



To: Parks, Recreation and Cultural Services
Committee

Date: November 28, 2017

From: Serena Lusk
Interim Director, Parks and Recreation

File: 06-2050-20-SCC/Vol
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Re: **Public Engagement Plan for the Steveston Community Centre Concept Design**

Staff Recommendation

1. That the Public Engagement Plan described in the staff report titled "Public Engagement Plan for the Steveston Community Centre Concept Design," dated November 28, 2017, from the Interim Director, Parks and Recreation, be received for information;
2. That the Steveston Community Centre Concept Design Guiding Principles as described in Attachment 1 of the staff report titled "Public Engagement Plan for the Steveston Community Centre Concept Design," dated November 28, 2017, from the Interim Director, Parks and Recreation, be approved.

Serena Lusk
Interim Director, Parks and Recreation
(604-233-3344)

Att. 2

REPORT CONCURRENCE		
ROUTED TO: Project Development	CONCURRENCE <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CJ	APPROVED BY CAO

Staff Report

Origin

On December 12, 2016, Council approved the Advanced Planning and Design for Major Facilities Projects, including the Steveston Community Centre, subject to funding being approved as part of the 2017 Capital Budget. The budget request for the advanced planning and design was subsequently approved on December 12, 2016.

The purpose of this report is to provide more detailed information on the Engagement Plan for the Concept Design, and to seek approval of the Steveston Community Centre Concept Design Guiding Principles that have been developed to guide and inform the project.

This report supports Council's 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.

2.1. *Strong neighbourhoods.*

2.3. *Outstanding places, programs and services that support active living, wellness and a sense of belonging.*

This report supports Council's 2014-2018 Term Goal #6 Quality Infrastructure Networks:

Continue diligence towards the development of infrastructure networks that are safe, sustainable, and address the challenges associated with aging systems, population growth, and environmental impact.

6.1. *Safe and sustainable infrastructure.*

6.2. *Infrastructure is reflective of and keeping pace with community need.*

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

9.1. *Understandable, timely, easily accessible public communication.*

9.2. *Effective engagement strategies and tools.*

Analysis

Concept design is an iterative and involved process to bring the design to a point where program, location, preliminary floor plans, form/character and site orientation are established. Council

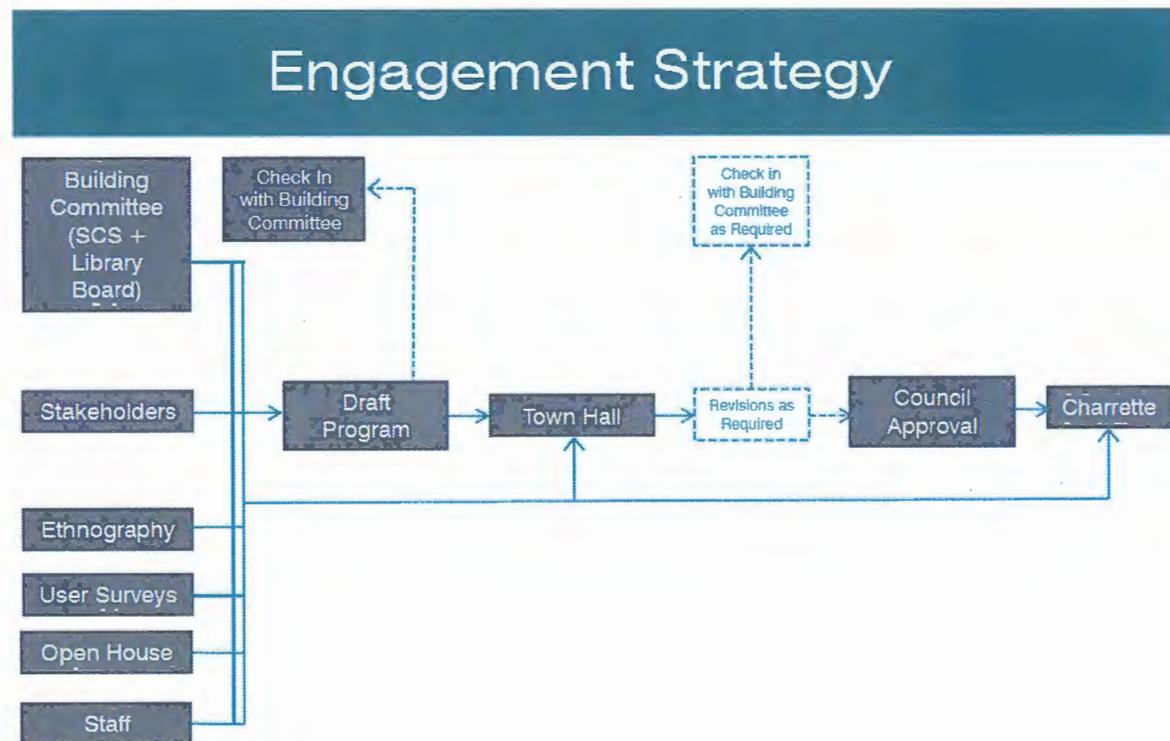
will be provided updates leading to the presentation of formal concept options and high level budgeting for consideration.

Fundamental to the concept design process is an extensive public engagement program to ensure the building program and facility plan best meets the current and future needs of the community. The purposes of the engagement plan are as follows:

1. To ensure the building program and programming meet the needs of the general public and specific stakeholder groups;
2. To ensure that, given the expected fifty-year or more lifespan of the facilities, the long-term needs of the community are considered in the development process;
3. To ensure the development process for the facilities is transparent and provides opportunity for input into decision making where appropriate; and
4. To ensure the public is informed, engaged, and excited about the benefits to the community of the facility.

Consultation and engagement in the planning process will include both ongoing and periodic involvement from the public. Staff anticipates engaging the community at many junctures throughout the process using a wide variety of methods, as outlined in Figure 1 below:

Figure 1: Public Engagement Overview for the Steveston Community Centre Concept Plan



The Steveston Community Centre Concept Design Building Committee (Building Committee) is a key stakeholder and will be consulted at several milestones throughout the process. As in other facility design processes (e.g., City Centre Community Centre and Hamilton Community Centre expansion), the Society('s) associated with the operation of the programs and services were invited to work closely with City staff throughout the project. The Building Committee is to provide advice, input, and feedback from a stakeholder perspective in relation to the development of the functional space program, facility layout and site evaluation.

As this facility includes a broad range of services, including community recreation, seniors, youth, fitness and library, the Building Committee will be made up of representatives identified by both the Steveston Community Society and the Richmond Public Library Board.

The planned methodology and expected timing of each engagement is detailed in Table 1, Public Engagement Plan as follows:

Table 1: Public Engagement Plan

ENGAGEMENT/ COMMUNICATION METHOD	DESCRIPTION	EXPECTED TIMING
Building Committee – Steveston Community Society and Richmond Public Library Board	A Building Committee with representatives from both the Steveston Community Society and the Richmond Library Board has been established. This Building Committee will provide input throughout the process to ensure the proposed program and concept reflects the needs of the community.	Kick off meeting held November 20, 2017. Meetings to be held at key points through the process.
Individual Interviews – Steveston Community Society and Richmond Public Library Board	Each member of the Steveston Community Society and the Richmond Library Board will be interviewed to allow each person to voice ideas and concerns, ensuring each individual has input into the program.	December 2017
Individual Interviews – Steveston Community Centre and Library Staff	Key staff from both the Steveston Community Centre and the Steveston Branch Library will be interviewed to allow each person to voice ideas and concerns, ensuring each individual has input into the program.	December 2017

ENGAGEMENT/ COMMUNICATION METHOD	DESCRIPTION	EXPECTED TIMING
Meetings with Steveston Community Society and Richmond Public Library Board	<p>Following the individual meetings with members, the findings will be compiled and then presented back to the groups as a whole.</p> <p>The intent of these meetings is to share findings and develop consensus among the groups regarding program priorities.</p>	December 2017/ January 2018
Stakeholder Consultation and Meetings	<p>Direct consultation and meetings will provide opportunities for stakeholder groups, such as the Steveston Martial Arts Centre User Groups, Steveston Historical Society, and the Richmond Centre for Disability, to provide input and receive and share information. A complete list of the groups to be consulted is provided in Attachment 2, Stakeholder Groups to be Consulted.</p> <p>The intent is to reach a broad representation of the community, including children and youth.</p> <p>These groups will also be invited to attend all public consultation opportunities associated with the process.</p>	January 2018
Ethnographic Interviews	<p>A rigorous screening process will lead to the selection of 10 diverse households from the community who will be recruited and interviewed for two hours in their own homes.</p> <p>This method of engagement is unique and used to get a deeper understanding of people's needs, opening the door for more</p>	January 2018

ENGAGEMENT/ COMMUNICATION METHOD	DESCRIPTION	EXPECTED TIMING
	possibilities and opportunities in the development of the program. It has been found an effective tool for reaching the hard to reach. This is the first time that this technique has been used in the City.	
Let's Talk Richmond	A survey will be distributed through the facility and on Let's Talk Richmond to gain input from the general public.	January 2018
Open House	An open house will be held to present the draft program to the general public. It is an opportunity to inform the public of progress to date and to elicit ideas and feedback on the draft program.	March 2018
Design Charette – 3 days	<p>A three day design charette will be held where stakeholders and the public are invited to participate in the design process.</p> <p>The Building Committee and key stakeholders are invited to join the architects each morning to work on the layout of the building components. The architects then refine work each afternoon, presenting a draft design option for consideration and review by the general public at the end of each day.</p> <p>The end result is three viable options vetted by the Building Committee, stakeholder groups, and the public.</p>	Following approval of the program by Council, June 2018.
Best Practices Tours	Staff and the Building Committee will visit facilities in the lower mainland, as well as via virtual tour presentations, to learn from others and see best practices in action.	July 2017 and December 2017

ENGAGEMENT/ COMMUNICATION METHOD	DESCRIPTION	EXPECTED TIMING
Public Meetings of Committee and Council	Reports related to the project will be brought forward to the Parks, Recreation and Culture Committee, and then forwarded to Council. The public will have access to open agendas and the opportunity to delegate at these meetings.	As required and determined by the Project Team and/or Council.
Translation	When appropriate, communication documents and other facets of the consultation will be translated into one or more languages, other than English, to allow greater accessibility.	As required.
Promotions via print and social media	All public engagement opportunities, including Town Halls, surveys on Let's Talk Richmond, and design charettes, will be widely publicized via print and social media to ensure the widest audience possible is aware and engaged in the design process.	As required.
Direct promotions	Email and direct mail will be used to invite stakeholders and neighbours of the park to engagement sessions as required.	As required.

Next Steps

Implementation of the engagement plan will continue in the New Year with anticipated completion in the late Spring of 2018. Several reports will be brought to Council in 2018 at key milestones in the project. A final report including concept options and costing is expected to be brought forward for Council consideration in the Fall of 2018.

Financial Impact

The costs associated with the Public Engagement Plan are included in the already approved 2017 Capital Budget for Advanced Planning and Design for Major Facilities Projects.

Conclusion

Engaging the public through a variety of avenues including involvement of the Building Committee, stakeholder meetings, and town hall sessions, ensures an open and transparent process. It also ensures that the program and concept design for the Steveston Community Centre meets both current and future community needs, and that the public is informed and engaged in the process.



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- Att. 1: Steveston Community Centre Concept Design Project Guiding Principles
- 2: Stakeholder Groups to be Consulted

Steveston Community Centre Concept Design Project Guiding Principles

1. Be Innovative

Demonstrate creativity and innovation when developing a facility that fully meets the current, and future needs, of the Steveston Community.

2. Be Sustainable

Reflect sustainability principles through all stages of the project:

- i. Financial – deliver the project on time and budget, as well plan for financial sustainability of the entire facility during its operation.
- ii. Social – ensure decisions are transparent, responsive to community input, and contribute to community development through public engagement.
- iii. Adaptable – develop processes and structures which not only meet the needs of current users, but also support the ability of future generations to maintain a healthy community.
- iv. Environmental – consider options for construction and operations which deliver exceptional energy management, and respect the natural environment.

3. Be Inclusive

Ensure all aspects of accessibility are considered and that the project reflects the community as a whole.

4. Be a Model of Wellness

Demonstrate that Richmond is a place where individuals feel supported and included; encourage residents to raise families to live happy, healthy, connected and active lives.

5. Be Synergistic

Create synergy among users and uses, and indoor and outdoor spaces, while being sensitive to unique needs.

6. Be Connected

Encourage and develop community connectedness so that users feel a sense of belonging, and that they are in the heart of the community.

7. Be Reflective

Recognize the unique cultural and historical identity of Steveston and ensure this spirit is reflected throughout the project to inspire current and future generations.

Stakeholder Groups to be Consulted

- Japanese Canadian Cultural Centre User Groups;
- Neighbouring housing complexes - The Maples, Bill Rigby Manor and Anavets Housing;
- Richmond Agricultural and Industrial Society;
- Richmond Centre for Disability;
- Rick Hansen Foundation;
- Richmond Public Library Board;
- Richmond School District No. 38 (SD38);
- Sport User Groups;
- Steveston 20/20 Group;
- Steveston Community Society;
- Steveston Historical Society (Museum & Tram);
- Steveston Martial Arts Centre User Groups;
- Steveston Merchants Association;
- Steveston Children & Youth; and
- Vancouver Coastal Health.