

ITEM 10  
MANAGER'S REPORT NO. 34  
COUNCIL MEETING 89/05/08

RE: A PROGRAM FOR SOCIAL PLANNING IN METROTOWN

ACTING MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation of the Director Planning & Building Inspection be adopted.

\* \* \* \* \*

TO: ACTING MUNICIPAL MANAGER 1989 MAY 03

FROM: DIRECTOR PLANNING & BUILDING INSPECTION OUR FILE: 17.642

SUBJECT: A PROGRAM FOR SOCIAL PLANNING IN METROTOWN

PURPOSE: The purpose of this report is to a) recommend a program, for Council adoption, which includes goals, objectives, activities, and timelines for social planning in Metrotown, and b) identify a plan for coordinating implementation of the recommended social planning program for Metrotown.

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RECOMMENDATIONS:

1. THAT Council adopt the goals, objectives, activities, and timelines presented in this report and in Appendix A (attached) as a basis for a social planning program for the Metrotown area.
2. THAT a copy of this report be sent to Mr. Jerry Triggs, Chairman, Burnaby Inter-Agency Council, c/o #15 - 250 Willingdon Avenue, Burnaby, B.C., V5C 5E9.

R E P O R T

1.0 BACKGROUND

On 1989 March 29, Municipal Council and staff participated in a special meeting concerning social planning in Metrotown. The primary purpose of the meeting was to review proposed framework goals, objectives, actions, and timelines for social planning in Metrotown. A secondary purpose was to review proposed policy guidelines for liquor and gaming establishments in the area.

The issues of gaming and liquor establishments are being addressed in separate reports to Council.

This report presents revised goals, objectives, actions, and timelines for social planning in Metrotown. It reflects comments and suggestions made at the March 29 meeting. If adopted, the recommended goals, objectives, actions, and timelines will serve as a program for future social planning efforts in the Metrotown area.

**2.0 FRAMEWORK GOALS**

At the meeting of March 29, Municipal Council endorsed the following framework goals for social planning in Metrotown:

**Human Services** - The Municipality encourages the establishment of an adequate range of human services in Metrotown to meet the needs of all people living in, working in, and visiting the area.

**Housing** - The Municipality encourages the establishment of a range of housing opportunities in and near Metrotown, including housing for families, special needs groups, and low income households.

**Humanizing Aspects** - The Municipality promotes the development of a social and physical environment that provides opportunities for not only shopping and business activities, but also for relaxation, socialization, and passive recreation.

**Movement** - The Municipality promotes the provision of a variety of opportunities for all segments of the population, including those with special needs, to travel to and within Metrotown.

**3.0 OBJECTIVES, ACTIONS, AND TIMELINES**

At the March 29 meeting, considerable discussion took place regarding the proposed objectives, actions, and timelines for social planning in Metrotown. A summary of the revised objectives, actions, and timelines, incorporating suggestions and comments made at the meeting, is presented in Appendix A, attached. The summary identifies 23 issues and objectives, as well as 38 social planning actions to be pursued. It also identifies the key groups that should be involved with or responsible for the actions. The actions are divided into three time frames: ongoing (actions that are conducted on an ongoing basis), immediate (actions which will be completed or see significant activity within one year) and long term (actions which will be completed or see significant activity within 1 - 3 years).

Staff recommend that these objectives, actions, and timelines, in conjunction with the above framework goals, be adopted as the basis of a program for future social planning activity in Metrotown.

**4.0 CONCLUSION, COORDINATION, AND IMPLEMENTATION REQUIREMENTS**

The recommended goals, objectives, actions, and timelines for social planning in Metrotown are comprehensive and complex. Considered as a package, they should provide a challenging, yet focused program for social planning in the Metrotown area over the next 3 years.

After the program is adopted, monitoring will be necessary to determine the program's effectiveness in addressing its stated objectives. Monitoring will also be necessary to ensure that modifications can be made, as required, to make the program responsive to changing social needs and priorities in Metrotown.

In addition to monitoring, it is necessary to determine a method or mechanism for coordinating the social planning program. It is recommended that staff provide status reports on the work program as required to the Municipal Council meeting as Committee of the Whole. It is expected that 3-4 meetings per year would be necessary.

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For implementation of the social planning program to be successful, it will be necessary to obtain a broad base of input throughout the process. Staff therefore intend to obtain input, on an ongoing basis, from the interested public, service providers, and the business sector. Bodies such as the Inter-Agency Council and the proposed Metrotown Advisory Group (described on page 7 of Appendix A) will be valuable sources of information and assistance.

As a concluding point, it should be noted that given the magnitude, tight timelines, and complexity of the proposed program, implementation will require a heavy commitment of staff time. Social planning staff will make every effort to address the Metrotown social planning activities; however, they could have difficulty in doing so as an "add on" to their existing workload. Staff will monitor their ability to address the work program items on schedule and will report if problems are being encountered or additional resources appear necessary at some future date.

JF/jp

Attachment

- cc: Director Administrative & Community Services
- Director Finance
- Director Recreation & Cultural Services
- Director Engineering
- O.I.C. R.C.M.P.
- Medical Health Officer

  
A.L. Parr  
DIRECTOR PLANNING &  
BUILDING INSPECTION

SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

Subject Area	Issue	Objective	Action	Key Participants	Timing *
Human Services	General	To encourage developers to make an appropriate contribution to the human service and/or social amenity requirements for Metrotown.	Develop a human services/social amenities checklist, indicating an appropriate type and level of services/amenities to be provided by developers in Metrotown through the rezoning process, taking into account the scale of the proposed development and the need for services/amenities.	Staff	Immediate
Child Care	Child Care	To facilitate establishment of quality child care spaces in and near Metrotown.	Work with developers in planning and establishing child care facilities at Eaton Centre, Metrotown Centre, and other major developments in Metrotown.	Staff - Planning & Building - Inspection - Health Developers	Immediate
			Investigate mechanisms for encouraging development of additional child care spaces in Metrotown.	Staff - Planning & Building - Inspection - Health - Parks & Recreation Inter-Agency Council Consultant (note: staff will be applying for Federal funds to conduct a study of day care needs and policy options for Burnaby.	Immediate

\* NOTE ON TIMING:

Immediate refers to completion or significant activity within one year.  
Ongoing refers to actions that are conducted on an ongoing basis.  
Long Term refers to completion or significant activity within 1 - 3 years.

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SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

Subject Area                      Issue                      Objective                      Action                      Key Participants                      Timing

Human Services (continued)                      Police Services                      To ensure that an adequate range of RCMP services are available, and perceived to be available, to meet the needs of the Metrotown Community.

Monitor crime patterns and demands for police services in Metrotown; recommend changes in service provision, as required.

Adult Day Care                      To facilitate development of adult day care services in or near Metrotown.

Examine the need and options for establishing adult day care services in or near Metrotown.

Youth Services                      To facilitate development of appropriate services to meet the needs of youths living in or frequenting Metrotown.

Review recommendations of Burnaby Youth Services Review report, develop an implementation strategy for those recommendations deemed feasible and desirable.

Provide facilities and programs for youth at Bonsor Recreation Centre and, if feasible and appropriate, other Municipal developments in Metrotown.

Staff                      - Parks & Recreation  
- Planning & Building  
- Inspection  
- Library

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Timing

Long Term

Immediate

Ongoing

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Key Participants

Staff  
 - Planning & Building  
 - Inspection  
 - Health  
 - Parks & Recreation  
 - Finance  
 Developers  
 Inter Agency Council  
 Municipal Council

Staff  
 - Planning & Building  
 - Inspection  
 - Parks & Recreation  
 - Health  
 RCMP  
 School District 41  
 Inter-Agency Council

Staff  
 - Parks & Recreation  
 - Planning & Building  
 - Inspection  
 - Health  
 Inter-Agency Council  
 Douglas College  
 BCIT  
 SFU  
 School District 41

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SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

Action

Investigate human service needs in Metrotown, potential providers of the required services, and the feasibility of acquiring space for the services; forward findings and recommendations to Council.

Objective

To facilitate provision of adequate and appropriate space to meet human service needs in Metrotown.

Issue

Storefront Services

Human Services (continued)

Action

Continue to work with School District 41 in the planning process for Burnaby South 2000.

Objective

To encourage provision of an adequate range of educational programs in and near Metrotown.

Issue

Educational Programs

Action

Where feasible and appropriate, accommodate educational programs in Municipal facilities in Metrotown.

Objective

Where feasible and appropriate, accommodate educational programs in Municipal facilities in Metrotown.

SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

Subject Area	Issue	Objective	Action	Key Participants	Timing
Human Services (continued)	Educational Programs (continued)	To continue to develop a range of Municipal resources in Metrotown geared towards improving the quality of life in the area.	Encourage educational institutions to develop facilities and/or offer educational programs in Metrotown.	Staff - Planning & Building Inspection School District 41 BCIT Douglas College SFU	Long Term
Municipal Initiatives	To continue to develop a range of Municipal resources in Metrotown geared towards improving the quality of life in the area.	Continue to develop Municipal human services and resources in Metrotown as required and as opportunities present themselves (e.g. the Metrotown Resource Library, Bonsor Centre, the Civic Square).	Publicize past and future actions taken by the Municipality in a) developing human services and resources in Metrotown, and b) planning for orderly coordinated physical development in Metrotown.	Municipal Council Staff - Parks & Recreation - Planning & Building Inspection (e.g. information Burnaby).	Ongoing
Information and Referral	To facilitate development of information and referral services to meet the needs of people living in, working in, and visiting Metrotown.	Explore options for providing information and referral services in Municipal facilities and/or private developments; report findings and recommendations to Municipal Council.	Municipal Council Staff - Planning & Building Inspection - Administrative & Community Services - Finance - Parks & Recreation Inter-Agency Council	(cont.)	Ongoing

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SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

Subject Area	Issue	Objective	Action	Key Participants	Timing
Human Services (continued)	Information and Referral (continued)		Investigate strategies used by and experiences of selected North American municipalities in seeking to protect their older rental apartment stock from redevelopment.	Staff - Planning & Building Inspection	Immediate
Housing	Affordability and Special Needs	To encourage the retention of quality affordable low-rise rental apartments in Metrotown and the development of needed social housing in the area.	In conjunction with the Municipal Housing Committee, refine the proposed Metrotown Housing Policy; forward the recommended policy to Council for adoption.	Staff - Planning & Building Inspection Municipal Housing Committee Municipal Council	Immediate
	Accessibility	To encourage a sufficient number of accessible or "adaptable" dwelling units in Metrotown.	Consult with the Architectural Institute of B.C. (AIBC), Urban Development Institute (UDI), the Premiers' Advisory Council on the Disabled, and others to refine the proposed voluntary policy concerning accessible housing in Metrotown (ie. that developers voluntarily design 5% of their units to be "adaptable" for the disabled).	Staff - Planning & Building Inspection - Health AIBC Premiers' Advisory Council UDI Premiers' Advisory Council on the Disabled	Immediate



SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

<u>Subject Area</u>	<u>Issue</u>	<u>Objective</u>	<u>Action</u>	<u>Key Participants</u>	<u>Timing</u>
Humanizing Elements	"Ambience" Features	To encourage development of facilities and activities which improve the "ambience" or "human aspects" of developments in the core and secondary mixed use areas of Metrotown.	Where feasible and appropriate, incorporate "humanizing aspects" in existing and planned Municipal developments in Metrotown.	Staff - Planning & Building - Parks and Recreation - Health Developers	Ongoing
Urban Design	Urban Design	To ensure that architectural design and treatment in Metrotown is guided by a comprehensive urban design program for the area.	In reviewing plans for Phase 2 development of Metrotown malls, encourage developers to incorporate "humanizing aspects", as appropriate.	Staff - Planning & Building Inspection Developers	Immediate
Metrotown "event(s)"	Metrotown "event(s)"	To facilitate planning of one or more large scale community events in Metrotown (e.g. an annual Parkway Fair on the B.C. Parkway Parkway, a Metrotown Fun Run, a Metrotown Multicultural Festival).	Identify staffing and budgetary requirements for development of a Metrotown urban design program; forward information and recommendations to Municipal Council.	Staff - Planning & Building Inspection Municipal Council	Immediate
			Through a broad-based Metrotown Events Planning Committee, examine a range of possible events to stage in Metrotown; forward recommendations to Council.	Municipal Council - Planning & Building Inspection - Parks & Recreation Metrotown merchants Inter-Agency Council Burnaby Multicultural Society	Immediate

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Immediate

Immediate

Ongoing

Timing

<u>Key Participants</u>
Staff - Planning & Building Inspection Developers
Staff - Planning & Building - Parks & Recreation - Planning & Building Inspection N.O.B.S. Premier's Advisory Council on the Disabled Burnaby Multicultural Society Staff (implied) - Planning & Building Inspection Inter-Agency Council Developers

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SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

<u>Subject Area</u>	<u>Issue</u>	<u>Objective</u>	<u>Action</u>
Humanizing Elements (continued)	Linkages	To promote designs and linkages and smooth transitions between the Metro-town malls and surrounding areas.	Ensure that the development plans for Metrotown malls provide linkages and smooth transitions between the other malls and surrounding areas.
	Signage	To encourage adequate signage to be provided to assist people in finding their way in and around Metrotown.	Recommend that developers consult with groups representing seniors, the disabled, and the multicultural community regarding signage needs for Municipal developments.
	Consultation	Provide a vehicle through which agencies, community groups, and the public can offer suggestions regarding plans for and operation of developments in Metrotown.	Facilitate consultative process re: humanizing elements within existing and planned developments in Metrotown.

SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

<u>Subject Area</u>	<u>Issue</u>	<u>Objective</u>	<u>Action</u>	<u>Key Participants</u>	<u>Timing</u>
Movement	Barrier-free Designs	Facilitate development of an accessible, barrier-free environment in Metrotown.	Encourage developers to consult with the Premier's Advisory Council, N.O.B.S. and other groups representing the disabled and seniors in efforts to make their existing and planned developments more accessible and barrier-free.	Staff - Planning & Building - Inspection - Health Premier's Advisory Council on the Disabled N.O.B.S.	Ongoing
		Consult with the Premier's Advisory Council the disabled, N.O.B.S., and other disabled and seniors organizations re: the accessibility of existing and planned Municipal developments in Metrotown.	Request B.C. Transit to make the link between Metrotown Skytrain Station and Eaton Centre accessible to people in wheelchairs.	Staff - Planning & Building - Inspection - Parks & Recreation - Health Premier's Advisory Council on the Disabled N.O.B.S.	Ongoing
			Request B.C. Transit to make the link between Metrotown Skytrain Station and Eaton Centre accessible to people in wheelchairs.	Municipal Council B.C. Transit Eaton Centre	Immediate

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Immediate/  
 Ongoing

Ongoing

Long Term

Timing

SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

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 (immediate)

Key Participants  
 Staff - Planning & Building Inspection - Engineering Developers Business representatives Premier's Advisory Council on the Disabled N.O.B.S. Inter-Agency Council  
 Staff - Planning & Building Inspection - Health Municipal Council  
 Staff - Planning & Building Inspection - Health RCMP Inter-Agency Council  
 Staff - Planning & Building Inspection - Health RCMP Inter-Agency Council

Action  
 Suggest that developers and/or businesses in Metro-town to explore the feasibility of and options for innovative modes of transportation in the Metro-town core (e.g. shuttle service, people movers).  
 Monitor the transit situation and needs in Metro-town and recommend required improvements to B.C. Transit.  
 Adopt revised Metro-town liquor facility guidelines, liquor facility guidelines, Municipal Council in 1989 May; implement and monitor guidelines, once adopted.  
 Prepare recommendations re: a gaming policy and guidelines for Metro-town.

Objective  
 Facilitate establishment of innovative modes of transportation by private operators in Metro-town.  
 Encourage ongoing improvements to be made on public transit services to and from Metro-town.  
 Allow a reasoned, balanced distribution of licensed liquor establishments to occur in Metro-town, while ensuring that negative impacts are kept to a minimum.  
 Ensure that any gaming establishments approved in Metro-town do not detract from the overall quality of life in the area.

Issue  
 Innovative Transportation  
 Public Transit  
 Licensed Liquor Facilities  
 Gaming

Subject Area  
 Movement (continued)  
 Miscellaneous  
 License

SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

<u>Subject Area</u>	<u>Issue</u>	<u>Objective</u>	<u>Action</u>	<u>Key Participants</u>	<u>Timing</u>
Miscellaneous (continued)	Gaming (continued)	Monitor the impacts (e.g. noise, crime, nuisance behaviour) of the recently approved casino on Central Boulevard.	Based on the results of the above monitoring activities, and other research and considerations, recommend a gaming establishment policy for Metrotown and/or Burnaby.	Staff - Planning & Building - Inspection - Health RCMP Inter-Agency Council	Ongoing
Crime Prevention	Encourage consideration of Crime Prevention Through Environmental Design (CPTED) principles in the plans for developments in Metrotown.	Seek Federal funding for preparation of a CPTED booklet to be made available to builders, developers, and architects in Metrotown and Burnaby.	Staff - Planning & Building - Inspection RCMP Min. of Solicitor General	Immediate	
Ongoing	Consider CPTED principles in the planning of Municipal facilities in Metrotown, seeking input from the RCMP as appropriate.	Staff - Planning & Building - Inspection - Parks & Recreation RCMP	Ongoing	Ongoing	

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Timing

Ongoing

Ongoing

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Key Participants

Staff  
 - Planning & Building  
 Inspection  
 RCMP  
 Developers  
 Architects

Staff  
 - Planning & Building  
 Inspection  
 RCMP

Ongoing

Ongoing

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SOCIAL PLANNING IN METROTOWN - SUMMARY TABLE

Action

In review of development plans for Metrotown, encourage developers and architects to voluntarily include CPTED principles in their planned developments.

Assist university students in a directed project setting to review existing and planned developments in Metrotown from a CPTED perspective.

Objective

Issue

Crime Prevention  
 (continued)

Subject Area

Miscellaneous  
 (continued)