

TO: CITY MANAGER 2003 July 10

FROM: DIRECTOR PLANNING AND BUILDING

SUBJECT: **REZONING REFERENCE #02-27**
Integration and Renovation of Metropolis and
Metrotown Centre Retail/Office Complexes

PURPOSE: To provide Council with further information regarding proposed improvements to the Metrotown Bus Loop.

RECOMMENDATIONS:

1. **THAT** staff be authorized to pursue the improvement measures to the Metrotown Bus Loop as outlined in Section 3.0 of this report, with the rezoning applicant for Rezoning Reference #02-27 undertaking to pursue specific noted requirements in conjunction with the Phase II component of the rezoning.
2. **THAT** a copy of this report be sent to the applicant, Translink, the Community Policing Committee and all those who submitted correspondence and made submissions related to the Metrotown Bus Loop at the 2003 April 29 Public Hearing regarding the subject Rezoning Application.

R E P O R T

1.0 BACKGROUND

- 1.1 Council, at its regular meeting of 2003 May 05, gave Second Reading to the subject rezoning bylaw and requested that a report be prepared in response to the issues and questions raised at the 2003 April 29 Public Hearing with respect to the subject rezoning application. The subject site proposed for rezoning is illustrated on **attached** Sketch #1.
- 1.2 On 2003 June 16, Council received a further report responding to the issues and questions raised at the 2003 April 29 Public Hearing and also gave Third Reading to Rezoning Reference #02-27 Phase I, the relocation of the Food Court.
- 1.3 On 2003 June 23, Council received a further report from the Community Policing Committee regarding the subject rezoning application and authorized staff to undertake a CPTED review involving representatives from the shopping centre, Translink, the City and the Burnaby-New Westminster Task Force on the Sexual Exploitation of Children and Youth, a subcommittee of the Community Policing Committee to address safety issues at the Metrotown bus loop, the SkyTrain station and the food court. In this regard, a further report

was to be submitted to Council which would outline the results of the CPTED review, provide a specific program for improving the Metrotown Bus Loop and identify any related prerequisite conditions that would be added to the Phase II of the rezoning application involving the major link between the two existing shopping centres. This report is submitted in response to this CPTED review, proposed improvement program and implementation measures.

2.0 GENERAL DISCUSSION

- 2.1 At the 2003 April 29 Public Hearing, two speakers and two of the submitted letters expressed concerns about the Metrotown bus loop with respect to lighting, general appearance, security, and provision of weather protection and seating for transit users. These issues have been further explored by all of the relevant parties as outlined above.
- 2.2 A CPTED review of the proposed relocated food court was also requested. In this regard, the CPTED principles are intended primarily to address exterior spaces and not interior areas of buildings. However, the proposed location of the relocated food court was reviewed on site from a CPTED viewpoint. The proposed food court is to be located on the second level of the Metrotown Centre, will have an open floor plan, high light levels with skylights and is in a high pedestrian traffic area. As such, the location and design of the food court will help to address concerns of any illegal activity in this area. From a safety perspective, the new location of the food court is also considered to be an improvement over the current location which has lower lighting levels and is not situated in a high-volume pedestrian traffic area.
- 2.3 In reference to the Metrotown SkyTrain Station, since the rezoning applicant does not have jurisdiction over the station, any desired safety improvements to this area would not be linked to the rezoning of the shopping centre. Discussions related to the Metrotown SkyTrain Station will continue to be pursued on a separate basis.
- 2.4 In reference to concerns expressed about the exploitation of youth, the resolution of this matter is an ongoing concern of the task force and is not expected to be resolved in association with the subject rezoning application

3.0 PROPOSED IMPROVEMENTS

- 3.1 The applicant hired a lighting consultant to study the current light levels within the bus loop and has proposed an upgrading plan to respond to the concerns raised at the Public Hearing. The proposed light upgrading plan was discussed on site with the various parties and a subsequent report has been reviewed by staff. The study indicates that while the lighting

levels within the covered area of the bus loop exceed the Transit standard for bus loops by at least two times, the area is perceived to be somewhat dark and lacks brightness at the perimeter of the space. The lighting consultant has thus proposed the addition of new luminaires to be mounted on the ceiling of the bus loop to increase the light levels on the back wall and on the opposite deep beam. This proposal will produce a bright wash of light high up on the perimeter of the covered portion of the bus loop and provide an improved sense of security and comfort. In this regard, the applicant has allocated a budget up to \$60,000 to provide additional lighting and has determined that the proposed lighting improvements can be completed within this amount.

In addition to the proposed light upgrading plan, the applicant has proposed to paint the back wall of the covered portion of the bus loop a bright color to provide additional brightness in the bus loop which will be further enhanced by the additional lighting. Consideration was also given to providing a mural on this back wall but due to the potential for graffiti, the mural proposal was dropped in favour of painting the entire wall a bright color.

- 3.2 Consideration was also given to the security concerns related to the bike storage lockers proposed for the bus loop area. In this regard, it was recommended that the lockers be rented, with keys and locks provided, on a monthly basis in a similar manner that is currently employed by Translink in their SkyTrain stations. This measure will provide appropriate security and help to prevent the bike lockers from being used for inappropriate activities.
- 3.3 A review of the landscaping on the south side of the bus loop adjacent to Central Boulevard was also undertaken. It was agreed that the shopping centre owners would provide ongoing trimming and selective removal of existing shrubs and trees to provide appropriate sight lines and view corridors required for surveillance of the bus loop from Central Boulevard.
- 3.4 In reference to the provision of additional improvements to the bus loop, Translink has indicated that in addition to the lighting and painting improvements within the covered portion of the bus loop proposed by the rezoning applicant, they are prepared to investigate the requirements and opportunities for:
 - Upgrading the lighting levels of the driveway and passenger loading platform within the bus loop;
 - The provision of additional seating for transit users;
 - The provision of additional weather protection along the south side of the passenger platform;
 - Upgrading the transit information kiosk.

Translink indicates that these specific improvements along with other items to improve the overall pedestrian environment of the Metrotown SkyTrain Station and bus loop have been

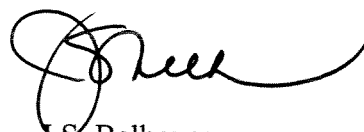
identified and included as one of the "Transit Village" projects for the Transport Canada Urban Transportation Showcase Program. They suggest that the commencement of this project be deferred until 2003 September when the decision of federal funding will be made. If funding is not available from Transport Canada, Translink will identify an alternative means to fund this effort.

4.0 CONCLUSIONS

4.1 In reference to the security issues related to the bus loop, staff along with representatives of the other relevant parties involved in this review, are of the opinion that the proposed plan to upgrade the lighting and paint within the covered area of the bus loop, the adjustments to the perimeter landscaping and the rental of the bike storage lockers as outlined above will improve the general sense of safety in the bus loop area and satisfy CPTED requirements. The measures proposed by Translink to include additional lighting, seating, weather protection and a new transit information kiosk will also provide welcome improvements to the bus loop for transit. While Translink indicated they may not receive funding for these bus loop improvements from Transport Canada as part of the Urban Transportation Showcase Program, staff will continue to explore with Translink and others, alternative means to implement these measures.

5.0 IMPLEMENTATION

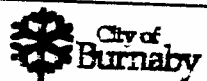
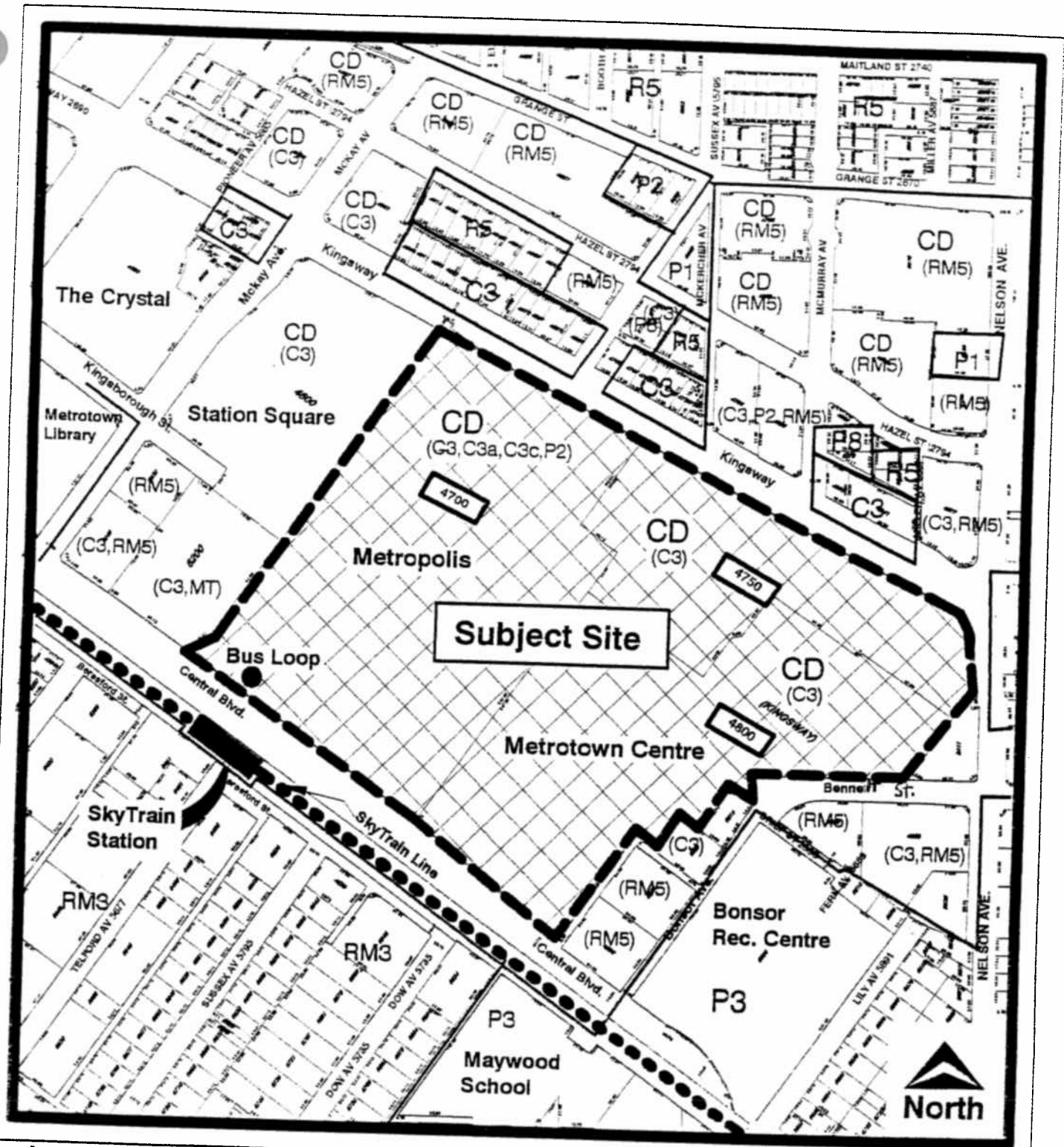
5.1 In order to ensure that this upgrading plan is implemented, it is recommended that Council establish the improvement measures outlined in Sections 3.1, 3.2 and 3.3 above as requirements of Rezoning Reference #02-27 Phase II. The applicant has provided a written commitment to undertake the foregoing lighting works up to a specified expenditure, paint the back wall of the bus loop, and make the necessary adjustments to the bike storage lockers and landscaping adjacent to Central Boulevard which will all be reflected in the required suitable plan of development for the Phase II rezoning. In reference to those additional bus loop improvement items outlined in Sections 3.4 above, staff will continue to work with Translink and other relevant parties to implement those measures as soon as possible.



J.S. Belhouse
Director Planning and Building

PS:gk
Attach

cc. Director Engineering
OIC Burnaby RCMP



Planning And Building Department

Scale: N.T.S.

Drawn By: J.P.C.

Date: July 2002

REZONING REFERENCE 02 -- 27
 4700,4750,4800 Kingsway

Sketch # 1

