

Re: WILLINGDON HEIGHTS NEIGHBOURHOOD IMPROVEMENT PROGRAM
STAGE II - PLANNING - COMPLETION REPORT

Following is a report from the Director of Planning regarding the Willingdon Heights Neighbourhood Improvement Program Plan.

RECOMMENDATION:

1. THAT the Director of Planning's recommendations be adopted.

* * * * *

Planning Department
1978 May 18

File No. 12.135

TO: MUNICIPAL MANAGER
FROM: DIRECTOR OF PLANNING
RE: WILLINGDON HEIGHTS NEIGHBOURHOOD IMPROVEMENT PROGRAM
STAGE II - PLANNING - COMPLETION REPORT

The following report contains planning proposals for the Willingdon Heights neighbourhood. These proposals were developed with Willingdon Heights residents in response to community issues and goals identified during the NIP planning stage. All relevant Municipal Departments have reviewed these proposals and found them generally consistent with overall municipal directions.

I. BACKGROUND

On 1977 October 11 Council approved the following recommendations:

1. "THAT Council approve the proposed Neighbourhood Improvement Programme boundary for the 1977 area as outlined in the attached diagram."

Willingdon Heights Neighbourhood Improvement Program
Stage II - Planning - Completion Report

139

2. "THAT authorization be given to the Director of Planning to apply for the Certificate of Eligibility for Stage II Planning of the Neighbourhood Improvement Programme."

Since that time work has proceeded on the project and the purpose of this report is to present the Willingdon Heights Neighbourhood Improvement Programme Plan which has now been prepared.

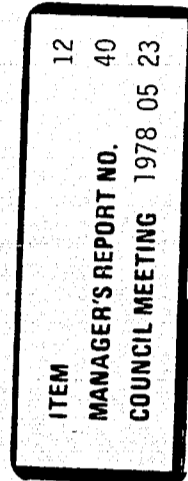
II. PREPARATION OF THE WILLINGDON HEIGHTS NIP PLAN

During the planning stage the following activities have occurred:

1. A Neighbourhood Planning Office was opened at 4132 Hastings.
2. A volunteer resident planning committee has been established. This advisory committee has met weekly, on Monday evenings, for the past five months. Meetings have always been public. All Willingdon Heights residents have been welcome to join the committee or participate in its discussion.
3. A NIP Interdepartmental Steering Committee composed of staff from all municipal departments has been meeting in the past six months to review the progress of the plan preparation.
4. A questionnaire was distributed to all households in the area. 577 questionnaires were returned. (Appendix A attached)
5. Community issues and problems were discussed by the resident planning committee and planning staff.
6. Community goals were defined. These represent positive statements about the ways in which Willingdon Heights residents would like to see their area maintained and improved.
7. Means to solve the problems and accomplish the goals have been determined.

This work resulted in a brochure entitled Willingdon Heights Neighbourhood Improvement Programme Draft Plan, which was distributed to all NIP area households and subsequently discussed at two public meetings, held on May 9 and May 11. The meetings were modestly attended; however, those in attendance were positive and basically supportive of the draft plan. The comments made at the meetings have been reviewed by the Resident Planning Committee and changes made. A final plan has now been prepared.

This plan has been submitted to the Parks and Recreation Commission for consideration at its meeting of 1978 May 17. The Commission has endorsed the NIP projects and recommendations for Municipal actions pertaining to Parks and Recreation.



Willington Heights Neighbourhood Improvement Program
Stage II - Planning - Completion Report

III. WILLINGDON HEIGHTS NIP PLAN

Attached are the project proposals, policy recommendations and community actions. It should be noted that these projects and fund allocations represent conceptual statements. Upon approval in principle of the Neighbourhood Improvement Programme Plan, detailed plans or designs for each project will be prepared during the implementation stage. This will involve analyzing and discussing each project with the NIP Advisory Resident Planning Committee, appropriate municipal staff and interested area residents and preparing final reports for the consideration of the Parks and Recreation Commission and Council during the implementation stage of the programme.

The municipal policy recommendations in this report are presented as items which are beyond the immediate terms of reference of the NIP project but are important to the residents of the Willington Heights area.

IV. NIP PROCESS

With Council's consideration and adoption of these proposals, the planning phase (Stage II) of the NIP programme, will be complete.

On approval of Council, authorization for Stage III, implementation, may be obtained from CMHC and the Province of B.C. This would mark the initiation of the final phase of Burnaby's Willington Heights NIP programme. The duration of Stage III is up to three years.

V. MUNICIPAL COMMITMENT

Costs of the NIP programme are borne by the Federal and Provincial Governments as well as the Municipality on a 50%, 25%, 25% basis. In light of this arrangement the costs for the project proposals outlined in this report are:

Federal Government	\$500,000
Provincial Government	\$250,000
Municipality of Burnaby	<u>\$250,000</u>
Total	\$1,000,000

Implementation of the NIP proposals outlined in this report would follow:

1. Council's approval in principle of the project proposals and the level of expenditure of funds;
2. Council receiving the municipal policy recommendations and directing staff to pursue them; and,
3. Council receiving the community actions for information.

It should be noted that no NIP projects or expenditure of funds would commence without Council's approval. Also, the quoted costs for each project noted in this report are estimates at this point in time, and would be subject to adjustment as details of each project are prepared.

ITEM 12
 MANAGER'S REPORT NO. 40
 COUNCIL MEETING 1978 05 23

Willingdon Heights Neighbourhood Improvement Program
Stage II - Planning - Completion Report

141

VI. STAFF

To date staff for the Willingdon Heights NIP project have consisted of one planner and one planning assistant. The planner was hired for a period of six months to prepare the proposed plan. This report marks the completion of that phase of work. The planning assistant was hired for an indefinite period of one to two years. It was intended that as the Eastburn NIP project neared completion, the Eastburn planner would take over the Willingdon Heights project. The Eastburn project has reached a point where the planner is no longer required full time and is able to commence responsibility for the implementation of the Willingdon Heights plan. The Eastburn planner has been involved in the Willingdon Heights planning phase and therefore is fully conversant with the project.

Staffing for the implementation phase of the Willingdon Heights programme will therefore continue at the level of one planner and one planning assistant for a period of one year or until the implementation of the proposed plan is completed.

ITEM 12
MANAGER'S REPORT NO. 40
COUNCIL MEETING 1978 05 23

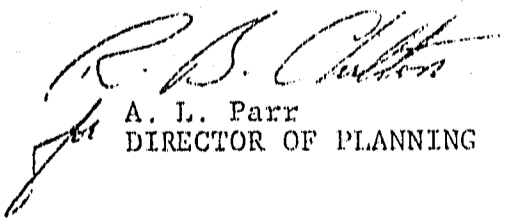
VII. SUMMARY

Burnaby's second NIP programme has reached the conclusion of the planning phase (Stage II). This phase has involved close co-operation between municipal staff and residents of the NIP area. The proposals contained in this report are the results of this joint planning process.

VIII. RECOMMENDATIONS

It is recommended:

1. THAT Council approve in principle the project proposals and the level of expenditure of funds outlined in this report.
2. THAT Council receive the Municipal Policy Recommendations as outlined in this report, and direct staff to pursue them.
3. THAT Council receive for information the Community Actions as outlined in this report.
4. THAT Council authorize the Director of Planning to Apply for a Certificate of Eligibility for Stage III (Implementation) of the NIP programme.
5. THAT Council authorize the Director of Planning to maintain the NIP site office with a staff of one planner and one planning assistant for a further period of approximately one year to pursue Stage III Implementation of the programme.


A. L. Parr
DIRECTOR OF PLANNING

LH:BR/ba
attachments
cc: Capital Improvement Programme Committee
Parks and Recreation Commission
Burnaby Board of School Trustees

PROPOSED NIP PROJECTS AND RECOMMENDATIONS FOR MUNICIPAL ACTIONS

NIP PROJECTS

RECOMMENDATIONS FOR MUNICIPAL ACTIONS

COMMUNITY ACTIONS

GOAL A: IMPROVE PARKS AND RECREATIONAL FACILITIES IN THE NEIGHBOURHOOD

- Improve/expand indoor community space. Possible uses for additional space could include some of the following:
 - more meeting space
 - more gymnasium space
 - a health club: eg exercise room and/or sauna, whirlpool
 - changing rooms
 - handball/raquetball courts
 - a lounge area
 - providing space for programs or community services, eg. day care

Proposed Allocation: \$400,000.

- Improve Willingdon Heights Park. Improvement could include the following items:
 - additional play equipment
 - benches and picnic tables
 - more trees and landscaping
 - a jogging and fitness circuit
 - more tennis courts and a practice wall
 - lights on tennis courts
 - all-weather footpath across park
 - improve drainage in south end of park
 - small skateboard ramp
 - ball hockey play area
 - horseshoe pitch
 - speed bumps in lane beside park

Proposed Allocation: \$150,000.

- The Municipality should give strong consideration to building the planned indoor swimming pool for North Burnaby in Confederation Park.
- The program needs for the middle-aged should be investigated more closely. If found necessary, more programs should be provided for this age group.
- Investigate the needs of teens in the area, eg. new programs, youth worker.
- Improve community use of schools, eg. using school gyms on weekends.
- 6 to 8 acres of land should be bought up and developed for new neighbourhood parks in the northern portion of the NIP area. (This proposal has been recommended in the Burnaby Park Study, 1977, which is still under municipal study.) The location of this parkland should be coordinated with the NIP minipark.

- Publicize local recreation programs and activities.

WILLINGDON HEIGHTS N.T.P.
COMPLETION REPORT

-5-

ITEM	12
MANAGER'S REPORT NO.	40
COUNCIL MEETING	1978 05 23

NIP PROJECTS

RECOMMENDATIONS FOR MUNICIPAL ACTIONS

COMMUNITY ACTIONS

GOAL A: IMPROVE PARKS AND RECREATIONAL FACILITIES IN THE NEIGHBOURHOOD, continued.

- Obtain land and build a new minipark in the area between Parker and Hastings Street.

Proposed Allocation: \$150,000.

GOAL B: IMPROVE THE SAFETY AND AMENITIES FOR PEDESTRIANS IN THE NEIGHBOURHOOD

- Construct attractive bus shelters (without advertising) at heavily used stops in non-commercial areas. (eg. at Parker and Willingdon, Gilmore and Union, Gilmore and Douglas).
- Construct pedestrian walkways (chipwalks) along Graveley and Madison.
- Construct benches for pedestrians on main pedestrian routes.

Proposed Allocation for these three items: \$50,000.

- Take advantage of the offer from private companies to build bus shelters (with advertising) in commercial areas of Willingdon Heights (eg. at Hastings and Gilmore, Hastings and Willingdon, Willingdon and Halifax).
- Investigate the feasibility of constructing wheelchair ramps along the Hastings Street commercial area.

- Discuss the issue of crosswalks for Kitchener School with school staff (ie. existing crosswalk in front of school, lack of crosswalk at Parker and Gilmore.)
- Discuss with School Board the possibility of providing increased lighting in Kitchener School parking lot.

GOAL C: MINIMIZE THE IMPACT OF CARS ON THE NEIGHBOURHOOD

- Study means to reduce the through traffic on residential streets such as Parker, Graveley, and Union, eg. examine means to increase the traffic capacity of the Loughheed Highway and Hastings Street. One way to increase the capacity of Hastings Street might be to remove street parking during rush hours.
- Study the provision of additional off-street parking for existing businesses on Hastings Street.

WILLINGDON HEIGHTS N.I.P.
COMPLETION REPORT

ITEM	12
MANAGER'S REPORT NO.	40
COUNCIL MEETING	1978 05 23

NIP PROJECTS

RECOMMENDATIONS FOR MUNICIPAL ACTIONS

COMMUNITY ACTIONS

<p>GOAL C: MINIMIZE THE IMPACT OF CARS ON THE NEIGHBOURHOOD, continued.</p>	<ul style="list-style-type: none"> ● Increase the enforcement of the speed limit on neighbourhood streets and lanes (eg. Graveley, Parker, Pender, Gilmore). 	
<p>GOAL D: IMPROVE THE APPEARANCE OF THE NEIGHBOURHOOD</p> <ul style="list-style-type: none"> ● Street tree planting on selected streets. Proposed Allocation: \$50,000. 	<p>GOAL D: IMPROVE THE APPEARANCE OF THE NEIGHBOURHOOD</p> <ul style="list-style-type: none"> ● Encourage use of the RRAP programme. ● Provide less costly local improvements to the homeowner. ● Assist residents by providing information on local improvements. ● Improve the maintenance of/or eliminate open ditches. ● Improve the appearance of the Hastings-Boundary entrance to Burnaby. 	<ul style="list-style-type: none"> ● Help residents who want to initiate a petition to obtain local improvements, such as sidewalks and street lights. ● Encourage local businesses to maintain and improve the appearance of their stores. ● Encourage owners to maintain and improve the appearance of their houses, lots and ditches.
<p>GOAL E: MAINTAIN THE PRESENT RESIDENTIAL CHARACTER OF THE NEIGHBOURHOOD</p>	<ul style="list-style-type: none"> ● Maintain the present single and two family residential character of the neighbourhood. ● New houses should be in keeping with the scale and character of existing houses. ● Review the existing Apartment Study and Community Plan for Area A, along Hastings Street between Boundary and Willingdon. Look at height and density provisions in these plans. ● Staff should consult with the NIP Resident Advisory Committee on development proposals for the Urban Renewal Site on Hastings Street and in the review of the Apartment Study and Community Plan. 	

WILLINGDON HEIGHTS N.T.P.
COMPLETION REPORT

-7-

ITEM	12
MANAGER'S REPORT NO.	40
COUNCIL MEETING	1978 05 23

NIP PROJECTS

RECOMMENDATIONS FOR MUNICIPAL ACTIONS

COMMUNITY ACTIONS

<p>GOAL F: MAINTAIN AND IMPROVE THE SMALL BUSINESS CHARACTER OF HASTINGS STREET</p>	<ul style="list-style-type: none"> ● Encourage new commercial buildings along Hastings Street to be in keeping with the nature of existing stores. ● Study the provision of additional off-street parking for existing businesses on Hastings Street. (see goal C) 	<ul style="list-style-type: none"> ● Encourage businesses on Hastings Street to maintain and improve the appearance of their stores. (see goal D)
<p>GOAL G: DEVELOP A GREATER SENSE OF COMMUNITY SPIRIT AND IDENTITY</p> <ul style="list-style-type: none"> ● Expand/improve indoor community space. (see goal A) 		<ul style="list-style-type: none"> ● Organize community associations to continue neighbourhood improvement (eg. form a non-profit society to obtain grants for the community). ● Organize a community newsletter.
<p>GOAL H: REDUCE VANDALISM</p> <ul style="list-style-type: none"> ● Expand/improve indoor community space. (see goal A) 	<ul style="list-style-type: none"> ● Investigate teen needs, eg. providing more programs for teens and the possibility of hiring a youth worker. (see goal A) 	<ul style="list-style-type: none"> ● Develop a closer liaison between police and the community.
<p>GOAL I: IMPROVE THE LEVEL OF SOCIAL SERVICES IN THE NEIGHBOURHOOD</p> <ul style="list-style-type: none"> ● Expand/improve indoor community space, to include space for some social services. (see goal A) 		<ul style="list-style-type: none"> ● Investigate the social service needs in the community. Organize programs to meet needs in conjunction with social service workers.

● In addition to the proposed allocations for the above items for Goals A through I, there is a proposed contingency fund of \$100,000. This fund will allow for new suggestions which may come up during the implementation stage.

● Planning and Administration Allocation: \$100,000.

TOTAL NIP ALLOCATIONS: \$1,000,000

WILLINGDON HEIGHTS N.I.P. COMPLETION REPORT

ITEM 12
MANAGER'S REPORT NO. 40
COUNCIL MEETING 1978 05 23

APPENDIX A

SUMMARY OF THE WILLINGDON HEIGHTS NEIGHBOURHOOD
IMPROVEMENT PROGRAMME QUESTIONNAIRE RESULTS

A questionnaire was distributed to all households (approximately 2,000) in the Willingdon Heights N.I.P. area. Close to 600 questionnaires were completed and returned to the NIP Site Office, giving a rate of return of almost 30%. Different categories of questions were asked of respondents: general background information about respondents, and questions on what people like about their neighbourhood and what they see as issues, problems or needs in the area. The following is a summary of the findings from this questionnaire.

A. BACKGROUND INFORMATION ABOUT RESPONDENTS

1. Types of Houses, Ownership

The respondents mainly live in single family homes (over 80%). The remaining respondents live in duplexes and apartments. A majority of people, over 75%, own their own homes.

2. Age of Houses

The majority of respondents' houses fall into two age ranges - those houses which are between 11 to 30 years old (over 50%), and houses between 31 and 50 years old (20%). There were relatively few houses over 50 years old or under 10 years old.

3. Age of Respondents' Family Members

In terms of age of the respondents' households, the largest group (30%) is in the middle age range. The next largest group (21%) is those people, 25 - 39 years old, who likely have children at home. About 15% of people in the survey were under 12 years, 11% were 13 - 18 years, and 13% were over 60 years old.

4. Household Size

The age of respondents' families roughly corresponds with the findings on size of household. Almost 75% of households consist of 2 to 4 persons, ie. couples or couples with children at home. There were relatively few (12%) larger families (5 or more people) or single person households (10%).

5. Years Lived in House, Neighbourhood

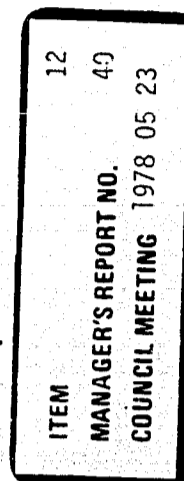
In response to the question on how many years have you lived in this house, the largest group of responses (35%) come from relative new-comers to the area (ie. people who have lived in the neighbourhood less than 5 years). 10% have lived here between 6 and 10 years, 25% answered between 11 and 20 years, and 25% are relative "old-timers" - that is, they have lived over 20 years in the same house. It appears that people have not moved to other houses within the neighbourhood during their residency.

6. Language Most Often Used at Home

The vast majority of respondents use English at home. Less than 5% of responses indicated Italian was used in some homes. A few other languages (eg. Chinese, East European) are also used by some respondents, but in very small numbers.

7. Shopping

The question on "where do you shop for groceries" elicited the largest number of responses for Safeway (37%), followed



ITEM	12
MANAGER'S REPORT NO.	40
COUNCIL MEETING	1978 05 23

by Super-Valu at Brentwood (23%), and then by Hastings and Food Fair on Madison (each 11%). With regard to shopping for other things, the largest group of responses (41%) named the Brentwood Mall, followed by Hastings Street (15%).

147

8. Parks Used

When asked what Burnaby Parks respondents use, by far the largest groups of responses concerned Willingdon Heights and Confederation Parks. It appears that distance of respondents from parks could be a major factor determining use.

9. Income

Almost 40% of respondents chose not to answer this question. Of those who did, almost 20% earn below \$11,000, 14% earn \$11 to \$15,000, 14% earn \$15 to \$20,000, and 14% earn over \$20,000.

B. WHAT RESPONDENTS LIKE ABOUT WILLINGDON HEIGHTS

The major aspects which respondents like about the neighbourhood involve the central location of the area and the proximity to shops, services, transportation, schools and parks. Many persons also like the area because they feel it is quiet and friendly.

C. ISSUES, PROBLEMS AND NEEDS

1. Questions 11 and 12

The answers to questions 11 and 12 ("What don't you like about living in this neighbourhood?" and "What do you think are the most important problems, issues or needs in this neighbourhood?") were combined for analysis because responses to the two questions overlapped.

The category of issues receiving the highest number of responses was the appearance of the area and the condition of the streets (26% of responses). The next two notable categories were traffic problems (19%) and deficiencies in parks and recreational facilities (16%). Less frequently cited issues were the need for pedestrian amenities, certain aspects of social service needs, and complaints about taxes.

Within the first category, appearance of area and streets, street issues were identified over twice as often as other appearance issues. The two most frequently cited street issues were lack of sidewalks (33%) and lack of street lights (19%). Under appearance of the area, rehabilitation and clean-up of the houses was the most frequently mentioned item, followed by general comments on the appearance of the streets and the appearance of businesses on Hastings.

The major comments on traffic issues were concerned with parking problems, traffic noise, and problems with through traffic. Intersections which were noted as particular problems were Gilmore and Douglas and Gilmore and Parker.

The notable items mentioned under parks and recreation were the need for a pool (19% of responses), the upgrading of Willingdon Heights park (12%) and the need for more parks (10%).

TO: MEMBERS OF COUNCIL

The attached two pages were inadvertently omitted from Item 12 which appears on this evening's agenda. It would be appreciated if you would insert these pages at the end of Item 12 following page 147.

Staff apologizes for any inconvenience that may have occurred as a result of this omission.

JOHN FLEHER

2. Single Best Improvement

When asked what the single best improvement to the area could be (page 6 of the questionnaire), again the category "improving the appearance of the area and condition of streets" was the most frequently mentioned response (38%). The category receiving the second highest rate of response (27%) was improving the parks and recreational amenities, while improving traffic problems dropped in importance to 8% of the responses. A comparison between the relative ranking of issues in questions 11 and 12 and those on page 6 indicate that, while people felt that traffic problems were important, they were considerably less a priority item than improving parks and recreational amenities.

3. Page 4 Matrix

People were asked to indicate how important they felt various issues or suggestions were on page 4 of the questionnaire. Issues which a majority of respondents clearly indicated as either very or quite important were: improving the appearance of the neighbourhood, increasing the amount of indoor recreational space in the neighbourhood, and limiting high-rise development to the area along Hastings Street. Issues which were considered fairly important by a large number of respondents were: improving the crossing at Kitchener School, improving Willingdon Heights Park, and upgrading houses in the neighbourhood. Issues which many respondents generally considered to be of lesser importance were: improving the pedestrian crossing at Willingdon and Graveley, enforcing street parking regulations, improving play facilities in Kitchener School Playground, increasing the number and kinds of parks in the neighbourhood, and reducing through traffic on Graveley.

4. Page 5 Matrix

Respondents were asked to indicate if they liked or disliked various suggestions for improving the neighbourhood on page 5. The suggestions which were most clearly liked by the largest number of people were: building an indoor swimming pool in the area, building bus shelters and improving and/or expanding Willingdon Heights Community Centre. Suggestions which were still liked by a large number of respondents, but were given a lower priority were: adding benches and tables to Willingdon Heights Park, building more tennis courts and a practice wall in the area, adding more play equipment in Willingdon Heights Park and providing tot lots. Beautifying Hastings Street and planting more trees on streets, while receiving fairly positive responses by a number of people, were also disliked by a larger number of people than the preceding items. Also fewer people were indifferent to these two items than the preceding ones. Beautifying Madison shopping centre and building more day care facilities were choices which received the largest number of indifferent responses; they were also low in priority on the list of items liked by people. Building a new community centre was a low priority in terms of being liked and was disliked by a relatively large number of people. Suggestions which were most clearly disliked by the largest number of people were: having a roller rink and a neighbourhood pub built in the area.

5. Geographic Variations in Response

The overall rate of response to the questionnaire varied between the northern and southern parts of the NIP area: 60.8% of the questionnaires were returned from residents living on or south of Parker Street, 39.1% of questionnaires came from residents living north of Parker Street.

ITEM	12
MANAGER'S REPORT NO.	40
COUNCIL MEETING	1978 05 23

The questionnaires were analyzed to determine if responses on certain issues were made by residents throughout the NIP area or whether they came from residents in a specific sub-area. Most responses concerned with traffic problems, especially through traffic and illegal on-street parking, were mentioned by residents from Parker and Pender Streets. Comments about the lack of sidewalks and street lights were mentioned most often by people living south of Parker Street. Requests for more parks in the area came most often from residents in the northern portion of the neighbourhood. Concern about improvements to Graveley Street and Madison shopping centre was indicated almost entirely by residents living in these sub-areas, but concern about the appearance of Hastings Street was mentioned by residents living throughout the neighbourhood.