

Southwest Shoulders and Corridors Engagement – Round One

What We Heard

Transit-Oriented Areas Update – Stage Two



Engagement Summary

The City of Coquitlam has wrapped up the first round of public engagement for the Southwest Shoulders and Corridors, a component of the Transit-Oriented Areas Update focused on planning thoughtful growth in five areas near major transit hubs and corridors in Southwest Coquitlam. While connected to provincial requirements for Transit-Oriented Areas, this City-led review component is specifically aimed at addressing issues such as uneven boundaries and transitions between different types of buildings and land uses caused by provincial changes. It also builds on earlier work from the former Southwest Housing Review project.

Between August and December 2024, the City gathered input from the community to shape the future of development in these neighbourhoods. This feedback, along with Council direction and staff recommendations, will help guide land use decisions to support well-planned growth, including housing, local amenities, and services in the five study areas. Visit the project page for background information on the project, including a map of the five areas.

This report provides an overview of the key feedback and insights shared during the engagement process.



What We Did



1 "Ask Us Anything" on the City's Instagram channel reaching more than **3,000 users**, allowing the public to ask any questions related to the provincial housing changes.



1,035 public survey submissions



3 discussions with neighbourhood associations totaling approximately **120 people**:

- West Austin Neighbourhood Association
- Oakdale Neighbourhood Association
- Roy Stibbs Neighbourhood Association



3 general public information sessions on provincial housing changes (in-person and virtual) with **1,000 estimated attendees**



10 youth workshops at three schools in Southwest Coquitlam totaling about **250 youth** aged 11 to 14:

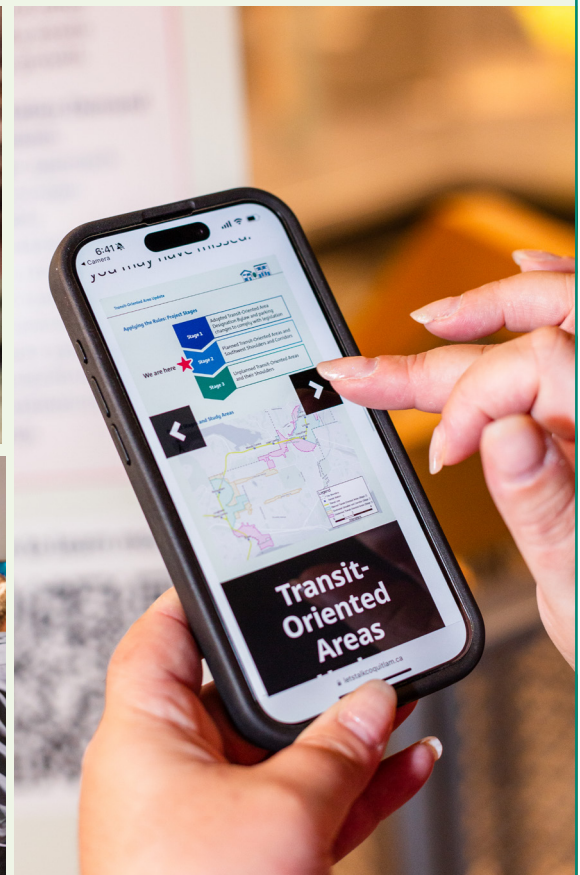
- École Maillard Middle School
- Hillcrest Middle School
- Como Lake Middle School

Let's Talk Coquitlam

Over 4,600 visits to LetstTalkCoquitlam.ca/TransitOrientedAreas



Over 66,000 people reached on the City's social media channels



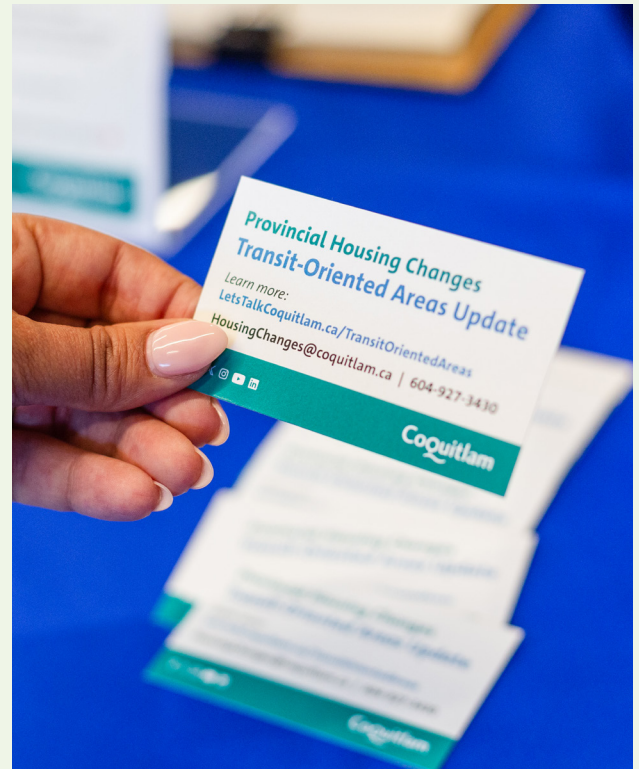


Key Insights

Insights from the southwest shoulders and corridor engagement will be used, alongside Council direction, technical studies, staff recommendations, and City plans, to help inform decision-making for the development of land use concepts in the five identified study areas.

Strong Community Interest and Engagement:

Over 1,000 attendees participated in three public information sessions, which included two key components: sharing information on provincial housing legislation and its impacts, and consulting on the shoulders and corridors study. Attendees had mixed feelings on the legislation, with most focused on how the changes would affect their property and some concerned about neighbourhood impacts. Additionally, over 1,000 survey submissions were received, including more than 800 detailed open-ended responses.



To demonstrate the weight of each of these insights, percentages have been included from the survey responses. However, these insights were also echoed across all input opportunities including open-ended survey responses, small group discussions and workshops.

- **Safer Streets (62%):** Safer streets were a top priority, with concerns about safer intersections and crossings, better lighting, protected micromobility lanes, dangerous road use/dangerous behaviour, or violating road safety and traffic laws, and gaps in sidewalk infrastructure.
- **Natural Spaces (57%):** Protecting and enhancing green spaces, trees, and parks was a key priority. This was echoed in youth workshops and neighbourhood discussions.
- **Diverse Housing Options (48%):** Participants supported more housing choices, including rentals, co-ops, and accessible units for families, seniors, and multi-generational households. Many voiced a preference for “gentle density,” such as townhomes, low-rise apartments, and multiplexes, over high-rises.
- **Public Transit (46%):** Participants called for improved and expanded public transit, emphasizing frequency, reliability, accessibility, and broader coverage. Many highlighted the need for new routes, more vehicles, and additional infrastructure (e.g., stations, bus lanes) to support growing populations.
- **Local Amenities (44%):** Better access to shops and services was a priority, particularly along Austin and Como Lake avenues, with an emphasis on supporting small and locally-owned businesses – especially those impacted by redevelopment. There was strong support for affordable commercial spaces that could accommodate independent, small, and start-up businesses.
- **Traffic and Parking (36%):** Concerns were raised about traffic congestion and parking challenges, with complaints that increased density had made these issues worse.
- **Balanced Approach (30%):** Many emphasized maintaining the neighbourhood feel and valued assets, like parks, natural areas, and local shops, while navigating the requirements of the provincial housing mandates.

Note: These percentages represent the proportion of total survey participants who selected or spoke to each issue as a priority in one or more of the study areas.



Key Insights: Youth Engagement

Youth engagement is essential for understanding how young people explore, learn and grow in their community and allows our younger residents to have a voice in the future of their community. The City reached out to youth between the ages of 11 and 14 for their input through 10 workshops at three middle schools in Southwest Coquitlam.

Through the workshops, the findings demonstrated that these young residents, who are not yet of driving age, experience the City in a unique, hyper-local way, shaped by walking, cycling, or taking public transit to get to school, parks, and other destinations. This perspective informs their priorities and vision for their community.



What Youth Appreciate About Their Neighbourhoods

- **Parks and Outdoor Spaces:** Parks were consistently highlighted as important. Participants enjoy walking trails, fresh air, and park amenities such as playgrounds, sports facilities, and skate parks.
- **Places to Gather:** Having “places to hang” with friends is important. Participants enjoy walking to nearby shopping areas, like Como Lake Village, to grab food, shop, or simply spend time together.

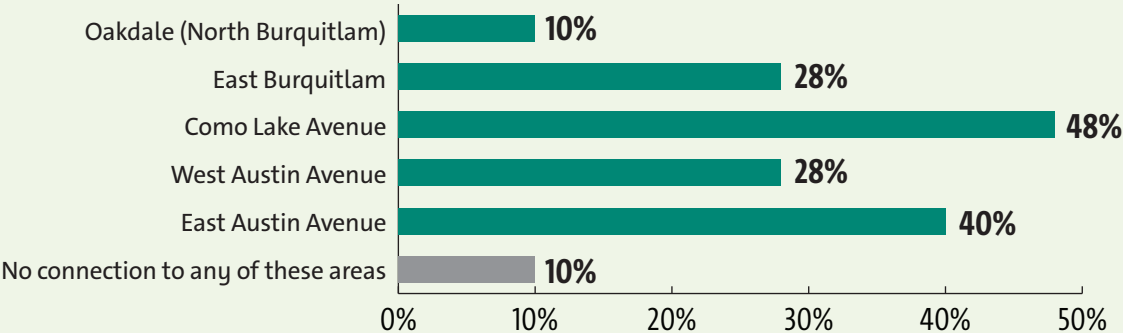
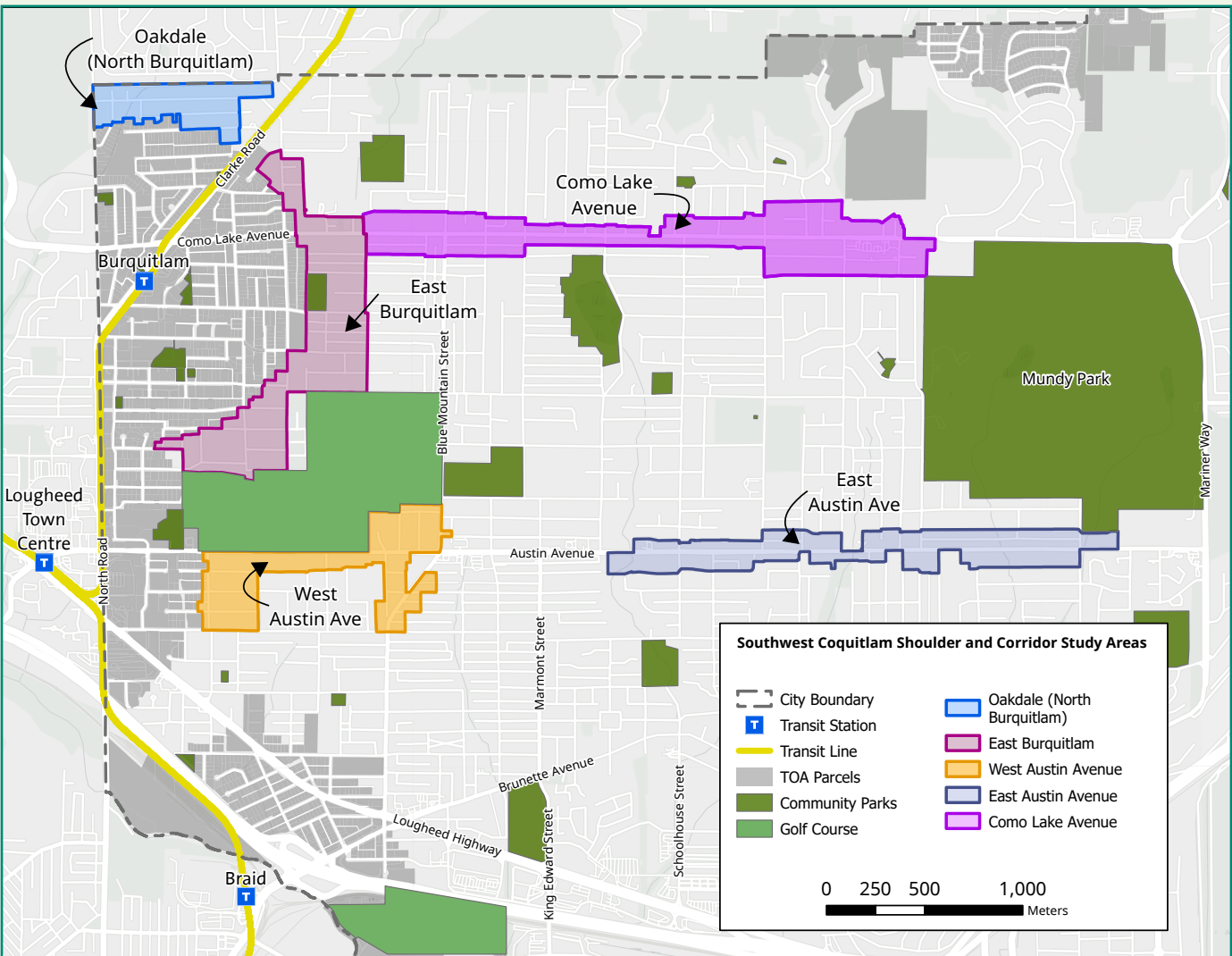
What Youth Would Like to See Improved

- **Safety for Walking and Cycling:** Safety concerns were a recurring theme. Participants want more crosswalks, wider sidewalks, and dedicated bike lanes to feel safer when walking or cycling near traffic.
- **Better Public Transit:** Concerns about feeling unsafe at bus stops at night due to poor lighting and long waits were frequently raised. Youth want faster, more frequent, and affordable bus service in Southwest Coquitlam.
- **Affordable Housing:** Many participants expressed a desire for more affordable housing options in their community, reflecting the importance of housing access for local families.



Survey Results: Connection to Study Areas

At the beginning of the survey, all participants were provided a map of all five study areas and asked which they and their household have a connection to. Connection was defined as living in, owning or running a business, working, attending school, accessing childcare, and/or visiting that study area.





Survey Results: Connection to Study Areas

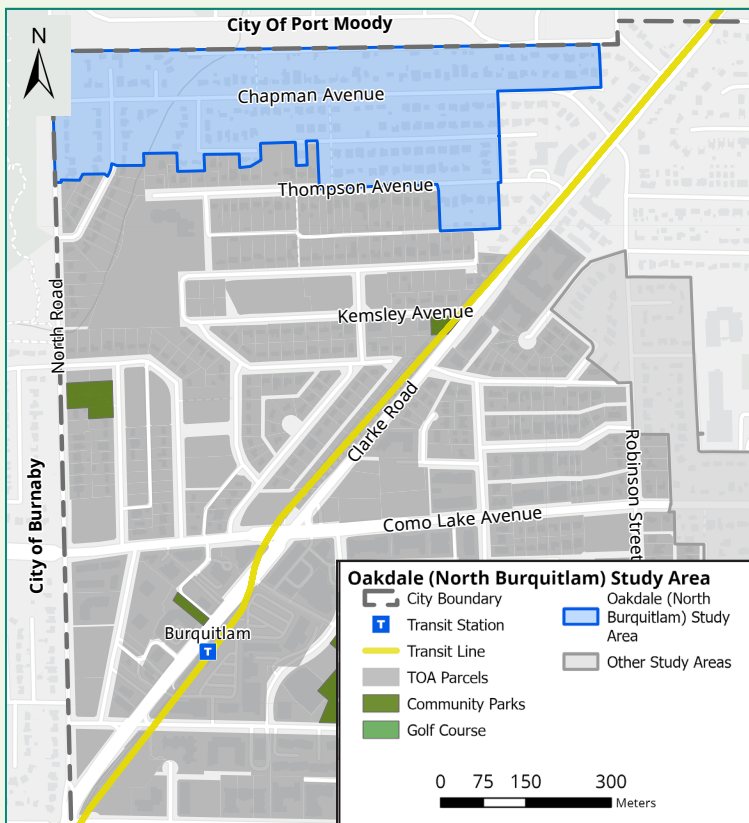
For each study area that participants reported a connection to, the survey asked area-specific questions to explore their ties to the area, key priorities, and valued aspects, providing insights to inform future planning efforts. Participants could also select “Unsure/I don’t know,” “No opinion,” or specify “Other.”

- 1. Connection to the Area** – Participants could select all applicable options describing their and their household’s connection to the area, such as:
 - Living
 - Working
 - Attending school-
 - Accessing childcare
 - Owning or running a business
 - Visiting or traveling through
 - Planning to live there
- 2. What to Maintain** – Participants selected up to three features they would most like to see maintained in the study area from the following options:
 - Housing options and choice
 - Housing affordability and rental options
 - Walking routes
 - Cycling and scooting routes
 - Access to public transit
 - Access to parking
 - Safety
 - Access to shops and services
 - Parks and public gathering spaces
 - Natural spaces (e.g., creeks, ravines, etc.)
- 3. Priorities for the Area's Evolution** – Participants could select up to five top priorities from the following options:
 - More housing options to support people at different stages of life
 - More market rental housing
 - More below- and non-market rental housing
 - Improved access to childcare and/or schools
 - Safer and more comfortable streets for all users
 - More safe cycling and scooting routes
 - Improved access to public transit
 - Improved access to parking
 - More shops and services
 - More or enhanced spaces for public gatherings, recreation and activities
 - Protected and/or restored natural areas
 - Minimize the changes and preserve the existing character of the area to the extent possible under the provincial housing rules
- 4. Additional Feedback** – Participants, including those who did not report connections to the five study areas, also had the opportunity to share open-ended feedback.





Oakdale (North Burquitlam) Study Area



Of the 99 respondents with a connection to the Oakdale (North Burquitlam) study area:

- **84%** reported being Coquitlam residents, and **43%** reported living in the area.
- The majority of respondents were 35 to 54 (**50%**).
- Over a quarter of respondents (**29%**) reported having children / youth living in their households.
- Of the Coquitlam residents, **56%** reported living in Coquitlam 10 or more years while **25%** are newer residents (5 or less years).
- **77%** are homeowners while **7%** rent.
- **47%** live in single-family homes while **21%** live in apartment / condo buildings.

Top Priorities for the Area's Evolution

- 1** **59%** Protected / restored natural areas
- 2** **52%** Safer and more comfortable streets
- 3** **44%** Minimize changes
- 4** **32%** More shops and services
- 5** **29%** More housing options for different life stages

Top Features to Maintain

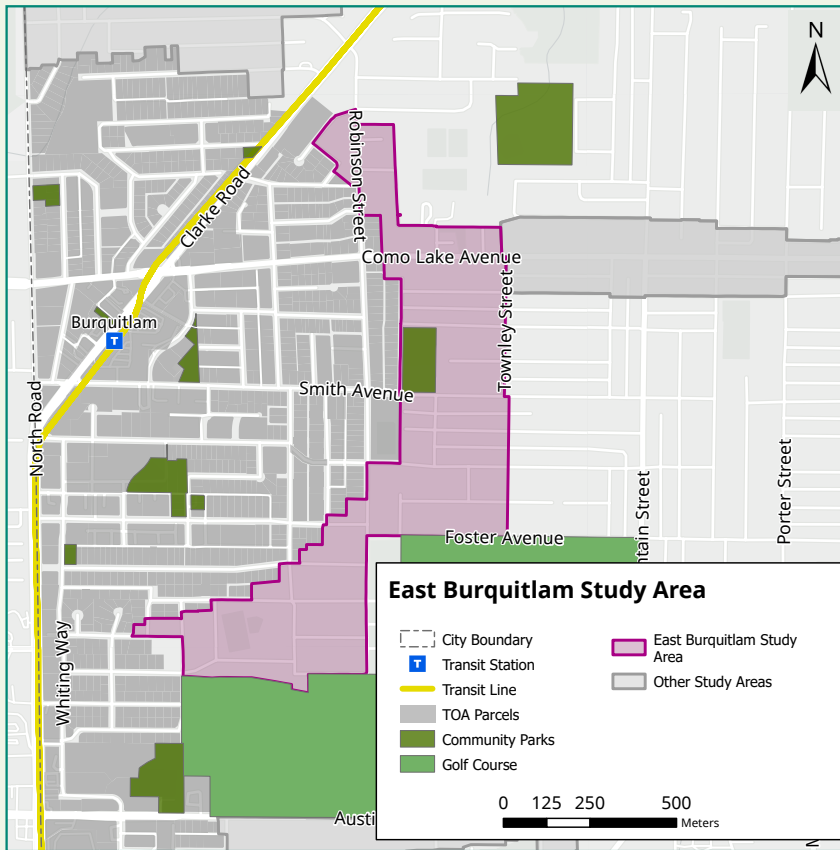
-  **63%** Natural spaces
-  **45%** Walking routes
-  **30%** Parks and public gathering spaces

Additional Feedback

37% of respondents provided additional open-ended feedback (**37 responses**), which was largely a mix of requests and suggestions (**84%**) and concerns (**64%**), with the top topics being: Development / Housing (**62%**), Transportation (**49%**), Amenities (**46%**), Infrastructure (**46%**), and Parks, Recreation, Culture and Facilities, including urban forest management (**32%**).



East Burquitlam Study Area



Of the 293 respondents with a connection to the East Burquitlam study area:

- **95%** reported being Coquitlam residents, and **53%** reported living in the area.
- The most represented age category was 35 to 44 (**20%**).
- Almost a quarter of respondents (**23%**) reported having children / youth living in their households.
- Of the Coquitlam residents, **61%** reported living in Coquitlam 10 or more years while **25%** are newer residents (5 or less years).
- **77%** are homeowners while **12%** rent.
- **53%** live in single-family homes while **27%** live in apartment / condo buildings.

Top Priorities for the Area's Evolution

- 1 54%** Safer and more comfortable streets
- 2 43%** Protected / restored natural areas
- 3 35%** Housing options for different life stages
- 4 35%** More or enhanced public spaces
- 5 34%** More shops and services

Top Features to Maintain

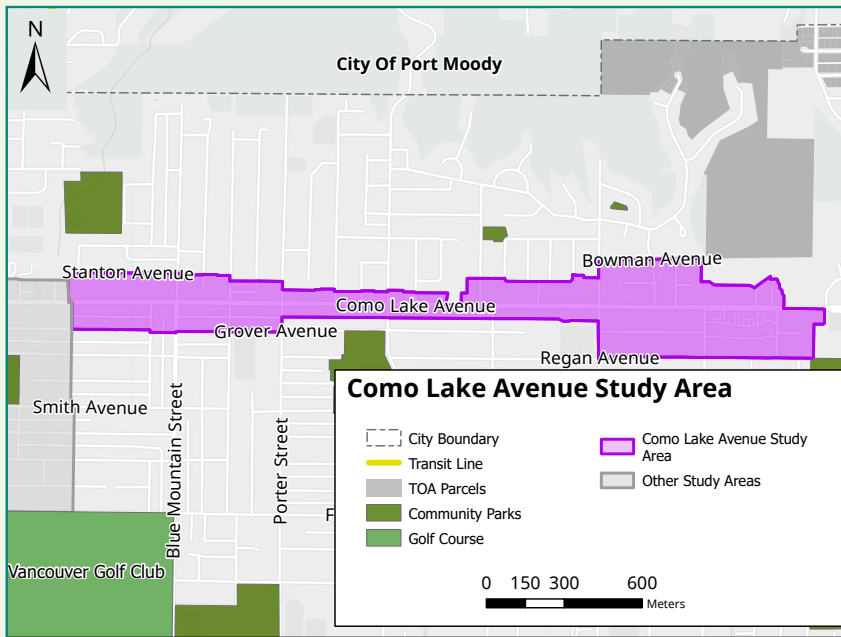
-  **40%** Natural spaces
-  **35%** Parks and public gathering spaces
-  **33%** Safety

Additional Feedback

38% of respondents provided additional open-ended feedback (**110 responses**), which included a mix of requests and suggestions (**70%**) and concerns (**59%**), with the top topics being: Transportation (**55%**), Development / Housing (**54%**), Amenities (**38%**), Infrastructure (**38%**), and Parks, Recreation, Culture and Facilities, including urban forest management (**27%**).



Como Lake Avenue Study Area



Of the 495 respondents with a connection to the Como Lake Avenue study area:

- **95%** reported being Coquitlam residents, and **54%** reported living in the area.
- The majority of respondents were 35 to 54 (**42%**), and 55 and older (**39%**).
- Over a quarter of respondents (**29%**) reported having children / youth living in their households.
- Of the Coquitlam residents, **69%** reported living in Coquitlam 10 or more years while **18%** are newer residents (5 or less years).
- **81%** are homeowners while **7%** rent.
- **69%** live in single-family homes while **13%** live in apartment / condo buildings.

Top Priorities for the Area's Evolution

- 1 57%** Safer and more comfortable streets
- 2 41%** Protected / restored natural areas
- 3 41%** Minimize changes
- 4 32%** More housing options for different life stages
- 5 32%** More shops and services

Top Features to Maintain

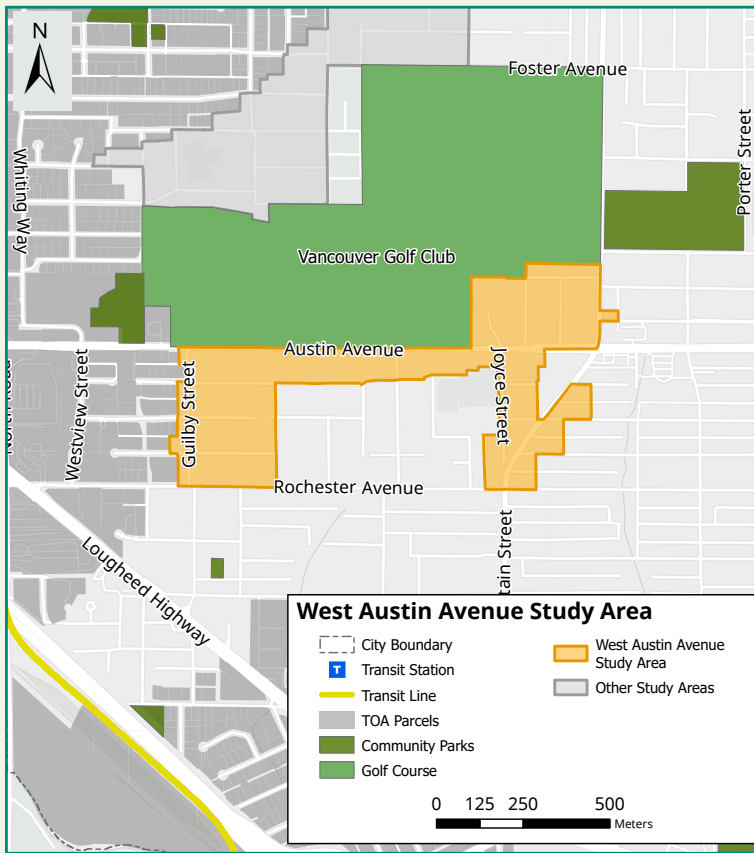
-  **42%**
Natural spaces
-  **35%**
Parks and public gathering spaces
-  **32%**
Access to shops and services

Additional Feedback

31% of respondents provided additional open-ended feedback (**153 responses**), which was largely a mix of requests and suggestions (**72%**) and concerns (**65%**), with the top topics being: Development / Housing (**67%**), Transportation (**61%**), Amenities (**37%**), Infrastructure (**37%**), and Safety (**27%**).



West Austin Avenue Study Area



Of the 291 respondents with a connection to the West Austin Avenue study area:

- **95%** reported being Coquitlam residents, and **53%** reported living in the area.
- The majority of respondents were 35 to 64 (**55%**).
- Almost a quarter of respondents (**23%**) reported having children / youth living in their households.
- Of the Coquitlam residents, **61%** reported living in Coquitlam 10 or more years while **25%** are newer residents (5 or less years).
- **77%** are homeowners while **12%** rent.
- **53%** live in single-family houses while **27%** live in apartment / condo buildings.

Top Priorities for the Area's Evolution

- 1 50%** Safer and more comfortable streets
- 2 36%** Protected / Restored natural areas
- 3 35%** More housing options for different life stages
- 4 35%** Minimize changes
- 5 30%** Improved access to public transit

Top Features to Maintain

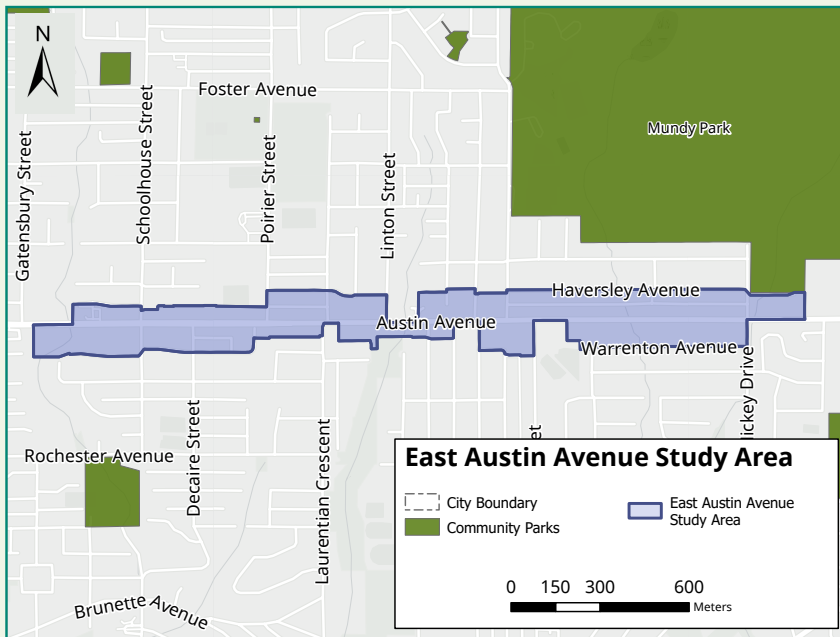
- 34%** Natural spaces
- 31%** Walking routes
- 30%** Access to shops and services

Additional Feedback

27% of respondents provided additional open-ended feedback (**78 responses**), which was largely a mix of requests and suggestions (**79%**) and concerns (**62%**), with the top topics being: Development / Housing (**58%**), Transportation (**45%**), Amenities (**40%**), and Infrastructure (**39%**).



East Austin Avenue Study Area



Of the 419 respondents with a connection to the Como Lake Avenue study area:

- **92%** reported being Coquitlam residents, and **47%** reported living in the area. This could represent up to **42%** of households within the study area and up to **14%** of the estimated population.
- The majority of respondents were 35 to 54 (**42%**), and 55 and older (**39%**).
- Over a quarter of respondents (**29%**) have children / youth living in their households.
- Of the Coquitlam residents, **69%** reported living in Coquitlam 10 or more years while **18%** are newer residents (5 or less years).
- **81%** are homeowners while **7%** rent.
- **69%** live in single-family homes while **13%** live in apartment / condo buildings.

Top Priorities for the Area's Evolution

- 1 51%** Safer and more comfortable streets
- 2 41%** Protected / restored natural areas
- 3 35%** Minimize changes
- 4 34%** More housing options for different life stages
- 5 32%** More shops and services

Additional Feedback

24% of respondents provided additional open-ended feedback (**101 responses**), which was largely a mix of requests and suggestions (**77%**) and concerns (**65%**), with the top topics being: Transportation (**63%**), Development / Housing (**50%**), Amenities (**39%**), and Infrastructure (**38%**).

Top Features to Maintain

-  **41%** Natural spaces
-  **34%** Parks and public gathering spaces
-  **30%** Access to shops and services



Open-Ended Feedback: All Study Areas

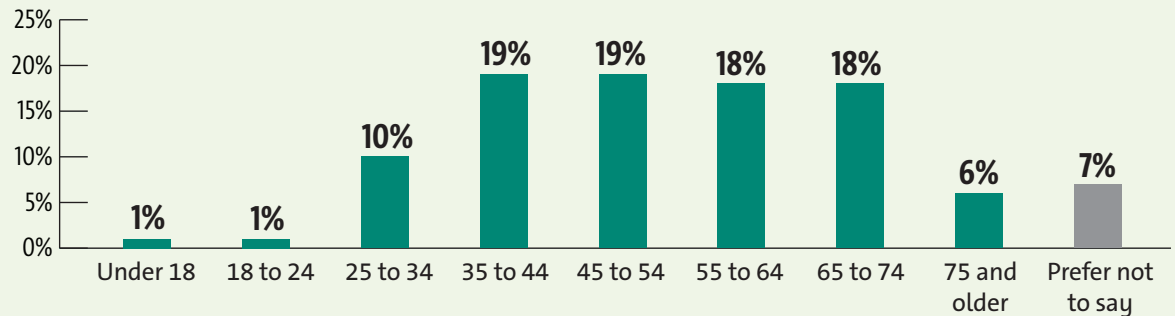
In addition to the feedback collected for each study area, **34%** of respondents provided general open-ended feedback (**351 responses**). This feedback was largely a mix of requests and suggestions (**69%**) and concerns (**65%**), with the top topics being: Development / Housing (**63%**), Transportation (**55%**), Amenities (**40%**), and Infrastructure (**39%**).



Who We Heard From – Survey Respondents

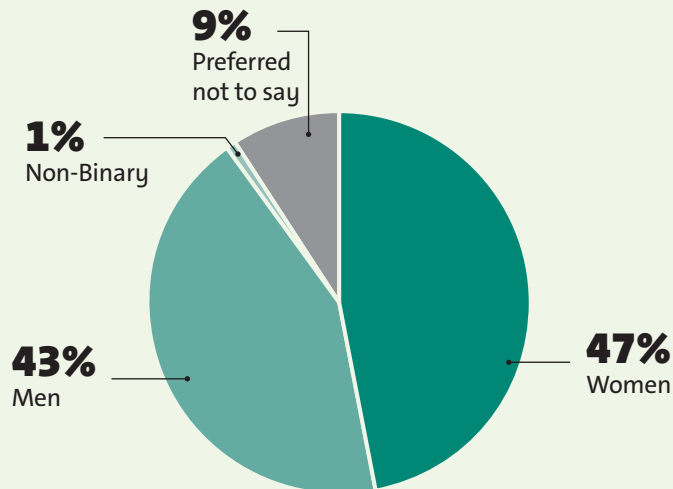
Age

While all age categories were represented in the survey, almost three quarters of participants (**74%**) reported being between the ages of 35 and 74.



Gender Identity

We heard from a fairly balanced mix of women (**47%**) and men (**43%**), along with **1%** of respondents who identify as non-binary.



Additional Identities, Lived Experiences, and Characteristics

Participants came from diverse identities, backgrounds and experiences.

The most common categories among them and their households were:

30%

Households with children / youth

21%

Single income households

20%

Household members from racialized communities

13%

Households where the primary language spoken is a language other than English or French

11%

Household members living with a disability, mobility challenges, and/or who are neurodivergent

33% of participant reported that none of the additional identities, lived experiences or characteristics that were presented were applicable to them or their households, and **18%** preferred not to say.

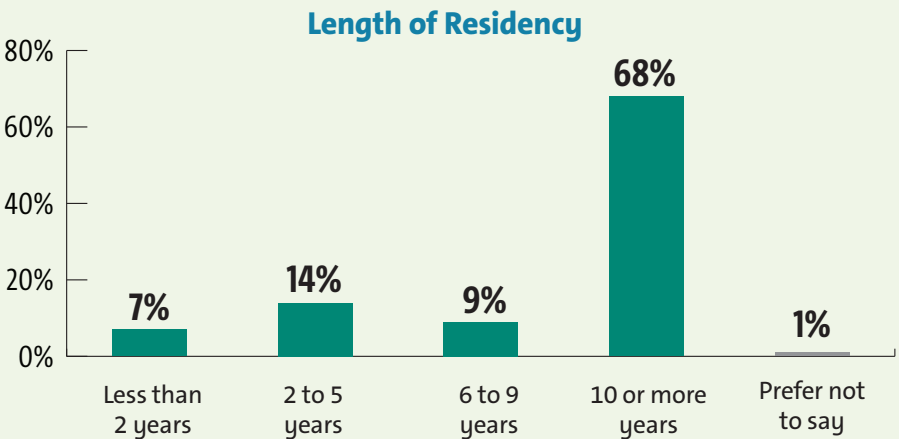
**Charts may not equal 100% due to rounding or because multiple selections were possible.*



Who We Heard From – Survey Respondents

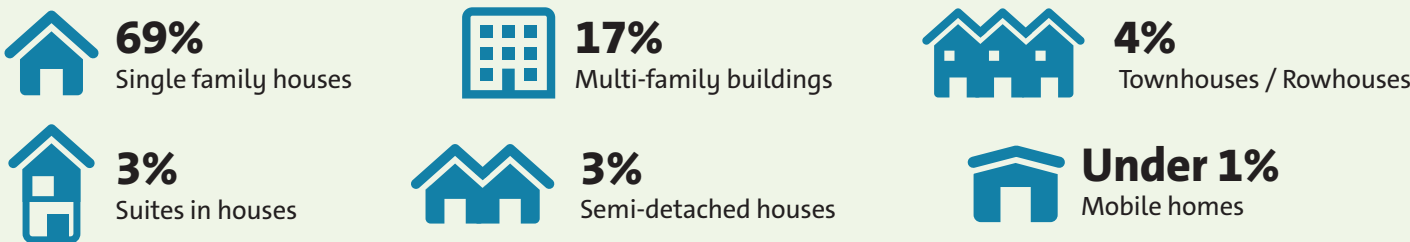
94% of participants reported being Coquitlam residents.

Given the location of the five study areas, **95%** of residents who participated in the survey reported living in South West Coquitlam neighbourhoods with **35%** living in Central Coquitlam, **34%** in Burquitlam / Lougheed, **8%** in Austin Heights, **7%** in Cape Horn, **6%** in Maillardville, **4%** in Ranch Park, and **1%** in River Heights.

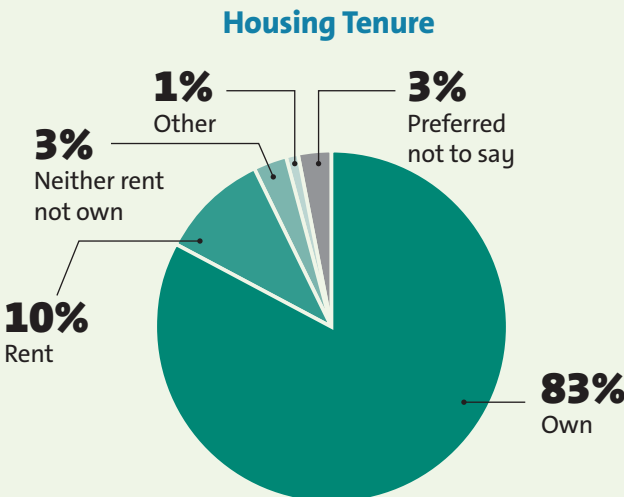


Housing Type

The survey captured input from residents across all housing types:



3% of residents preferred not to say their housing type.



**Charts may not equal 100% due to rounding or because multiple selections were possible.*