation.

Immediately adjacent to Burquitlam Station, and incorporating a distinctive and generous public realm, the redevelopment of Burquitlam Plaza is destined to become the heart of this new community.

A Master Plan and Rezoning application are being prepared by Morguard's Development Team to provide a framework for the Burquitlam Plaza redevelopment, inspired by the need for:



Community heart

Providing a high quality experience with easy, convenient access to essential services and to arts, cultural and leisure amenities.



Housing for Everyone

Providing a diversity of housing options for everyone.



Celebrating our History

Linking to our past as we move into the future by embracing the rich history of our neighbourhood and entrepreneurs.



Transit & Mobility Hub

Providing transit connections and direct and convenient access to the Burquitlam SkyTrain Station and bus exchange.



Public Plazas & Parks

Providing a high-quality public realm with open spaces and gathering opportunities.

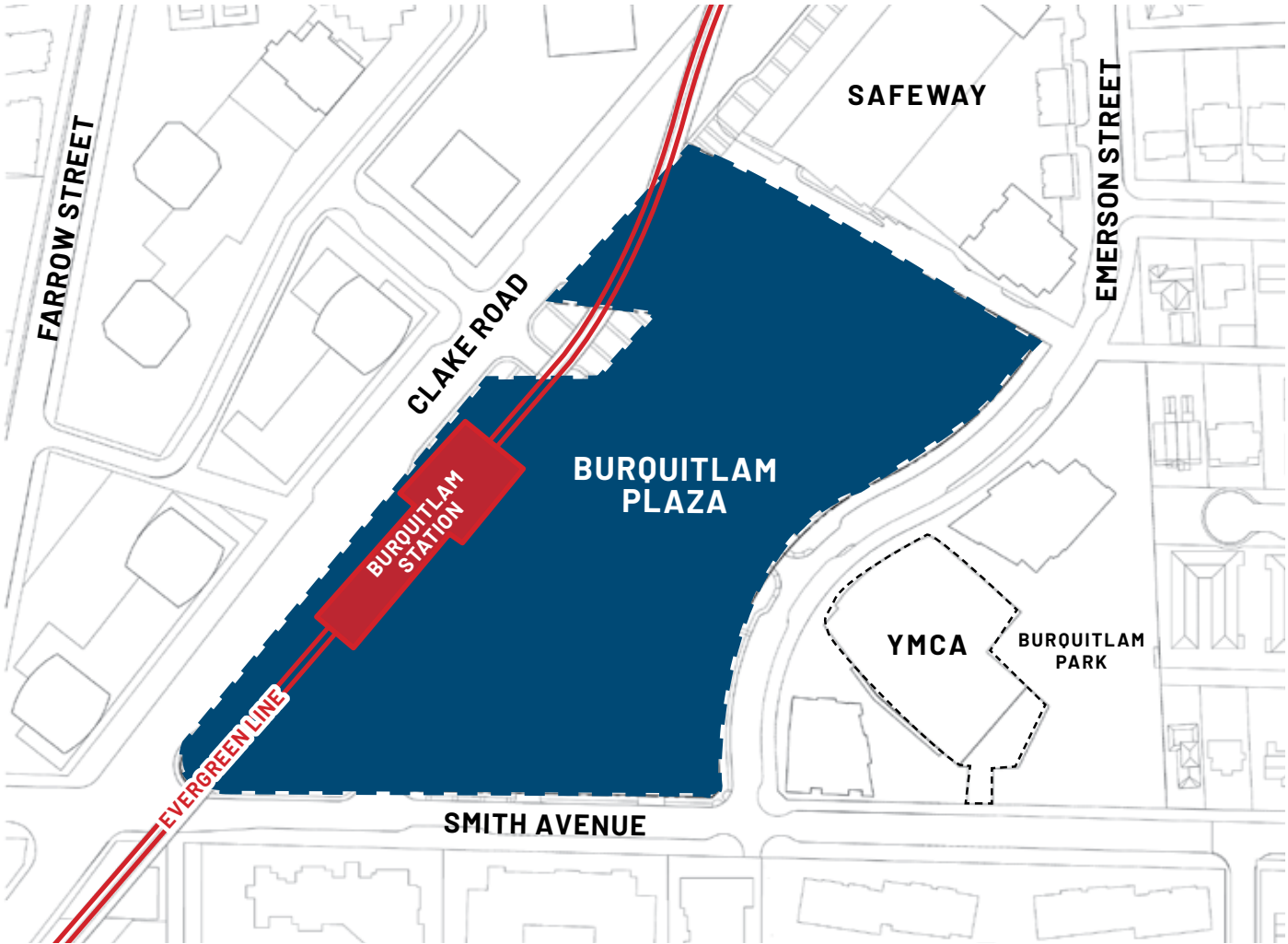


Retail & Office Uses

Providing office, retail, restaurant, entertainment, arts, and cultural offerings.

1.2 PROJECT LOCATION

The Burquitlam Plaza site is comprised of approximately 7.9 acres of land within the City of Coquitlam, along the SkyTrain Evergreen Line, adjacent to the Burquitlam Station.



OUR COMMITMENT TO OUTREACH AND ENGAGEMENT

Stakeholder and public engagement is a key component of the Burquitlam Plaza project process. We are committed to providing multiple opportunities for a variety of audiences to participate in meaningful discussions and share unique perspectives about the Burquitlam Plaza Development Project, ultimately strengthening project decisions and creating a great community. Through a comprehensive engagement process, Morguard is asking the community to share their aspirations and help shape the future

of Burquitlam Plaza. Ideas and feedback received through each round of engagement will directly shape the application before it's presented to City Council for approval.

We have now completed the first round of engagement and this report summarizes who we heard from, what we heard, and also provides responses to questions posed throughout Round 1 engagement.



2.1 OUR STRATEGY

In light of the current public health emergency regarding COVID-19, Morguard's top priority is the health and safety of its people and the community. While committed to conducting an inclusive and accessible engagement program for the Burquitlam Plaza project, Morguard is taking steps to reduce the spread of COVID-19 and is following direction from the British Columbia government.

Due to the risks and challenges associated with hosting in-person gatherings at this time, Round 1 public engagement was facilitated through digital and distanced strategies. and this report summarizes who we heard from, what we heard, and also provides responses to questions posed throughout Round 1 engagement.

2.2 OUTREACH ACTIVITIES

The following outreach methods were utilized to raise awareness and drive participation in the engagement process over the course of a month leading up to the virtual information session. The promotions invited community members to visit the project website, and get involved by attending the virtual information session, completing the online survey or getting in touch with the project team.



PROJECT WEBSITE

1,719 unique visitors, **3,648** views.
*As of December 9, 2021.



INFORMATION PACKAGE

1 information package publicly available digitally and in hard-copy by request.



MAILERS

4,878 postcards mailed to apartments, homes and businesses adjacent to Burquitlam Plaza.



EMAIL INVITATIONS

30 emails to stakeholder and community groups, introducing the project and inviting them to a meeting with the project team.



POSTCARD HANDOUTS

500 postcards handed out at the Burquitlam Station during peak hours over the course of eight days leading up to the virtual information session.



GEOTARGETED DIGITAL ADVERTISEMENTS

Facebook: 18,010 impressions

Google: 137,448 impressions, 97 clicks

TriCity News: 29,986 impressions, 400 clicks

*Impressions are the total number of displayed advertisements.



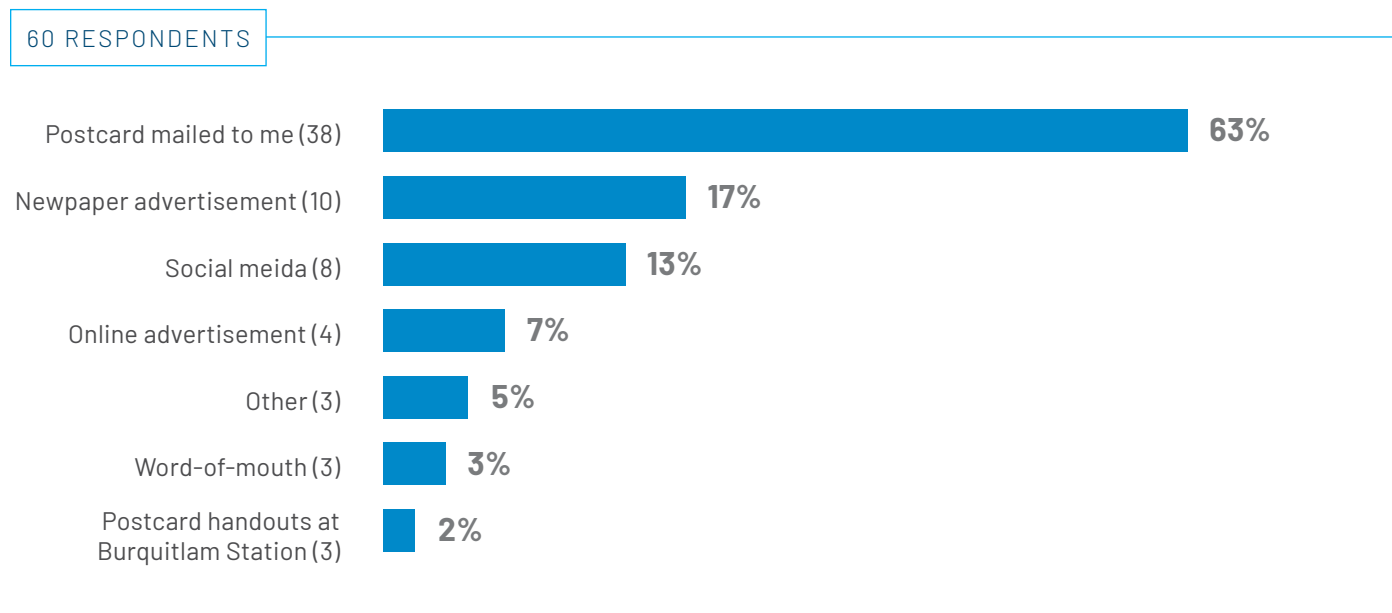
PRINT ADVERTISEMENTS

Two half-page advertisements in the TriCity News.



2.3 OUTREACH EVALUATION

Online survey participants were asked how they heard about the project. Respondents could select all that applied.



2.4 ENGAGEMENT ACTIVITIES

The following engagement methods were used to share information, facilitate conversations, answer questions and collect input.



STAKEHOLDER MEETINGS

Oakdale Neighbourhood Association
HUB Cycling Tri-Cities Committee
TransLink
SHARE Society/43 Housing
YMCA
Concert Properties
Shoppers Drug Mart
Metro Vancouver



PROJECT EMAIL ADDRESS

7 emails received and responded to.



VIRTUAL INFORMATION SESSION

21 attendees
~30 questions and comments received & responded to.



24-HOUR PHONE LINE

3 voicemails and follow-up correspondence with callers.



ONLINE SURVEY

60 online surveys completed.



24-HOUR VIRTUAL CHAT

6 questions and comments received and responded to.



EMAIL SUBSCRIBER LIST

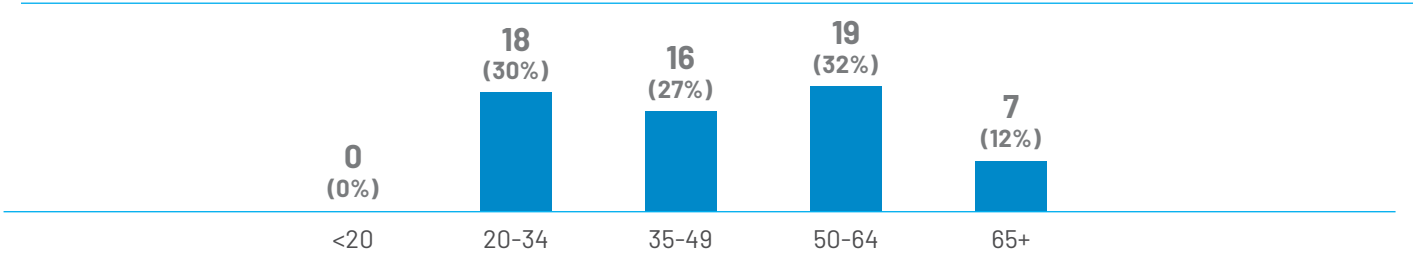
58 subscribers.

WHO PARTICIPATED

60 RESPONDENTS

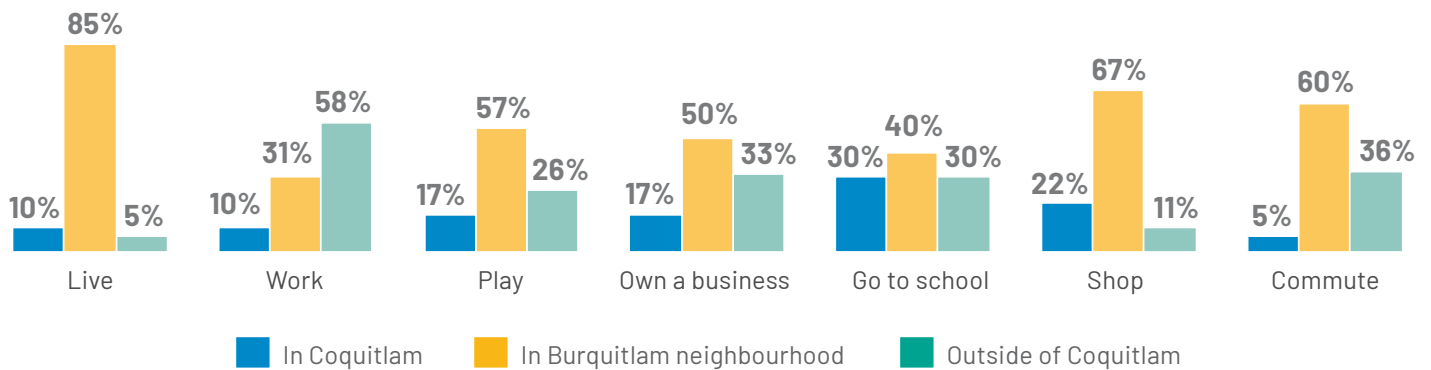
Over 100 people participated in Round 1 engagement. Online survey participants were asked to provide their demographic information to help the project team tailor our approach to the next phase to try and reach those who were less represented.

BY AGE

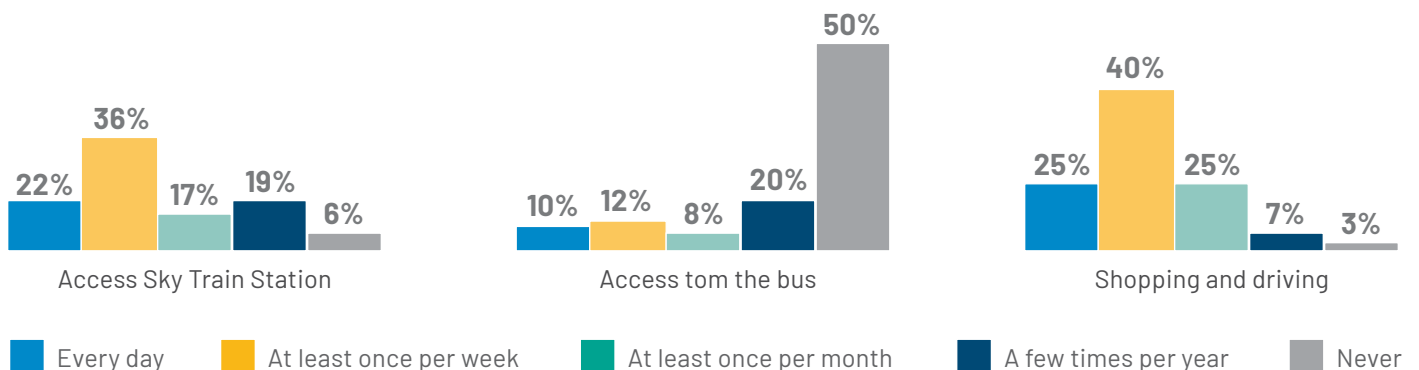


RELATIONSHIP TO BURQUITLAM PLAZA

Respondents were asked to tell us their relationship to Burquitlam Plaza, and could select all that apply.



Respondents were asked why and how often they visit Burquitlam Plaza, and could select all that apply.



WHAT WE HEARD

4.1 OVERVIEW

During Round 1 Engagement, we asked the public about the following topics:

- Vision and guiding principles
- What’s most important to them
- Desired experiences and amenities
- Mix of uses
- Public realm strategy
- Mobility strategy
- General questions and comments

Feedback and questions received across all engagement methods have been combined and summarized in the section to the right.

4.2 SUMMARY OF FEEDBACK




Neighbourhood convenience uses (banks, specialty markets, bike repair, etc.) were ranked as most important to consider as we transform Burquitlam Plaza, followed by bicycle and pedestrian connections.

Shopping (convenience, grab and go, specialty and locally owned) was ranked as the most desired experience and amenity by survey respondents, followed by community spaces (library, theater, meeting spaces, co-working spaces).

Walking, driving and the SkyTrain are the most common modes of transportation for traveling around and within Burquitlam Plaza.

Walking, the SkyTrain and buses were identified as the most important transportation options for Burquitlam Plaza.

The top five themes of questions and comments received:

-  **Transportation Network**
-  **Public Realm**
-  **General Support for the project**
-  **Amenities and Green Space**
-  **Retail, Commercial & Dining**

Please see a summary of all comments, questions and responses prepared by the project team in section 4.4.



4.3 COMMUNITY PRIORITIES

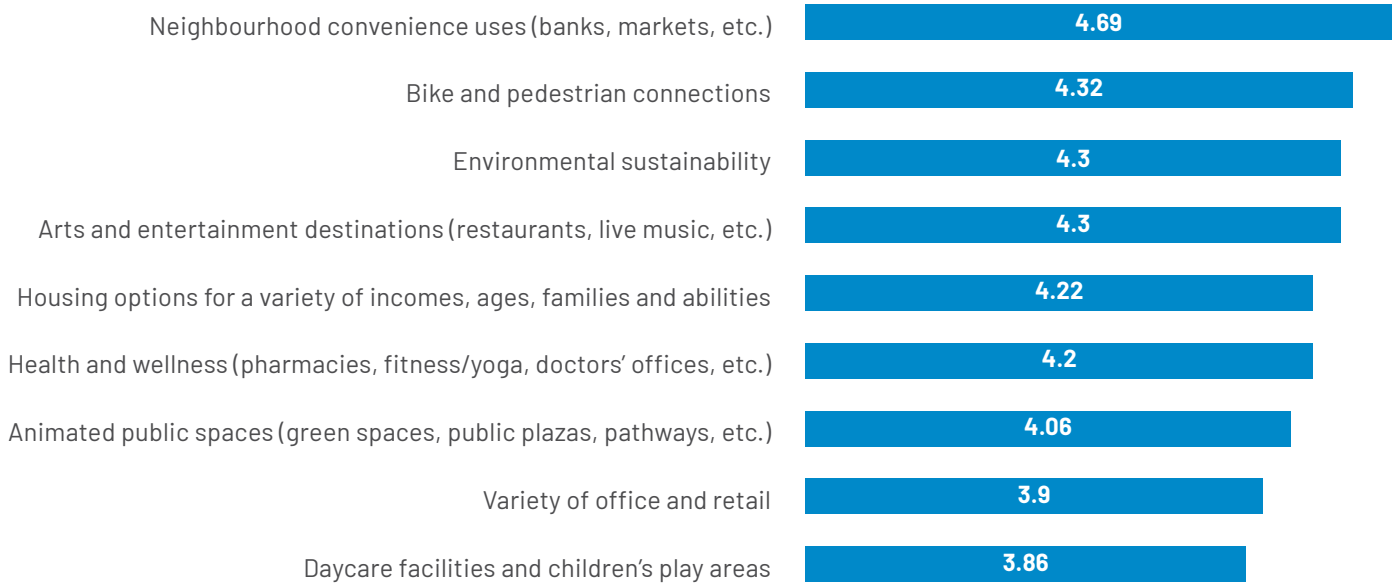
This section summarizes the responses to qualitative questions asked through the online survey.



What's most important to you as we transform burquitlam plaza into the connected core of the burquitlam neighbourhood ?

Online survey participants rated the following components using a scale of "very important", "somewhat important", "neutral", "not very important" and "not important at all". Results have been displayed as a weighted average (out of 5) for each component.

51 RESPONDENTS



"Other" responses included:

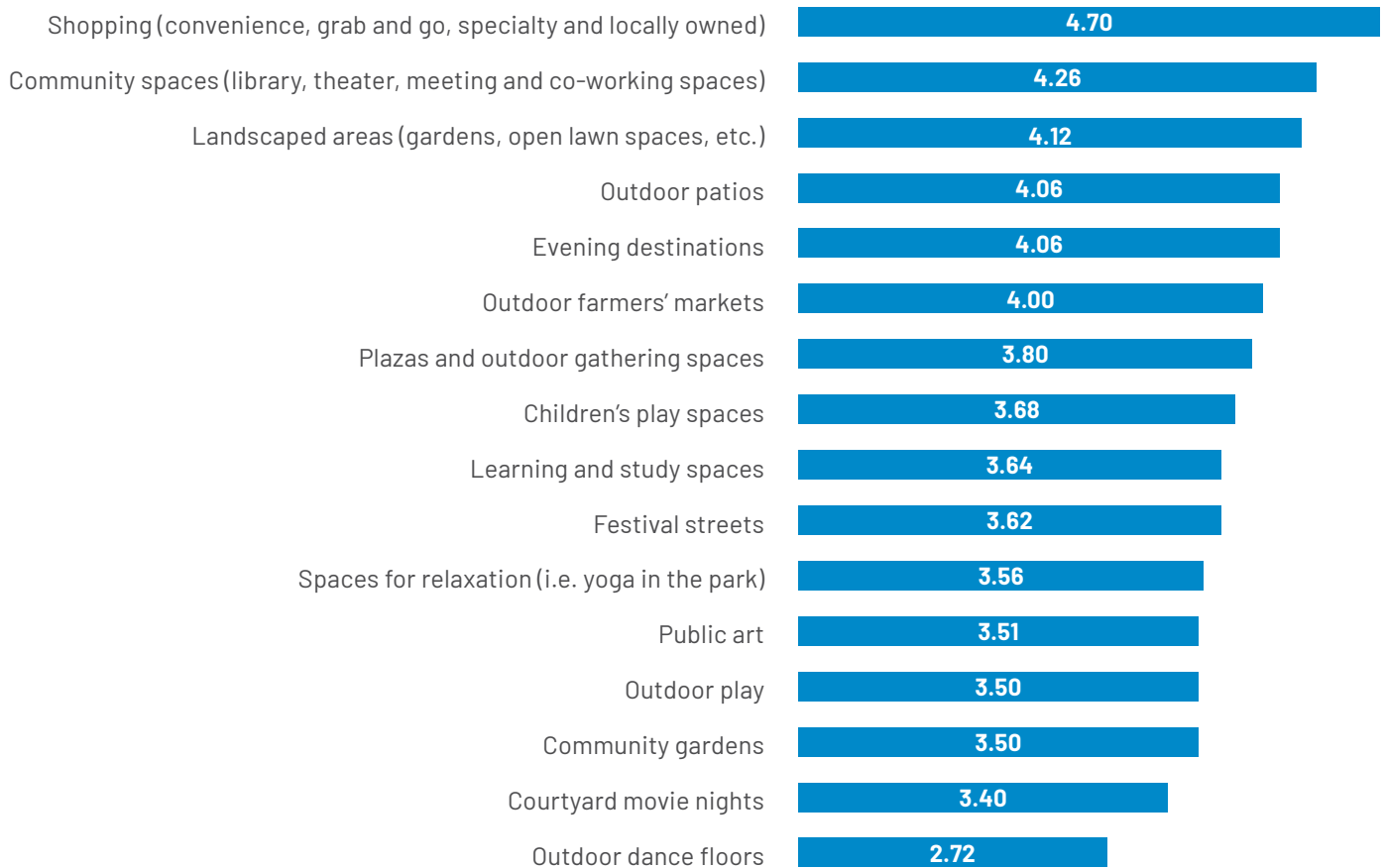
- Adequate parking and traffic congestion.
- Affordability. All the family owned small businesses are disappearing and chains are moving in.
- Car waiting area for SkyTrain.
- Coffee shop.
- Community organic gardens for tower dwellers.
- Create an easily accessible shopping and service focus similar to Newport Village in Port Moody.
- Designing spaces to prioritize people, not cars.
- Get an Asian grocery store like T&T!
- I like having different cultural foods in the area including Korean and Vietnamese etc.
- Indoor or covered areas providing air conditioned rainproof pedestrian access to all retail from all areas of Burquitlam without crossing any roads.
- Make sure to keep the post office here.
- Medical clinics.
- Neighbourhood pub (2).
- Outdoor movie theatre, concert, entertainment would bring people together.
- Park and ride facilities for Skytrain.
- Please also ensure police station stays, provide them a reasonable space!
- Separate restaurants (very important few in area) from live music less important to me.



What type of experience and amenities would you like to see at burquitlam plaza?

Online survey participants rated the following experiences and amenities on a scale of “very interested”, “somewhat interested”, “neutral”, “not very interested” and “not interested at all”. Results have been displayed as a weighted average (out of 5) for each experience and amenity.

50 RESPONDENTS



“Other” responses included:

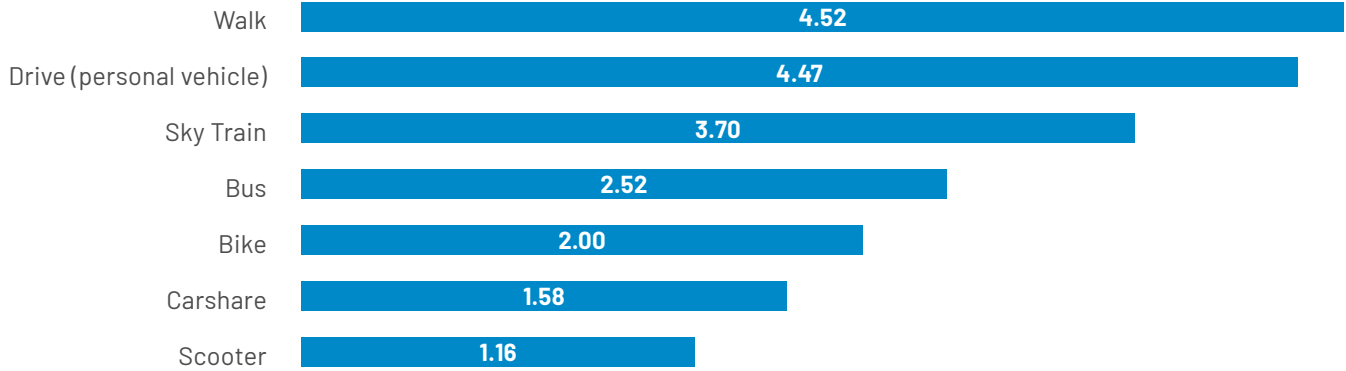
- Really need restaurants. Few in West Coquitlam other than pizza and fast food.
- Pubs.
- Consider glass roof for some outdoor spaces - otherwise the amenities won't be usable in rain ... and we rain a lot.
- Enclosed shopping street for rainy days. please google “shotengai” - enclosed shopping street in Japan, for example.
- I think many people in this area would appreciate dog parks. A nice water fountain area could make the area feel lively and adds some nice background noise.
- Internet access would be great.
- ‘Safe walk’ options, good security and ample lighting.
- Indoor spaces for relaxation, Indoor plazas, Covered heated patios, Indoor or covered playgrounds, Covered movie nights.
- Garden supply + home improvement businesses.



How do you typically travel within and around burquitlam plaza?

Online survey respondents rated all modes of transportation on a scale of “always”, “usually”, “often”, “sometimes”, “rarely” and “never. Results have been displayed as a weighted average (out of 5) for each mode of transportation.

49 RESPONDENTS

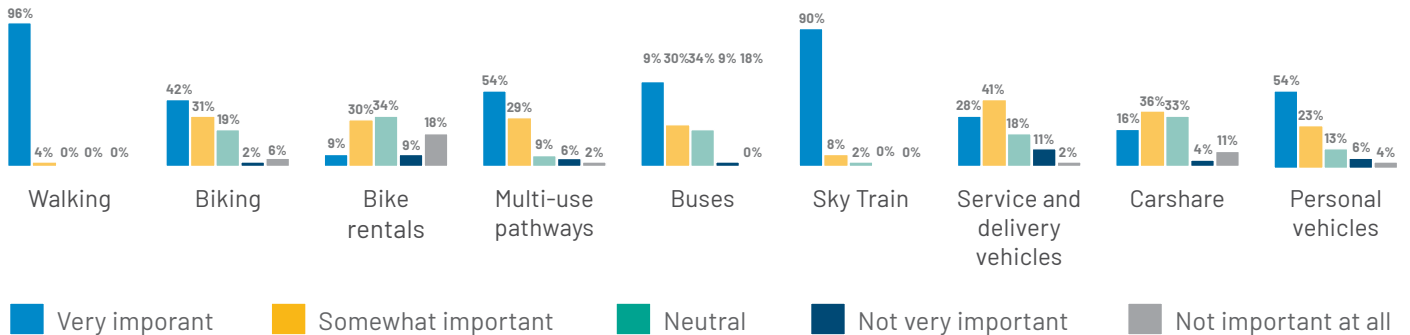


“Other” responses included:

- Remember I’m 80 so mobility is getting limited
- Sometimes friends pick up my mom to go some place
- Carpool sometimes
- Will use public transit again after the pandemic



How important do you feel these transportation options are for burquitlam plaza?



“Other” responses included:

- Handy Dart pick up.
- Do we need two bus hubs so close together, already one at Lougheed.
- Reduce vehicle emissions by removing vehicle access from the plan other than to underground parking.

4.4 KEY THEMES & RESPONSES

This section includes all questions, comments/responses provided by the project team, categorized by theme of feedback.



4.4.1 TRANSPORTATION

63 COMMENTS AND QUESTIONS

4.4.1.1 PARKING

Q. What is the total amount of parking for both residential and commercial? Concern there will not be enough parking, resulting in overflow into neighbouring communities.

For this project, there are about just under 2,000 vehicle parking spaces planned that will be used in part by residents and their visitors, and in part by commercial users and employees. Both street front and at-grade short-term parking areas are proposed. We have over 2,850 bicycle parking spaces as well. There is a strong emphasis on accommodating cyclists with this project.

Q. Will there be paid short term open parking?

It might be too early to have determined yet, but we imagine short term parking will at minimum be time-restrictive. Historically, we have not charged for short-term parking at any of our retail properties, and we will study this as we move forward with plans for the development. We also want to promote and support transit and alternate modes of transportation as we have done in other projects, supporting car share programs, etc.

Q. Will there be a resident pass, or a grace period (1 hour free) for those who live there to access shops and services? This would discourage commuters from using the space as park and ride.

As is done currently, time-limited parking for the commercial spaces in the new project will continue to be monitored to preclude commuter Park & Ride use.



Would like to see more options for quick, easy parking access to shops.

Convenient parking access to shops and services is important to the project and the proposed plan provides for this type of parking both at-grade and on the first level of underground parking. A strong focus on lighting and wayfinding signage will be applied to the underground parking to guide customers from their parking spaces to the elevators providing access to the shops and services above.

We anticipate that the surface parking options will have relatively short duration-of-stay time restrictions to facilitate efficient turnover of these parking spaces throughout the day.



Support removal of surface parking lots.

The expansive surface parking lots at the existing Burquitlam Plaza are characteristic of older shopping centres, many of which are in the process of being redeveloped similar to what is proposed for Burquitlam Plaza. With the removal of the large surface parking areas, storm water management is much better and the safety and comfort of walking routes to and from the transit station will be considerably enhanced.



Will Park and Ride be included in the plans?

There is a new municipal Park & Ride facility in the parkade currently under construction east of Emerson Street; no further Park & Ride capacity is proposed at Burquitlam Plaza.



Concern with underground parkade being cumbersome and not convenient.

The lower levels of the underground parkade will be secured for resident use; the most convenient parkade areas to the commercial streetfronts will be at grade but completely screened from view by buildings. Underground parkades will include good lighting and wayfinding signage to make all users feel comfortable and appreciative of the weather protection and larger pool of parking spaces to choose from, compared to the street parking above.



Concern for older people having to walk to and navigate several floors of underground parking.

Those who live on site will have direct elevator access from their level of the parkade; if they are visiting the commercial spaces, they will have options to park either at grade outdoors or in the most-convenient-to-grade levels of the weather-protected parkade.



Will the public and resident parkades have reasonable provision of EV charging stations?

The project will be fully compliant with the City of Coquitlam Bylaw regarding vehicle charging. We would like to bring some innovation as well when it comes to charging for e-bikes.

4.4.1.2 ACCESS



Where are the access points for the parkades for each of the 6 towers?

The site plan provides two access points to the underground parking. For the three towers on the northern portion of the site (north of Hobbis Way), the driveway access will be to the North Lane along the north side of Burquitlam Plaza with connection to Clarke Road to the west, and to Emerson Street to the East. For the three towers on the south side of the site (south of Hobbis Way), the driveway access to the underground parking will be on Front Street, with access to Smith Avenue to the south, and to Hobbis Way to the north.



Where are the access points for tractor-trailer delivery vehicles to off-street unloading bays of 'anchor' retailers?

The access point for truck traffic deliveries to the north portion of the site will be from the North Lane which connects to a truck loading court located just south of the lane. For the south portion of the site, trucks will use the Front Street driveway to access ground level truck loading areas within the planned podium development.



Where are the designated curb/front entry parking spaces for delivery, service, maintenance, and emergency vehicles at the six towers?

Deliveries by larger trucks will be accommodated in ground level truck court areas planned to service the north and south portions of the site as described above. Convenience deliveries (food services, parcels, etc.) along with service/maintenance vehicles will be accommodated on the first level of underground parking beneath the tower buildings. Emergency vehicle access to the tower lobbies will be from locations on the ground level lane/road system nearest to these lobbies, whether that be the North Lane, Hobbis Way, Front Street, Emerson Street, or Smith Avenue.



How will you ensure existing residents of the single family area will maintain access the new services, rather than only being accessible to new residents? (Consider looking at Newport Village)

Area residents will have convenient access to the shops and services of Burquitlam Plaza whether arriving on foot, by bike, or by vehicle. Similar to Newport Village in Port Moody, Burquitlam Plaza will have ground level, curbside parking, plus the option of underground parking beneath the shops and services with convenient access by elevators.



There are not enough places for cars to go through the plaza to easy access of shops.

The proposed supply of parking will be consistent with the requirements of the Coquitlam Zoning Bylaw. Parking choices will be distributed across both the north and south sides with a mix of ground level, curbside parking and underground parking located beneath the shops and services above, with convenient elevator access.

4.4.1.3 PICK-UP AND DROP-OFF



Where will passenger pick-up and drop-offs and deliveries take place for both the SkyTrain Station and the area shops/services? Concern with there not being enough loading zones and drop-off / pick up areas, and additional congestion caused by increased number of pick-ups and drop-offs.

Options for passenger loading spaces are presently being explored. We agree that this is important for the project to promote trips by alternative travel modes including transit, ride sharing and ride hailing (Uber, Lyft and conventional taxi services). Loadings will be either within the buildings or behind screens so the pedestrian environment would not be interrupted by garbage cans and loading vehicles.

4.4.1.4 TRANSPORTATION NETWORK



Concern with bottlenecking, congestion and traffic flow.

This is the type of community you want density to be located with Rapid Transit Station and bus exchange and an emerging cycling network as well. This project will generate trips and certainly a number of them will be vehicle, but what we are finding with projects like this is there is a real big move towards people using transit, cycling and other modes. We are in the process right now of working through a TIA that the City will review and as the project moves along, we will be dealing with these area issues. We've been working on the project long enough now to have a pretty good idea of the traffic flows we anticipate and we feel the street network we have planned for does a good job of distributing the trips for this project and the impacts of this project on the greater community is manageable.



Ensure road lanes are safely considered to reduce speed and not compromise pedestrian safety. Limit vehicular traffic within the plaza.

The design of planned new roads (Hobbis Way and Front Street) on the site, with a single travel lane in either direction and curbside parking, is based on lower design speeds (40 km/hour) and street design standards than most streets in Coquitlam.



Promote transit, car sharing, pedestrian and bike friendly rather than being car centric.

The Burquitlam Plaza project is ideally located on the regional rapid transit network (Evergreen Line) and the transit exchange provides excellent connections to bus transit routes serving this area. Moreover, the project is located at the junction of City-Wide and Neighbourhood Greenway routes to promote walking and cycling trips to and from the development.



Make it simple and spacious for navigation (driving and walking).

The planned mobility network for Burquitlam Plaza will provide clear routing choices for drivers, cyclists and pedestrians alike.



Ensure it is well-connected to the YMCA and the surrounding neighbourhood.

The future Hobbis Way will provide a very direct route for connection between the YMCA and transit station, and the wider neighbourhood beyond, particularly for pedestrians and cyclists. Vehicle access to the YMCA underground parking will be on Smith Avenue which is connected to Burquitlam Plaza both at Emerson Street and Front Street.



Suggest intersections with signals for left and right turns.

The Transportation Impact Assessment study for the Burquitlam Plaza is presently underway and will identify the requirement for future traffic control at the key intersections in the vicinity of the project.



Why is Emerson St. so narrow when it has so many new trip origins and destinations along its length, in addition to curb parking on both sides?

The Council-adopted Burquitlam-Lougheed Neighbourhood Plan (BLNP) has designated Emerson Street as a Collector Street from Hobbis Way south to Smith Avenue, and as a Local Street (High-Density) from just north of Hobbis Way to Como Lake Avenue. These street designations are based on projections of future traffic activity. The proposed design for Emerson Street is based on direction from the City of Coquitlam, mindful of this future level of traffic activity.



Suggestion to eliminate the Front St./busway connection to Hobbis Way. Instead, terminate Front St. with a cul-de-sac bulb (where the curb extensions are shown). The Bus Exchange road becomes a (fenced-off) 'bus only' road with Hobbis Way providing east-west (through) flow only; this will improve traffic flow at the Clarke-Hobbis intersection too.

The Front Street connection with Hobbis Way is consistent with the City Council adopted Burquitlam-Lougheed Neighbourhood (BLNP) street network plan and provides important connectivity for both vehicular and non-vehicular travel modes. Anticipated vehicle turning movement restrictions at the future Front Street intersection with Smith Avenue add to the importance of the Front/Hobbis connection for vehicles.



Burquitlam rapid transit station is an 'island' linked to the redevelopment by ground level sidewalks at either end. Adding 'iconic' underground or overhead pedways would improve access for residents especially during cold, rainy weather; and attract customers to the retail and commercial components in the podiums.

Safe, clear, and convenient pedestrian interconnection at grade between the transit station and the balance of the neighbourhood is a key goal of the project, as it supports the fostering of an attractive, lively streetscape; separating transit-destined pedestrians from the grade level could prioritize vehicular flows over pedestrian activity at grade, reinforcing the transit station's isolation from the balance of the neighbourhood.

4.4.1.5 PEDESTRIAN NETWORK



Shops should join up via pedestrian corridor to the first floor of Safeway and then via covered overpass to North West & East of Burquitlam.

The Clarke Road frontage of Burquitlam Plaza will enhance the pedestrian experience along this corridor including north to new developments along the Como Lake Avenue corridor. Grade separated pedestrian connections over Clarke Road and Como Lake Avenue are not anticipated in the BLNP; however, the increased volume of pedestrian activity in this area will result in an increased visibility of pedestrian movement at the interfaces with vehicle traffic.



Recommend pedestrian-oriented, car-free spaces (Hobbis, Front Street, Green Gateway)

Wide sidewalks and patio spaces, separated from the roadways with street furniture and landscaping are designed to create those pedestrian-oriented spaces along Hobbis, Front and at the Green Gateway.



How will your plan accommodate people with disabilities?

All our public realm is on level ground, so is completely accessible. We also have parking on the street and of course handicap parking spots available, and short term parking off north Lane. Project is completely accessible at the ground level for all retail as well as the train station. With the Station, there are escalators and lifts to take people to the second level. Internal elevating devices within retail will also help those reach the second floor. All residential will have elevators. All of our crosswalks will have letdowns, to create a barrier free mobility realm.



Appreciate the walkway from BOSA area with easier access to the SkyTrain.

The first phase of the project will tremendously improve that walkway - people coming from Bosa would have a better experience.



Ensure an inviting connection between Burquitlam Plaza and Safeway.

The Burquitlam Plaza project will greatly enhance the pedestrian experience along the east side of Clarke Road connecting to the Safeway development to the north. We are consulting with TransLink regarding options to create inviting public realm treatments beneath the SkyTrain guideway structure above.



- Consider spaces like Metrotown and the Telford/Sussex Ave area.**
- New sidewalks will make it feel easier and safer to get to the Safeway.**
- Prefer wide sidewalks for social distancing.**
- Would like a safe, walkable design.**
- Safety of pedestrians and cyclists is key.**

4.4.1.6 BICYCLE NETWORK



Will there be public bicycle parking and air pumps?

We take our direction from the zoning bylaw, which requires in addition to long term secured bicycle parking, and that there is a good supply of short term public bicycle parking. In this project, we are looking for innovation, so may go beyond the bylaw requirements to provide funky short term bicycle parking. We really do want to encourage people to visit the site using their bikes. We have also spoken to the bicycle commuter community, so looking to provide cycling amenities such as bike pumps.



Will there be a bike lane direct from the YMCA to the SkyTrain?

Yes, Hobbis way is part of the City’s city-wide greenway system, which involves an integrated cycle facility as part of a multi-modal path which would connect from the SkyTrain area along Hobbis out to Emerson and across to the YMCA. Design options for this cycling connection on Hobbis Way between the transit station and the YMCA are presently being explored for consideration by the City.



Would like to see a bicycle connection across Clarke Road to access shops on the other side.

The BLNP contemplates a City-Wide Greenway connection from Hobbis Way, across the Clarke Road using the existing traffic signal at this intersection to connect with a planned multi-use path along the west side of Clarke Road. This connection would join the shops and services along the west side of Clarke with Burquitlam Plaza.



General support for bicycle infrastructure & connections, as well as bike parking lockers.
Concern for narrow multi-use paths.
Preference for separated bike lanes.



4.4.2 PUBLIC REALM

60 COMMENTS AND QUESTIONS



What is the inspiration behind the public realm?

The public realm of the project will provide an inviting, beautiful and useful combination of plazas, greenspace, art, and lively streetscapes that provide both a gathering spot for the local community and an efficient link to the Transit hub, YMCA, and other future community amenities. Our goal is to create connections, pause points and a variety of different experiences that are of value and interest to the community. We want to link the different experiences and break the blocks down into more manageable components; emphasizing human scale, human comfort, human shelter, engagement and interconnection.



Recommend coverings along walkways and public spaces for protection from weather.

We plan to have continuous weather protection for all commercial frontages, so when you're walking on the sidewalk you will be protected. There will be several types of coverings such as awnings, umbrellas, canopies and other types of weather protection. The podium rooftops will include green roofs to help mitigate heat gain. Street trees will also provide a large tree canopy covering the site.



Recommend a large rain-proof covered area with air conditioning and heating providing access to retail, or to house a farmer's market, busker festival or food truck events.

All-season use of the public realm is definitely the goal; covered temporary space for weekend markets and similar events will be investigated as the project design proceeds. Both temporary weather protection and permanent roofed elements will be further investigated through the design process.



What is the plan for under the guideway? Concern with space not being utilized efficiently and becoming heavily treed.

We intend to animate the space by creating a safe and inviting environment through lighting and landscape. We have to work together with TransLink and the City to imagine what that space could be. Right now, our plan is not to include a bunch of trees/shrubs, but rather create an active place to be, a gathering/people place, with cool things to do.



Are water features / fountains included in the plans?

Yes, we have proposed water elements in the Courtyard and Front Street to create focal points and wonderful soundscapes, while providing cooling properties and visual stimulus. We will combine all facets of nature into this space so it's really pleasing as a gathering and transitional space in the community.



What are the plans for lighting?

We want to create a neighbourhood feeling, so lighting will be set at more of an intimate neighbourhood scale. We are very aware of the dark sky concept so lighting will be aimed down at the ground, as opposed to up in the air. Lighting will follow a theme. We will have different types of lighting throughout the seasons, but this will be studied in detail at the development permit stage. Additionally, storefronts and restaurants will provide lighting and activity as well. There is so much at ground level for people to enjoy and access, we anticipate a great ambiance.



Would like to see more micro-architectures (nooks/crannies) to make people “feel at ease” or “not feel intimidated”

Our idea is to break the plan down into pockets of space; intimate places to feel sheltered and safe, as well as larger spaces to feel the communal gathering energy of human interaction. Our proposal is to have a variety of spaces.



Is access to the courtyard area for owners only?

No, the at-grade public realm of the courtyard is proposed as accessible to the entire community.



Concern with excess noise from music.

Through building and public realm design, attention to noise mitigation and attenuation will be explored to sure a comfortable atmosphere for everyone.



Concern that the spread out nature of shopping may become a mobility issue for older shoppers /users.

Relatively short-block shopping streets, with full accessibility and lots of spots to rest and people-watch, are intended to be welcoming to all, including those with mobility constraints.



Recommend looking at North Van Ship yard plaza as an example (band stand and summer night festival area).

Thank you for the suggestion; the design team is familiar with the Ship Yard project and will continue to consider it and other leading examples of successful projects further during the design process.



Will rain shelters with benches be provided at the Burquitlam rapid transit station for people waiting to transfer to a bus?

While Morguard is not responsible for the rapid transit station lands or operations, we do propose to work closely with Translink to enhance the user experience of the transit lands.



Make the bus loop feel less industrial by making it part of the seating/living/green areas.

Safe and welcoming operations of the transit hub are critical to its improved integration into the neighbourhood; our proposal envisions enhanced landscaping and hardscaping to connect the bus loop to the surrounding public realm as seamlessly as possible.



Additional Public Realm Recommendations

- Kinetic sculpture
- Coy pond
- Pet friendly areas
- Landscaping to support biodiversity & food security
- Gardening planters
- Public bathrooms
- Comfortable seating
- “Shotengai” in Japan (enclosed shopping streets)
- Village feel (Suter Brook Village or Olympic Village)
- Calming area / “zen” area



4.4.3 GENERAL SUPPORT FOR THE PROJECT

29 COMMENTS AND QUESTIONS



General comments

"Great project - looking forward to having it gain approval and come to life. Thank you all for your presentation."

"It's a welcome development and it's a chance to bring 3 communities Port Moody, Coquitlam, Burnaby together and put Burquitlam in the map. It's been neglected for a long time."

"I love this vision. I personally would like to see more "charm" brought into the design than some of the cold, modern developments I've seen. Looking forward to shopping, coffee shops, things to do with little ones."

"I'm looking forward to the increase in useable public space, as well as the accompanying retail and commercial opportunities."

"This sounds great! It would be so nice to have this area almost be like a 'one-stop shop' for residents in this neighbourhood."

"I love how there's so much grass and trees and how the Skytrain entrance is so close to the shops! It just feels so rich, lively and lush. I also like how it can make walking from the Skytrain to like the Cottonwood park area easier and friendlier."

"This is exactly what this area needs!"

"I love the landscaping here! along with seating areas. It looks like a nice space to come out and enjoy during the afternoons or mornings. Right now my mother walks around the neighbourhood during some afternoons. Having more areas like these to walk around is more stimulating and enjoyable."

"Gorgeous. I love how much charm and greenery there is here."

"This all sounds great!!"



4.4.4 AMENITIES AND GREEN SPACE

29 COMMENTS AND QUESTIONS

4.4.4.1 AMENITIES



Will a Coquitlam public library be included as an amenity?

Yet to be determined, but Morguard understands that a public library branch is among the future civic amenities being considered by the City of Coquitlam.



Ensure amenities and space conducive for Seniors to be active, feel safe and be welcomed in the neighbourhood's activities/surroundings.

Absolutely, the project team feels passionately about creating a public realm and public-private amenities that are suitable for all ages and abilities.



Recommendations for daycare space and children's play areas.

The project team is working on how and where to incorporate daycare facilities, either on-site or off-site, as well as play spaces for children.



Public washroom for those accessing shops and services.

Daycare space and children's play areas

Place to watch outdoor movies, concerts

Spaces for studying

Skate park, ball park

4.4.4.2 GREEN SPACE



Will there be a public park with some quiet, nature space? What is the percentage of park space in the plan?

The current plan proposes 46% of open space at the ground floor, which includes public plazas, green space and landscaping. Within the 46% of open space, a 45,652 sq. ft. courtyard is proposed, containing a mix of green space and plaza space for restaurants and cafes to spill out. The open space also includes a 17,057 sq. ft. south plaza located near Front Street. There is also usable open space proposed under the guide way.

In addition to the open space mentioned above, there is additional private green space proposed on roof tops for residents (44,601 sq. ft. of rooftop amenity space is proposed).



Concern with development causing removal of trees in the area. Is there a vision for evergreen trees in the site?

Rather than net removal of trees, the net increase of tree canopy on the site brought about by the proposed project is significant.



Concern with removal of green space and impact on birds/wildlife.

The project will not be removing greenspace but rather adding greenspace to the site. Currently the site is developed as a shopping plaza with asphalt surface parking. The proposed development will include a mix of plaza and green spaces including grassed areas and extensive landscaping and trees throughout. Overall the project will improve the natural environment for wildlife.



Showcase green landscaping and natural water conservation.

The project includes extensive landscaping throughout and does include several water features. Additional sustainable measures will be considered as the project progresses to detailed design.



Build in designs and features to support biodiversity and promote safe co-existence with urban wildlife.

The project includes extensive landscaping throughout and will increase habitat opportunities for small wildlife.



Encourage landscaping with plants that are native to the Pacific Northwest.

As the project progresses, detailed landscape plans will be developed and will include native species for the area.



Recommendations for community garden, fruit trees and edible landscapes.

As the project progresses, detailed landscape plans will be developed and will explore opportunities to include a variety of landscape options.



4.4.5 RETAIL, COMMERCIAL & DINING

21 COMMENTS AND QUESTIONS



What types of retail are you envisioning?

We envision community-serving local retail. We have some long standing successful retailers who have been operating here for decades, that we welcome to stay part of the community as we evolve. The idea of large format box retail on this site is not appropriate and won't be one of our target goals. Community grocery, community service, drug store, bank, lots of restaurant spots, patio enlivening space, child care facilities. One of the other things that has been considered is further community amenity spaces. There is planning within the City for additional future civic services within this neighbourhood and we would love to accommodate them.



Will the existing retailers at the Plaza stay? Would like to see Canada Post, Dollarama, Pet supplies store stay?

We expect several of the existing retailers to stay and we look forward to working with them. We are considering that our tenants at the centre today are stakeholders and we are in discussions with them, and are hopeful we will retain some of them as they will be a tremendous fit within this community. A part of our strategy is to ensure the services that have been there will stay.



Have you given much consideration to the permanent changes as a result of COVID-19, for example more pickup/drop-off services and a lower demand for retail as people shop online?

We are adjusting to the new realities. Most retail through COVID was done on a drop off or door delivery basis, so we are constantly monitoring it looking for flexible options. We envision a lot of convenience type retail – people using transit, grab and go, cafes, coffee shops, service retail, etc. Malls are starting to recover, but COVID is something we have been contending with and it has changed habits no doubt. But folks are social, do like to shop and get together, so starting to see malls recover across the county. We took great care so all the street has parking (Clark, Front, Hobbis, Emerson) - all have street parking spaces to facilitate short term drop off and pick up.



Consider retail that supports the day to day retail needs of the local community, respecting the cultural diversity of the area.

The project intends to include neighbourhood based retail which may include things like clothing, restaurants, banking, convenience, among others.



Recommend low-cost business rental space under Skytrain tracks.

While Morguard does not control the land under the Skytrain guideway, we look forward to working with Translink to enliven/enhance that space.



Additional Recommendations

- Neighbourhood pub
- Coffee shops / cafes
- Hip restaurants
- Family-run businesses
- Family doctors and clinics
- Craft, hobby and gift shops
- Hardware or garden store
- Brewery / distillery
- Diversity of restaurants (breakfast, diners, Greek, Mexican, Chinese)
- Movie theaters
- Banks



4.4.6 HOUSING OPTIONS

12 COMMENTS AND QUESTIONS



Are you providing affordability and family-oriented housing? Recommend three bedroom townhomes for families, co-op type housing, affordable homes for a range of income levels and more below market housing.

Morguard understands that both overall housing affordability and a shortage of family-oriented rental housing are both major issues in Coquitlam, and believes that the proposed project can help. To that end, Morguard envisions that a portion of the proposed homes, approximately 10%, are three-bedroom units appropriate for family use, and is currently working with an established local housing provider to ensure that the project's contribution toward the provision of affordable housing in the community has the greatest impact possible.



Will the six residential towers all be rental? Are there any other places in the lower mainland where they are doing only rental towers around a Sky Train station?

The full intent of Morguard is for this to be a predominantly rental project. While market conditions will determine the ultimate ownership mix at build-out of the entire property, current conditions strongly suggest that there will be consistent demand for rental residential space over the foreseeable future.



Will you target SFU students for your rentals?

Absolutely, we will be targeting the universities for a component of our future residents, but our research to date suggest that the demand will come from a wide diversity of groups, including young professionals, families, students, and seniors. As a result, the proposed homes will be a very diverse mix of unit sizes and configurations. The intent is 10% larger units, three bedroom units, and a full range of housing opportunities.



Will the residential and commercial be managed by Morguard?

Yes, Morguard will manage all rental residential assets and retail on the property. We are a property management, asset management and development company.



Five-percent of two bedroom homes should have accessibility features such as roll-in shower stalls, grab bars in bathrooms, motion-activated entry lights, single-handle faucets, etc.; self-opening main entrance doors at ground and parkade levels; low-mounted controls in elevators with floor enunciation; designated handicap parking stalls for residents of all six towers.

Accessible and adaptable units will be incorporated into the project.



Recommend ground-oriented housing for families.

The project includes a number of ground-oriented units along Emerson Street and Smith Avenue. Overall the project will include 10% 3-bedroom units.



Recommend four bedroom units for families, as there is currently no supply for younger large families.

While our market data suggests this may not be feasible in a purpose built rental development, the project team will explore the opportunity to include.



Consider housing support for the elderly.

The project will be built as an inclusive and accessible development that is suitable for all people of all ages and abilities. While senior specific services, such as assisted living, are not contemplated at this time, the project team will consider how best to ensure barrier free access throughout the site, as well as, providing a variety of amenities for a range of age groups.



4.4.7 SAFETY & EMERGENCY SERVICES

10 COMMENTS AND QUESTIONS



With thousands of new residents and employees, is the nearest fire and emergency response and ambulance depot close enough or is a new local facility needed?

While the City of Coquitlam has not indicated the need to bring forward any new facilities, the buildings will be designed to meet the BC Building Code and include fire suppression.



Will the community police station remain in its location?

There is a new community police station currently under construction in the new YMCA, so will be immediately adjacent to the Burquitlam project.



Safety should be of primary consideration. What security measures will be in place on site to deter criminal activity?

The project team feels strongly about creating a safe and inviting neighbourhood hub. Security has been considered throughout the design of the project and include a number of measures to support a safe and welcoming community. They include: 24/7 on-site security, active storefronts along shopping streets for natural surveillance, and application of Crime Prevention Through Environmental Design (CPTED) best practices to ensure the site is appropriately lit, dark corners are avoided, and residences and visitors have access to emergency services.



Have criminal activities increased since the Skytrain Station has opened in Burquitlam?

We have not heard of a statistical increase, but commonly the best protection against criminal activity is the “eyes on the street” brought to the area through creating life and activity at the grade level. No dark corners, well-lit and safe. The community police station will also be located next door at the YMCA.



Would the PM company hire security?

We typically have 24 hour security in all of our properties.



Consider location of businesses which are open evening/night hours near SkyTrain to provide light, safety and eyes on street.

Yes, storefronts along Front Street and Hobbs Way will be open to service the community and provide “eyes on the street.”



Recommend Community Police Advisory Committee (Lougheed Mall) where security issues are shared and dealt with.

Morguard will consider this as the project develops.



4.4.8 BUILDING DESIGN AND ARCHITECTURE

6 COMMENTS AND QUESTIONS



Will the towers have appropriate glazing, fixed shading and mechanical air conditioning to maintain livable conditions (even during an extended power outage)? Suggestions for air conditioning due to increasing heat waves.

As the project is currently at the masterplan/rezoning stage, the technical aspects of the building's heating, ventilation, and air conditioning (HVAC) will be fleshed out at the development permit stage, at which time CMHC standards and local building codes will provide for adequate thermal comfort of the building's occupants, in both the residential and commercial spaces.



Will backup power supply be provided to maintain at least one elevator in operation in each tower during an extended electricity outage due to windstorms?

As the project is currently at the masterplan/rezoning stage, the life safety aspects of all the buildings will be provided at their development and building permit application stages as per current building codes to provide for emergency power.



How is this architecture 'iconic'? A truly iconic redevelopment might offer a more European-style mid-rise urbanscape. Why else do Canadians travel to Paris, Amsterdam, and Dubrovnik?

As the project is currently at the masterplan/rezoning stage, the architecture of the building podiums and towers has not yet been finalized, such that their 'iconic' character can be considered at the time of their design.



How will the taller buildings affect the views of those living in low-mid rises that are in the area today?

Part of the reason / benefit of reducing from 7 towers to 6 is to allow for spacing between the towers. Our plan is purposefully designed so the towers look past each other. In addition to that, for the people in the lower building, because of the separation of the towers, you can always see the sky and between the buildings, to be able to orient yourself.



Towers should be designed to minimize collision with birds, especially on glass.

At the time of the first development permit, measures can be considered for the provision of bird friendly glazing (eg. frit glass)



4.4.9 VISION & GUIDING PRINCIPLES

6 COMMENTS AND QUESTIONS



Recommend a “shared community” principle – areas for community gardens and where people can contribute to a collective public space.

Throughout the public realm, spaces are shared or communal which allow for residents and visitors to connect with each other during events or programmed activities. For residents of the development, rooftop podiums may include elements such as community garden spaces, BBQ and patio areas, or other gathering places.



Do not support “vibrant” in publications, as it’s over-used by the City and developers, losing credibility.

While the concept of vibrant may be overused in City-led or private sector-led initiatives. The project team feels the definition of “vibrant” perfectly describes our vision for life on the street and within the public realm.



**Support “diversity of housing” guiding principle.
Support the “connecting community” guiding principle.
Connected and sustainable visions are promising.**



4.4.10 SUSTAINABILITY

7 COMMENTS AND QUESTIONS



What components of the community will be “energy efficient” or “green”?

Sustainability is a driving goal of Morguard’s. All newer buildings are much more energy efficient because of the equipment available and the improving requirement of the building code. There are set targets that new buildings have to meet, as well as manufacturers improving their equipment efficiency. Buildings are designed to use the latest energy efficiency techniques (elevators, orientations of the building, glass used). Sustainable development practices being considered as part of the project design process include, but are not limited to, enhanced storm water management via rain gardens and bioswales, capture and re-use of storm water for landscape irrigation, energy efficient building systems and controls, and centralized recycling and waste reduction systems both during construction and once the buildings are operational.



How much more energy efficient are the buildings any special technology (heat pumps, solar, etc.)?

Morguard has a relatively long history in this industry of leadership in sustainability and sustainable development practices. While the project is currently in the early days of master planning and rezoning, once specific building design commences, sustainability will be one of the key goals going forward. Sustainability is more than just energy efficiency. We are also very conscious of social sustainability and economic sustainability, so having the retail catered to the community helps with providing jobs, opportunities for people. Having the transit station and high density around the station, will reduce the use of personal vehicles, also helping reduce greenhouse gas generation. The idea of having a compact, walkable community is one of the more sustainable roles this project is playing.



In this age of climate change, would like to see more green features in buildings that will help save energy and outdoor amenities to cope with summer heat waves.

Consider features to support biodiversity. Features and design should prioritize sustainability as well.



4.4.11 HISTORY & TIMELINE

7 COMMENTS AND QUESTIONS

4.4.11.1 HISTORY



Consider emphasis on Indigenous and historical roots (staying true to the unique feel of the Burquitlam area).

Morguard is presently seeking input from Indigenous communities to explore opportunities to collaborate on the project. Through that collaboration, opportunities to include Indigenous historical elements may be identified.



Preserve the community's unknown history using sign posts.

Wayfinding will form part of the public realm and may include storytelling among other things.



Hobbis family name is not well known in Burquitlam.

The Hobbis family history has been identified by the City of Coquitlam as an important element to consider for the Burquitlam Plaza site given the location of the family's farm within this area and their connection to the cycling community.

4.4.11.2 TIMELINE



What is the expected completion of the entire master plan?

We are just at rezoning and Master Plan today. We anticipate to be through that process next summer, at that point we would be submitting a DP for the first phase of this project. We expect the project to be phased in at least two phases; north of Hobbis Way and south of Hobbis Way. Assuming a three tower first phase, there's probably two years of construction involved there. Looking at three years out including DP and building permit (summer 2025 first residents moving in). Timing of second phase could be similar timing beyond that. Project completion is certainly not something that will happen in the next three years, but in the next 6-10 it could build out completely.



4.4.12 OTHER

2 COMMENTS AND QUESTIONS



Will air space breach possibilities considered when construction starts? (How will air space be managed when operating cranes?)

Crane Swing Agreements with adjacent property owners are commonplace in high-rise construction, and are anticipated to be required for components of this project.



How will servicing infrastructure accommodate the increased usage?

At a Master Planning level, we are identifying what pipes need to be upgraded, which we will ultimately coordinate with the City. In particular, we have taken a look at all the municipal utilities and have done some analysis of sanitary sewage flows and drainage flows. In general, the site drainage and sewer flows go in the southwest direction towards the intersection of Clarke Road and Smith Avenue. This is the connection point to the Metro Vancouver sewer system. This project will require some new sanitary sewer and drainage piping along Hobbis Way along with upgrades to the existing municipal utilities along the Clarke Road frontage.

We have also looked at the municipal water system and this project triggers some offsite upgrades around the frontage of the site to enlarge the existing city watermains. This will increase the amount of flow to the site as per the increased domestic demand and fire flow requirements of the proposed development.

We have reached out to BC Hydro at a high level to discuss the electrical upgrades needed. It is likely we will service the site with a couple vista switches, likely to be provided along Smith Avenue with the details and location to be confirmed at the detailed design stage of the project.

NEXT STEPS

This What We Heard Report will be shared with those who participated in Round 1 engagement, posted on the website and provided to the City of Coquitlam. Alongside the City's review of the Burquitlam Plaza application, the project team will review the input received and refine the plans as required. Round 2 engagement will take place early 2022, where we will present the revised plans back to the community and collect any additional feedback. We anticipate a City Council Public hearing in spring/summer 2022.







BURQUITLAM PLAZA

ROUND 1 ENGAGEMENT
WHAT WE HEARD REPORT

