



# Austin Heights Neighbourhood Plan

## Public Consultation Summary

*December 2011*





## Introduction

The process to develop the Austin Heights Neighbourhood Plan involved a comprehensive, public consultation program incorporating a variety of approaches and techniques to inform, consult and involve the public.

This summary booklet compiles the key elements of the public consultation program of the AHNP planning process:

### PHASE 1

- » Austin Heights Launch – January 9<sup>th</sup> -30<sup>th</sup>, 2009
- » Newsletter No. 1 - January 2009
- » Online Questionnaire – January 9<sup>th</sup> - March 5<sup>th</sup>, 2009
- » Public Open House No. 1 – March 5<sup>th</sup>, 2009

### PHASE 2

- » Design Charrette - April 18, 2009
- » Youth Design Charrette - April 21, 2009
- » Newsletter No. 2 - May 2009
- » Public Open House No. 2 - June 4, 2009

### PHASE 3

- » Housing Choices Newsletter - November 2009
- » Housing Choices Design Workshop - November 21, 2009
- » Newsletter No. 3 - May 2010
- » Public Open House No. 3 - May 11, 2010

### PHASE 4

- » Newsletter No. 4 - January 2011
- » Public Open House No. 4 - January 26, 2011





## PHASE 1

# Austin Heights Neighbourhood Plan Launch

### Discovering - Existing Conditions and Assets Assessment

The Austin Heights Neighbourhood Plan was launched on January 9th, 2009. The launch featured the following:

- a Direct Mail about the planning process distributed to study area residents and property owners, outlining the rationale and timeline;
- a series of background reports highlighting existing conditions, trends, challenges and opportunities;
- an online Community Questionnaire, made available to residents throughout January and February 2009;
- the “Austin Heights Trivia Challenge”, held January 9<sup>th</sup> – 30<sup>th</sup>, with a prize basket generously donated by Austin Heights businesses.
- the Austin Heights website, including information on the process, area, and opportunities for public engagement. Hosted the Community Questionnaire, Backgrounders, and the Trivia Challenge; and,
- the establishment of the Public Advisory Group (PAG). Authorized by Council on February 16, 2009, the PAG met for the first time in late February and again in early March.



### A New Vision for Austin Heights!

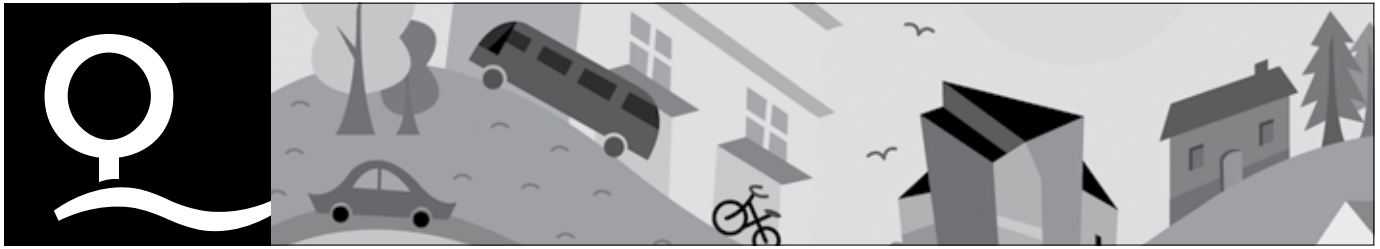
Looking for more housing choices? Want a more vibrant area with convenient access to businesses and amenities? Interested in a greener Austin Heights?

#### It's your neighbourhood – get involved!

Involvement is the key to building a strong vision for this community, so we need your participation! The City is looking for residents, businesses, property owners, and community organizations to get involved, share ideas, and develop a common vision for Austin Heights.

#### Be a part of the plan!

- Visit the website for updates, brochures, documents and lots more! [www.coquitlam.ca/austinheights](http://www.coquitlam.ca/austinheights)
- Come to our Open Houses (check website for date and time).
- Join our Project Advisory Group.
- Join the Austin Heights direct email service for regular updates.
- Provide feedback by calling Nadia Carvalho of the Community Planning Division at 604.927.3439



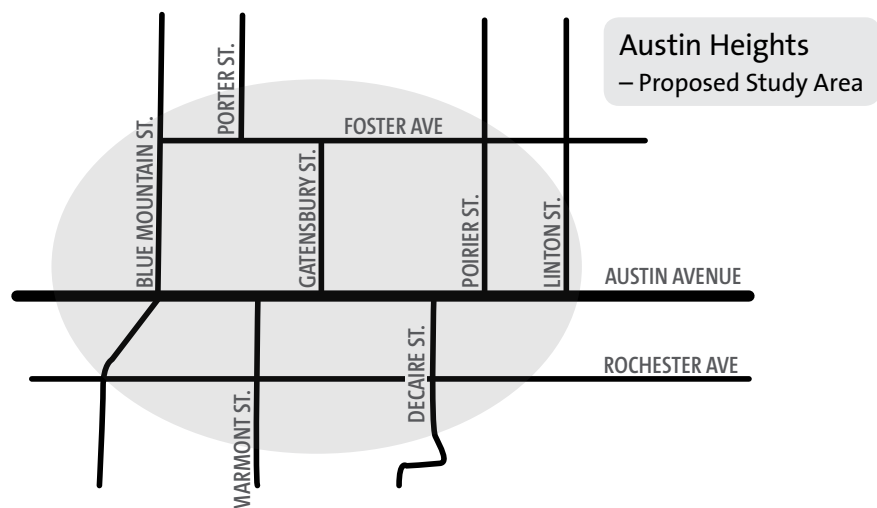
# A New Vision for Austin Heights!

Looking for more housing choices? Want a more vibrant area with convenient access to businesses and amenities? Interested in a greener Austin Heights?

## It's your neighbourhood – get involved!

All great neighbourhoods look ahead and plan for the future. The Austin Heights Neighbourhood Plan will outline a vision for the area that will help guide change over the next 20 years – everything from streets to housing to businesses and facilities.

Involvement is the key to building a strong vision for this community, so we need your participation! The City is looking for residents, businesses, property owners, and community organizations to get involved, share ideas, and develop a common vision for Austin Heights.



## What is a Neighbourhood Plan?

A Neighbourhood Plan is a detailed vision for a particular neighbourhood, developed through extensive consultation with the community. It defines land uses, possible densities, and other policies.

A neighbourhood plan defines the type and location of housing and commercial buildings in the neighbourhood, identifies natural and recreation areas, plans for needed community facilities, and outlines pedestrian and cycling networks.

## Planning for Austin Heights' Future

The Austin Heights Neighbourhood Plan will focus on:

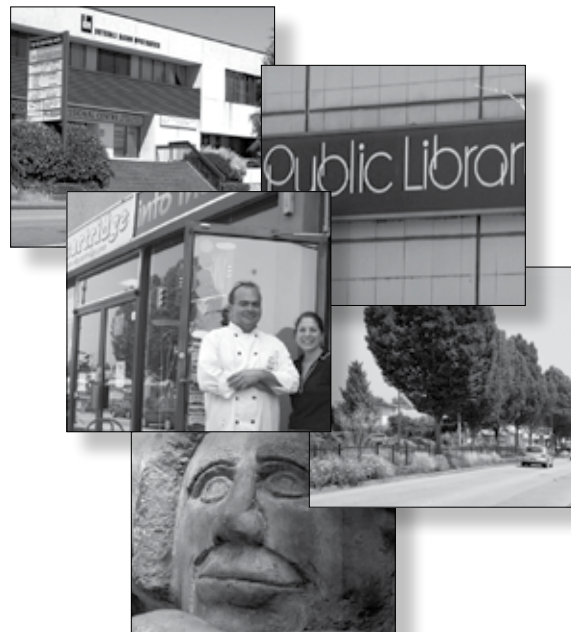
- Developing Austin Heights into a vibrant, complete neighbourhood that meets the everyday needs of local residents.
- Ensuring the availability of a variety of housing choices, including affordable options, to meet the changing housing needs of all of Austin Heights' residents over the next 20 years.
- Enhancing the capability and attractiveness of Austin Heights' commercial area to create more jobs for Coquitlam residents.
- Creating more transportation choices for Austin Heights, making it easier to walk, cycle or take transit, which will cut down on our contributions to air pollution.
- Preserving Austin Heights' parks and natural spaces so that future generations can enjoy them.
- Building on the neighbourhood's existing character.
- Establishing design guidelines that will revitalize Austin Heights' streetscapes and public realm as the neighbourhood changes.

## Do you live, work, shop, or play in the Austin Heights neighbourhood?

What are three things you like best about Austin Heights? Three things you would change? Why did you choose to live in Austin Heights? Why do you like to visit Austin Heights?

What's one great idea you feel would help make Austin Heights an even better neighbourhood?

Tell us what you think by completing these questions in our online **Community Questionnaire** ([www.coquitlam.ca/austinheights](http://www.coquitlam.ca/austinheights)) and you could win free Community Centre passes!



### Austin Heights Neighbourhood Plan Timeline

**Phase 1:** Discovering – evaluate existing conditions and assets (Winter 2009)

**Phase 2:** Visioning – develop a vision, goals and objectives (Spring 2009)

**Phase 3:** Planning – create and evaluate plan options (Summer/Fall 2009)

**Phase 4:** Adoption – select preferred option and final public consultation (Winter/Spring 2010)

## Think you know all about your neighbourhood?

Test yourself with the Austin Heights Trivia Challenge and win great prizes!

1. Which species of tree is NOT found in Blue Mountain Park?

- a. Maple
- b. Cedar
- c. Cypress

2. When did the Austin Station Fire Hall officially open?

- a. June 17, 1989
- b. January 1, 1910
- c. March 27, 1950

3. Which eatery, opened in 1978, was named after a Kingston Trio/Beach Boys hit?

- a. John B Pub
- b. Alekkos Taverna
- c. Pizza Hut

4. Which new building made a 'splash' when it opened?

- a. Dogwood Seniors Pavilion
- b. Chimo Pool
- c. Austin Station Firehall

5. How high is the tallest apartment building in Austin Heights?

- a. 3 stories
- b. 5 stories
- c. 7 stories

6. Mr. Austin's farm is now home to:

- a. The Vancouver Golf and Country Club
- b. Safeway on Austin Avenue
- c. Mundy Park

7. Which of the following was not an early location for the Coquitlam library:

- a. Centennial High School
- b. Ridgeway Avenue
- c. Austin Station Firehall site

8. Which of the following streets in Austin Heights was not named after a Coquitlam pioneer?

- a. Gatensbury Street
- b. Foster Avenue
- c. King Albert Avenue

*Enter the Austin Heights Trivia Challenge and you could win a gift basket filled with wonderful items generously donated by the merchants of the Austin Heights Business Improvement Association.*

*Visit [www.coquitlam.ca/austinheights](http://www.coquitlam.ca/austinheights) to find out more.*

*Contest closes January 30, 2009*

### Contestant Entry

Name: \_\_\_\_\_

Contact Info: \_\_\_\_\_

Postal Code: \_\_\_\_\_

For a chance to win great prizes, tear out the completed Trivia Challenge and drop it off at City Hall Reception by January 30, or mail to:

**Austin Heights Trivia Challenge**  
c/o The Community Planning Division  
3000 Guildford Way, Coquitlam, B.C. V3B 7N2

or complete the Trivia Challenge online at [www.coquitlam.ca/austinheights](http://www.coquitlam.ca/austinheights).





## Be a part of the plan!

Involvement is key to building a strong vision for this community, so we need your participation!

The planning process will bring residents, businesses, property owners and community organizations together to share ideas and develop a common vision for the Austin Heights area.

### As a participant in the Austin Heights Neighbourhood Plan, you will:

- have a direct impact on the future of your neighbourhood;
- develop community connections;
- work alongside the planners, architects, engineers and other professionals that support the process;
- reconnect with your creative side in activities and workshops; and
- give back to your community.

### Attend an Open House!

Come to our Open Houses where you can provide input and hear what your neighbours think (check website for date and time).

### Visit [www.coquitlam.ca/austinheights](http://www.coquitlam.ca/austinheights)

The Austin Heights Neighbourhood page will keep you informed with updates, brochures, documents and more!

### Join our Project Advisory Group.

The Project Advisory Group (PAG) is a volunteer group of community members and local stakeholders who provide input, advice, and a local perspective to the Plan. The PAG meets 6 – 8 times throughout the planning process.

Whether you're a student, a senior, a recent immigrant, business owner, or someone who has lived in or near Austin Heights for decades – if you're interested in shaping Austin Heights' future, apply to be on the PAG!

If you are interested in learning more about the Project Advisory group, please contact Nadia Carvalho at **604.927.3439** or [austinheights@coquitlam.ca](mailto:austinheights@coquitlam.ca).

### Sign up for direct e-mail service!

Join the Austin Heights direct e-mail service for regular updates that come straight to your inbox.

Visit [www.coquitlam.ca/austinheights](http://www.coquitlam.ca/austinheights) to sign up.

### Contact City Planning Staff!

Please feel free to let us know if you have any further questions or if you have any feedback about the Neighbourhood Plan.

Contact the Community Planning Division at **604.927.3439**



# Online Questionnaire

January 9 - March 5, 2009

An online questionnaire was posted on the Austin Heights Neighbourhood Plan webpage throughout this first phase of the planning process, as one of several ways to allow residents to share their thoughts.

The questionnaire contained four questions, and was answered by 40 respondents.



Home | [FAQ](#) | [Privacy](#) | [Terms of Use](#) | [Contact Us](#) | [Site Map](#)

**Coquitlam** Residents Business Visitors City Hall

[Why Coquitlam](#) | [Business in Coquitlam](#) | [Business with Coquitlam](#) | [Developing Coquitlam](#) | [City Services](#)

Business > [Developing Coquitlam](#) > [Austin Heights Neighbourhood Plan](#)

**Austin Heights Community Questionnaire**

**Tell us what you think!**

Do you live, work, shop, or play in the Austin Heights neighbourhood? Please fill out the following questions in our online Community Questionnaire and tell us what you think.

All submitted questionnaires will be eligible for a prize draw for Community Centre passes.

1 What are the three things you like best about Austin Heights?

2 What three things would you change about Austin Heights?

3 Why did you choose to live in Austin Heights? If you are not a resident, why do you like to visit Austin Heights?

4 What's one great idea you feel would help make Austin Heights an even better neighbourhood?

5 Name:

6 Phone Number or Email Address:

7 Address:

## Austin Heights Neighbourhood Plan Online Questionnaire Responses

### **Q1: What are the three things you like best about Austin Heights?**

*The Most Frequently Mentioned Themes Include:*

- Close distance to amenities (15 responses)
- Good shopping options, good mix of small businesses (13 responses)
- Walkability (11 responses)
- Great parks (6 responses)
- Sense of community/distinct neighbourhood (4 responses)
- Good public transportation, proximity to SkyTrain (3 responses)
- Recreation centre, community services (3 responses)
- Low-rise nature of the neighbourhood, no high rise condo towers (3 responses)
- Central location in Metro Vancouver (2 responses)
- Trees and greenery (2 responses)

### **Q2: What three things would you change about Austin Heights?**

*The Most Frequently Mentioned Themes Include:*

- Better parking areas and access (8 responses)
- Spruce up parts of the commercial district (7 responses)
- Changes to the retail mix (6 responses)
- Road maintenance/improvements (6 responses)
- Pedestrian realm improvements (5 responses)
- More pedestrian friendly (4 responses)
- Improve cycling routes and access (3 responses)
- Less traffic on Austin and Ridgeway (3 responses)
- Improve appearance of residential neighbourhood (3 responses)
- More street trees and plants (3 responses)
- Better snow removal (3 responses)
- Clean up the area (2 responses)
- More left turn lights off Austin (2 responses)
- Slow speed limit in commercial area (2 responses)
- More unified look to commercial area (2 responses)
- Remodel the Safeway (2 responses)
- Work on Austin Heights “branding” (2 responses)

### **Q3: Why did you choose to live in Austin Heights? If you are not a resident, why do you like to visit Austin Heights?**

*The Most Frequently Mentioned Themes Include:*

- Nearby amenities (8 responses)
- Close to schools, transit, or work (6 responses)
- Affordable housing (4 responses)
- Good location to Coquitlam and other municipalities (3 responses)
- Parks and outdoor recreation (3 responses)
- 30 years ago it was a quiet and green community outside of the City (3 responses)
- Grew up in the area (3 responses)
- Convenient place to drive through and shop to/from work (2 responses)
- Walkable (2 responses)
- Good accessibility for seniors (2 responses)
- Close to good shopping areas (2 responses)
- Good community (2 responses)

**Q4: What's one great idea you feel would help make Austin Heights an even better neighbourhood?**

*The Most Frequently Mentioned Themes Include:*

- Community garden (3 responses)
- Clean up old store fronts (3 responses)
- Redevelop Austin with mixed-use (3 responses)
- Infill Housing / More duplexes and lane-way cottages (2 responses)
- Easier Parking (2 responses)
- Shut down traffic on major street in Austin Heights for a festival (2 responses)
- Place limit on size of houses in residential area (2 responses)

*Other Ideas Which Were Mentioned Only Once Include:*

*Housing*

- Gentrification
- Keep apartments <3 storeys
- Take advantage of the vistas via taller buildings
- Create small urban villages to reduce reliance on cars
- Keep multiple family dwellings out of single family zones

*Sustainable Transportation*

- More frequent bus service
- Benches and shelters at more of the bus stops along Austin
- Bring rapid transit to the fringe
- More dedicated bike paths

*Commercial Area*

- Add a Tim Horton's
- Give Austin Heights residents a special card for discounts at local shops
- Walking plaza along Austin
- Incentives to property owners on Austin to redevelop and add more retail space and make better use of storefront commercial space
- Commercial signage bylaws to bring beauty and uniformity to signs and advertising along Austin

*Other*

- Plant boulevard trees wherever sidewalk space or homeowner agreement permits
- A yearly event/festival (hats off day, etc)
- More services for seniors (people to shovel snow, do repairs, etc)
- Promote history of Austin Heights (walking tours, artefacts in neighbourhood)
- Have an "electronic community" – a City-sponsored webpage for the community to post pictures and contacts.
- Repair our roads
- Provide adequate parking for the ice rink and pool.
- Improve the overall appearance of the neighbourhood (sidewalks, curbs, streetlights, lanes, etc.) from looking so rundown



## Open House No. 1 - March 5, 2009

### *Interactive “Big Ideas” Open House*

The March 5<sup>th</sup> Open House featured a number of informative display panels about the Austin Heights neighbourhood, with a particular focus on six major topics: Vital Economy, Healthy Environment, Transportation Choices, Housing Choices, Community Services, and a Distinct Neighbourhood. Approximately 60 people attended the Open House.

Accompanying each topic was a “Points to Ponder” board, inviting Open House participants to share their thoughts on three questions related to the topic. Comments were written on post-it notes and placed immediately on the board, allowing for a high level of interaction and stimulating further comments from participants.

The comments made on the Points to Ponder panels are summarized and included in this section, following the display panels.





## Welcome!

Welcome to our first Open House for the Austin Heights Neighbourhood Plan.

The purpose of this Open House is to hear from residents, property owners, and other stakeholders, as well as provide



background information as we begin to discuss visions for the future of the Austin Heights Neighbourhood.

We encourage you to take part in as much as possible today:

**Feel free to review the background boards and ask any questions. Please take a moment to share your thoughts on our "Points to Ponder" using the post-it notes provided.**

**Take part in our Neighbourhood Building Exercise, or have your vision for Austin Heights sketched by our Illustrator.**  
**And be sure to share your ideas for Austin Heights at the 'Big Ideas' Photo Station.**

**Thank you for coming!**



## What is a Neighbourhood Plan?

*A Neighbourhood Plan is a detailed vision for a particular neighbourhood, developed through extensive consultation with the community.*

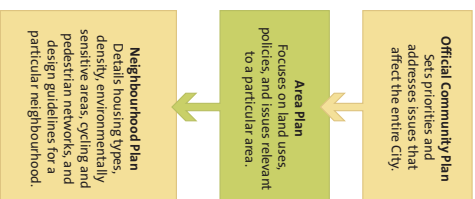
A neighbourhood plan is an integral part of the City's overall long-range growth management and planning framework.

A neighbourhood plan defines the type and location of housing and commercial buildings in the neighbourhood, identifies natural and recreation areas, plans for needed community facilities, and outlines pedestrian and cycling networks.

Austin Heights will be the fifth Neighbourhood Plan in the Southwest Coquitlam Area Plan.

### The Austin Heights Neighbourhood Plan will focus on:

- developing Austin Heights into a vibrant, complete neighbourhood that meets the everyday needs of local residents
- ensuring the availability of a variety of housing choices, including affordable options, to meet the changing housing needs of all of Austin Heights' residents over the next 20 years
- enhancing the capability and attractiveness of Austin Heights' commercial area to create more jobs for Coquitlam residents and serve the neighbourhood's retail and service needs
- creating more transportation choices for Austin Heights, making it easier to walk, cycle or take transit, which will cut down on our contributions to air pollution
- preserving Austin Heights' parks and natural spaces so that future generations can enjoy them
- maintaining high quality amenity and recreation facilities for a growing and changing population
- building on the neighbourhood's existing character
- establishing design guidelines that will revitalize Austin Heights' streetscapes and public realm as the neighbourhood changes







## What does it mean? Planning Terminology

An **Official Community Plan (OCP)** provides a general statement about the form and character for the **future** use of land. Coquitlam's Citywide OCP policies set priorities and address issues that affect the entire City.

An **Area Plan** focuses on land uses, policies, and issues relevant to a particular area.

A **Neighbourhood Plan** details housing types, density, environmentally sensitive areas, cycling and pedestrian networks, and design guidelines for a particular neighbourhood. It establishes a common vision through close consultation with the community.

The **Zoning Bylaw** regulates the **present** use of land. Zoning is a tool to implement the City's policies set out in the OCP.

A **Rezoning Process** occurs when an applicant applies to change the zoning or permitted use of a property.

**Density** is a measurement of development intensity on a lot. Density can be measured by dwelling units per hectare, or by floor area ratio.

**Land Use Designations** determine the type of use a property can have (i.e. commercial, single-family housing, multi-family housing, etc.).

**Amenities** are the additional features (i.e. proximity to shopping, schools, transit services, etc.) that enhance the desirability of a property.

A **Mixed Use Development** allows more than one type of land use within one building including some combination of residential, commercial, industrial, office, or institutional use.

**Streetscape** is the overall character and appearance of a street formed by elements and features that frame the public street (i.e. building frontages and setbacks from the street, street trees and plants, street lighting, benches, width of the sidewalk, etc.).

**Riparian Areas** are the transitional areas between a creek and dry land.

A **Watershed** is a geographic area of land that drains water to a shared destination, typically to a similar creek or stream.

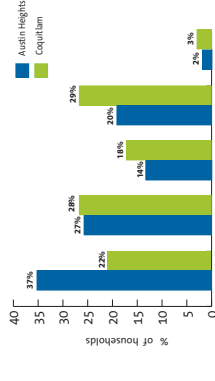
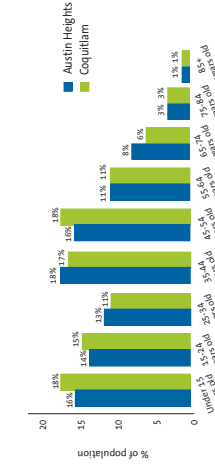


## The Austin Heights Neighbourhood

At the centre of Coquitlam, Austin Heights is a well-established neighbourhood developed mostly during the 1950s and 1970s. It features a strong commercial core, Coquitlam's largest recreation complex, and one of the City's main parks.

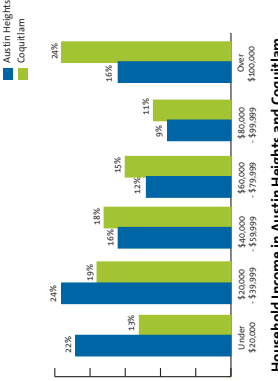
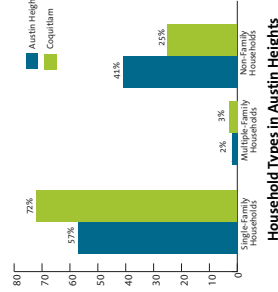
### People in Austin Heights

According to the 2006 Census, Austin Heights has a population of 7,575 persons. The following are some demographics of the neighbourhood.

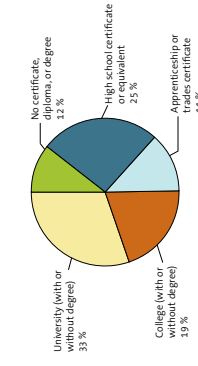


Population by Age in Austin Heights & Coquitlam

Household Size in Austin Heights



Household Income in Austin Heights and Coquitlam



Language spoken at home	Households in Austin Heights Number	%
English	1,870	60.4%
Chinese (no.s.)*	200	6.5%
Farsi (Persian)	165	5.3%
Mandarin	120	3.9%
Korean	100	3.2%
Polish	85	2.7%
Spanish	70	2.3%
Japanese	65	2.1%

\* n.o.s. = not otherwise specified

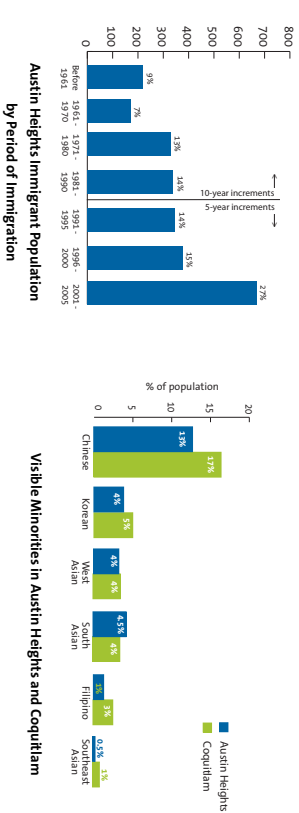
Language Spoken At Home

Educational Achievement by Austin Heights Residents (25 years and older)



## The Austin Heights Neighbourhood continued

### People in Austin Heights continued

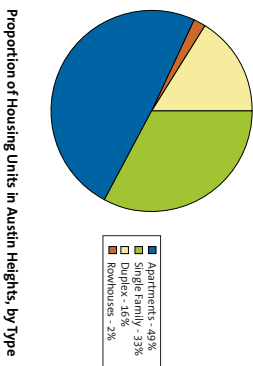
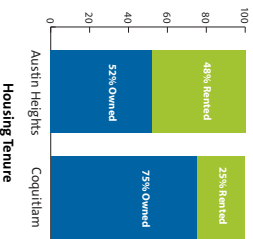


### Housing in Coquitlam

Sixty percent (60%) of all housing in Austin Heights was built between 1960 and 1980. A further 15% was built between 1946 and 1960.

Apartments make up almost half of Austin Heights' housing stock.

Austin Heights contains 15% of the entire city's rental housing stock. Close to half (48%) of all the housing in Austin Heights is rented, compared to only 25% citywide.



Coquitlam Planning & Development



## What Makes a Distinct Neighbourhood?

*A neighbourhood's character is defined by its physical character. Elements such as the age and architectural style of housing, the structure and appearance of streets, landscaping, amenities, and the look of natural areas help create a sense of identity and community.*

### Streetscape and Layout

The layout of a neighbourhood, along with its road network and streetscape, can greatly affect the neighbourhood's look and feel. Austin Heights is made up of a grid-based street network that offers many options for getting around. It also has a number of back lanes that offer residential parking and access.

A neighbourhood's streetscape (the overall character and appearance of a street formed by elements and features that frame the street) defines its character. Austin Heights' streetscapes typically have larger building setbacks and mature landscaping. Some areas do not have sidewalks.

Austin Heights is also defined by its natural features (hilly slope, south-facing views, ravines and streams) and constructed boundaries (fences and major roadways).

### Community Amenities

Austin Heights is close to many amenities, such as schools, commercial centres, community recreation centres, corner stores, parks, sports fields, and libraries. These landmarks and gathering places provide identity to a neighbourhood.

### Housing Choices and Building Character

The size, form, and age of buildings clearly identifies Austin Heights as a distinct neighbourhood. A large part of Austin Heights is made up of single family homes on larger lots, with most multi-family housing concentrated near the commercial centre. Building styles are a mix of popular styles from the last several decades.



Coquitlam Planning & Development



## Housing continued

### Character: More About Patterns, Less About Details

Respecting or enhancing the 'character' of a neighbourhood is not about replicating the existing scale or architectural styles of nearby buildings. Instead, it is about how new housing can be designed to respond to more basic neighbourhood patterns.

A single street in an older neighbourhood may have styles ranging from Victorian, to Craftsman, to Modern. Architectural styles and details of new buildings change over the years, but basic patterns are more lasting. The continuation of these patterns can accommodate a diversity of architectural styles and scales, while providing an underlying sense of coordination and "place" that helps define the character of neighbourhoods.

These patterns are defined by recurring characteristics, including:

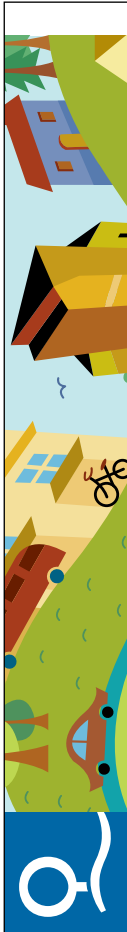
- sidewalks and street trees
- edges of front yards
- setbacks
- building forms
- orientation of buildings



### Housing Affordability

The Metro Vancouver region has one of the highest housing costs in Canada, so it is not surprising that housing affordability is an issue locally. Total income in Coquitlam increased by only 20% between 2000-2005; meanwhile, housing prices in Coquitlam increased by 71%.

A measure of housing affordability is when people pay less than 30% of their gross household income for suitable and adequate housing. If the affordability rule is applied using 2006 Census data, more than one half of households in Austin Heights could not afford the purchase of their home.



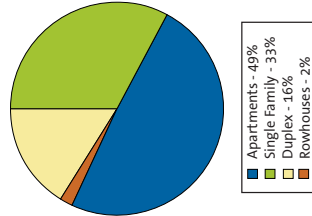
## Housing in Austin Heights

*Good quality housing is the cornerstone of a liveable neighbourhood. Over the next 20 years, a wide variety of housing types, patterns, and affordability will be needed to meet Austin Heights' growing and changing population.*

Austin Heights is home to a variety of housing choices. The neighbourhood provides Coquitlam with much of its affordable rental housing stock and low-rise apartment options.

However, the majority (80%) of housing in Austin Heights is more than 25 years old, and may require re-investment over the next 20 years.

Proportion of Housing Units in Austin Heights, by Type

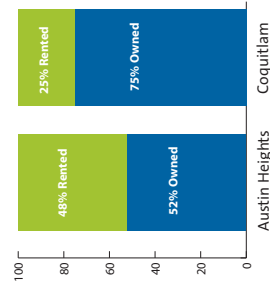


### More Housing Choices

There are many factors that are influencing future housing trends and needs in Austin Heights. These include:

- An increase in land values and costs for housing. New housing choices are needed to provide prices that are affordable for most people.
- A shrinking of family and household sizes.
- A desire to live closer to amenity areas and work.
- An aging population that is increasingly looking for low maintenance and single-level living.
- A general preference for ground-oriented dwellings among certain demographic groups and market segments.
- The demand and preference for sustainable and energy efficient housing.

Housing Tenure





## Vital Economy

*Austin Heights has a vibrant commercial district that is home to over 250 shops and services serving local residents.*

### The Austin Heights Commercial District

The commercial district along Austin Avenue provides over 2,100 jobs. For the most part, the majority of jobs in the area are based in small independently owned businesses located in small-scale multi-tenant buildings.



### A Return to "Main Street"

Changing retail trends have renewed interest in a "main street" model, such as Austin Heights commercial area. These "Main Street" retail areas pedestrian-friendly and provide opportunities for residents to shop and work close to home. Ensuring that Austin Heights remains attractive to local residents and pedestrians will be an important consideration for the commercial area's future.

### The Business Improvement Area

In mid 2008, Council approved Coquitlam's first Business Improvement Area (BIA). The Austin Heights BIA is an association of local business people who undertake programs and initiatives to beautify the area and promote it as a good place to shop, visit and do business.

- Funds for BIA programs are raised through a levy on businesses, collected by the City and managed by the association. In the start-up phase, the BIA is focusing on:
- security patrols;
- developing marketing and communication materials;
- reducing graffiti; and
- taking part in developing the Austin Heights Neighbourhood Plan as a member of the Public Advisory Group (PAC).



## A Compact, Complete Community

*A community that allows residents to live, work and play close to home is a compact, complete community. It creates a more socially, environmentally, and economically sustainable neighbourhood.*

### Austin Heights as a Neighbourhood Centre

Austin Heights continues to evolve and it will be important to support the local-serving commercial area to ensure that Austin Heights remains a dynamic, pedestrian-orientated community.

The neighbourhood has the potential to create new transportation choices, accommodate population and employment growth, showcase its attractive amenities and recreational facilities, and promote new development activity. All of these aspirations will be reflected in the community's vision and goals.



### A More Complete Future

Opportunities exist for Austin Heights to evolve into a more complete community. A wider variety of housing choices could be achieved through introducing more small-scale housing types into Austin Heights. Promoting new commercial development that supports existing retail and employment activity will provide further opportunities for people to shop and work within their neighbourhood.

### Over the next 20 years, Austin Heights will:

- Provide a wider range of housing choices
- Enhance the neighbourhood commercial centre
- Develop an attractive, affordable and safe transportation system that can support transit, pedestrian, and bicycle-friendly street design
- Insure that leisure, sport and cultural opportunities support the needs of residents of all ages, cultural backgrounds, abilities and interests.



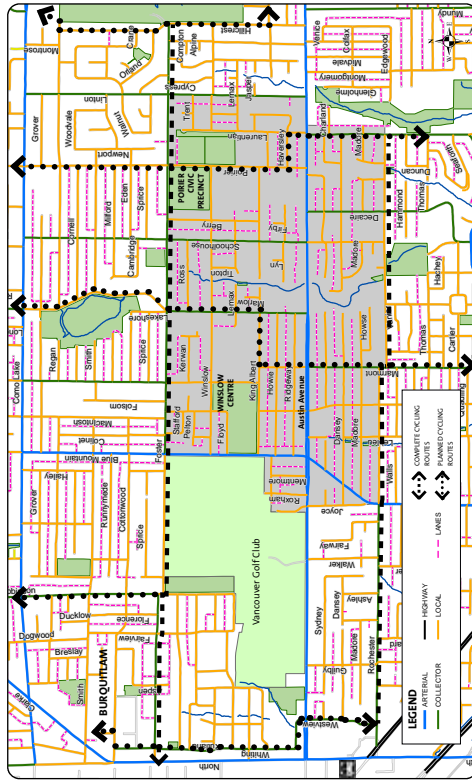


## Sustainable Transportation Choices

Already a popular destination for shopping, services, employment and recreation, Austin Heights will need to continually improve its range, quality and convenience of transportation options over the next 20 years.

### A Well Connected Neighbourhood

Austin Heights has "good bones" – the neighbourhood features a grid street pattern with short blocks and multiple route options, making it easy and convenient to walk and cycle.



Two key cycling routes link Austin Heights with Coquitlam's cycling network, and four more north-south routes are planned as part of the Bicycle Network Plan.

Over 75% of homes in the neighbourhood are within a 5-minute walk to Austin Avenue. The Poirier Civic Complex functions as an important transit hub, with all bus routes serving the Austin Heights area converging at this location.

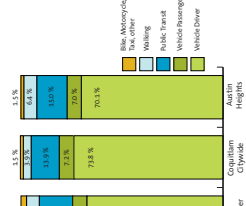
Austin Heights also has a busy street network. Both Austin Avenue and Blue Mountain Road are responsible for carrying high volumes of traffic across the City. Balancing traffic needs with the local experience will be important points to consider when making improvements in Austin Heights.



## Sustainable Transportation Choices – Continued

### Austin Heights' Commuting Patterns

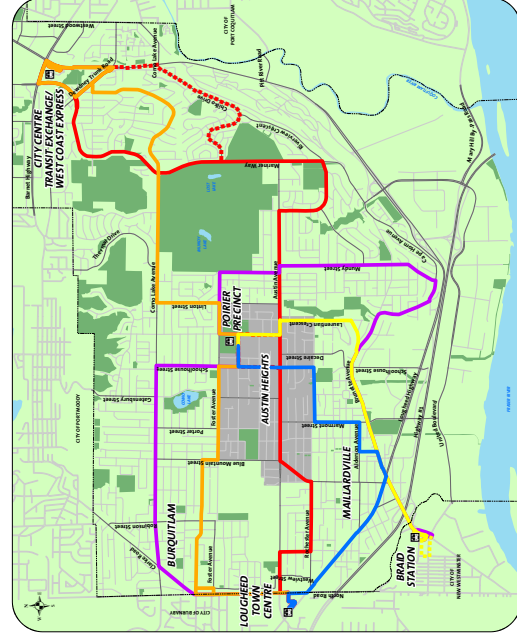
Just over half of Austin Heights' working residents have jobs outside of Coquitlam, while 23% work within the City and 8% work from home. While most commuters travel by car, the number of Austin Heights residents using transit is slightly higher than the Citywide average but not as high as the Metro Vancouver average.



### Planning for more Sustainable Transit Options

Several bus routes serve the neighbourhood and connect to the regional transit hub at the Lougheed SkyTrain Station. The City's Strategic Transportation Plan (STP) identifies Austin Avenue as a major transit corridor intended for high-frequency, all-day transit service.

Considering the neighbourhood's central location in Coquitlam, its own transit hub at Poirier, and the proximity to Lougheed SkyTrain station from the Austin Heights commercial core, there are many transit opportunities for Austin Heights. When thinking about future transit changes in Austin Heights, it is important to remember that higher density mixed use development typically means more frequent transit service – one supports the other.



**AUSTIN HEIGHTS TRANSIT ROUTES**

Coquitlam Transit Routes

- 323 Lougheed Station/Coquitlam Station
- 324 Lougheed Station/Coquitlam Station
- 325 Lougheed Station/Coquitlam Station
- 326 Lougheed Station/Coquitlam Station
- 327 Coquitlam Recreation Centre/Bird Station

\*Detailed line numbers listed in the table below.

Frequency of Bus Service (Monday - Friday)	Monday	Tuesday	Wednesday	Thursday	Friday
323 Lougheed Station/Coquitlam Station	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00
324 Lougheed Station/Coquitlam Station	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00
325 Lougheed Station/Coquitlam Station	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00
326 Lougheed Station/Coquitlam Station	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00
327 Coquitlam Recreation Centre/Bird Station	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00	15:00-19:00





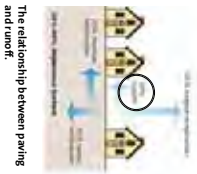
## A Healthy Environment

*A healthy environment is key to a community's health. Over the next 20 years, Austin Heights will need to balance the demands of a growing and changing population with the need to protect its environmental features.*

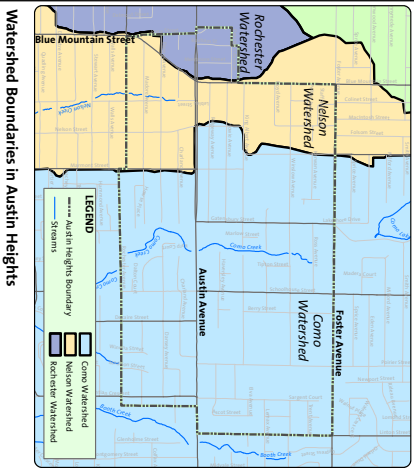
### Austin Heights - An Urban Watershed

Austin Heights is home to three urban watersheds. The large amount of paving in developed neighbourhoods damages a watershed's natural water balance due to increased stormwater runoff. Healthy streams function best with less than 20% impervious surface (paving). As in other developed neighbourhoods, Austin Heights has a much higher amount of impervious surface (approx. 55%).

The vegetated areas surrounding the creeks – called "riparian" areas - provide both food and shade for the fish and other creatures living there. Riparian areas also act as a filtration system for rainwater, removing pollutants such as dust, pesticides, and the oils and heavy metals discharged from vehicle tailpipes.



The relationship between paving and runoff.



Watershed Boundaries in Austin Heights

Integrated Watershed Management Plans (IWMPs) are the main planning tools used to mitigate the damaging effect of development. IWMPs are plans that coordinate the management of water, land and related resources through a holistic approach that addresses risks to water sources and aquatic ecosystems. It combines the needs of watershed stakeholders and the needs of future generations. An IWMP has been produced for Como Creek and a new IWMP for Nelson Creek was recently launched.



## A Healthy Environment continued

### Nature and Climate Change

The City of Coquitlam is committed to improving air quality and addressing related climate change and energy consumption issues. Vegetation in a neighbourhood does much to improve air quality by capturing air pollution.

Trees can also help offset greenhouse gas emissions by absorbing carbon dioxide from the atmosphere. Because trees are so effective in storing greenhouse gases, they are an important tool in mitigating climate change. Plants and shrubs are also excellent at filtering air pollution, and should be preserved throughout the neighbourhood.

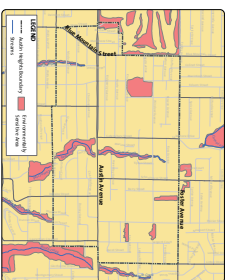


Birds found in Austin Heights

### Protecting our Biodiversity and Sensitive Areas

A healthy ecosystem needs a rich variety of native plant and animal life. The City has identified a number of environmentally sensitive areas (ESAs) in Austin Heights that should be protected for the future.

Invasive plants are a major threat to vegetation and environmentally sensitive areas. Invasive plants are non-native plants that spread and take over the natural environment, pushing out native plants and destroying animal habitat. Coquitlam now has an Invasive Plant Management Strategy to address this issue, which recently launched the Bad Seed public awareness program, identifying common invasives.



Environmentally Sensitive Areas in Austin Heights

Common Invasive Species in Coquitlam	
<p><b>English Ivy</b> <i>Hedera helix</i></p> <p>Adorned the smotherers almost all vegetation, it kills trees by stealing water and nutrients.</p> 	<p><b>Japanese Knotweed</b> <i>Polygonum cuspidatum</i></p> <p>Dense, tall thickets can grow from a small root or stem, crowding out other plants.</p> 
<p><b>Giant Hogweed</b> <i>Hercynicum mantegazzianum</i></p> <p>Known for its umbrella shaped flower heads, it can reach up to 15 feet and its sap can cause severe burns.</p> 	<p><b>Morning Glory</b> <i>Convolvulus sepium</i></p> <p>The very persistent climbing vine smotherers native plants.</p> 
<p><b>Perniwinkle</b> <i>Synedrella nodiflora</i></p> <p>This tall vine displaces native plants needed by wildlife.</p> 	<p><b>Yellow Lamium</b> <i>Lamium galeobdolon</i></p> <p>Common to hanging baskets, it acts like a smothering native plants.</p> 



## Next Steps



### Spring 2009

- » **Phase 2 Begins: Visioning**
  - Develop draft vision and guiding principles in consultation with the Public Advisory Group
  - Explore design and policy options for plan

### Summer 2009

- » Public Open House #2
- » **Phase 3 Begins: Planning** – create and evaluate plan options

### Fall 2009

- » Evaluate choices and develop draft area plan and policies
- » Public Open House #3

### Winter 2010

- » **Phase 4 Begins: Adoption** – select preferred option and final public consultation

### Spring 2010

- » Forward proposed plan amendments to Council for review and consideration for adoption



## Community Services

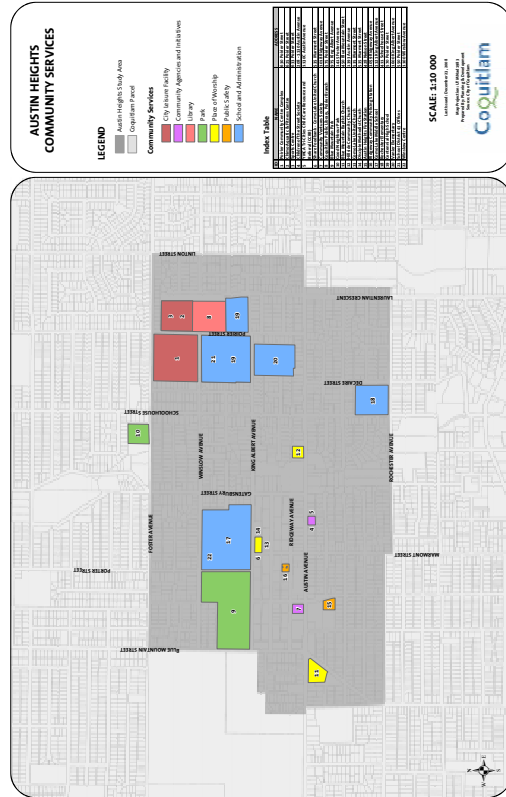
*Community services include parks and leisure facilities, libraries, police and fire stations, schools, churches, and community organizations and social services for the people of the neighbourhood and broader community.*

### A Community-Oriented Neighbourhood

Austin Heights is well served by municipal leisure, parks and library services, with many of the main facilities for the Southwest area of the city located in this neighbourhood. Community policing and fire stations are also located in the area.

Austin Heights is supported by many Tri-Cities community service agencies and initiatives that focus on addressing social needs, such as early and middle childhood development, affordable housing, and homelessness prevention. Agencies include:

- Share Foodbank (Como Lake United Church)
- Children of the Street Society
- YMCA Tri-Cities Child Care Resource and Referral (CCRR)
- Community Ventures Society



## PUBLIC COMMENTS ON POINTS TO PONDER

### Housing

#### 1. What kind of community should Austin Heights be twenty years from now? Who will live here? What kind of housing is needed to support the population?

##### *Limit House Sizes*

- No big houses with suites
- Limit house size to 2500 sq.ft. That is more than sufficient for families that live in Austin Heights. Huge houses require a lot of energy to heat, a lot of furniture, a lot of material to build them. Over consumption of resources. Allow more sq.ft. of a fully equipped rental suite is included
- Limit housing footprints for single family. Require landscape as part of zoning
- Limit house sizes, too many large homes
- A smaller house will leave more room on the lot for trees and gardens. Gardening is #1 hobby for couples as they get older. Also in future we may want to grow more of our own food. More space free on the lot gives more room for children to play outside
- In the future when fuel prices go sky high, today's enormous houses will have to be divided up into suites because most people won't be able to afford to heat such a large place

##### *Higher Density*

- Higher density north of Austin – 10 storeys + with business/professional on bottom floor
- Consider higher densities on Austin to provide more housing options, support businesses and encourage reinvestment

##### *On Street Parking*

- Houses need front driveways as need place for company to park. Do not park on street then street becomes lane

##### *Housing Choice*

- Must have affordable housing – rented to owned – for all ages. Good setbacks, green spaces, utilization of native trees, mixed types of housing
- Mixed housing – high-rise, low-rise, mixed, single family, pocket communities
- Households have too many cars which need to be parked on streets, creating streets that look like parking lots and hazards for cyclists and pedestrians
- Apartments near Gatensbury near King Albert look dilapidated. New buildings = 4-level condos

##### *Other*

- Wouldn't want to see too many high-rises because I don't want the area to look like Metrotown
- Reuse, recycle. The most important is REUSE. Don't knock down existing buildings and send them to the landfill when they are still useful or can be renovated. Make use of existing housing stock
- How will primary and secondary building heights be calculated on sloping lots i.e. alley access garage house
- Austin is a gateway – needs to be better first impression
- Encourage opportunities to create a more bustling community



## PUBLIC COMMENTS ON POINTS TO PONDER

### 2. How can Austin Heights ensure that it continues to be an inclusive community given the challenges presented by housing affordability?

#### ***Provide Housing Choices***

- Variety of housing options including senior's options and family options. Some condos, three bedroom
- Mixed housing that is affordable NOT all high end, too much of that now. Spaces for children
- Lifecycle housing options – apartment/condo/townhouse/single family
- No high-rises

#### ***Higher Densities***

- Higher density to put more \$ into aesthetics of project i.e. landscaping maintenance, security. Greater improvement to the public space frontage. Increased tax base
- Within core area higher densities to support transit improvements, better shops – customer base, greater safety due to more active streets
- Higher density zoning around Austin Heights shopping area from Blue Mountain and King Albert to Gatensbury and Austin

#### ***Balance Between Rental and Owned Homes***

- Balance between rental and owned, currently top heavy on rental properties
- Affordable housing – rental/buy

#### ***Other***

- Safeway to redevelop and include Ridgeway
- Co-op housing is an important option for Austin Heights

### 3. What design elements help to define the character of Austin Heights' residential neighbourhoods?

- Landscaping, variety of building styles, cul-de-sacs
- The historical nature of the area should be exploited, make people aware of character by promoting architecture that exposes this
- Make more use of balconies facing south for restaurant, etc.
- Mixed designs, mixed housing options, greenery and walking access
- Family friendly – affordable, yards/gardens, safe for kids

### 4. Other Comments?

- Increase setbacks
- Off-street parking for primary vehicle and suites
- Make apartment housing better looking
- Look for good design, not stuff that is supposedly trendy (x2)
- Any higher density houses should be on Austin and connector roads first, being that people that live on these roads have to deal with the increase in traffic that comes with higher density

## PUBLIC COMMENTS ON POINTS TO PONDER

### Distinct Neighbourhoods

#### 1. What helps to define Austin Heights? The commercial area? The housing options? The access to amenities? The streetscape? The architectural styles?

- Compact, accessible, eclectic, complete, welcoming
- More patios on both sides of Austin, more flowers
- Why only one set of soccer goal posts on Winslow field?
- Help keep the churches visible and accessible
- Library
- Small commercial area; access to amenities; lots of mature trees; established feel – people live here; planted boulevard, lots of family friendly housing close to services
- Responsible property owners have a greater commitment to the community
- The view! Create a south-looking viewpoint/park. Small shops are great
- Please more sidewalks. I have lived on Madore Avenue 60 years – no sidewalks, no curbs
- Keep 'big box' or franchise type business out or to a minimum

#### 2. What are some of the things the City could do to improve the unique aspects and the quality of experience in Austin Heights?

##### *Mixed Use Buildings*

- No towers!! Perhaps small shops with nice quality living spaces, two to three storeys maximum over stores
- Update new building i.e. high-rises with shops at the street level and perhaps offices on 2nd and 3rd floors, underground parking

##### *Sidewalks*

- Sidewalk set back from street buffer area; too close currently with fast, fast traffic, wider sidewalks to accommodate minimum of four people
- Make/enforce property garbage and recycling
- Better quality development/design, not trendy, back to basics
- Off-leash dog walk area, mom and pop businesses supported and retained
- City lots (parking) as those behind Joey Beans (across lane) perhaps some residential corners could be redesignated

##### *Other*

- Buses passing Winslow and stopping near Dogwood Pavilion, seniors need this route
- Garbage pickup, attractive signs, flower planters
- Clean up the drug and homeless problem

#### 3. What role does transportation planning (for pedestrians, bicycles and cars) play in creating a sense of place?

- The sidewalks are too close to the traffic and pollution of cars on Austin. Can we bring in sidewalks a meter?
- Translink should be on time and runs frequently (#97 bus runs way more than #152), people should drive more slowly for pedestrians and bicycles
- Pedestrian and bike friendly, bike racks, bike lanes where feasible
- Safe access for all ages/stages is essential
- Transportation is essential and must be part of the plan
- Transportation planning is vitally important, walkways with seats in commercial area, Barcelona, Spain got it right.

# PUBLIC COMMENTS ON POINTS TO PONDER

## Vital Economy

### 1. How can we create accessible, attractive pedestrian-friendly retail areas?

#### *Higher Density*

- Need to increase the density, combination of commercial at street level and residential above e.g. Newport Village, Shaughnessy Port Coquitlam
- Higher density zoned all along transportation corridors both sides of retail areas. Why have SkyTrain if we don't use it?

#### *Sustainable Transportation*

- Pedestrian and bicycle friendly, vibrant crosswalks with more visibility, bike racks, angled parking areas are awkward, wider sidewalks, foliage, planters
- Good transit/bike access; bike/scooter parking facilities, staggered buildings, sidewalk planters

#### *Other*

- Put rhododendrons in business area landscaping, beautiful colour in spring, green all year round, must water them in the summer and fertilize them
- Cherry blossom trees, small and family-owned stores and restaurants, no Walmart, Safeway, big retail stores
- Don't plan to spend so much money that business rents will go up to the point that modest businesses are driven out. Be modest in planning the business area – strive for attractiveness and a low budget
- More policing enforcements
- No more apartments, we have enough and they look like hell and house a lot of undesirables
- No high-rises (over 3 storeys) 24-hr police station, 30 kph speed Blue Mountain to Gatensbury, deal with druggies, prostitutes

### 2. What is needed to maintain and enhance retail vibrancy in Austin Heights?

- King Albert Avenue needs paving by the Blue Mountain Park, terrible potholes, many attendees at the park
- Increased density to support commercial businesses, allow some tower development, aesthetic streetscapes, some pedestrian only street areas
- Remember Granville Street? No residential allowed over commercial – a vital area died – prostitutes and druggies took over. Three to four storeys high commercial bottom storeys, residential above, keep our commercial corridor a vital community concern
- Finish small details and repair them quickly when vandalized
- Keep small businesses – encourage diversity. Do a quality job, attend to detail
- Community garden i.e. Nelson and Austin, public parking so people can get out and walk, traffic calming on King Albert, Nelson, Marmont North
- More family-oriented events at Blue Mountain park, needs ads in local and provincial paper, multi-cultural grocery stores
- Former site of gas station at Nelson and Austin – do whatever is necessary to get this site cleaned up and functional. Wouldn't it be lovely to have a mini park on that site with trees, benches and even a fountain

### 3. What role does quality design play in increasing the success of the Austin Heights commercial area?

- You should tell us. However, look at the European model

## PUBLIC COMMENTS ON POINTS TO PONDER

### Compact, Complete Community

**1. What is needed to help reinforce the vitality and sustainability of Austin Heights as a complete neighbourhood?**

- Bicycle lanes please
- People of all ages, access/accessibility east for area residents – walk to work, shopping, doctors, etc and small cafes
- Provide a wider range of housing choices
- Containers with more trees

**2. How can we create more high-quality job opportunities in Austin Heights, close to where residents live?**

- We should have a job board that all retailers can post
- Build a website - austinheights.ca??
- Design zoning to make space for good businesses, not big but niche services
- Mix of professional people – doctor, dentist, optician, etc. all of which we have now – specialty stores – food gifts, etc. restaurants and cafes

**3. What role does good quality design play in creating more livable communities?**

- Build the right “bones” and the rest will happen
- Planning for adequate access to community resources, as well as public access to these resources is really important
- Good quality livable and friendly – design is critical

### Community Services

**1. What community services, facilities and organizations do you think help make Austin Heights a community?**

#### *Swimming Pools*

- Chimo pool vent noise has not been fully addressed. Residents on east side of the sports complex are still annoyed by the 24-hour noise, especially at night. This is a pollution City must address
- Put back the outdoor swimming pool in Blue Mountain Park
- What about the pools that have closed? We need parks and recreation

#### *Other*

- We already have a good range (as listed) current ones good, maybe a small branch library
- Let's have a residence for homeless people with addictions and mental illness to help them recover. Set it up near Blue Mountain Park so they can hasten healing by walking among the trees and grass
- Bookmobile so everyone has community access for books
- Como Lake United Church has excellent facilities and groups using it – Share, AA, Burke Mtn group, etc.
- Redevelop Safeway and adjacent land (former gas station)
- How do you increase density/services while maintaining low cost housing? On King Albert, etc.

## PUBLIC COMMENTS ON POINTS TO PONDER

### 2. What community services or facilities will be needed to ensure that the Austin Heights neighbourhood will be a place for everyone, including children, youth, families and single person households, new immigrants and an aging population?

#### ***Create a Welcoming Community for Immigrants***

- Mix of housing as now; immigrant services but as part of the community. Inclusiveness of all – focus on what is good and how we can all work together
- ESL for older immigrants who are quite lonely when husband and children out of home
- Community kitchen for low income immigrant families, to introduce immigrants to Canadian food (shopping, cooking)

#### ***Programs for Children/Youth***

- Children are our most precious resource and we need to include them more in our lives and activities. As part of this having intergenerational dances would be great. I have mentioned this to some at Dogwood and also at Como Lake United Church. ‘Just Dance’ in Vancouver is an excellent example
- Homework support (with/without tutor) for Como Lake Middle School

#### ***Programs for Adults/Seniors***

- Take the post office on the NW corner of Nelson and Ridgeway and make a community centre with daycare and seniors drop in
- Community centre for public services e.g. ESL, adult education, groups, etc.
- More help for seniors like snow shoveling. Where are the youth, why do they not help anyone

#### ***Other***

- Enforce snow shoveling bylaw for homeowners and apartment blocks
- Jazz, music in the park say every Thursday evening? Free shuttle bus to Poirier Centre
- Outdoor pools

### 3. What community services and facilities are important to people who live in multi-family households?

- Senior daycare
- Gym at recreation centre to complement youth activities and community events
- A community garden (organic) possibly in small section of Blue Mtn Park or in the Winslow Centre area (Burquitlam one is great and people make real connections. Important for the environment and survival too
- Playgrounds/walkways, green spaces, availability of grocery shopping, professionals, transit child safe areas
- Pocket parks and green spaces, local coffee shops, cafes, recreation facilities

# PUBLIC COMMENTS ON POINTS TO PONDER

## Transportation

### 1. How might streetscape improvements attract more residents to walk to local destinations and the neighbourhood centre?

#### *Sidewalk Improvements*

- More sidewalks along busy streets please – hopefully green type meaning impervious to allow recharge of stormwater
- Sidewalks both sides of street as people don't have the intelligence to cross the street
- Well maintained and lighted sidewalks (possibly also local police station – police foot patrols at night, lots of plants, places to sit)
- Safe, maintained sidewalks, useful elevations for ramps (for scooters, wheelchairs, etc.) benches, awnings for cloudbursts
- Make a sidewalk on the north side of Austin along the golf course
- Increase width of sidewalks along Austin Ave
- Foster between Hillcrest and Schoolhouse has inconsistent location of sidewalks, they change from north side for a block to the south side for a block, etc.
- Please put a proper raised concrete curb with sidewalk and street trees along the west side of Laurentian Cres where the curb is destroyed by construction vehicles
- Investigate options for more east/west walking routes (especially westward to Lougheed). Alignments south of Austin on Sydney/Charland were noted.
- The City should be responsible for sidewalk installation not the residents

#### *Sustainable Transportation Options*

- Educate car drivers about cyclists and pedestrians, make bike routes more visible, widen Foster by the golf course
- Foster bicycle route section at Vancouver Golf Club is poor, dangerous for the average rider re-route this section along Austin Street (Cottonwood) or secure easement and expand the existing section
- Buses – fast, frequent, free. Bus routes first before housing is constructed
- Walking routes westward to Lougheed away off of Austin (off busy traffic routes)

#### *Traffic*

- Need to rethink loading and unloading for trucks – needs adequate space and no conflicts with regular traffic
- Need a left-turn to Thrifty's off of Mariner to Thrifty's parking lot to reduce traffic on Austin
- Discourage through-commuting traffic in Austin Heights from municipalities to the east
- Shortcutting along Foster increasing, more patrolling and awareness
- Please help maintain the quiet residential area on the east side of the sports complex as it has always been. No parking along Laurentian, it's the public safety issue. More trees should be planted to create a buffer zone
- Enforce speed limits – especially on Austin

#### *Other*

- Please keep the ditches, don't replace with storm pipes. Stormwater is a resource, should not be wasted
- Need more than one traffic bylaw officer – Coquitlam is a big city now
- We have issues with the public safety, security and environmental sustainability along the east side of the sports complex
- Better shops
- Outdoor café

## PUBLIC COMMENTS ON POINTS TO PONDER

### 2. What is needed to encourage more people to choose transit to get to work?

#### **Transit Frequency/Reliability**

- More frequent buses, bicycle racks
- Bus timing points to keep buses on schedule – not early, not late
- Transit connecting hubs – Lougheed, Coquitlam Centre, Poirier Rec and Austin corridor every 15 minutes

#### **Reduce Transit Fares**

- Get Coast Mountain Bus link to move the fare zone boundary from North Road east to Westwood Street
- Subsidy – make our neighbourhood part of Zone 2 not Zone 3

#### **Transportation Infrastructure Repair**

- Create a pullover lane on north side of Austin on same block of Safeway for buses to wait out of traffic
- Put a proper light at Laurentian and Austin
- Fix the streets especially Laurentian by new recreation centre

#### **Other**

- One way access to limit traffic spill over i.e. alley between Austin and Charland 900 block
- Reduce speed limit to 30km between Blue Mountain and Gatensbury

### 3. In what ways could Austin Heights reduce greenhouse gas emissions through changes in travel behaviour?

#### **Limit Truck Traffic**

- Deal with the heavy truck traffic
- Restrict trucks in Coquitlam to be a maximum of 10,000 kg instead of 13,700 – more pedestrian- friendly – easier on roads – easier on environment

#### **Increase Sustainable Transportation Options**

- The 156 bus needs to run every 20 minutes at least
- More walking, bicycling, etc.

#### **Other**

- Speed limit 30km Gatensbury to Blue Mountain
- “Green wave” for lights e.g. North Burnaby on Hastings
- Parking in rear lanes, sidewalks in front with treed areas/boulevards

### 4. Other Comments?

- Pedestrian pathways on King Albert Ave over creek
- Integrated bike and walking routes connecting hubs – parks, recreation, service/commercial, schools
- Better bylaw enforcement for commercial vehicles parking on side streets
- If a sidewalk is only on one side of the street, put it on the north side so the sun can melt the snow

## PUBLIC COMMENTS ON POINTS TO PONDER

### Environment

#### 1. How can neighbourhood residents be encouraged to maintain or increase the amount of vegetation, particularly trees, on their property?

##### *Recycling of Organic Material*

- Green box program; community garden with compost area
- Kitchen scrap composting program, more comprehensive recycling depot like Burnaby's, municipality provided organic compost

##### *Other*

- Promote 'natural' vegetation for homeowners . . . less lawn, more trees and plants. Natural vegetation will also require less watering and maintenance
- City should require landscaping on new construction i.e. a landscaping plan
- Garbage collection – pay by number of cans. People who conserve are penalized. I put out one can a month!
- City has not mitigated the loss of forest at the Poirier Library area since 2005. More trees must be planted! Please plant more trees on the east side of library and sports centre to create a noise and pollution barrier west side of Laurentian Cres. – must put a proper curb as has been destroyed by the construction vehicles. No parking, but trees and sidewalks
- Maintain daylighted creeks, wider setbacks, designate them as municipal parks
- Smaller houses will result in more green space on lots for children and gardens and trees. Limit house size to 2500 sq.ft.
- Can we go to green roof i.e. Flat roof green space
- Education about ecosystems, what creatures live there, value of trees and migratory birds, create green corridors for walking, dining, relaxing

#### 2. What are the opportunities to restore the creeks and ravines in Austin Heights?

##### *Daylight Streams*

- Make them pedestrian and bike routes, well lit, benches maintained, garbage cans. Daylighted!
- This work has been started. Daylight creeks and ensure good setbacks, discourage dumping, very important – green corridors very important for wildlife

##### *Other*

- Accessible areas near the streams and creeks will allow people to get in touch with the beauty in their backyard. They will be more likely to feel strongly about protecting it.
- Permeable paving, storm water filtered by plants

#### 3. What can we begin to do now that will help reduce air pollution and greenhouse gas production in Austin Heights?

- Incentives from City of Coquitlam – get rid of a car - \$1500?? Seminars about pollution and greenhouse gas, news/articles regarding environmental issue. Citywide 'clean-up' day April 1st
- Plant more native trees and plants and provide good walking/bikeways

#### 4. Other Comments?

- Use vegetation native to this region requiring less water and maintenance
- Cul-de-sac green space, like in Vancouver West Side
- Increase setbacks
- Permeable Pavers for lanes. Green lanes and streets.
- We have Salmon and Beavers in the creeks. Keep them healthy!
- Please keep the ditches at the sports centre complex. Stormwater should be considered groundwater resources, not wasted by connecting with pipes. Should maximize the use of impervious area and promote green pavement.
- Glad to see an Integrated Watershed Management Plan being done



## Austin Avenue Streetscape Photo Montage

### Austin Heights Open House No. 1 - March 5, 2009

The streetscape photo montage showed the elevation of the individual buildings along Austin Avenue from Blue Mountain St to Marmont St. The individual photos were stitched together in Photoshop to form one long image of each side of Austin Avenue. This exercise was useful for helping residents gain an understanding of the streetscape and built environment of Austin Avenue.

Open house participants were asked to answer three questions on different coloured post-it-notes and place them directly onto the photo in the appropriate location. The three questions were:

- Describe the best places in Austin Heights and tell us why.
- Describe what needs improvement and tell us why.
- Describe your least favorite place and tell us why.

The build-up of post-it-notes helped to generate a dialogue among the participants and the information collected will be useful for staff and the public advisory committee in terms of issues identification and setting policy directions for the neighbourhood plan.



## COMMENT HIGHLIGHTS:

### 948 Austin Ave.

1. Recycling bins needed at the car vacuums.
2. Wrong place for a gas station in a pedestrian commercial neighbourhood. This is for commuters.
3. Didn't shovel their snow on the sidewalk (and at the bus stop)



### 955 Austin Ave.

1. Keep this building
2. Love this building! It would be a shame to lose it.
3. I do too! Good example of commercial and trees!



### 1001 Austin Ave.

1. Like green space in front
2. This could have several stories of housing over stores.
3. Allow better signage (bylaw problem)



### 1020 Austin Ave.

1. Very good area
2. Wonderful shopping complex
3. Always busy - parking full
4. Convenient, yes - Eyesore, definitely!
5. I agree!



**1029 Austin Ave.**

1. Very ugly property left too long.
2. Maybe use this lot for parking, but pretty it up!
3. Community garden? Park?
4. Get this lot cleaned up! Could be attractive stores - or a mini park with trees, benches, maybe even a fountain! Or a sculpture?



**1022 & 1032 Austin Ave.**

1. Extremely dangerous, people often back out of this parking lot - over pedestrians and into traffic.
2. I agree
3. I agree
4. Parking is terrible and dangerous for pedestrians, cars backing into traffic.
5. A narrow pathway next to the buildings here (CIBC and TD bank) would be helpful to avoid going back to Austin sidewalk and then down the other driveway to get into TD.



**1033 Austin Ave.**

1. This needs to be upgraded in order to drive business back to the area.
2. This Safeway is a high priced grocery store that likely doesn't meet the needs of apartment residents behind it.
3. Replace Safeway with nicer store (i.e. Choices)
4. Yes - please!
5. Support for the redevelopment of the old Safeway seems overwhelming.
6. Modernise food store be it Safeway or a new one.
7. Definitely!



### 1046 Austin Ave.

1. Need consistency in character, maintenance and upkeep. Signage should be consistent throughout.
2. No definition of the sidewalk here.
3. Repair the concrete stairs that have been broken for years.
4. Fix the parking!



### Leblue Street and Nelson Creek

1. Keep these trees and views.
2. As a person who loves walks and loves using Leblue to walk down the hill (quieter traffic). However, last year I could only walk as far as Stewart where a lot has been landscaped and the path along Nelson creek was inaccessible.
3. I like the walking path through here, beside the creek.
4. Great spot to walk, convenient.
5. Yes!
6. More lighting to encourage walking.



**PHOTO MONTAGE EXERCISE  
FULL COMMENTS**

COMMENT	LOCATION
30 km/h zone from Gatensbury to Blue Mountain.	Refers to entire street
Real user friendly sidewalks throughout!	Refers to entire street
Address vandalism quickly soon after incident	Refers to entire street
Encourage south facing patios for restaurants. Street patios on north side of Austin, back side on south side of Austin.	Refers to entire street
Higher density all along Austin.	Refers to entire street
More restaurants, more deciduous trees, for good tree canopy	Refers to entire street
Think about angled motorcycle parking along Austin Avenue	Refers to entire street
Better sidewalks!	Refers to entire street
4-story mixed-use	Refers to entire street
Keep the style of stores and definitely the small business people!	Refers to entire street
Buildings closer to the sidewalk, parking from lane. Good walkway from parking to street.	Refers to entire street.
Ground – retail, floor 2 & 3 service commercial/office, housing above. Variety of options including family size units.	Refers to entire street
Let's do everything we can to make rental space affordable for small shops owned by individuals or families. Modest, useful, friendly shops (Look at the fancy, upscale shops in Newport Village)	Refers to entire street
Add layer of apartments over 1071	1071 Austin Ave
Need better stores.	1071 Austin Ave
Parking needs to be improved, difficult to access businesses.	1064 Austin Ave
I really miss Coquitlam Printers. Hope another print shop could come into the area for local use. (However he closed as customers has not been coming in.)	1064 Austin Ave.
Keep this 50's feel alive	1053 Austin Ave
Good business people here. Has a Community bulletin board.	1053 Austin Ave
Improve book donation box.	Safeway parking lot.

COMMENT	LOCATION
Very pleasant man working here.	1054 Austin Ave
Change zoning to get rid of exploitative “Cash Stores” (1st person) Yes! (2nd person) I agree!! (3rd person)	1054 Austin Ave.
We love Austin Delicatessen. Good people working, delicious food!!	1054 Austin Ave.
This specific place should be considered the essence of how businesses are run, quality business, and quality owner.	1052 Austin Ave
We love the bakery, good renovation work. (1st person) Agreed! (2nd person)	1053 Ridgeway Ave
Need consistency in character, maintenance and upkeep. Signage should be consistent throughout. Bylaw perhaps?	1042-1066 Austin Ave
I love sky cartridge being so close. Dave is a very pleasant and knowledgeable person! Have appreciated his help.	1046 Austin Ave.
No definition of sidewalk here	1046 Austin Ave.
Repair the concrete stairs that have been broken for years.	1046 Austin Ave
Fix parking!	1042 – 1066 Austin Ave.
I love browsing and shopping at Consign It. It is an important, sustainable business and very friendly staff!	1042 Austin Ave
This needs to be upgraded in order to drive business back to the area.	1033 Austin Ave (Safeway)
This Safeway is a high priced grocery store that likely doesn’t meet the needs of apartment residents behind it. (1st person) True! (2nd person)	1033 Austin Ave (Safeway)
Replace Safeway to nicer store (i.e. Choices) (1st person) Yes – please! (2nd person)	1033 Austin Ave (Safeway)
Support for the redevelopment of the old Safeway seems overwhelming.	1033 Austin Ave (Safeway)
Modernise food store be it Safeway or a new one. (1st person) Defiantly! (2nd person)	1033 Austin Ave (Safeway)
Parking is terrible and dangerous for pedestrians, cars backing into traffic.	1022 Austin Ave (TD Bank)
A narrow pathway next to the buildings here (TD bank and CIBC) would be helpful to avoid going to Austin sidewalk and then driveway to get into TD.	1022 & 1032 Austin Ave (TD Bank and CIBC)
Extremely dangerous – people often back out of this parking lot – over pedestrians and into traffic. (1st person) I agree! (2nd person) I agree! (3rd person)	1022 & 1032 Austin Ave (TD Bank and CIBC)
Very ugly property left too long	1029 Austin Ave (Old gas station site)
Maybe use this lot for parking, but pretty it up!	1029 Austin Ave (Old gas station site)
Limited parking	1029 Austin Ave (Old gas station site)

COMMENT	LOCATION
Community garden? Park?	1029 Austin Ave (Old gas station site)
Get this lot cleaned up! Could be attractive stores – or a mini park “meeting place” with trees, benches, maybe even a fountain! Or a sculpture?	1029 Austin Ave (Old gas station site)
A bus stop timing point could be here for the #152, which has left us up to 10 minutes early at times. Green space could help the rest of this corner – mini park with benches.	1029 Austin Ave (Old gas station site)
Garbage is always full. Overflowing all this weekend and 1st of the week!	Public garbage bin at Austin and Nelson
Nice janitor keeps area clean.	1025 Austin Ave (BMO building)
Very good area	1020 Austin Ave (Rona complex)
Wonderful shopping complex	1020 Austin Ave (Rona complex)
Always busy – full	1020 Austin Ave (Rona complex)
Convenient, yes – Eyesore, definitely! (1st person) I agree! (2nd person) Yes! (3rd person)	1020 Austin Ave (Rona complex)
Allow better signage (bylaw problem)	1001 Austin Ave (Pizza Hut)
This could have several stories of housing over stores.	1001 Austin Ave
Like green space	1001 Austin Ave.
Fun place, great food	1000 Austin Ave (John B pub)
Heart of Coquitlam for 31 years	1000 Austin Ave (John B pub)
Make this pedestrian friendly (ravine) – nice walkway, lighting, shrubs cleaned out.	Leblue St and Nelson creek.
Keep these trees and views	Leblue St
As a person who walks and loves using Leblue to walk down the hill (quieter traffic). However, last year I could only walk down as far as Stewart where a lot had been landscaped and the path along Nelson creek was inaccessible.	Leblue St and Nelson creek.
I like the walking path through here, beside the creek. (1st person) Great spot to walk, convenient. (2nd person) Yes! (3rd person)	Leblue St and Nelson creek.
More lighting to encourage walking	Leblue St and Nelson creek.
Better tree and plant selections, flowering plants would help, colour needed, flowers nice trees.	1000 Austin Ave and Leblue Street
Alley not needed here, what would be more attractive?	Lane between 955 and 1001 Austin Ave

COMMENT	LOCATION
Keep this Building	955 Austin Ave
LOVE this building! It would be a shame to loose it. (1st person) I do too! Good example of commercial and trees! (2nd person)	955 Austin Ave.
Recycling bins needed at the car vacuums	948 Austin Ave (Petro-Canada)
Didn't shovel their snow on the sidewalk (and at the bus stop)	948 Austin Ave (Petro-Canada)
Wrong place for a gas station in a pedestrian commercial neighbourhood. This is for commuters.	948 Austin Ave (Petro-Canada)
Dangerous Intersection for Pedestrians. (1st person) YES! (2nd person)	Austin Ave at Blue Mountain St.



## Vision Illustrator

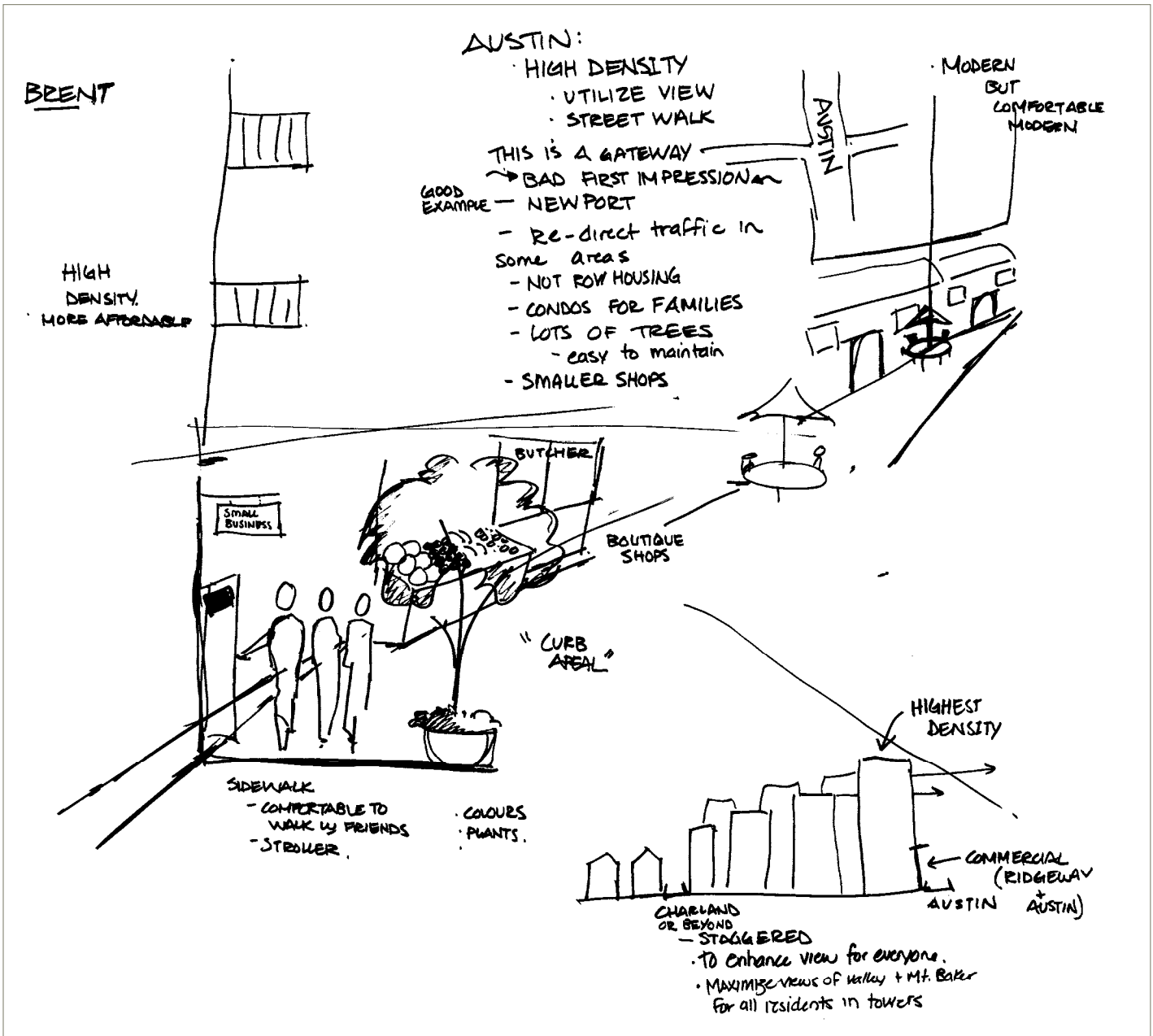
### Austin Heights Open House No. 1 - March 5, 2009

The March 5<sup>th</sup> Open House featured a Vision Illustrator. Joanna Clark, an urban design student from the School of Community and Regional Planning at UBC, was on hand to help sketch out visual representations of ideas from the community.

This exercise allowed people to express their ideas in a visual format and was considered a real treat by all that participated.



A Vision for Austin Avenue



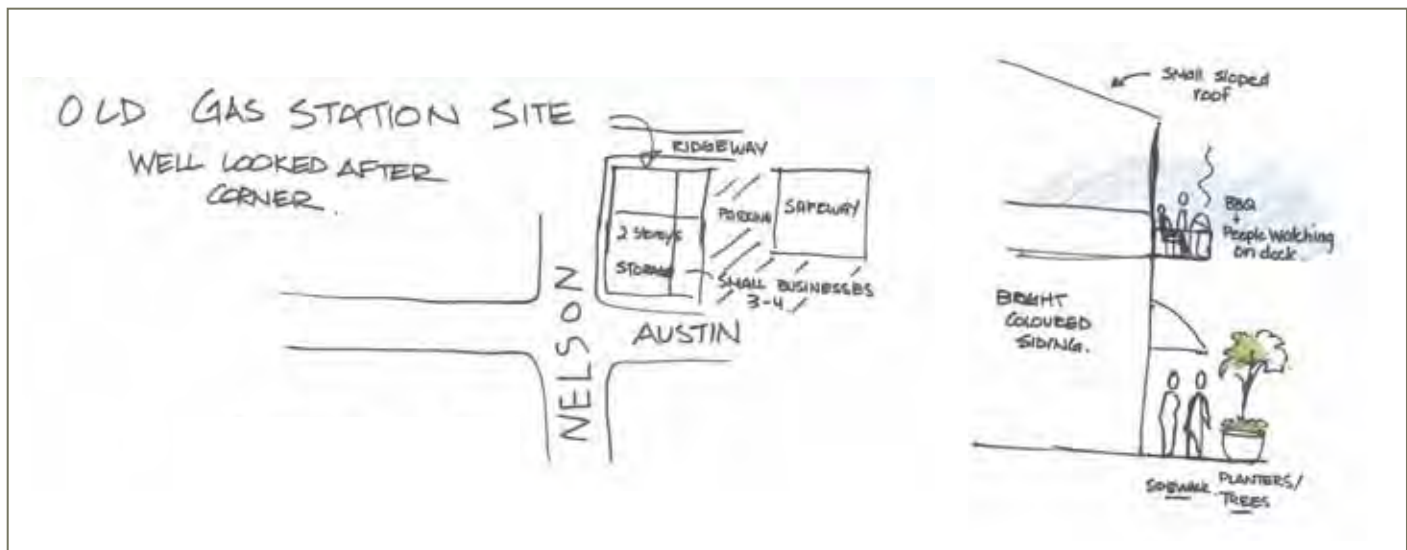
Child Participant



Suggestions for Improving the Streetscape



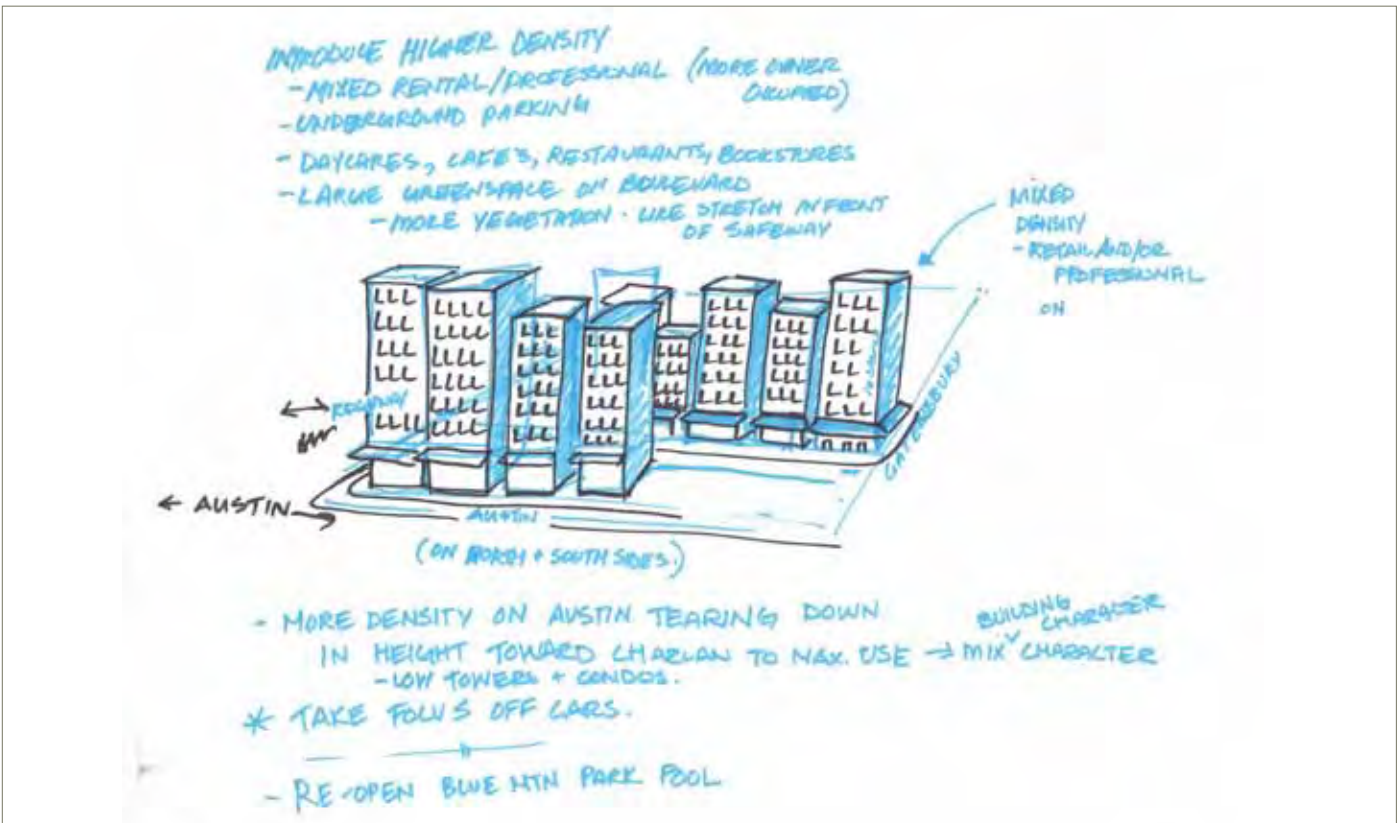
Improving the Corner of Nelson and Austin



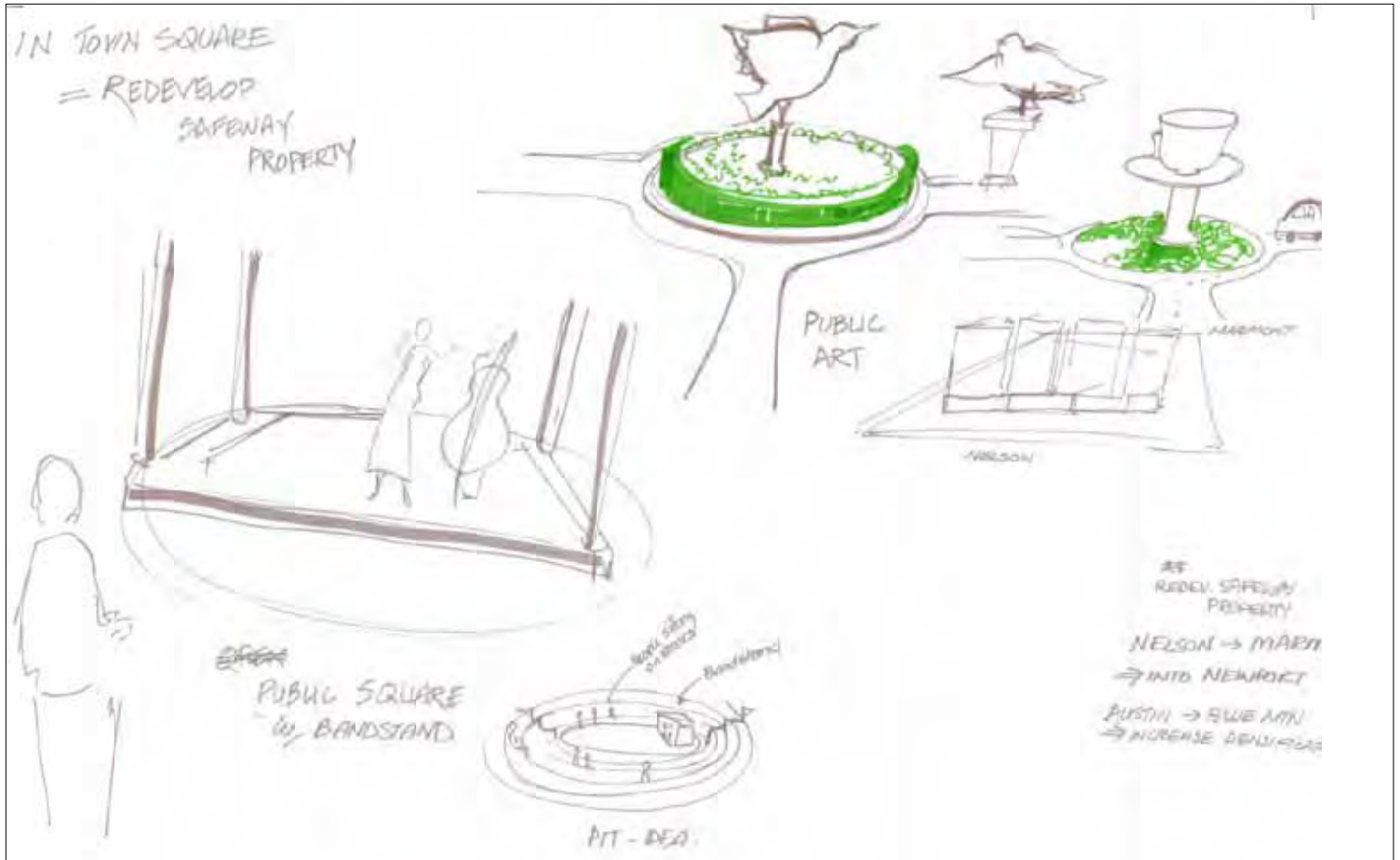
## Enhanced Sidewalks and Active Streetscapes



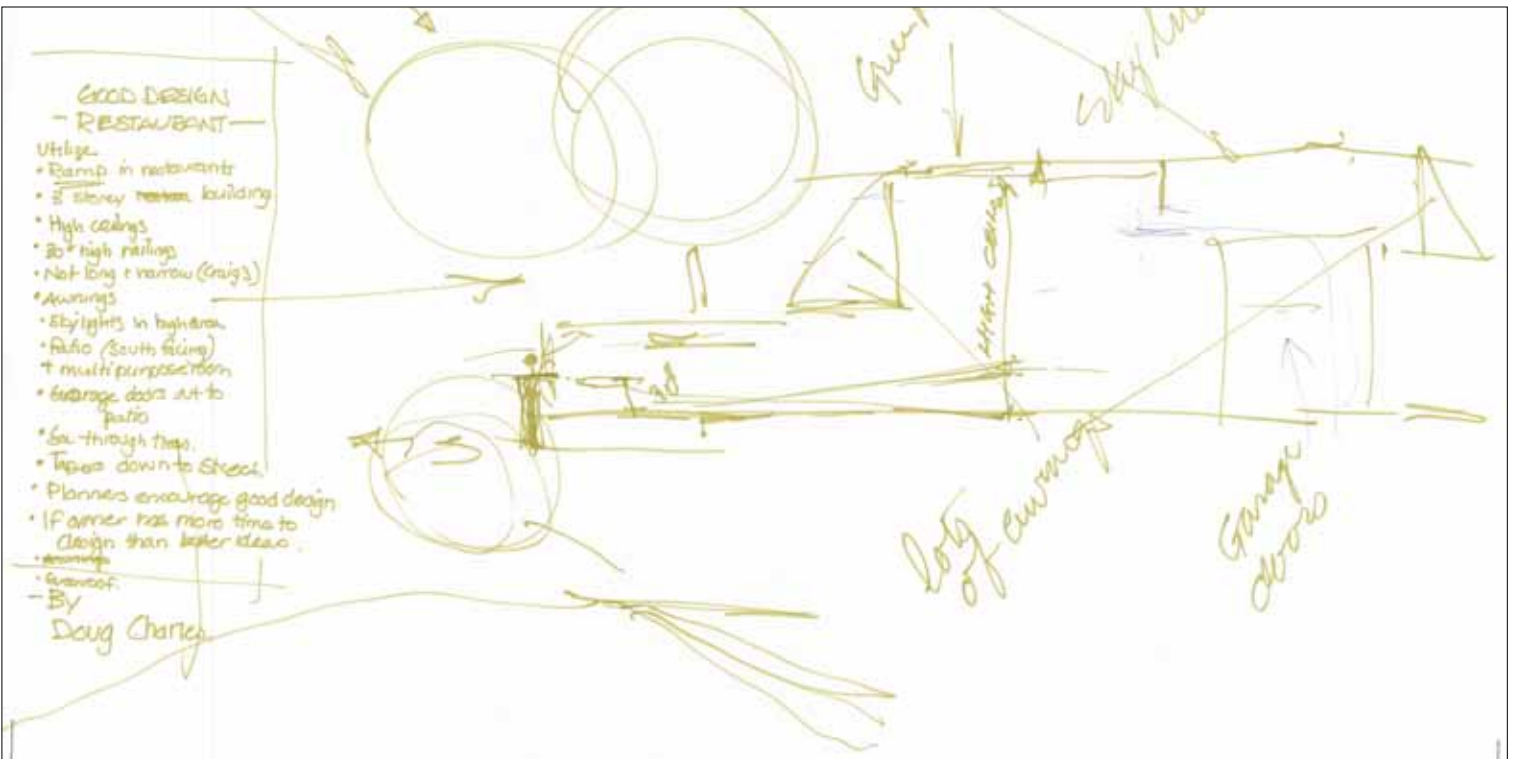
## An Exploration of Density



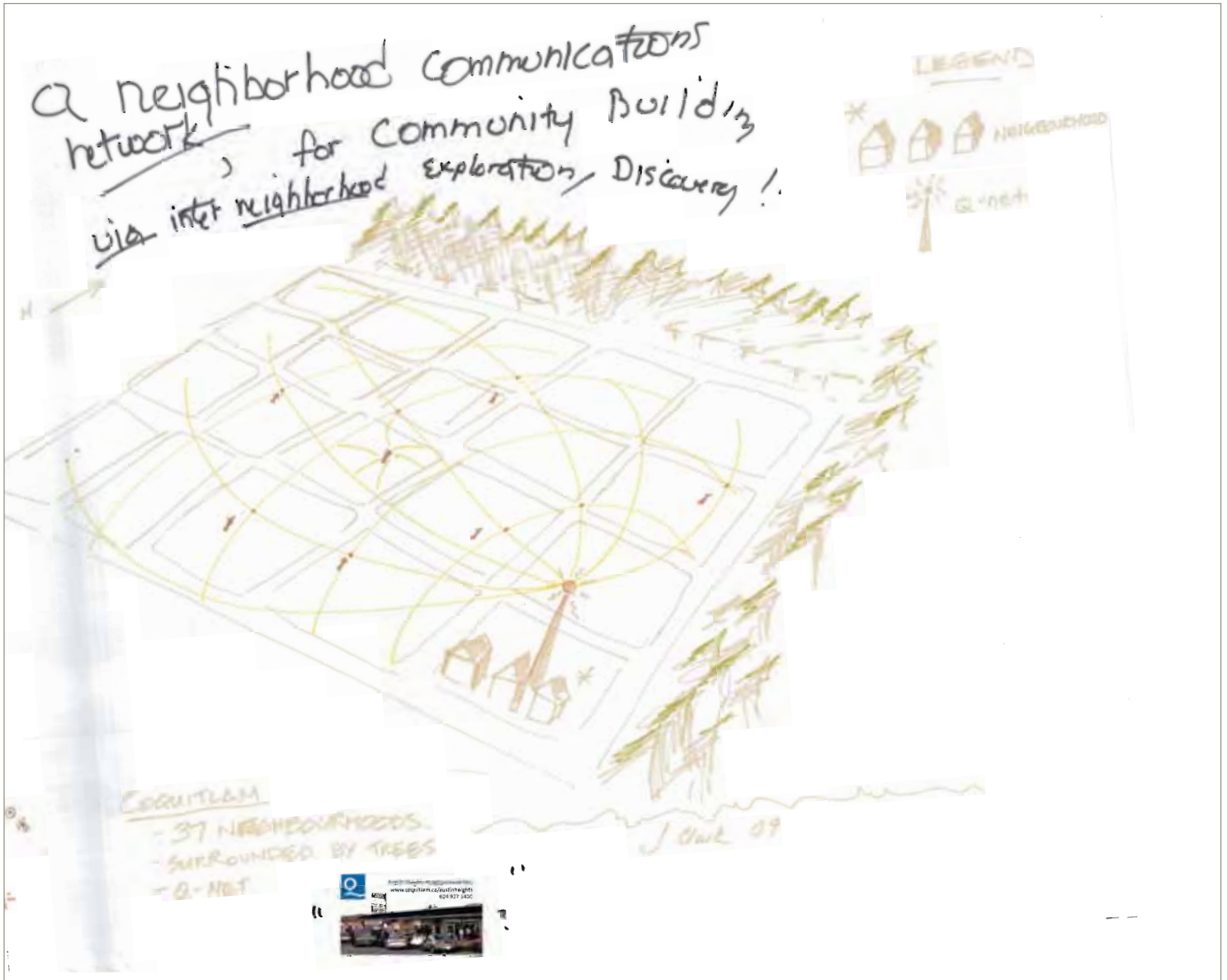
A Focus on Public Art



A Focus on Good Design (illustrated by Doug Charles)



*A Neighbourhood Communications Network (illustrated by Roger Loubert)*



## Neighbourhood Block Model Exercise

### Austin Heights Open House No. 1 - March 5, 2009

The interactive block model exercise is a hands-on opportunity for community members to explore different development options with scale-model wooden blocks.

Working on a large base map, community members were asked to create various development options from blocks scaled to represent different building types. Staff photographed the completed models.

This exercise gives community members the opportunity to express how future development may look and allows them the opportunity to explore several different scenarios for redevelopment of their neighbourhood. This exercise can identify design opportunities and constraints in their neighbourhood. The exercise was also a fun and unique way to solicit feedback from the public in a hands-on way.











## “Big Ideas” Photo Session

Austin Heights Open House No. 1 - March 5, 2009

Community members were asked to write their “Big Idea” for Austin Heights on our word bubble chalkboard and then by photographed with their “Big Idea”.

This exercise communicates clearly and effectively participants’ big ideas for *their* neighbourhood. It offers residents and business owners the opportunity to take ownership of their big ideas, and puts a face to some of the community members who participate in the Plan’s public consultation.





