

What We Heard

Interim Official Community Plan (OCP)





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Project Purpose

The draft Interim Official Community Plan (OCP) is the product of the City's OCP Review project. The purpose of this project was to **streamline and consolidate the existing OCP** policies into a more user-friendly document, as well as **incorporate the policies and land use map changes required or necessitated by new provincial housing legislation** (such as Transit-Oriented Areas, Small-Scale Multi-Unit Housing and the Housing Needs Report).

This streamlined Interim OCP is a foundational step toward:

- implementing required Provincial housing changes;
- reducing document complexity and improving usability;
- better supporting residents, applicants and development industry users; and
- preparing for a full OCP update in the next five years.

The limited scope of this project meant this project did **not** include:

- identifying new land use or growth areas not required by legislation;
- creating new or updating existing policy direction beyond legislated or necessitated requirements; and
- detailed neighbourhood or area planning.

While this project did not update the OCP policy directions, the streamlined Interim OCP has laid the foundation for a more fulsome review and update of the OCP, currently anticipated to begin in 2027.





Engagement Summary

The City of Coquitlam sought public input on the draft Interim Official Community Plan (OCP) between November and December 2025 through an online survey and a series of in-person and virtual information sessions, as well as engagement through emails, phone calls, the Let's Talk Coquitlam page, and the City's social media channels. Over **200** people attended the in-person sessions (providing feedback via **52** sticky notes) and **131** public surveys were submitted, paired with over **4,700** visits to the Let's Talk page and over **27,250** people reached via social media.

While this review largely aimed to incorporate legislated changes from the Province, and proposed no major new policies or initiatives, public engagement is required under the Local Government Act when amending the OCP. As a result, this engagement largely aimed to inform Coquitlam residents about the OCP Update project, which predominantly involved restructuring and streamlining the OCP into a simpler, easier-to-use document and incorporating changes required or necessitated to implement provincial legislative changes. This purpose of this engagement was:

1. Seek feedback from residents on the structure and format of the Interim OCP document;
2. Inform residents about provincial legislation updates; and
3. Seek input from residents about how they would like to be involved in the next five-year update.

In general, there was support for the format, usability, and readability of the Interim OCP. Suggestions for improvement focused on additional opportunities for user-friendliness, such as additional maps and graphics, simplified language, digital search functions, and more. Nearly all participants indicated that they would like to be involved in the future OCP update, sharing topics on which they would like to engage, such as Neighbourhood Plans, transportation, housing, and more.

Visit the project page at LetsTalkCoquitlam.ca/OfficialCommunityPlan for additional information on the project.

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





Key Insights

Feedback from the engagement reflects input from **over 200 information session attendees** and **131 survey respondents**, supported by strong overall awareness of the project through digital outreach on social media and the Let's Talk page. The key insights below summarize what participants said worked well in the draft Interim OCP, as well as the main challenges and opportunities identified through the engagement.

What Worked Well

Overall support for the draft Interim OCP: Participants generally supported the smaller, more streamlined document, with many finding it searchable and easier to use.

Improved maps: The majority of survey respondents found the updated maps easier to use, indicating that simplification and visual clarity were effective.

Consolidated land use designations: Nearly half of respondents felt that consolidating land use designations helped improve understanding of future land use and development.

Urban Design Guidelines: Feedback suggests the refreshed guidelines were well-received.

Strong appetite for continued engagement: Nearly all participants expressed interest in providing input during the next OCP update, particularly on housing, neighbourhood plans, transportation, infrastructure and growth management.

Key Challenges and Opportunities for Improvement

Content clarity and accessibility: While many considered the document useable, the clarity of the content remains a challenge for some, particularly for those who indicated familiarity with the City's development or building application process.

Navigation and searchability: Participants identified difficulties finding information, especially within maps and across linked schedules, pointing to a need for stronger navigation tools and cross-referencing.

Plain language and visual support: Feedback highlighted the need for clearer, more plain-language explanations, supported by examples and graphics where possible.

Understanding provincial vs. City-led changes: Participants were often unclear about which changes were provincially mandated versus proposed by the City – an issue amplified among survey respondents who did not benefit from in-person clarification.





What We Asked

This engagement focused on gathering feedback on the usability and clarity of the streamlined Interim Official Community Plan (OCP), as well as seeking input regarding involvement in future OCP updates. This information was gathered via an online survey and at in-person information sessions.

Survey participants were directly asked to provide input on:

- The overall usability and clarity of the Interim OCP document
- Ease of navigation and searchability within the Interim OCP
- Whether the streamlined land use designations made it easier to understand future land use, building form, and development in the city
- The clarity, readability, and ease of understanding of the new map schedules
- Overall impressions of the Urban Design Guidelines

At the in-person public information sessions, attendees were invited to provide comments or feedback on the project or draft materials directly to staff or using post-it notes available throughout the room.

In both the survey and at the in-person public information sessions, engagement participants were invited to provide feedback on topics they would like to see addressed in a future, more fulsome OCP update.

What We Did



62,530 post card invitations sent out across the City



Over **4,700** visits to LetsTalkCoquitlam.ca/OfficialCommunityPlan



131 public survey submissions



Over **27,250** people reached on the City's social media channels



5 general public information sessions – four in-person and one virtual engagement session – on the OCP Update project with **208** estimated attendees and feedback provided via **52** sticky notes.



10 emails received, focusing on questions for the OCP process and providing feedback.





Draft Interim OCP – In-Person Feedback

Public Information Sessions

The City hosted four in-person public information sessions and one virtual information session to share the updated Interim OCP and walk participants through the document and streamlining process. An estimated **208** people attended.

At the in-person sessions, attendees were invited to learn about the project by viewing the information boards and speaking with staff in attendance at the event. At the virtual session, staff provided a brief presentation on the project followed by a Q&A session.

The feedback from attendees was largely positive, with participants also providing constructive input to support further improvements to the clarity, understanding and use of the streamlined document, including:

- Providing digital mapping option to make searching properties easier
- Consider using plain language and examples in OCP to explain concepts (e.g. FAR)

On the information boards, attendees were asked to use sticky notes to provide input on policies and policy themes they would like to see examined in the more comprehensive OCP review slated for 2027; a total of **52** sticky note comments were provided. This input is summarized below:

Policy Theme	Topics for future OCP update
Growth Management and Land Use Designations 	• Review building heights, density limits, and transitions between low- and higher-density areas • Ensure land use designations reflect neighbourhood character • Consider on-the-ground impacts of land use changes to schools, parks, healthcare, transportation, and other community amenities
Housing 	• Policies to improve housing affordability • Increase housing choice and mix including family-oriented units, rental housing, and housing for seniors • Improve livability
Transportation 	• Improve pedestrian and cycling safety, crossings, connectivity and overall accessibility
Environment and Natural Hazards 	• Manage development in areas affected by natural hazards such as flooding and slope instability • Balance growth with long-term environmental protection (trees and environmentally sensitive areas)
Community Facilities 	• Parks, recreation facilities, services and programming to grow alongside the population – consider adding amenities early as neighbourhoods develop • Community facilities should be accessible, well-distributed, and family-friendly

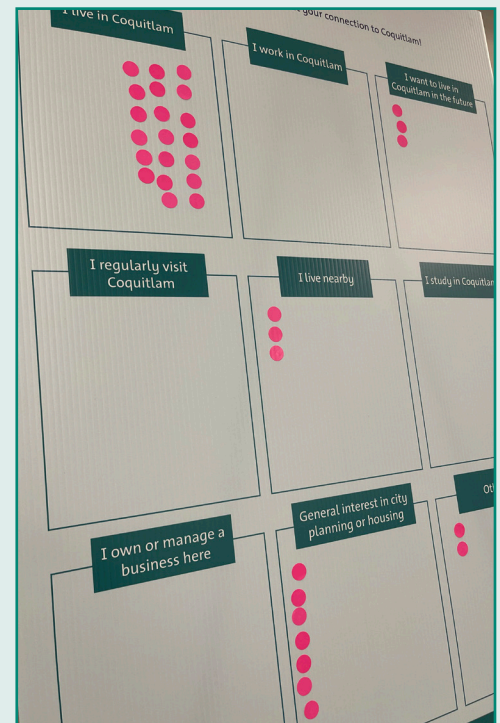
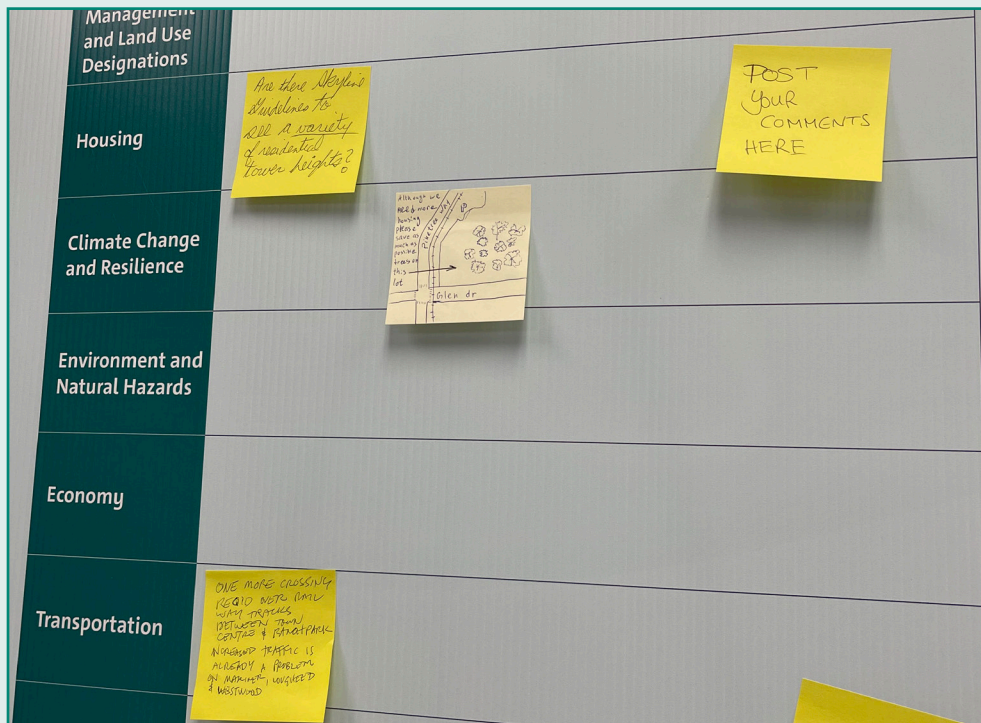


Draft Interim OCP – In-Person Feedback (continued)

Policy Theme	Topics for future OCP update
Arts, Culture, and Heritage 	- Protect cultural and heritage assets - Support arts and cultural spaces - Ensure redevelopment respects and reflects community identity
Infrastructure and Servicing 	Align growth with infrastructure capacity and plan for utilities, roads, drainage, and emergency access and evacuation routes to ensure servicing and infrastructure investments keep pace with new development
Climate Change and Resilience 	Ensure new development integrates green infrastructure and is designed to be climate-resilient by considering adaptability to extreme weather, flooding, and heat



One-in-five survey respondents (20%) indicated they attended one of the public information sessions. Of those who attended, 62% felt the sessions were helpful or somewhat helpful.





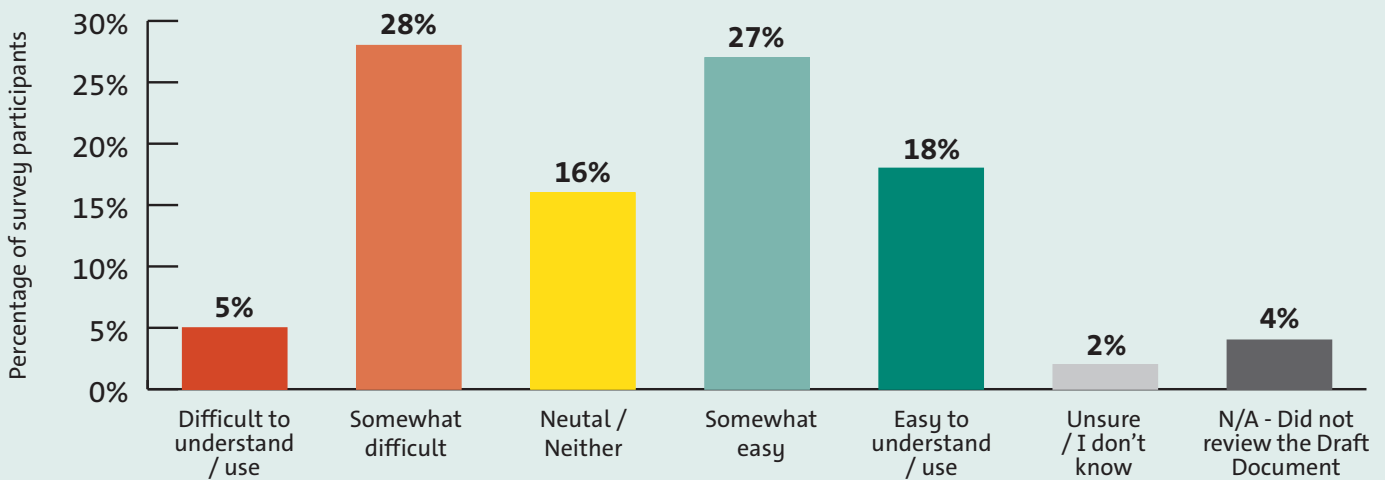
Draft Interim OCP – Survey Results

The survey received **131** responses. A majority of the responses were supportive, while others offered suggestions and recommendations for improvement. Participants also provided feedback on involvement in future OCP work, including areas of interest. This feedback is summarized below.

When asked how clear and easy to use the draft Interim OCP is:

- **45% (59 respondents)** found it **easy** or somewhat easy to use / understand
- **16% (21 respondents)** were **neutral**, finding it neither easy nor difficult to use / understand
- **34% (44 respondents)** found it **difficult** or somewhat difficult to use / understand

Question asked: Overall, how would you rate the usability and clarity of the draft Interim OCP?



Percentages may not total 100% or exactly match chart labels (+/- 1%) due to rounding.



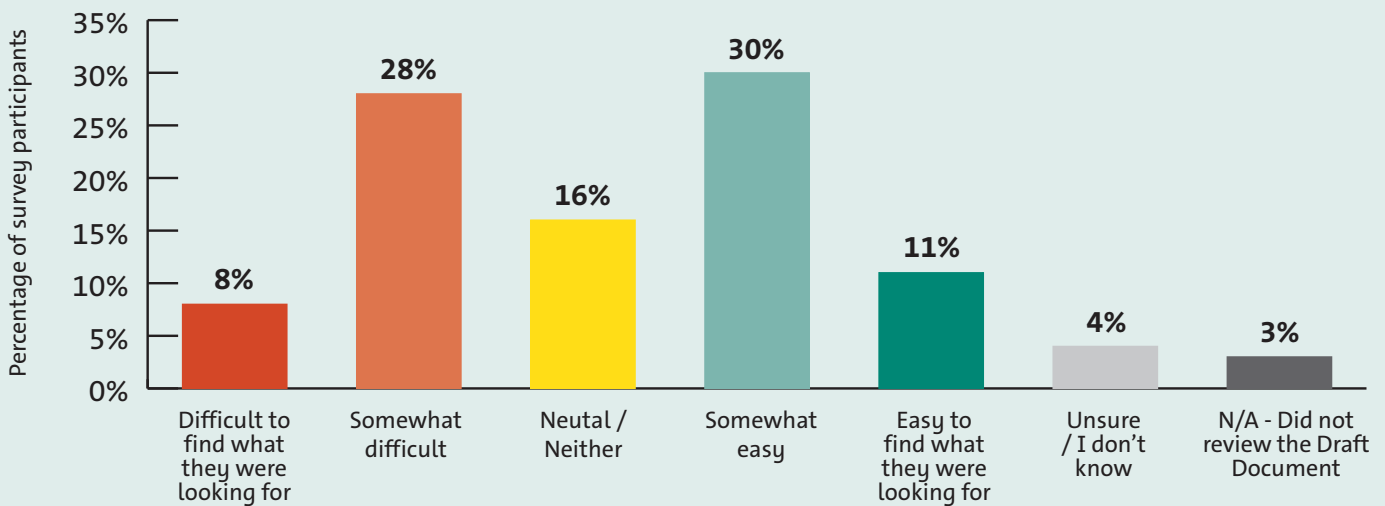


Searchability

When asked about their experience finding the information they were looking for (e.g., a specific land use or policy):

- **41% (54 respondents)** found it **easy** or somewhat easy to find what they were looking for
- **16% (21 respondents)** were **neutral**, finding it neither easy nor difficult find what they were looking for
- **36% (47 respondents)** found it **difficult** or somewhat difficult to find what they were looking for

Question asked: How would you rate your experience finding the information you were looking for (e.g., a specific land use or policy)?



Percentages may not total 100% or exactly match chart labels (+/- 1%) due to rounding.



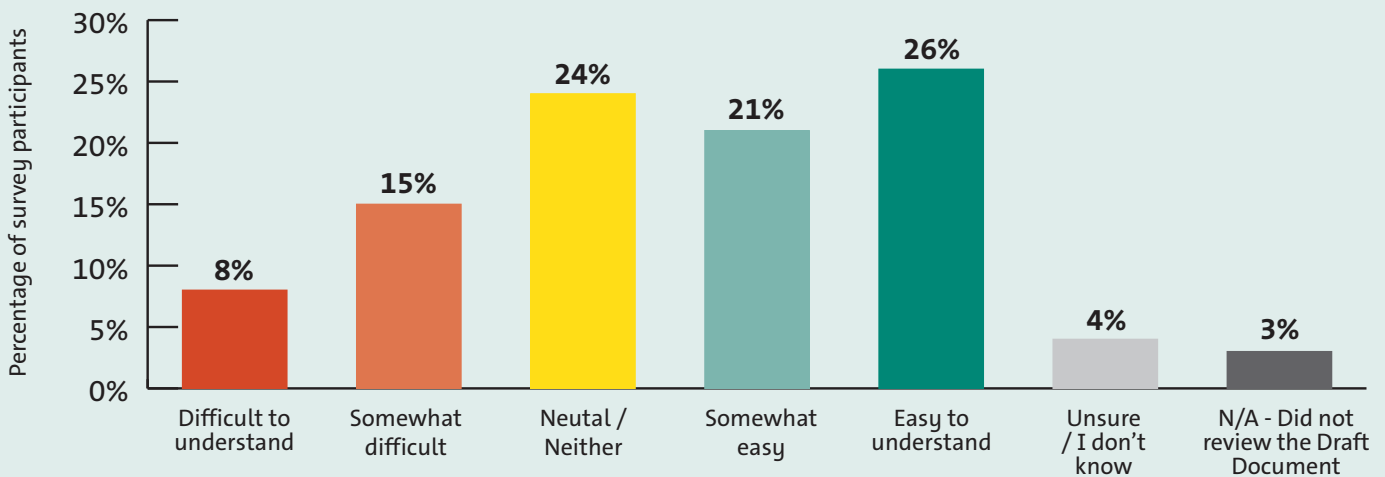


Consolidation of Land Use Designations

When asked whether the consolidated Land Use Designations helped them understand the future uses, building forms, and development that may occur in their area:

- **47% (61 respondents)** found it **easy** or somewhat easy to understand
- **24% (31 respondents)** were **neutral**, finding it neither easy nor difficult to understand
- **23% (30 respondents)** found it **difficult** or somewhat difficult to understand

Question asked: Does this consolidation help you to understand the future uses, form and development that may happen in your area?



Percentages may not total 100% or exactly match chart labels (+/- 1%) due to rounding.



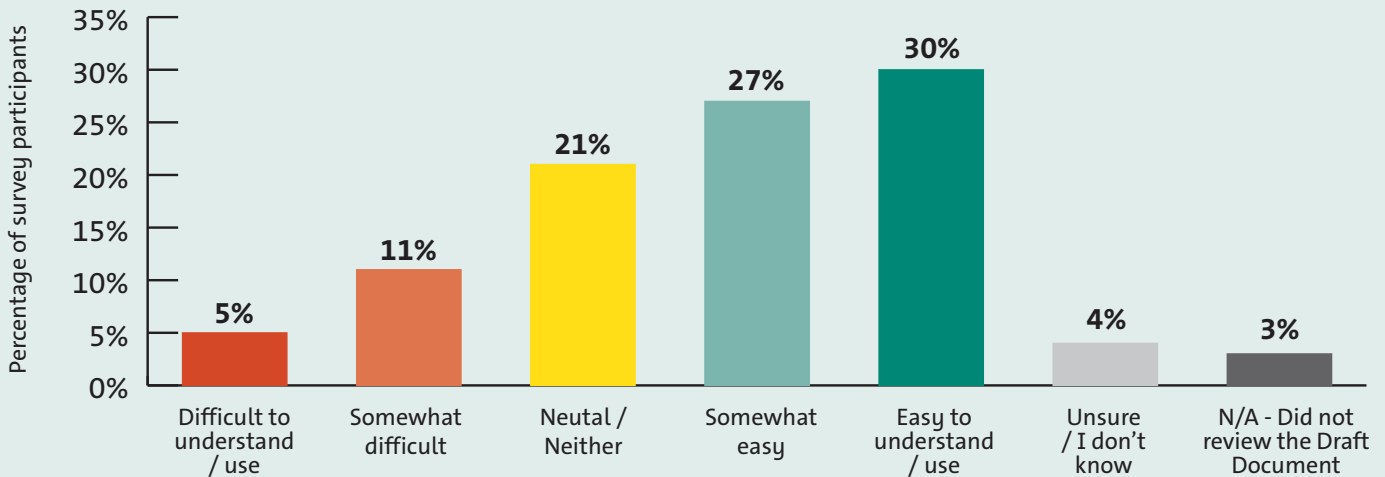


Map Schedules

Participants were asked whether the changes to the maps made them easier to understand and use:

- **57% (75 respondents)** found that the changes made the maps **easy** or somewhat easy to understand / use
- **21% (27 respondents)** were **neutral**, finding the maps neither easy nor difficult to understand / use
- **15% (20 respondents)** of participants found the maps **difficult** or somewhat difficult to understand / use

Question asked: Did this change make the maps easier to understand and use?



Percentages may not total 100% or exactly match chart labels (+/- 1%) due to rounding.



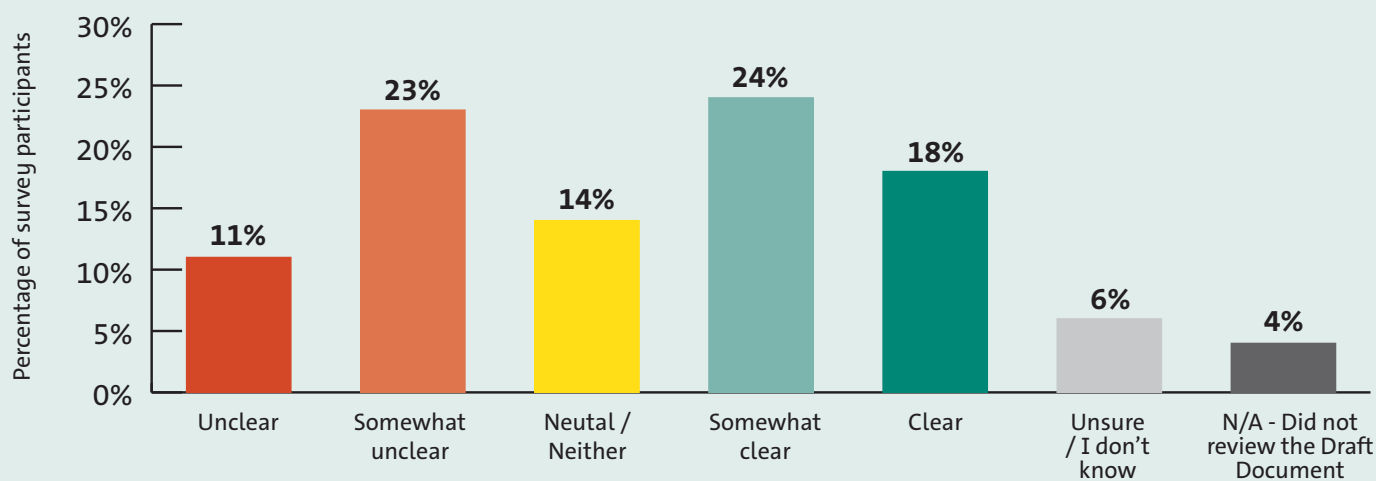


Clarity of Provincial Changes

Participants were split when asked whether it was clear where and how the provincial changes had been reflected in the document

- **42% (55 respondents)** found it **clear** or somewhat clear,
- **14% (18 respondents)** were **neutral**, finding it neither clear nor unclear
- **34% (45 respondents)** found **unclear** or somewhat unclear

Question asked: Is it clear where and how these provincial changes have been reflected in the document?



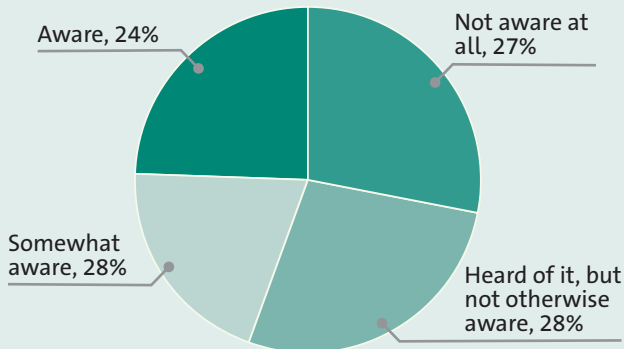
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Urban Design Guidelines

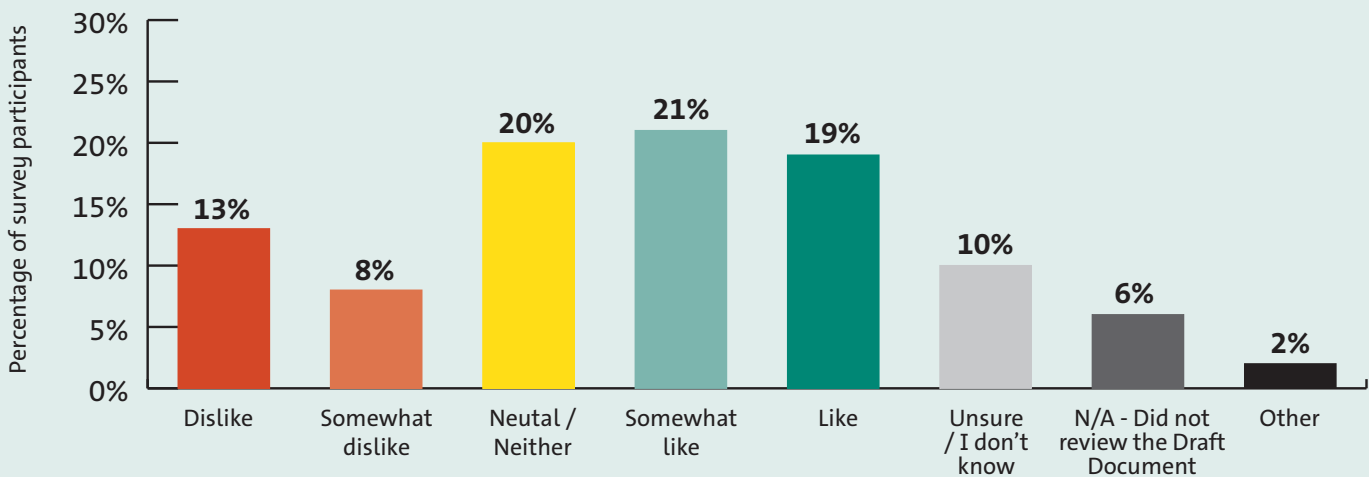
When asked if they were aware that the City has design guidelines for new buildings and neighbourhoods, **over half of participants (69 respondents) reported being aware or somewhat aware.**



40% of respondents liked or somewhat liked the updated design guidelines.

40% (53 respondents) of respondents liked or somewhat liked the updated design guidelines.

Question asked: After reviewing the updated Urban Design Guidelines, what do you think of the new look and development guidelines within the document?



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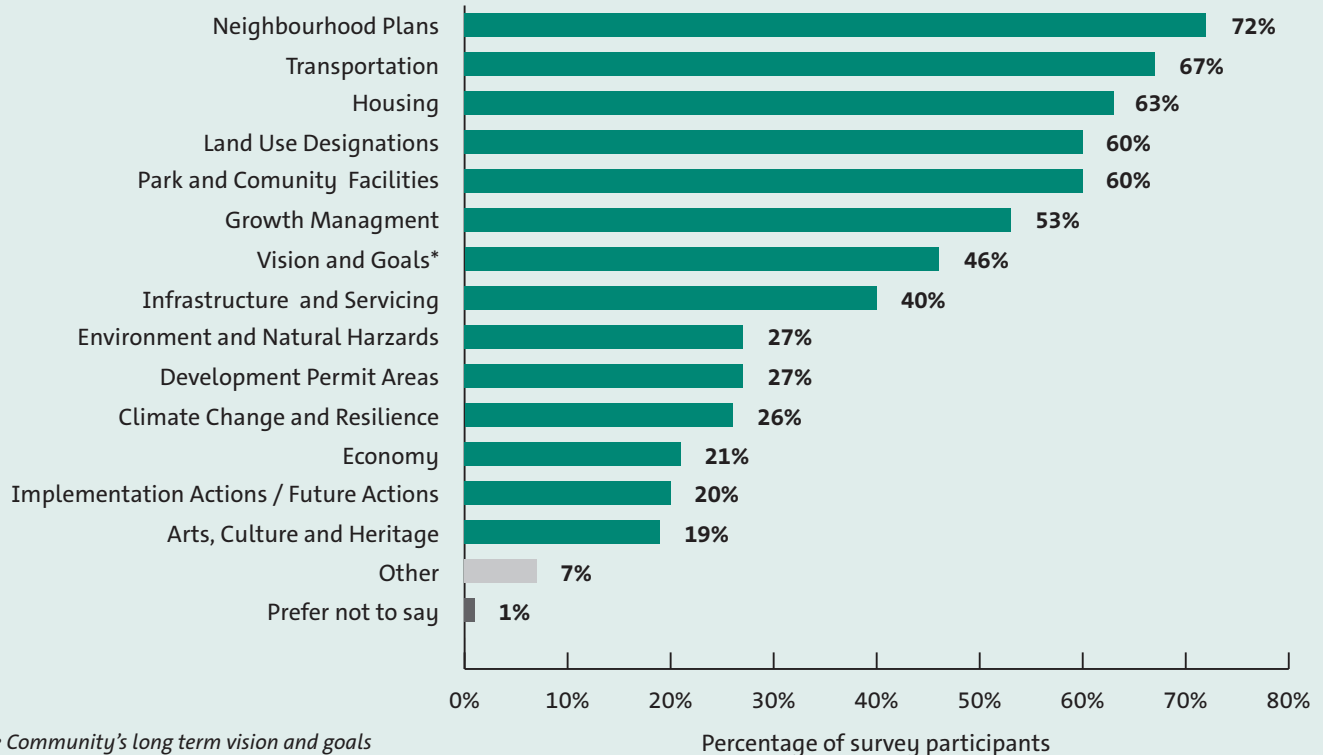




Future OCP Update Input

Future OCP Update Input When asked which parts of the OCP they would like to provide input on in the next five-year update, **almost all participants (130 respondents) identified areas of interest spanning a wide range of topics and OCP components.** This sentiment was also echoed at the in-person information sessions.

Parts of the Official Community Plan Participants Would Like the Chance to Provide Input On



'Other' mentions focused on: affordability/cost of living (5 mentions); efficiency, including streamlining the permitting process (2 mentions); City spending (1 mention); homelessness (1 mention); quality of life (1 mention); safety (1 mention); telecommunications (1 mention)





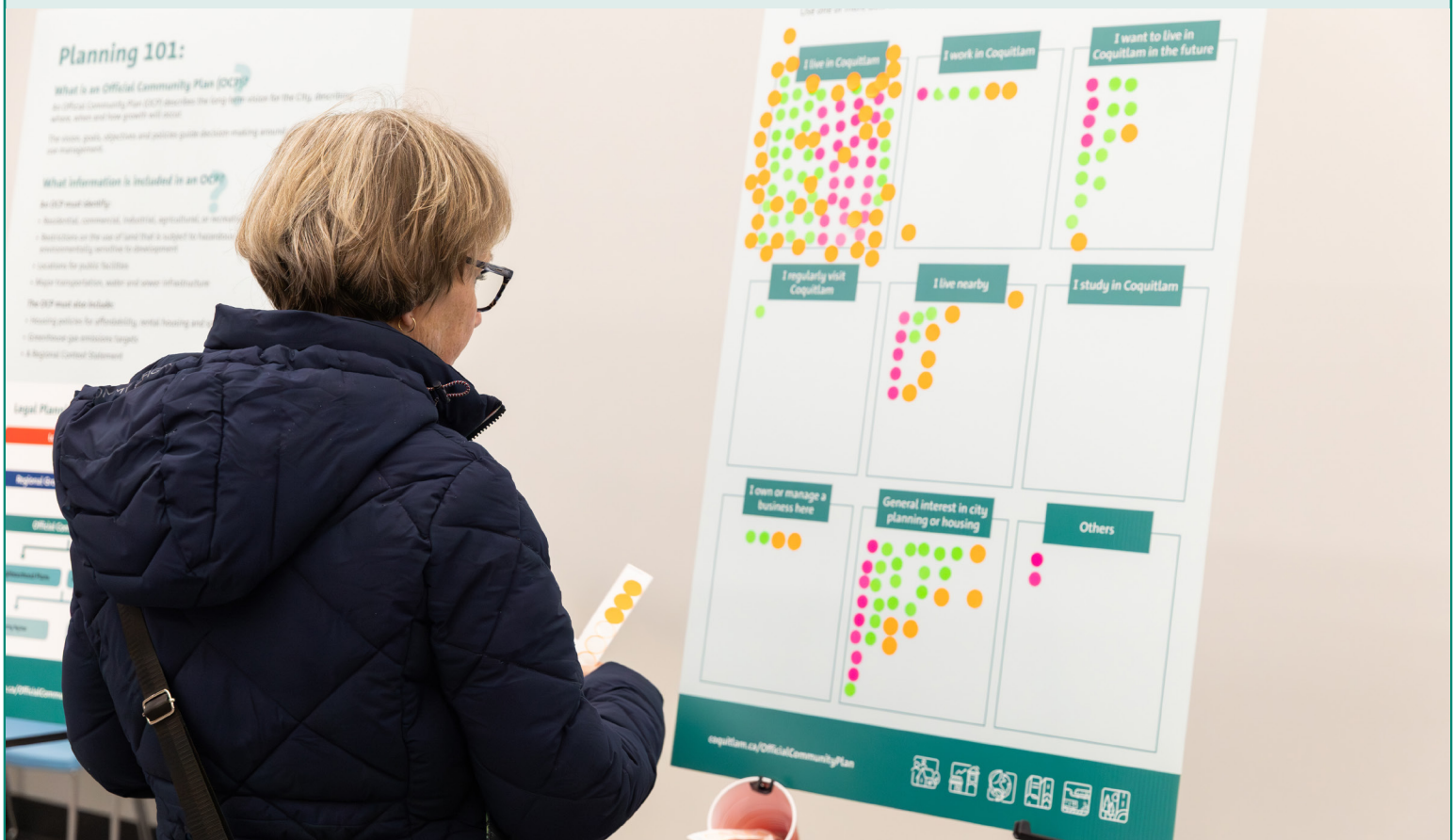
Open-Ended Feedback Results

Of the **131** survey participants, **68** respondents (**52%**) provided open-ended feedback, contributing **153** qualitative comments.

Most feedback focused on the draft Interim OCP materials, particularly clarity and usability, communications and transparency, and visual elements such as maps and graphics. Half of respondents used the opportunity to raise topics for future input, rather than commenting directly on the draft materials. The most commonly identified topics were housing, transportation, infrastructure and servicing and growth management.

- Respondents most frequently referenced the Interim Draft OCP, followed by the Urban Design Guidelines and land use designations, with limited feedback focused on the engagement process itself.
- Concerns outweighed questions, with respondents most often raising issues related to housing, transportation, infrastructure capacity, neighbourhood character, affordability, and quality of life. Others provided suggestions or requests for future consideration.
- A portion of comments referenced specific neighbourhoods or locations, Transit-Oriented Areas and the Southwest Shoulders and Corridors, and provincial housing changes, including Small-Scale Multi-Unit Housing.

As with the survey open-ended feedback, most of the input collected at the information sessions was outside the scope of this engagement, which is focused on the draft Interim OCP materials (the draft document, maps, consolidation of land use designations, and the urban design guidelines). Instead of focusing on those deliverables, these participants largely used the opportunity to raise broader, forward-looking topics for future OCP work. The focus of this feedback was largely housing, transportation, growth management, and environmental protection, along with affordability and capacity concerns and public amenities and services capacity to meet needs of growing population.





Summary of Open-Ended Feedback (Survey)

All survey participants were given the opportunity to provide open-ended feedback. Across the seven open-ended questions included in the survey, **68** respondents provided one or more written comments, resulting in a total of **153** open-ended responses.

Of those respondents, **46 (68%** of those who provided written feedback, representing **35%** of all survey participants) submitted comments that were within the scope of this engagement. These in-scope responses totalled **89** comments and form the basis of the summary outlined below.

Overall Clarity and Usability

Mentioned 77 times by 41 respondents

- This was the most common theme and cut across all feedback areas. Respondents called for:
- Clearer plain-language explanations with practical examples so users are not left interpreting policy wording on their own
- More consistent definitions, an expanded glossary, and short plain-language summaries that explain policy intent
- A more digital and interactive experience rather than reliance on a static PDF
- Better integration across sections and related documents to reduce duplication and confusion
- Stronger visual aids beyond maps, including diagrams, mockups, and clear examples to explain technical concepts such as FAR
- More neighbourhood-level context, including summaries of approved, built, and in-progress projects to help residents understand cumulative impacts
- Improved readability and accessibility, including font size, contrast, and simplified layouts that do not shrink or obscure visuals

Clarity of Provincial Housing Changes

Mentioned 23 times by 15 respondents

Many respondents had difficulty distinguishing between provincially mandated changes and City-initiated policy, and requested:

- Clear visual and written cues identifying what is required by the Province versus where the City has discretion or has chosen to go further
- Plain-language explanations of why changes are happening, what the City can control, and what is strictly compliance
- Better cumulative context that shows already approved or in-progress development, provincially required growth, and what the OCP adds on top
- Clearer explanation of how growth will be supported, including how infrastructure and services such as schools, parks, roads, healthcare, and utilities will scale with growth
- Improved navigation and cross-referencing so readers can trace provincial requirements across policies, schedules, and maps

Land Use Designations – Mapping and Visualization

Mentioned 23 times by 15 respondents

Feedback on land use maps focused on usability, clarity, and context, including:

- Clearer, more readable legends and consistent symbology, with distinguishable colours and removal of unexplained symbols or markers
- Better geographic context, including more street names and landmarks and clearer guidance on navigating between map sections or tiles
- Address-based or parcel-based lookup, ideally through an interactive web map where users can enter an address and view applicable land use, heights, and policies
- Improved performance and usability, including reliable file loading and sufficient map resolution
- Clearer contextual information on maps, such as current versus planned conditions, recent approvals, and missing details like height information where relevant
- Clearer distinction between provincially driven requirements and City-driven decisions shown directly on the maps where helpful



Land Use Designations – Policy Meaning and Interpretation

Mentioned 23 times by 15 respondents

Respondents also asked for clearer explanations of what consolidated land use designations mean in practice, including:

- A single, plain-language summary of each designation that explains what is permitted and how it differs from previous designations
- Clearer guidance on where to find information, with stronger cross-referencing between the main document, schedules, and supporting materials
- Clearer explanation of where consolidation results in meaningful change, why those changes were made, and how they relate to policy intent
- More consistent definitions and clearer explanations of density and metrics such as unit counts and FAR
- Clearer communication of tradeoffs and local implications, particularly transitions near low-density neighbourhoods, to address transparency concerns

Searchability and Navigation

Mentioned 18 times by 13 respondents

- Respondents frequently raised challenges with finding information and suggested:
- Address-based search tools that allow users to quickly see relevant policies, maps, and details
- Clearer and more descriptive section titles and headings to support scanning and keyword search
- Stronger navigation tools, including a hyperlinked table of contents and clearer internal cross-references
- An index and expanded glossary to support keyword-based searching
- Better integration across sections and related documents, including hyperlinks to schedules, page references, and external or source documents

Urban Design Guidelines

Mentioned 17 times by 17 respondents

- Respondents asked for clearer, more usable Urban Design Guidelines, with feedback focused on:
- Improved readability and accessibility, including larger fonts, better layout, and less reliance on dense two-column formatting and hard-to-read visuals
- Clearer visual communication, such as simpler and clearly labelled icons, fewer busy graphics, and more photos, diagrams, or mockups instead of abstract infographics
- Clearer direction and expectations, with stronger, more practical language that distinguishes what is required versus encouraged, avoids vague or overly policy-like wording, and considers feasibility and real-world impacts
- Clearer structure and organization, including better grouping of related requirements, improved cross-referencing, and clarity on what is existing versus new or planned
- Greater transparency and accountability, including clearer explanation of how the City will apply, monitor, and enforce the guidelines





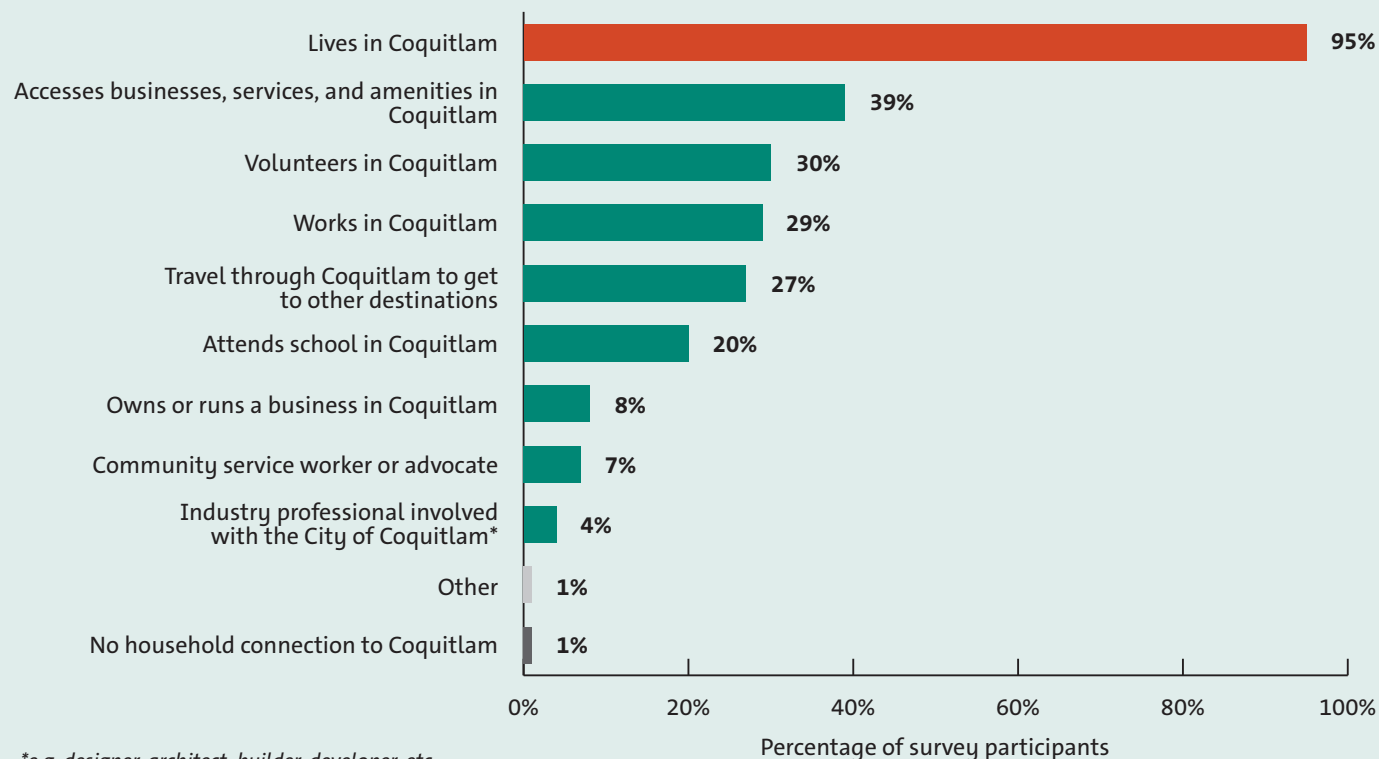
Who We Heard From

Survey Respondents (131 Participants)

Connection to Coquitlam

Participants reported a variety of connections to Coquitlam, including being a Coquitlam resident (95%), owning or running a business (8%), and industry professionals such as designers, architects, builders, and developers who work with the City (4%).

Participants' Connection to Coquitlam



*e.g. designer, architect, builder, developer, etc.

Percentages do not total 100% because multiple selections were possible.

Those who reported living, working, owning/running a business in Coquitlam, and/or working as industry professionals involved with the City of Coquitlam (98% of survey participants, 129 respondents) were asked a follow-up question about their experience with the City's development application process. 69% (89 respondents) of them have not gone through the City's Planning and Development application process, 14% (18 respondents) anticipate or plan to go through the development application process in the future, and 17% (22 respondents) reported currently going through the development application process or having gone through the development application process in the past.

Information Session Attendees' Connection to Coquitlam

Like the survey respondents, information session attendees reported a variety of connections to Coquitlam. Many reported being Coquitlam residents, while others reported working or studying in Coquitlam. Some attendees expressed an interest in living in the city in the future, while others regularly visit or live in nearby municipalities. Additional attendees own or manage a Coquitlam-based business, have a general interest in planning or housing, or cited other types of connections to the city.



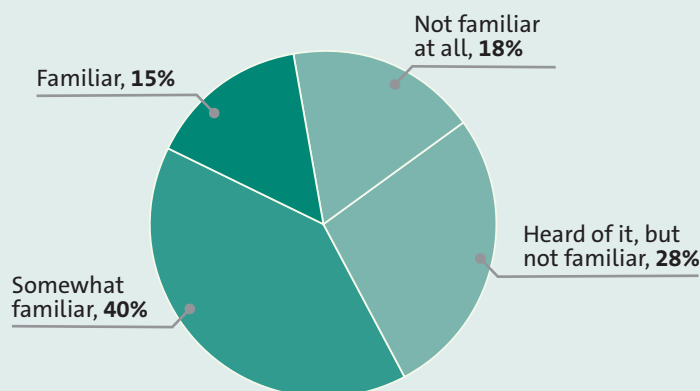
Who We Heard From (continued)

Survey Respondents (131 Participants)

Familiarity with Coquitlam's Official Community Plan

All levels of familiarity with the OCP were represented from those not familiar at all (18% of participants, 23 respondents) to those who heard of it but were not familiar (27% of participants, 36 respondents) to those somewhat familiar (40% of participants, 52 respondents) and familiar (15% of participants, 20 respondents).

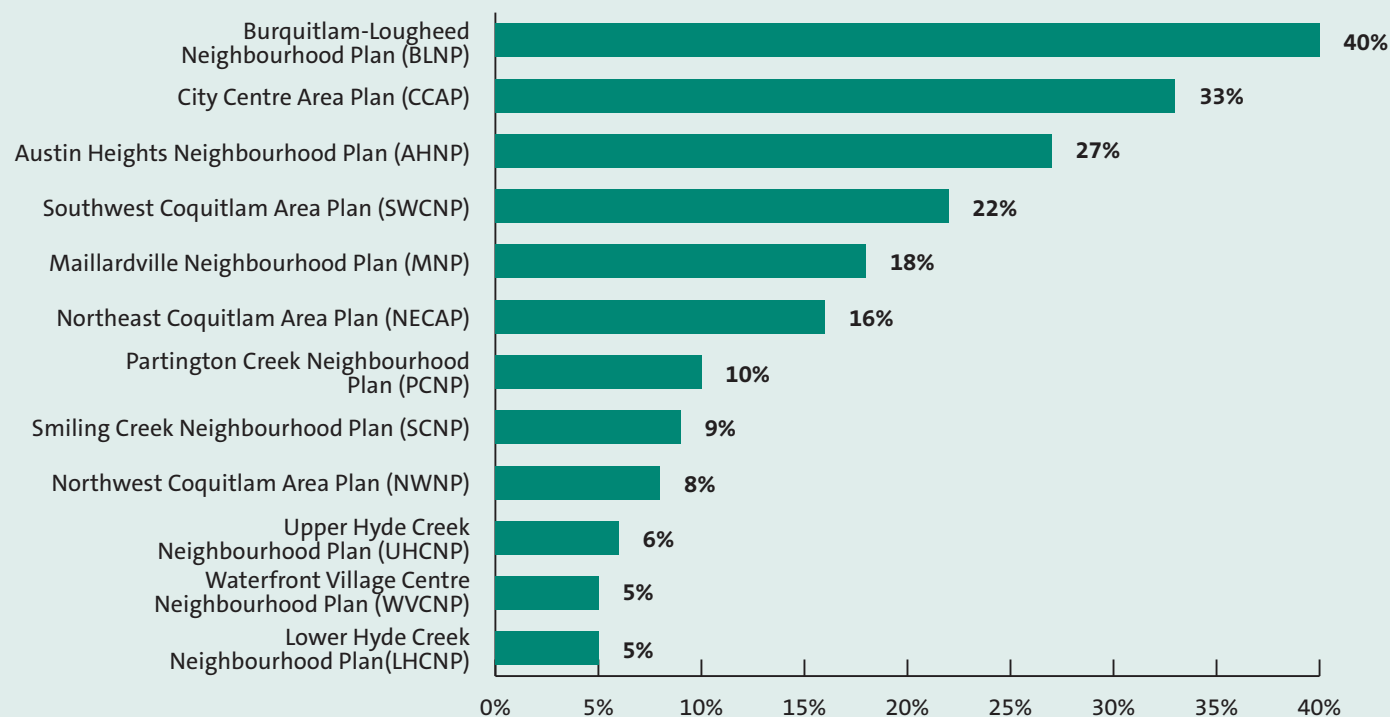
Participants' Connection To Coquitlam



82% of participants (108 respondents) reported being aware of one or more City Area and Neighbourhood Plans.



Area and Neighbourhood Plans Participants Reported being Aware Of



Percentages may not total 100% or exactly match chart labels due to rounding or where multiple selections were possible.

Percentage of survey participants

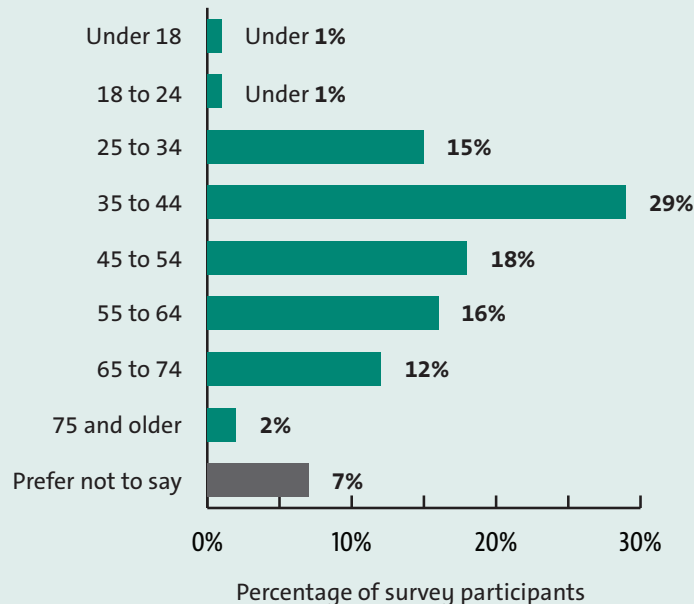


Who We Heard From (continued)

Survey Respondents (131 Participants)

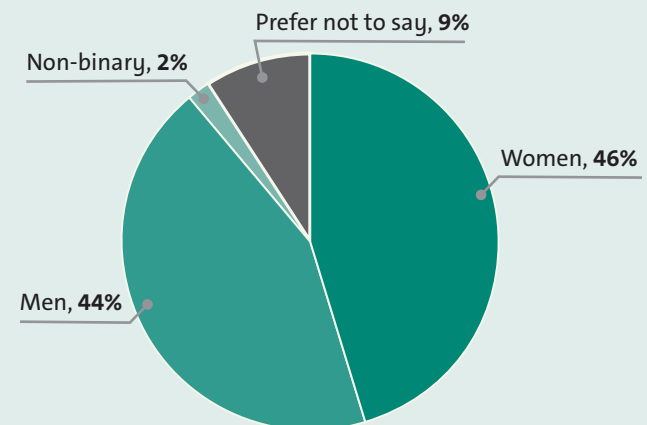
Age

While all age categories were represented in the survey, the most represented age category reported was 35 to 44 (29% of participants, 38 respondents).



Gender Identity

We heard from a fairly balanced mix of women (46%, 60 respondents) and men (44%, 57 respondents), along with 2% (3 respondents) 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:

27%

Households with children / youth

20%

Single income households

6%

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

22%

Household members from racialized communities

16%

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

5%

Annual gross household income under \$50,000

19% of participants 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.

Percentages may not total 100% or exactly match chart labels (+/- 1%) due to rounding.



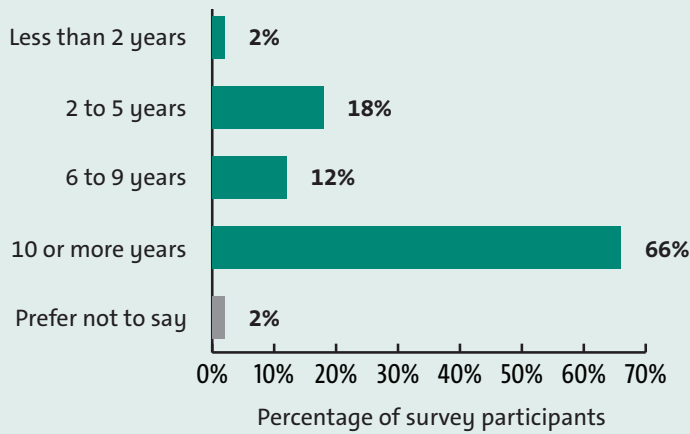
Who We Heard From (continued)

Survey Respondents

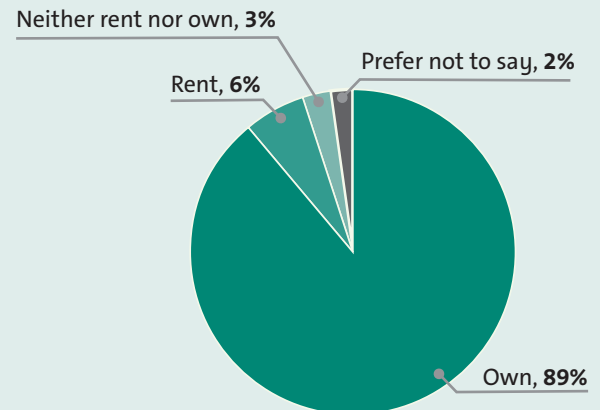
95% of survey participants (124 people) reported being Coquitlam residents.

Engagement captured a broad cross-section of Coquitlam residents: survey participants came from across the city, with strong representation from Burquitlam/Lougheed (**27%**), Burke Mountain (**15%**), Central Coquitlam (**14%**) and City Centre (**11%**).

Length of Residency



Housing Tenure



Neither rent nor own includes living rent free with parents, adult children, partner, etc.

Housing Type



64%
Single family houses



18%
Multi-family buildings



10%
Townhouses /
Rowhouses



5%
Semi-detached
houses



1%
Suites in houses

2% of residents preferred not to say their housing type.

Percentages may not total 100% or exactly match chart labels (+/- 1%) due to rounding.

Proposed Land Use Designations in Transit-Oriented Areas (TOAs)

