

Thinking Cap

A shared vision for the future of Capilano Mall



# Engagement Summary Report

Capilano Mall Community Engagement  
November 21, 2019 – January 31, 2020



Thinking  
Cap

## **About Kirk & Co. Consulting Ltd.**

Kirk & Co. is one of Canada's leading firms specializing in strategic communications, consultation and engagement. Founded in 1996, we provide private and public sector organizations with targeted and effective communications, identity branding and creative services. We are a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, these programs are designed to maximize opportunities for input, and Kirk & Co. independently analyzes and reports on public and stakeholder input received.

## **About Brook Pooni Associates**

Brook Pooni Associates is an urban planning consulting firm with 30 years of experience implementing residential, commercial, and public projects in over 30 municipalities across North America. Fundamentally, our role is to help guide development projects through the city's approvals and permitting processes and to act as a bridge to the surrounding community and the municipality. Our approach is comprehensive with emphasis on strong government and community relationships, effective project management, and engaging communications.

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*The views represented in this engagement summary report reflect the priorities and concerns of engagement participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the Thinking Cap community engagement, and therefore do not reflect a random sample.*

## Contents

<b>1. Background</b>	<b>01</b>
<b>2. Community Engagement: November 21, 2019 – January 31, 2020</b>	<b>02</b>
2.1 Purpose	02
2.2 Engagement Participation	02
2.3 Engagement Topics	03
2.4 Engagement Methods	03
2.4.1 Notification	03
2.4.2 In-Person Engagement	04
2.4.3 Online Engagement	06

<b>Appendix A</b>
Notification Materials

<b>Appendix B</b>
Discussion Guide and Feedback Form

# 1. Background

## We're thinking about the future of Capilano Mall.

Cap Mall has proudly served the North Shore for over 50 years and, over that time, has become an important community gathering place and provider of family-oriented retail. Now it's time to think about how it can meet the community's needs for the next 50 years. QuadReal is committed to proactively engaging with residents to help inform and shape our views on the future of the site.

On November 21, 2019, we launched Thinking Cap, to engage with the community and gather ideas and feedback about the future of Cap Mall. Hundreds of North Shore residents participated in our online survey on proposed guiding principles for the development, attended our open house, a stakeholder meeting, and/or met our canvas team at their doorstep or place of business.

## About QuadReal Property Group

Headquartered in Vancouver, QuadReal Property Group is a real estate investment, operating and development company. QuadReal manages the real estate and mortgage programs of British Columbia Investment Management Corporation (BCI), one of Canada's largest institutional investors serving over 570,000 workers and pensioners in British Columbia. Cap Mall has been an important part of BCI's portfolio since 1999.



## 2. Community Engagement: November 21, 2019 – January 31, 2020

### 2.1 Purpose

To inform the guiding principles and help QuadReal in future planning and design for the Cap Mall site.

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### 2.2. Engagement Participation

**We had over 1,000 conversations** and participant interactions with community members and neighbours, mall patrons, businesses, community associations, and stakeholder groups, including:



**229**

Employees, managers, and business owners contacted through business canvasses



**90**

Neighbours contacted through a residential canvass



**332**

Kiosk visitors through 15 kiosk days at the Mall



**100+**

Open House participants at the Mall



**7**

Meetings with key stakeholder groups



**5**

Meetings with community associations



**3**

Meetings with stratas



**424**

Online surveys completed

## 2.3. Engagement Topics

Throughout the engagement period, we shared information about Cap Mall's retail history, what we heard in the first phase of engagement, and the City of North Vancouver's planning context.

We sought community input on our proposed guiding principles:

- Transit-oriented, connected community with many ways to move
- Sustainable community design, ecological restoration and opportunities associated with MacKay Creek
- A vibrant neighbourhood centre and connecting place
- Innovative employment, retail and community services
- A mix of housing options to increase choice for North Shore residents and workers

## 2.4. Engagement Methods

### 2.4.1. Notification



Postcard delivered to 2,989 residences and businesses



Posts on Capilano Mall's Facebook and Instagram pages



Print and online North Shore News ads in the run up to and during engagement promoting participation in the engagement process



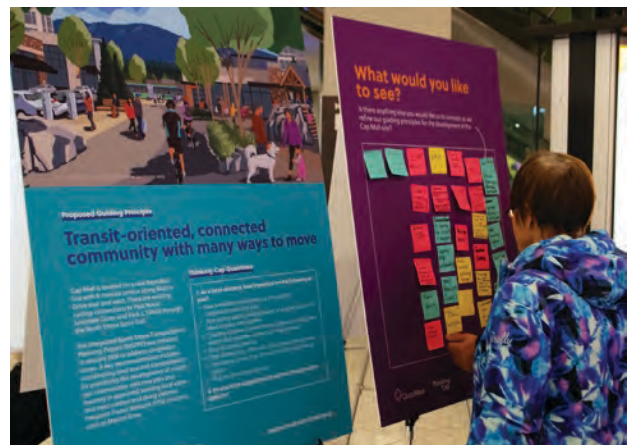
A North Shore News article



### 2.4.2. In-Person Engagement

From November 2019 to February 2020, we had in-person conversations with community members, neighbours, mall patrons, businesses, community associations, and stakeholder groups.

We canvassed businesses and residents around the Cap Mall area to hear initial feedback ahead of our open house on Thursday, December 5, 2019 from 4 – 8 p.m. at Capilano Mall in the Grand Court. We provided handouts and encouraged them to attend the open house or complete the online survey. “Thinking Cap” kiosks were also held at Capilano Mall. The kiosk was located in a high traffic area to engage with as many visitors to the Mall as possible. Signage was also posted throughout the mall advising patrons of kiosk dates and times.



*Thinking Cap open house*

## Engagement Participants

- **332** kiosk visitors at Cap Mall
- **229** employees, managers and business owners canvassed
- **90** neighbours contacted through a residential canvass
- **100+** Cap Mall open house attendants
- **7** meetings with key stakeholder groups
  - North Shore Community Resources
  - North Vancouver Chamber of Commerce
  - North Shore Streamkeepers
  - HUB Cycling
  - Abundant Transit BC
  - Community Housing Action Committee
  - Economic Partnership North Vancouver
- **5** meetings with community associations:
  - Lower Capilano Community Association
  - Norgate Park Community Association
  - Pemberton Heights Community Association
  - Woodcroft Apartment Association
  - Hamilton Fell Community Association
- **3** meetings with stratas:
  - Tobruck Gardens Strata
  - Garden Terrace Strata
  - Gables West Strata

## What We Heard In-person

In general, the following key themes emerged in our face-to-face conversations:

- **Future of Cap Mall:** Support for renewal of the site and strong interest about future design.
- **Sustainability:** Support for planting trees, site integration with natural surroundings, and sustainable building practices.
- **Housing:** Desire for a mixed-use complete community serving residents of all ages and incomes. Concerns relating to potential future housing density and increased traffic congestion.
- **Transit-Oriented Development:** Support for an accessible transit-oriented development, connected to new and existing walking and cycling trails. Desire for more frequent and improved transit service, and easy to access parking.
- **Community Gathering Place:** Desire for the site to maintain its role as a central community gathering place, including community services for families, children, and seniors.
- **Vibrant Neighbourhood Centre:** Support for a lively and connected community with a range of retail offerings including shops, cafes and restaurants, outdoor seating, and traffic calmed streets.



Thinking Cap open house



### 2.4.3. Online Engagement

The Thinking Cap online survey could be accessed on the Cap Mall website from November 21, 2019 – January 31, 2020. It was advertised through Cap Mall's Instagram and Facebook pages, as well as geotargeted online ads through the North Shore News.

#### Survey Respondents

##### Age

- **42%** Millennial or younger (born 1977 or later)
- **28%** Generation X (born 1965 – 1976)
- **30%** Baby Boomer or older (born 1964 or earlier)

*19% of total respondents did not identify their age.*

##### Location

- **54%** live in the City of North Vancouver
- **43%** live on the North Shore outside the City of North Vancouver

*20% of total respondents did not identify their municipality.*

##### Neighbourhoods most represented

- **26%** Marine-Hamilton
- **23%** Central Lonsdale
- **14%** Lower Lonsdale

*50% of total respondents did not identify their neighbourhood.*

##### Work

- **53%** work on the North Shore
- **18%** own or operate a business on the North Shore

*18% of total respondents did not identify whether they work on the North Shore.*

*20% of total respondents did not identify whether they own or operate a business on the North Shore.*

##### Mode of transportation to visit Cap Mall

- **66%** personal auto
- **18%** walk
- **6%** transit

*19% of total respondents did not identify their mode of transportation.*

#### What We Heard Online

Survey results are shown on the following pages. Please note that not all respondents answered every question. Quantitative results are displayed by number of selections. The total number of mentions for qualitative data may exceed the total number of respondents as participants may have commented on more than one topic.

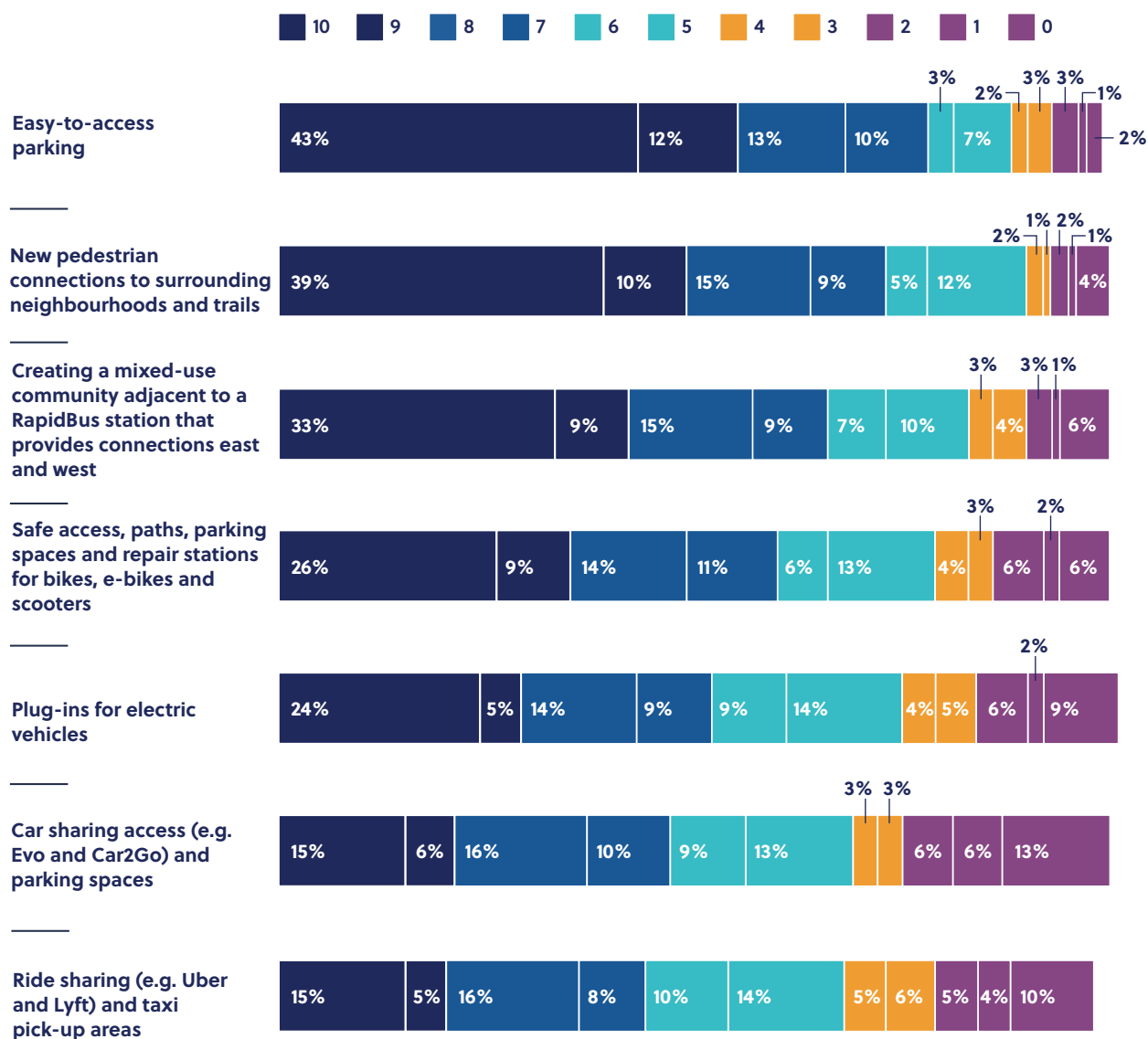




**Proposed Guiding Principle**

**Transit-oriented, connected community  
with many ways to move**

1. As a local resident, how important are the following to you? Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.



Total responses: 419

## 2. Do you have suggestions to improve transportation options?

Key themes	Number of mentions
<p>Participants offered <b>suggestions relating to public transit</b>, including:</p> <ul style="list-style-type: none"> <li>– More frequent bus service, including at night and northbound</li> <li>– Building a bus station or bay with covered seating</li> <li>– Rapid transit (SkyTrain or light rail) with a stop at Cap Mall</li> <li>– Adding other transit features, such as pullouts for buses, compass card vending machines, accessibility features (e.g. verbal announcement of buses), and a coffee shop by the bus stop</li> </ul>	48
<p>Participants offered <b>suggestions related to parking</b>, including:</p> <ul style="list-style-type: none"> <li>– Some requested adding more stalls, while others requested not adding any more parking</li> <li>– Improving security and parking enforcement</li> <li>– Adding parking options, such as park and ride stalls, Easy Park, electric vehicle (EV) charging stations with time limits, and prioritizing family/high-occupancy vehicle (HOV) parking</li> <li>– Adding wider parking spaces</li> <li>– Improving access to parking</li> <li>– Building multi-level parking</li> </ul>	28
<p>Participants offered <b>suggestions relating to cycling infrastructure</b>, including:</p> <ul style="list-style-type: none"> <li>– Improving cycling routes along Marine with a separated bike lane</li> <li>– Safer crossings and improved connections to the Spirit Trail</li> <li>– Adding cycling infrastructure, such as secure parking (monitored), lighting, e-bike share stations, bike silos or bike rooms</li> </ul>	14
<p>Participants provided <b>suggestions for pedestrian connections</b>, including:</p> <ul style="list-style-type: none"> <li>– More appealing walkways and trails connecting schools, homes and the mall</li> <li>– Safer street crossings, including foot bridges over roads to connect to the Spirit Trail</li> <li>– Adding overhangs and non-slip surfacing for rain</li> <li>– Stroller and wheelchair accessible paths from the bus stops</li> </ul>	14
<p>Participants provided <b>suggestions regarding housing density</b> with many expressing concern about congestion, and one participant noted they support more affordable housing near transit.</p>	10
<p>Participants suggested minimizing the need to use a car to get to Cap Mall and encouraging other modes of transportation.</p>	6
<p>Participants requested car sharing spots at Cap Mall i.e. Modo and Evo.</p>	6
<p>Participants requested better <b>lighting and wayfinding</b> across the site.</p>	5



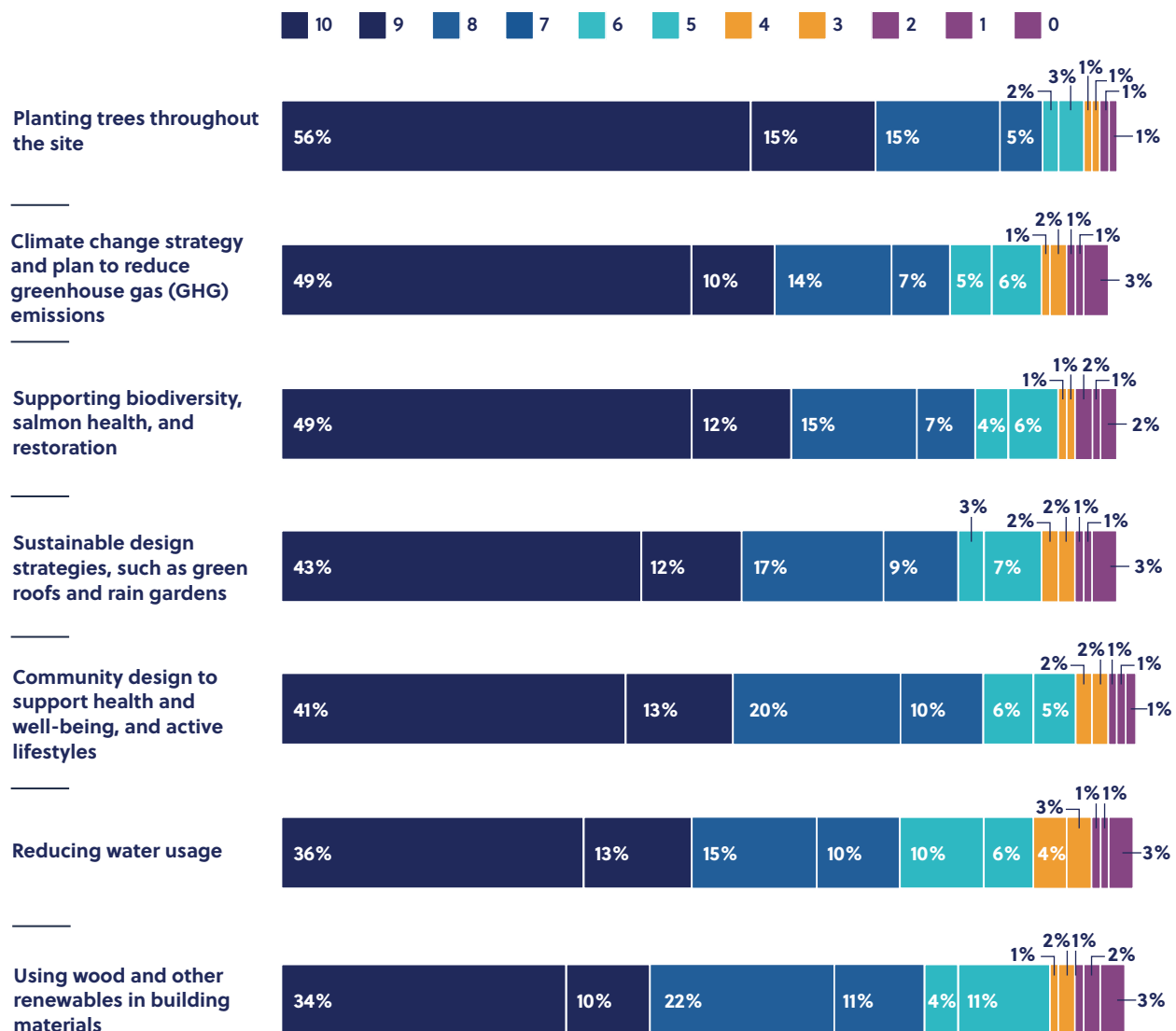
Key themes	Number of mentions
Participants provided general suggestions about the site e.g. overall modernization and adding retail/services such as an Apple store, a movie theatre, Costco, and restaurants.	5
Participants offered <b>suggestions for vehicle traffic</b> , including: <ul style="list-style-type: none"> <li>– Traffic calming measures, such as implementing a HOV lane</li> <li>– Building a third crossing to ease traffic coming from downtown Vancouver</li> <li>– Adding loading bays for goods, and safe passenger pick up drop off areas</li> <li>– Prioritizing car lanes over bus lanes and bike lanes</li> </ul>	4
Participants noted that transportation plans should look towards future transportation needs for people and goods.	3
Participants provided suggestions regarding transportation related vendors and services such as adding car rental, reducing the number of mechanics in the area, adding a car wash and overnight parking.	3
Participants noted that transportation plans should be coordinated with local plans e.g. OCP, INSTPP, Council's Strategic Plan, and North Shore Community Energy and Emissions Planning (CEEP).	2
A participant noted that they do not want a rapid bus terminal.	1



**Proposed Guiding Principle**

**Sustainable community design,  
ecological restoration and opportunities  
associated with MacKay Creek**

3. As a local resident, how important are the following to you? Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.



Total responses: 370

**4. MacKay Creek, just west of Cap Mall, is being restored to improve salmon and other aquatic habitat, and to reduce the potential for flooding. Do you like the idea of Cap Mall creating better connections to the adjacent MacKay Creek trail system?**

Key themes	Number of mentions
Participants indicated that they are supportive of the idea of Cap Mall creating better connections to the adjacent MacKay Creek trail system.	198
Participants provided <b>suggestions regarding the idea of creating connections to the MacKay Creek system</b> , including: <ul style="list-style-type: none"> <li>– Improving access to nature and enhancing trail for pedestrians and cyclists</li> <li>– Implementing education programs on salmon life cycle, the watershed or North Shore habitat</li> <li>– Protecting wildlife and rehabilitating natural areas</li> <li>– Planting trees on site</li> <li>– Adding features such as lighting, waste bins, overpasses, barrier for kids, wayfinding, and accessibility features</li> </ul>	38
Participants indicated that they are not in support of the idea of Cap Mall creating better connections to the adjacent MacKay Creek trail system.	19
Participants expressed concerned about damage to Creek from increased foot traffic or trail connections countering restoration efforts.	15
Participants noted that current traffic and street parking make the area unsightly and create hazards. Some participants expressed concerns about the campers along the creek.	9
Participants noted they were indifferent.	9
Participation sought more information about opportunities for connection, restoration efforts, and how Cap Mall and MacKay Creek are associated.	5
Participants provided miscellaneous suggestions: increasing parking for trail users, ensuring access to the mall is not impeded, adding a water fountain by the food court, considering the future carbon footprint of the site, and that housing should be built to last with quality materials.	5
Participants provided suggestions related to traffic and parking, including safe crosswalk and stop lights, and narrowing or making Hamilton a one-way street.	5

## 5. Are there other environmental priorities that you would like to see considered?

### Key themes

### Number of mentions

Participants **suggested the use of sustainable design features and building materials**, including:

24

- Durable materials and design, and renewable materials such as hemp and bamboo
- Energy solutions, such as passive solar design, ground heating pumps, recycling of gray water, bioswale and green roofs
- Environmental mitigation during construction

Participants noted that **adding vegetation on site** is a priority suggesting:

23

- Planting bee, butterfly or bird gardens
- Planting tall trees
- Adding more green space
- Planning a community garden
- Removing invasive species
- Reducing impervious surfaces to improve water runoff

Participants noted that **reducing waste and packaging is a priority**, and requested recycling and compost bins, water bottle refill stations, reducing single use plastics and food waste, and adding vendors like thrift stores instead of fast fashion.

19

Participants **offered suggestions on site design features**, such as:

18

- Covered outdoor gathering spaces and walkways, including restaurants with outdoor seating, parks or playgrounds
- Indoor gathering spaces with places to sit
- Considering light pollution in design
- Adding underground parking, signage, fountains or waterfalls

Participants noted that **active transportation and transit** should be a priority and provided suggestions, including:

17

- Bike and scooter parking
- Safer and improved cycling network and walking paths
- Bringing rapid transit to the North Shore
- Reducing the need for cars
- Adding electric vehicle charging stations

Participants noted that they had no other priorities, beyond those listed.

15

Participants indicated that the priority they would like considered is the protection of habitat and wildlife, including protecting wildlife from traffic, donations to conservation organizations, salmon habitat restoration, and greenery to reduce bird collisions with buildings.

10

Key themes	Number of mentions
Participants provided suggestions related to creek use, and site and city policies, including: No smoking or vaping on the site, no illegal dumping and creek maintenance, no dogs in the water during salmon spawning season, reducing the amount of mechanics/oil change businesses, and implementing no camping policies.	7
Participants suggested reducing housing density.	7
Participants suggested reducing energy consumption and the use of fossil fuels.	6
Participants suggested reducing or eliminate parking.	4
Participants provided parking suggestions, including retaining or increasing parking, and having spaces dedicated to campers by the creek.	3
A participant suggested replacing the current use of the site entirely, because it is not environmentally friendly.	1

**6. The City of North Vancouver has declared its mission to be the healthiest small city in the world. How can a new vision for Cap Mall support this goal?**

Key themes	Number of mentions
Participants suggested a focus on <b>sustainable and/or active modes of transportation</b> , reducing the reliance on cars, and improving cycling and pedestrian connectivity and safety.	44
Participants noted that <b>sustainability initiatives would help support this goal</b> , including: <ul style="list-style-type: none"><li>– A single use plastic ban, promoting reusable mugs and water bottles, encouraging buying bulk and more sustainable retailers</li><li>– Sustainable building design, such as rain water collection, geothermal heating</li><li>– Getting rid of the water feature</li><li>– Habitat conservation and education</li></ul>	38
Participants noted that <b>access to nature would support this goal</b> and suggested adding features, including: community gardens, green roofs, trees, and parks.	23
Participants <b>suggested including more services and civic amenities instead of retail</b> at Cap Mall and provided ideas, including: A community centre, a seniors' centre, a daycare, an elementary school, a library, educational and arts programming, an internet cafe or coworking space, a community policing centre, a health/medical centre, homeless support, and mental health services.	19
Participants noted that a <b>diverse housing mix would support this goal</b> and suggested developing a complete neighbourhood for all ages where people can live, work, shop and play.	18
Participants <b>suggested adding lively public places</b> , including: Facilities for arts and culture, an outdoor plaza for community events, recreation facilities such as basketball and tennis courts, walking paths, playgrounds, and an outdoor pool.	17
Participants provided suggestions related to <b>healthy food options</b> , including: Local food production, community garden, health food vendors, and banning junk food.	13
Participants suggested limiting housing density.	11
Participants suggested including indoor activities spaces or a recreation hub for all ages.	8
Participants noted that they would like to support small businesses rather than large chain stores, including providing reduced rent for local small businesses, adding office space and buying local initiatives.	6

Key themes	Number of mentions
Participants noted that they want to keep the existing facility or have another indoor shopping facility.	5
Participants provided miscellaneous suggestions, including: family-oriented spaces, an outdoor mall, no vaping or smoking on site, support for amalgamation with the district, and keeping the homeless away.	4
Participants requested specific retailers, including: Costco (3) and Whole Foods.	4
Participants provided suggestions for parking, including: Underground parking, and improved parking, including for EVs.	2
Participants requested accessibility features for those with mobility challenges.	2

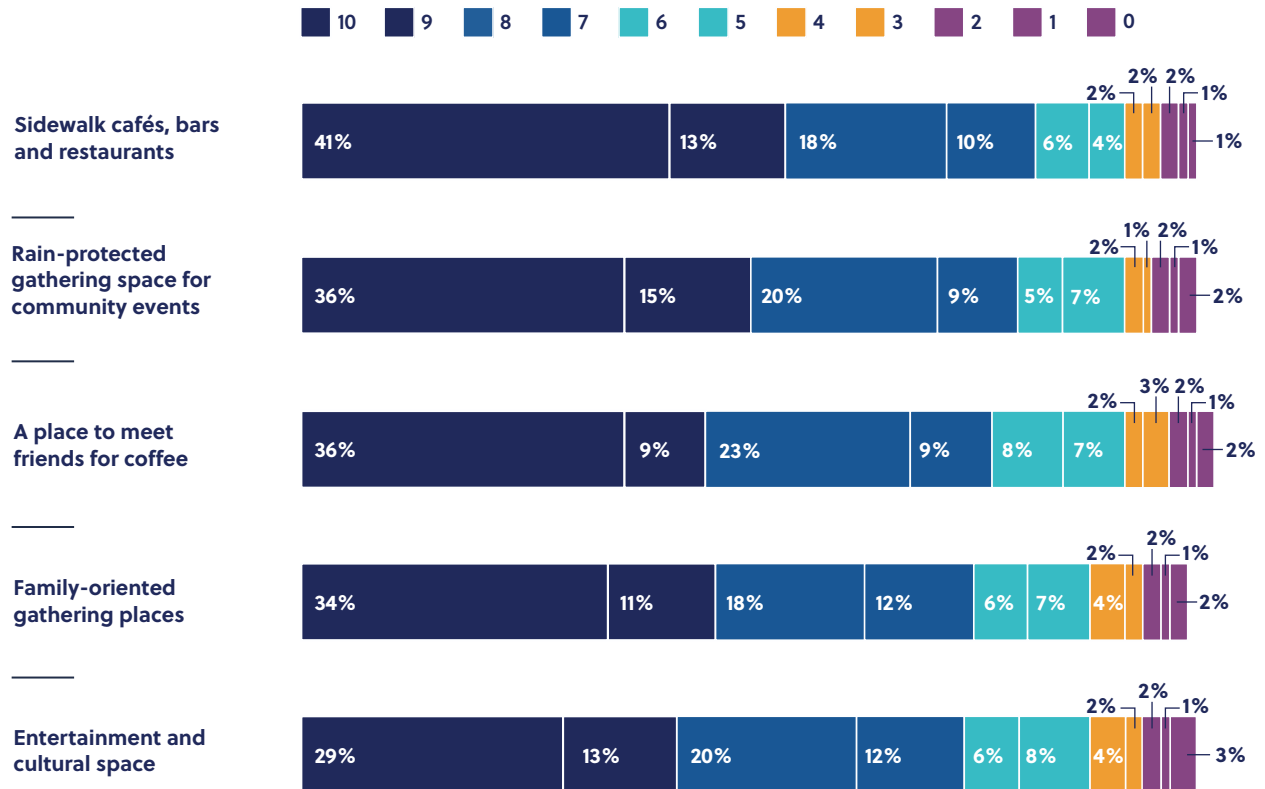




**Proposed Guiding Principle**

**A vibrant neighbourhood centre and connecting place**

7. As a local resident, how important are the following to you? Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.



Total responses: 363

**8. What do you think would add to the vibrancy of the neighbourhood?**

Key themes	Number of mentions
Participants <b>requested outdoor features for a welcoming public realm</b> , including: Playgrounds (many suggested covered), an ice rink or water feature, outdoor spaces for sitting away from road traffic, a plaza, landscaping, a space for events, and accessibility features.	55
Participants requested <b>better dining options</b> , including: Cafes, good restaurants, sports bar, breweries, casual dining options, bistro, non-chain dining, options with outdoor seating so people can bring dogs.	51
Participants noted that they <b>generally want better shopping options</b> , and provided ideas, including: Specific retailers such as Costco (4), Nordstrom, Saje, and an Apple Store, a cooking store, and a bike store. Some participants requested keeping it affordable or having longer hours.	26
Participants suggested <b>improved neighbourhood connectivity</b> , emphasizing areas for <b>families</b> and children.	18
Participants suggested integrating some elements from other areas, including places like Park Royal, Lower Lonsdale, Whistler Village, Granville Island and Edgemont Village.	17
Participants requested a venue for cultural experiences, events and entertainment, such as: Live music, live theatre or an art gallery.	17
Participants <b>requested civic amenities</b> , including: <ul style="list-style-type: none"> <li>– A community centre with arts and/or education programming and spaces for meetings</li> <li>– A seniors' centre</li> <li>– Recreation facilities</li> <li>– A library</li> </ul>	15
Participants suggested adding a movie theatre.	14
Participants noted that the site needs a general upgrade, and provided suggestions, including: Adding lamp posts and cobblestone pathways, art unique to the North Shore, Squamish Nation art, high quality buildings, and interesting/iconic architecture.	12
Participants provided suggestions related to housing, including: Adding more housing along Marine Drive, affordable housing, artist housing, and mixed-use density.	12
Participants noted that they would like indoor options for shopping, recreation and gathering during the rainy months.	12

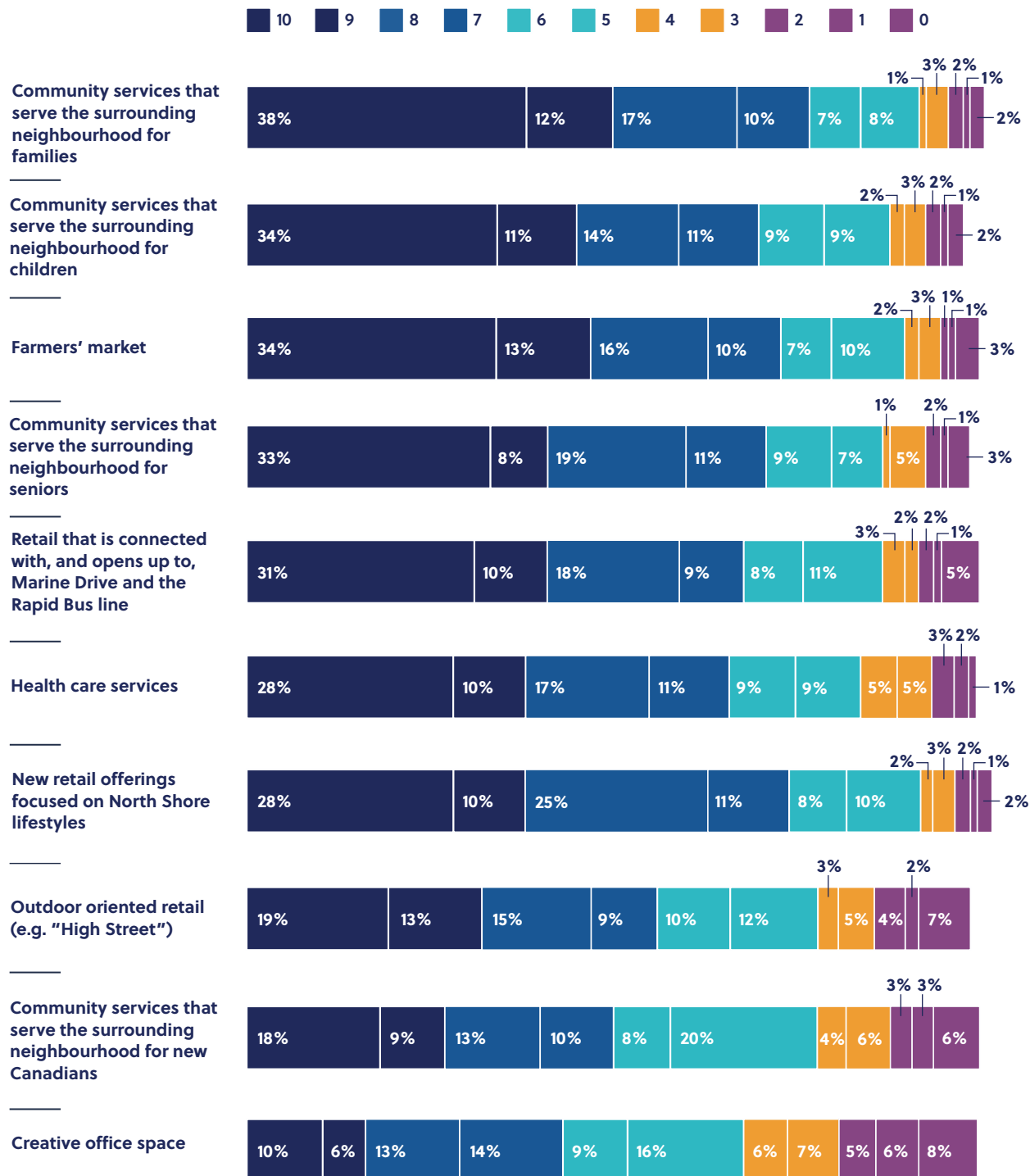
Key themes	Number of mentions
Participants made suggestions related to healthy eating options including: Adding natural/health food stores, community gardens for local food production, farmer's market and/or food trucks.	7
Participants requested a bowling alley, pool hall or arcade, some noted a lack of places for teenagers to go.	7
Participants provided miscellaneous suggestions, including: Emphasized sustainability, not including Walmart, having a dedicated place for campers by the creek, and dog and family friendly green spaces.	7
Participants requested street facing or outdoor retail.	6
Participants suggested a focus on services, including: A blood bank, child care, and a school.	5
Participants provided parking suggestions, including: Free, covered or underground parking and providing ample parking spaces.	5
Participants suggested better cycling and pedestrian connections and emphasizing transit.	4
Participants noted that they want the current mall retained.	4
Participants suggested less housing density.	2



**Proposed Guiding Principle**

**Innovative employment, retail and  
community services**

9. As a local resident, how important are the following to you? Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.

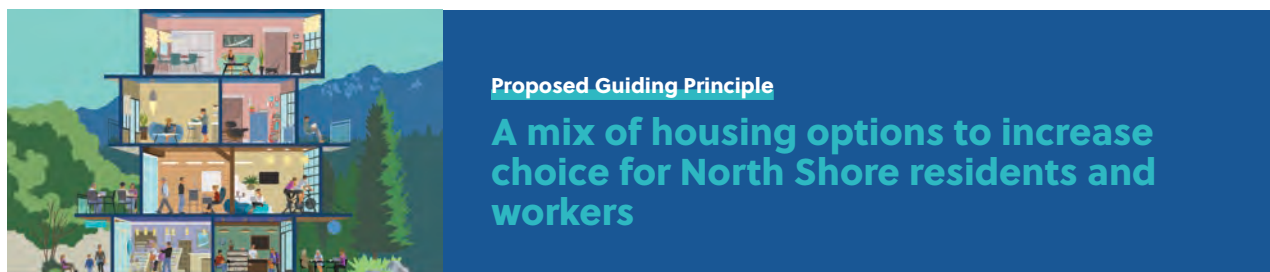


Total responses: 353

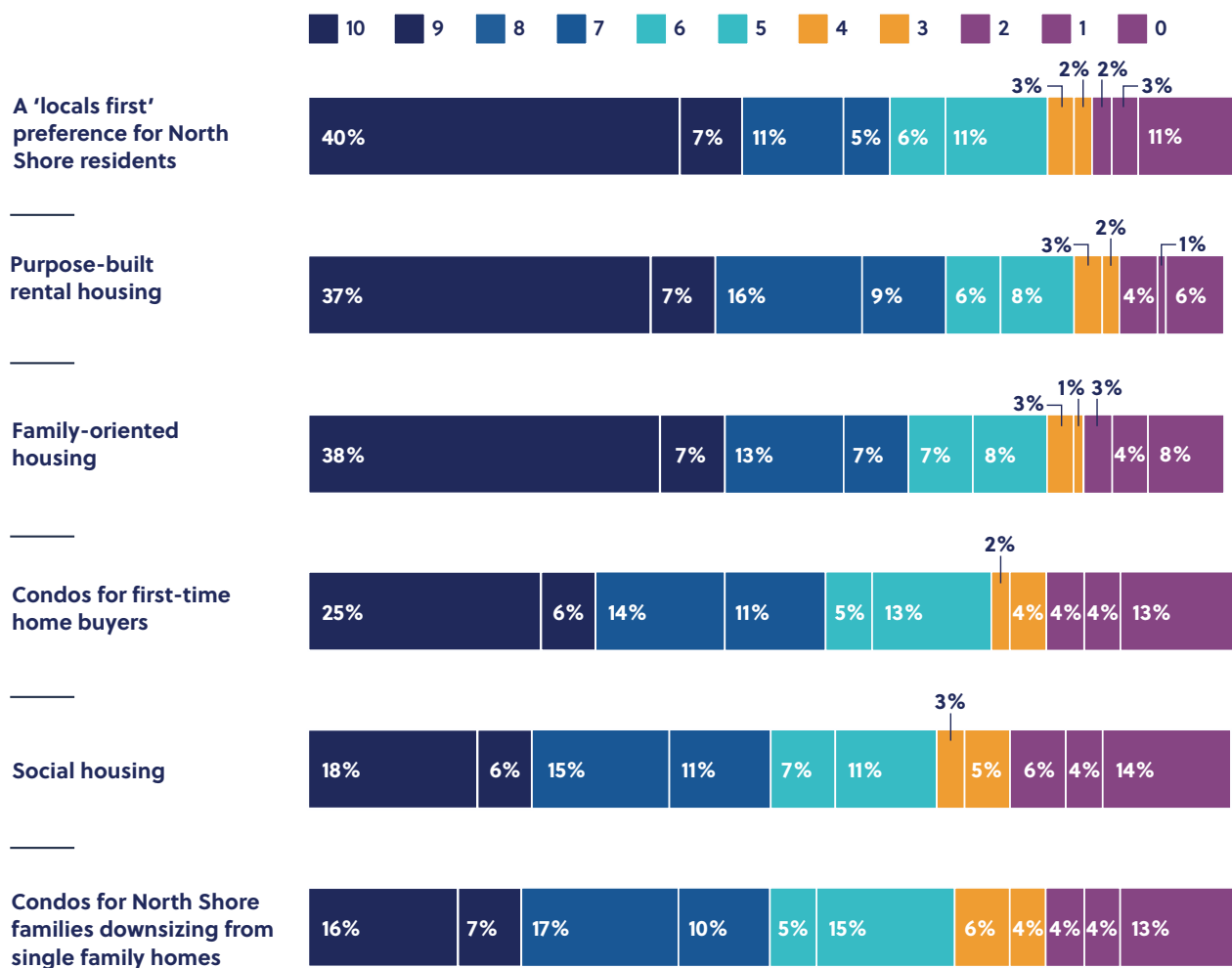
## 10. What services would you like to see?

Key themes	Number of mentions
<p>Participants provided <b>retail suggestions, including:</b></p> <ul style="list-style-type: none"> <li>– <b>General request for better or more "modern" stores</b></li> <li>– Retaining retail</li> <li>– Longer hours</li> <li>– Requests for more book stores, outdoor lifestyle stores, interior decoration store, hockey store, and clothing stores (including for children)</li> <li>– Requests for specific retailers such as: Costco (14), Apple Store, Winners/Homesense, Indigo and Nordstrom.</li> </ul>	63
<p>Participants requested <b>more food and dining options</b>, including: Farmer's market, coffee shops, better restaurant options, family dining, shared commercial kitchen, local food production, a hot sauce store, a cheese shop, a bakery, and a Whole Foods.</p>	49
<p>Participants suggested having <b>health and wellness services</b>, including: A pharmacy, massage therapy, physiotherapy, walk-in clinics, dental, vision, low cost yoga, a spa, and hair and nail services.</p>	30
<p>Participants noted that they <b>want to see more family services and activities</b>, including: Play spaces, tutoring, after-school care, a pre-school, a daycare, and a new elementary school.</p>	24
<p>Participants <b>suggested civic amenities</b>, including: A community centre with meeting space, a community policing centre, a library or a recreation centre.</p>	17
<p>Participants <b>suggested services and retail for convenience</b>, such as: Appliance repair, a cobbler, a seamstress, carwash, a Service Canada location, hardware, post office, pet shop, and bike services and rental due to proximity to spirit trail.</p>	15
<p>Participants <b>requested an event space and entertainment venue</b>.</p>	11
<p>Participants requested fewer multinationals chains, and more local shops and vendors.</p>	9
<p>Participants requested keeping Capilano Mall as is, with current retailers, or provided mall improvements suggestions, including more security and a faster elevator.</p>	9
<p>Participants requested adding a movie theatre.</p>	8
<p>Participants provided housing related suggestions, such as: Affordable social housing, and housing for seniors and people with disabilities.</p>	7

Key themes	Number of mentions
Participant suggested having a seniors' centre or hub and services for seniors.	6
Participants suggested including safe activities for teens, e.g. bowling, mini golf, arcade, go-carting.	6
Participants suggested an outdoor focus, better landscaping, planting tall trees and community gardens.	5
Participants noted that they wanted to keep Walmart at Cap Mall.	5
Participants requested arts/cultural programming.	5
Participants suggested adding office space to reduce commuters.	4
Participants suggested options that reduce the reliance on vehicles, including car share and cycling facilities.	3
Participant requested places to sit or gather, including past 5 pm.	3
Participants offered parking suggestions, including eliminating street parking and having ample underground parking.	2
Participants noted that they don't want high housing density at the site.	2
Participants requested services for new Canadians.	2



11. As a local resident, how important are the following to you? Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.



Total responses: 348



## 12. Is there any other form of housing you would like to see?

Key themes	Number of mentions
Participants <b>requested that housing be built to tailor to demographics</b> , including: First time home buyers, seniors, people with kids and pets, workers, students, people with disabilities, housing geared to locals, and those at risk of homelessness.	37
Participants noted that the <b>North Shore needs more affordable housing</b> .	31
Participants noted that they <b>do not want additional housing at Cap Mall</b> .	17
Participants <b>suggested co-op housing</b> .	17
Participants noted that they do not want high density housing and expressed concerns about congestion, views, availability of public services.	15
Participants suggested a mix of housing options, including both form and affordability.	12
Participants noted that they were interested in larger homes such as two- and three-bedroom housing including rental, and homes with basement suites to help with mortgage.	11
Participants requested townhomes or low- to mid-rise housing.	10
Participants provided suggestions for site design and use including: Adding more green space, incorporating housing on the east side of the site, building single family homes on small lots, modular units, tiny homes for homeless using municipal land, and adding an RV park.	8
Participants offered suggestions for workforce housing and services for local workers, including: Small rentable pods, live work units for creatives/entrepreneurs, day care, rent to own models, and first responders housing.	6
Participants requested building high density housing at Cap Mall.	6
Participants noted that they are interested in forward thinking housing that is planned alongside transportation options to reduce congestion.	4
Participants offered suggestions for design for retail and services, including: Podiums for office and retail, parking for residential separate from retail, and adding a hotel.	3
Participants provided suggestions about building materials, including concrete and not wood for fire safety or using materials that reduce noise.	2
Participants expressed concerns about supportive housing for potential impacts on property value.	2



# We're thinking about the future of Capilano Mall.

Capilano Mall has proudly served the North Shore for over 50 years. Over the years, Cap Mall has become an important community gathering place and provider of family-oriented retail. It's time to think about how it can meet the community's needs for the next 50 years.



Thinking  
Cap

[capilanomall.com/thinkingcap](http://capilanomall.com/thinkingcap)

**Thinking Cap is an opportunity to reimagine retail, reconnect the site to nature, and develop a vibrant neighbourhood hub and connecting place for local residents.**

Join QuadReal, the Mall's owner, at an open house that will help shape the principles that will guide the future of Cap Mall.

**Thursday, December 5, 2019  
4 p.m. – 8 p.m.  
Capilano Mall**  
Grand Court (next to Starbucks)  
935 Marine Drive, North Vancouver

Join the Thinking Cap conversation and share your ideas and feedback online at [capilanomall.com/thinkingcap](http://capilanomall.com/thinkingcap).

## About QuadReal

QuadReal is owned by British Columbia's largest pension fund, providing stable income for retired B.C. workers. QuadReal takes a long-term view about building complete and sustainable communities.



Notification postcard



Social media



# We're thinking about the future of Capilano Mall.

Capilano Mall has proudly served the North Shore for over 50 years and, over that time, has become an important community gathering place and provider of family-oriented retail. Now it's time to think about how it can meet the community's needs for the next 50 years.

Join the Thinking Cap conversation. Please read our discussion guide and complete the Thinking Cap survey online at [capilanomall.com/thinkingcap](http://capilanomall.com/thinkingcap).

Share your ideas and feedback by **January 31, 2020**.

## **Public Open House**

**Thursday, December 5, 2019**

**4 p.m. – 8 p.m.**

**Capilano Mall**

Grand Court (next to Starbucks)  
935 Marine Drive, North Vancouver



QuadReal

Thinking  
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Print ad



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Take the survey →

Digital ad

## Appendix B

# Discussion Guide and Feedback Form





# Thinking Cap

A shared vision for the  
future of Capilano Mall.

Capilano Mall Community Engagement  
November 21, 2019 – January 31, 2020  
Discussion Guide



Thinking  
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[capilanomall.com/thinkingcap](http://capilanomall.com/thinkingcap)



# We're thinking about the future of Capilano Mall.

Cap Mall has proudly served the North Shore for over 50 years and, over that time, has become an important community gathering place and provider of family-oriented retail. Now it's time to think about how it can meet the community's needs for the next 50 years.

Located on the new RapidBus route, Cap Mall is connected to everything we love on the North Shore. Thinking Cap is about a future for Cap Mall that is greener and more sustainable, offers a range of important services for people, responds to the North Shore's housing needs, offers a renewed focus for retail, and provides a community gathering space.

Join the Thinking Cap conversation and share your ideas and feedback online at [capilanomall.com/thinkingcap](https://capilanomall.com/thinkingcap) or email [thinkingcap@quadreal.com](mailto:thinkingcap@quadreal.com).

Please read our discussion guide and complete the Thinking Cap survey by **January 31, 2020**.

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**Capilano Mall – Grand Court**  
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## **How input will be used**

Your input will help shape and inform the proposed guiding principles for Cap Mall's future.

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Capilano Mall is located on the territories of the Squamish, Tsleil-Waututh, and Musqueam peoples.



## Who is Cap Mall's owner?

Headquartered in Vancouver, QuadReal Property Group is a real estate investment, operating and development company. QuadReal manages the real estate and mortgage programs of British Columbia Investment Management Corporation (BCI), one of Canada's largest institutional investors serving over 570,000 workers and pensioners in British Columbia. Cap Mall has been an important part of BCI's portfolio since 1999.

## Why is QuadReal considering the future of Cap Mall?

Cap Mall is over 50 years old and a major tenant recently closed. It's time to consider the future of the site and determine how it can better suit the needs of residents of the City of North Vancouver and the North Shore for the next 50 years.

QuadReal is committed to proactively engaging with residents to help inform and shape our views on the future of the site.

## What is the timeline?

We are at the very beginning of our public engagement process. Our goal is to work with the community to help shape the future of Cap Mall. We want to ensure that our proposal responds and contributes to the unique character and needs of the City and the North Shore.

Cap Mall will continue to serve the public, offering a variety of shops and services, including our largest tenant, Walmart. We encourage you to come by and visit.

# Cap Mall's retail history

Cap Mall opened in 1967 on Marine Drive in the low-lying area known as "Skunk Hollow", a former site of wartime housing.

**1967**

The Shopping Centre opened with Woolco and SuperValu



**1970s**

Sears opened and a parkade was added



**1980s**

The mall underwent an upgrade and major expansion



**1990s**

Walmart opened, replacing Woolco



**2010s**

Walmart completed its update, adding a grocery component



**2017**

Sears Canada closed





# What we've heard from the community so far.

In June and July 2019, we engaged with 851 North Shore residents and workers to find out what they like about the North Shore and what they think is missing. People told us that they love the North Shore's connection to nature and the outdoors, and that they want accessible public transit and more diverse housing options.

We used the community's feedback to develop proposed principles to guide the future of Cap Mall.



## 80%

of respondents\* were highly likely to recommend the North Shore as a place to live (responses with a rating of 7 or higher on a scale of 0 – 10.)

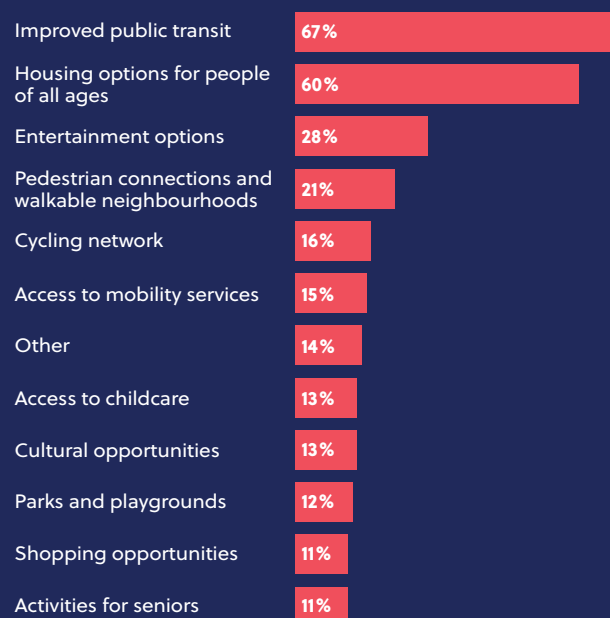
### What are the 3 things on the following list that you like the most about the North Shore?\*

(Please select up to 3 only)



### On the following list, what are the top 3 things needed on the North Shore?\*

(Please select up to 3 only)



\*Results of representative online survey of City of North Vancouver residents (n=309)



# City of North Vancouver planning context

## 2014 Official Community Plan

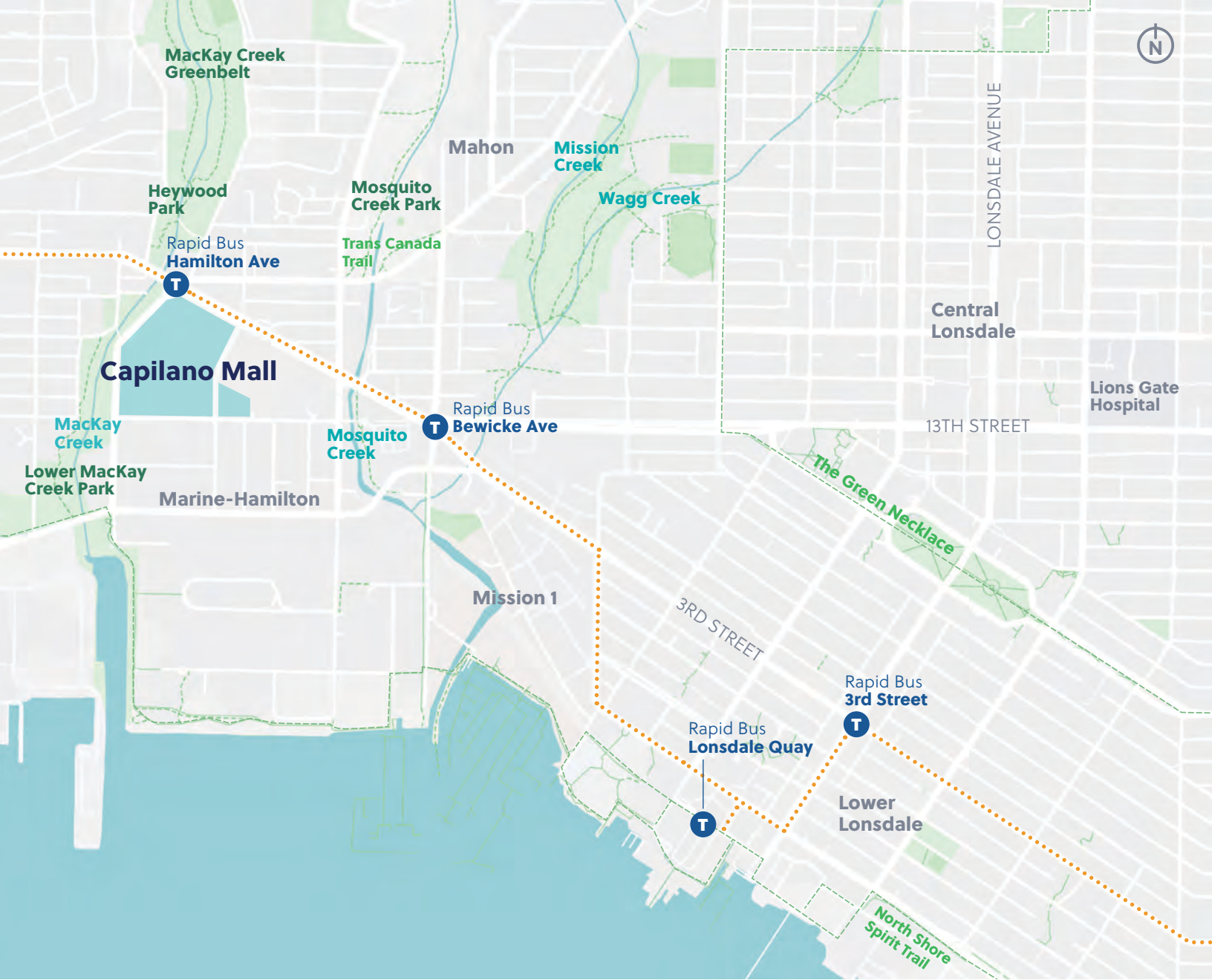
The Official Community Plan (OCP) seeks to create complete and compact communities that are diverse, accessible, resilient, creative, and healthy, serving residents of all ages and backgrounds. The OCP provides for growth and change along the Marine Drive corridor. TransLink, with support from the Province, is initiating a rapid bus service in early 2020 along the Marine Drive corridor to provide the most frequent and highest capacity transit service ever provided on the North Shore, with a stop at Cap Mall.

We think we can provide more than a shopping mall to help this transition continue. We look forward to incorporating the goals and objectives of the City of North Vancouver OCP in our planning and future application.

## Local Plans

Capilano Mall is located on the Marine Drive corridor. The City of North Vancouver has been working over the years on planning principles and ideas for Hamilton-Fell Neighbourhood and along Marine Drive, including:

- Marine Drive Development Guidelines (January 2011)
- Marine Drive Streetscape Design Guidelines (December 2010)
- Heywood Park Master Plan Report (October 2010)
- TransLink's North Shore B Line Plan (Spring 2018)



## City of North Vancouver Council's Vision and Priorities

The 2018–2022 Council Strategic Plan outlines the City of North Vancouver's vision of being "The Healthiest Small City in The World." The City's focus is on five key priorities to support the vision:

- A City for People is welcoming, inclusive, safe, accessible and supports the health and well-being of all.
- A Livable City leads the way in climate action and acts as a steward of the environment for future generations.
- A Vibrant City is where dynamic public spaces and places provide opportunities for connection and enable residents to engage with their community and celebrate their culture and history.
- A Connected City provides active and sustainable ways for people and goods to move to, from and within the City safely and efficiently.
- A Prosperous City supports a diverse economy by creating an environment where new and existing businesses can grow and thrive.







# Thinking Cap process

We assembled a team to gather information to feed into the start of our planning process for the Cap Mall site. Our process includes:

- Collecting feedback from the community
- Studying local plans
- Studying site-specific features
- Engaging with stakeholders and City planning staff

We used what we learned to help develop proposed principles that would guide the design for the site.

## **We want to hear from you**

Please provide your thoughts on the proposed guiding principles and ideas. Your feedback, along with technical considerations, will inform the final guiding principles and will help QuadReal in future planning and design for the Cap Mall site.

Complete the Thinking Cap survey online at [capilanomall.com/thinkingcap](http://capilanomall.com/thinkingcap).

## **Next steps**

Thinking Cap is an ongoing conversation with the community, and we are committed to engaging with the public throughout the process. We will use your feedback to inform our designs and we'll check back regularly with design updates before we submit our application to the City of North Vancouver.

## **Proposed Guiding Principles**

- **Transit-oriented, connected community with many ways to move**
- **Sustainable community design, ecological restoration and opportunities associated with MacKay Creek**
- **A vibrant neighbourhood centre and connecting place**
- **Innovative employment, retail and community services**
- **A mix of housing options to increase choice for North Shore residents and workers**





*Conceptual drawing for illustrative purposes only*

### **Proposed Guiding Principle**

# **Transit-oriented, connected community with many ways to move**

Cap Mall is located on a new RapidBus line with 8-minute service along Marine Drive east and west. There are existing cycling connections to Park Royal, Lonsdale Quay, and Park & Tilford through the North Shore Spirit Trail. The Integrated North Shore Transportation Planning Project (INSTPP) was initiated in January 2018 to address congestion issues. A key recommendation includes coordinating land use and transportation by prioritizing the development of mixed-use communities with new jobs and housing in approved, existing local areas and town centres and along defined Frequent Transit Network (FTN) corridors, such as Marine Drive.

## Thinking Cap Questions

### 1. As a local resident, how important are the following to you?

Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.

- \_\_\_\_\_ New pedestrian connections to surrounding neighbourhoods and trails
- \_\_\_\_\_ Safe access, paths, parking spaces, and repair stations for bikes, e-bikes and scooters
- \_\_\_\_\_ Creating a mixed-use community adjacent to a RapidBus station that provides connections east and west
- \_\_\_\_\_ Easy-to-access parking
- \_\_\_\_\_ Ride sharing (e.g. Uber and Lyft) and taxi pick-up areas
- \_\_\_\_\_ Car sharing access (e.g. Evo and Car2Go) and parking spaces
- \_\_\_\_\_ Plug-ins for electric vehicles

### 2. Do you have suggestions to improve transportation options?

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You can complete our survey online at [capilanomall.com/thinkingcap](https://capilanomall.com/thinkingcap)



Conceptual drawing for illustrative purposes only



### Proposed Guiding Principle

# Sustainable community design, ecological restoration and opportunities associated with MacKay Creek

Cap Mall is adjacent to MacKay Creek and near Mosquito Creek. There is potential for restoration or to create new ecological infrastructure to promote biodiversity. We want to align with the City of North Vancouver's environmental stewardship goals while protecting and enhancing habitat on the North Shore. We envision a sustainable community that also promotes the health and well-being of its residents.

## Thinking Cap Questions

### 3. As a local resident, how important are the following to you?

Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.

- \_\_\_\_\_ Using wood and other renewables in building materials
- \_\_\_\_\_ Sustainable design strategies, such as green roofs and rain gardens
- \_\_\_\_\_ Planting trees throughout the site
- \_\_\_\_\_ Climate change strategy and plan to reduce greenhouse gas (GHG) emissions
- \_\_\_\_\_ Community design to support health and well-being, and active lifestyles
- \_\_\_\_\_ Supporting biodiversity, salmon health, and restoration
- \_\_\_\_\_ Reducing water usage

### 4. MacKay Creek, just west of Cap Mall, is being restored to improve salmon and other aquatic habitat, and to reduce the potential for flooding. Do you like the idea of Cap Mall creating better connections to the adjacent MacKay Creek trail system?

- \_\_\_\_\_ Yes
- \_\_\_\_\_ No

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### 5. Are there other environmental priorities that you would like to see considered?

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### 6. The City of North Vancouver has declared its mission to be the healthiest small city in the world. How can a new vision for Cap Mall support this goal?

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*Conceptual drawing for illustrative purposes only*

### **Proposed Guiding Principle**

## **A vibrant neighbourhood centre and connecting place**

Cap Mall has always been a popular gathering place, walkable and accessible for local residents and shoppers alike. A site's character and form are crucial in developing a new neighbourhood and creating a sense of belonging. Indoor and outdoor features can encourage residents and visitors to gather and connect with one another.



## Thinking Cap Questions

**7. As a local resident, how important are the following to you?**  
Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.

- \_\_\_\_\_ A place to meet friends for coffee
- \_\_\_\_\_ Sidewalk cafés, bars and restaurants
- \_\_\_\_\_ Rain-protected gathering space for community events
- \_\_\_\_\_ Family-oriented gathering places
- \_\_\_\_\_ Entertainment and cultural space

**8. What do you think would add to the vibrancy of the neighbourhood?**

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### **Proposed Guiding Principle**

# **Innovative employment, retail and community services**

The way people work, shop and play is evolving on the North Shore. The Cap Mall site has the potential to create opportunities for innovative workspaces, retail that meets the needs of the North Shore, and community services that serve residents of all ages in the surrounding area.

## Thinking Cap Questions

**9. As a local resident, how important are the following to you?**  
Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.

- \_\_\_\_\_ New retail offerings focused on North Shore lifestyles
- \_\_\_\_\_ Outdoor oriented retail (e.g. "High Street")
- \_\_\_\_\_ Farmers' market
- \_\_\_\_\_ Creative office space
- \_\_\_\_\_ Retail that is connected with, and opens up to, Marine Drive and the RapidBus line
- \_\_\_\_\_ Community services that serve the surrounding neighbourhood:
  - \_\_\_\_\_ for seniors
  - \_\_\_\_\_ for families
  - \_\_\_\_\_ for children
  - \_\_\_\_\_ for new Canadians
  - \_\_\_\_\_ health care services

**10. What services would you like to see?**

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You can complete our online survey at [capilanomall.com/thinkingcap](https://capilanomall.com/thinkingcap)



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illustrative purposes only



### Proposed Guiding Principle

## A mix of housing options to increase choice for North Shore residents and workers

Housing affordability is a key issue on the North Shore and throughout the region. The Cap Mall site could provide a range of housing types, including workforce housing, and living options to accommodate a diverse community. Locating housing along a frequent transit corridor is a commonly accepted planning principle adopted throughout Metro Vancouver and recently endorsed by the INSTPP report.

## Thinking Cap Questions

### 11. As a local resident, how important are the following to you?

Please indicate importance on a scale of 0 to 10, with 10 being extremely important, and 0 being not important at all.

- \_\_\_\_\_ Condos for first-time home buyers
- \_\_\_\_\_ Family-oriented housing
- \_\_\_\_\_ Purpose-built rental housing
- \_\_\_\_\_ A 'locals first' preference for North Shore residents
- \_\_\_\_\_ Social housing
- \_\_\_\_\_ Condos for North Shore families downsizing from single family homes

### 12. Is there any other form of housing you would like to see?

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You can complete our survey online at [capilanomall.com/thinkingcap](https://capilanomall.com/thinkingcap)

## **Tell us about you (optional)**

### **Where do you live?**

- ☐ City of North Vancouver
- ☐ North Shore (outside the City of North Vancouver)
- ☐ Not on the North Shore

### **If you live in the City of North Vancouver, which neighbourhood?**

- ☐ Marine-Hamilton
- ☐ Westview
- ☐ Mahon
- ☐ Central Lonsdale
- ☐ Lower Lonsdale
- ☐ Tempe
- ☐ Grand Boulevard
- ☐ Cedar Village
- ☐ Moodyville
- ☐ Other:  
\_\_\_\_\_

### **Do you work on the North Shore?**

- ☐ Yes
- ☐ No

### **Do you own or operate a business on the North Shore?**

- ☐ Yes
- ☐ No

### **When you visit Cap Mall, how do you get there?**

- ☐ Personal auto
- ☐ Transit
- ☐ Taxi
- ☐ Bike
- ☐ Walk
- ☐ Other:  
\_\_\_\_\_

### **What's your Generation?**

- ☐ **Post-Millennial or Gen Z**  
Born 1996 or later
- ☐ **Millennial or Gen Y**  
Born 1977 – 1995
- ☐ **Generation X**  
Born 1965 – 1976
- ☐ **Baby Boomer**  
Born 1946 – 1964
- ☐ **Silent Generation**  
Born 1945 or earlier

### **Would you like to receive information about Thinking Cap by email?**

- ☐ Yes
- ☐ No

Email:

\_\_\_\_\_  
\_\_\_\_\_

Thank you for participating in Thinking Cap! Please provide your comments by **January 31, 2020**. Paper surveys can be scanned and emailed to **thinkingcap@quadreal.com**. If you would like to be entered to win a \$100 gift card to spend at Cap Mall (but prefer not to receive email updates about Thinking Cap), please provide your email here: \_\_\_\_\_

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