Delta

LADNER VILLAGE REVITALIZATION PROJECT

"Socialize Here"

IMAGINE WHAT YOU CAN DO HERE

Community Engagement Report

November 2024

The City of Delta acknowledges that we are on the shared, traditional, ancestral, and unceded territories of the scəw̓aθən (Tsawwassen), xʷməθkʷəy̓əm (Musqueam), and other Coast Salish Peoples. We extend our appreciation to these First Nations for the opportunity to enjoy this land together.

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ENGAGEMENT SNAPSHOT

(updated November 13, 2024)

How We Informed

1,676
Visitors to the website

102,887
People reached on social media

9
Social media posts

2
Full Page Newspaper Ads

1
Letter to Residents

6,085
E-blast subscribers reached

How People Engaged

1
Pop Up Event

77
Completions of Feedback Form

1,923
Interactions with Design Concept Document

75
Pop Up Event Participants

WHAT WE HEARD

In September 2024, Council directed staff to engage the community on the reimagined Chisholm Street Wharf. Staff gathered feedback from the community on the direction of the project based on the initial feedback the City of Delta received in the summer of 2024. The City hosted a month-long engagement program which included a feedback form as well as a pop up event at the wharf to provide residents with an opportunity to share their feedback on the proposed concepts. The response from residents reflects a range of themes, all of which will inform the next steps of planning and design.

- Residents expressed a desire for a vibrant and inclusive space with year-round programming, events, and gathering areas to foster social connection and walkability.
- There was strong support for adding lush greenery, shaded areas, and accessible pathways to accommodate all users, including water access options.
- Preserving and celebrating Ladner's heritage through historical elements, public art, and architecture that blends with the village's character was highlighted as important.
- Community members emphasized the need for upgraded public washrooms, improved parking, effective traffic management, and better connectivity between pedestrian and bike pathways.
- Balancing human activity with environmental preservation was a priority, with calls to minimize light pollution, protect wildlife, and add pollinator-friendly plants and trees.
- Concerns about traffic, building height, costs, and the balance between modernizing elements and heritage preservation were noted.

This feedback and other submissions received through the engagement program are included in the body of this report. Findings from the community feedback were provided to City staff to consider to further refine the concepts of the Chisholm Street Wharf and seek direction from Council.

1. INTRODUCTION

During the summer, the City launched a multi-phased engagement program to re-engage residents on the revitalization plans for Ladner Village and gather community feedback on the seven proposed projects aimed at improving the Village's vibrancy.

One of the highlighted projects focuses on upgrading the Chisholm Street Wharf. Based on the preliminary feedback received, community members perceive this project positively as part of the vision of Ladner Village. Residents were invited to share which features they would like to see and experience at the wharf.

Based on the feedback gathered, the City prepared a proposed concept for the wharf which incorporates modular seating, festive lighting, food truck spaces, misting features, illuminated pathways, improved accessibility to the dike and many more. The wharf experience extends to the nearby Spot-on-the-Water Park, offering additional seating and shaded areas for the community to enjoy.

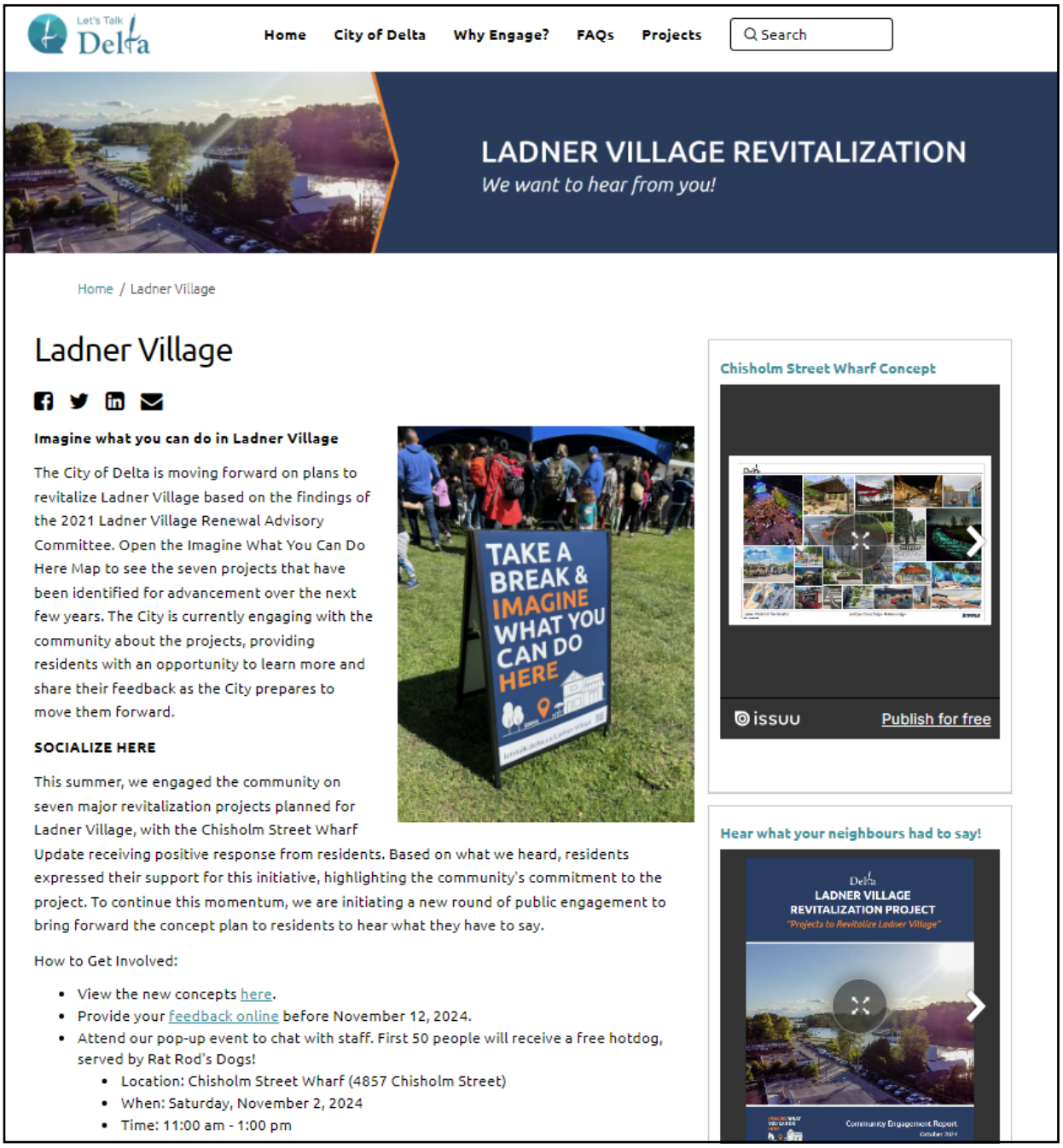
In this phase of engagement, staff sought feedback from the community on the direction of the project. The following report summarizes the activities undertaken to gather community input and the feedback received.

2. OUR APPROACH

The purpose of the Chisholm Street Wharf engagement program was to inform residents about the proposed concepts and features and gather feedback on the direction in relation to the broader plans to revitalize Ladner Village. A complete list of activities is available in the Engagement Timeline in Attachment A.

Project Website

A dedicated program webpage was created on the City's engagement platform, Let's Talk Delta, serving as hub for all information related to the Ladner Village revitalization plans and its individual projects.



Letter to Residents

October 15, 2024
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CITY OF Delta

October 15, 2024

Dear Resident,

Re: Chisholm Street Wharf Engagement Process is Underway

This summer, the City of Delta gathered feedback from the community about several projects to revitalize Ladner Village including plans to upgrade Chisholm Street Wharf. Participants were excited about the potential to create a year-round community gathering and event space, and had great suggestions for food trucks, lighting, seating and more. Based on the feedback received, the City has prepared a concept and is now inviting residents in the area and the community to review the proposal. The feedback received will be provided to staff and Council to consider in finalizing the plans for the upgrades.

A copy of the proposed concept is attached to this mailout. Key features include:

- Improved accessibility and connectivity between the wharf and dike pathway
- Modular seating to accommodate both small gatherings and larger groups
- Festive lighting to improve the atmosphere and visibility during evening hours
- Designated areas for food trucks and picnic tables
- Illuminated pathways to improve visibility and attract people to the wharf

The project also plans to extend improvements to Spot-on-the-Water Park, adding more seating, shaded areas, and misting stations during the summer months.

Here are the opportunities for you to get involved:

1. **View the concepts** at letstalk.delta.ca/Ladner-Village.
2. **Complete the feedback form** online before Tuesday, November 12.
3. **Attend our pop-up event** at the wharf.

Where: Chisholm Street Wharf (4857 Chisholm Street)
When: Saturday, November 2, 2024 | 11:00 am – 1:00 pm
What: To discuss the concepts with staff and enjoy free hotdogs for the first 50 people!

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CITY OF Delta

We look forward to hearing what you have to say and seeing you at the event. For more details on the project, please visit **letstalk.delta.ca/Ladner-Village**.

Yours truly,

Dan Cooper
Director Parks & Planning

Enclosure: Design Concept for Chisholm Street Wharf

cc: Council
Donny van Dyk, City Manager
Marcy Sangret, Deputy City Manager
Josh Turner, General Manager, Parks, Recreation & Culture
Deanie Wong, Director, Communications and Engagement
Jim Bauer, Director, Facilities and Major Projects
Mike Brotherston, Director, Corporate Services
Paula Kolisnek, Corporate Initiatives Manager
JoAnne Kleb, Manager of Engagement
Felise Yaco, Engagement Coordinator

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Newspaper Advertisements

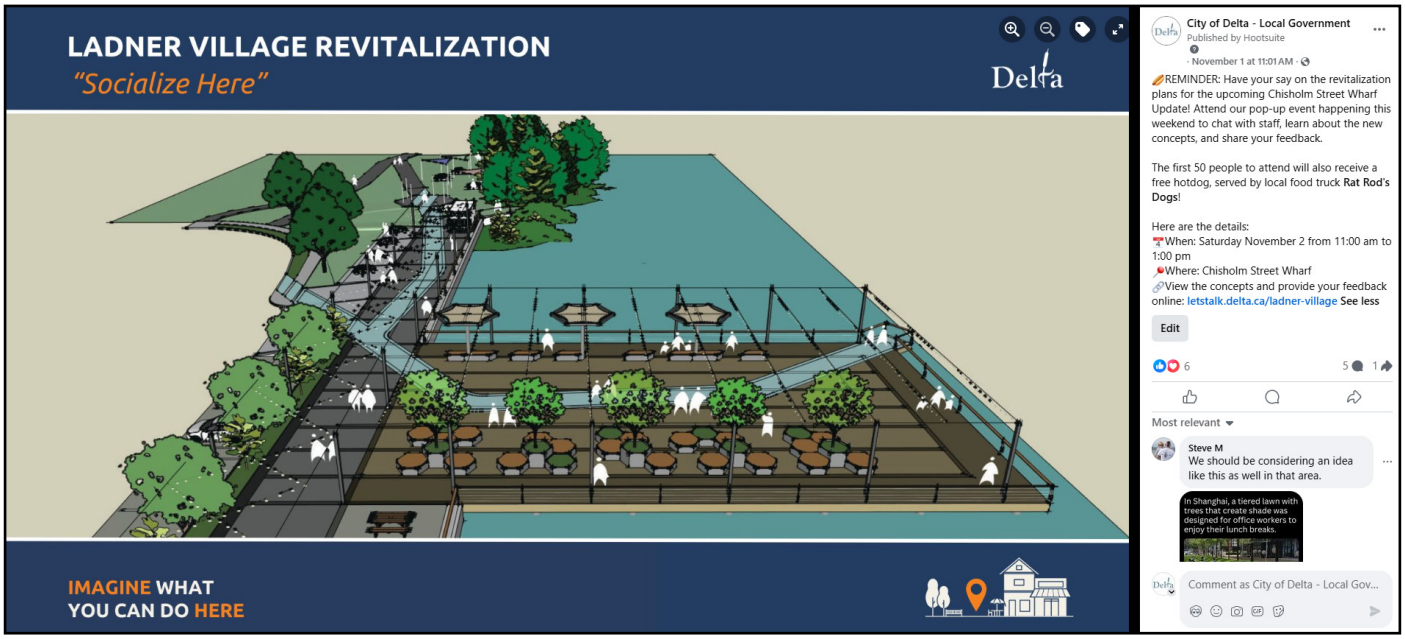
To reach residents who are not online, the City placed full-page advertisements in the Delta Optimist and North Delta Reporter, that shows the renderings of the Chisholm Street Wharf and invites the community to get involved through several opportunities.

Pop Up Event

The City set up a pop up event at the wharf on Saturday, November 2 to provide a chance for the community to speak directly with staff on the recommendations proposed for the Chisholm Street Wharf.

Social Media

The City used its large following on various social media platforms to raise awareness of the engagement program and upcoming event.



Feedback Form

Community members had the opportunity to complete an online feedback form from October 9 to November 12, 2024, to share their feedback on the proposed recommendations for the wharf. A total of 77 responses were received. The form provided a structured way to collect input on the key features and overall direction of the plan.

Community Readerboards

The project image was displayed on the City's readerboards in North Delta and South Delta to reach drivers passing through the area.

3. WHAT WE HEARD

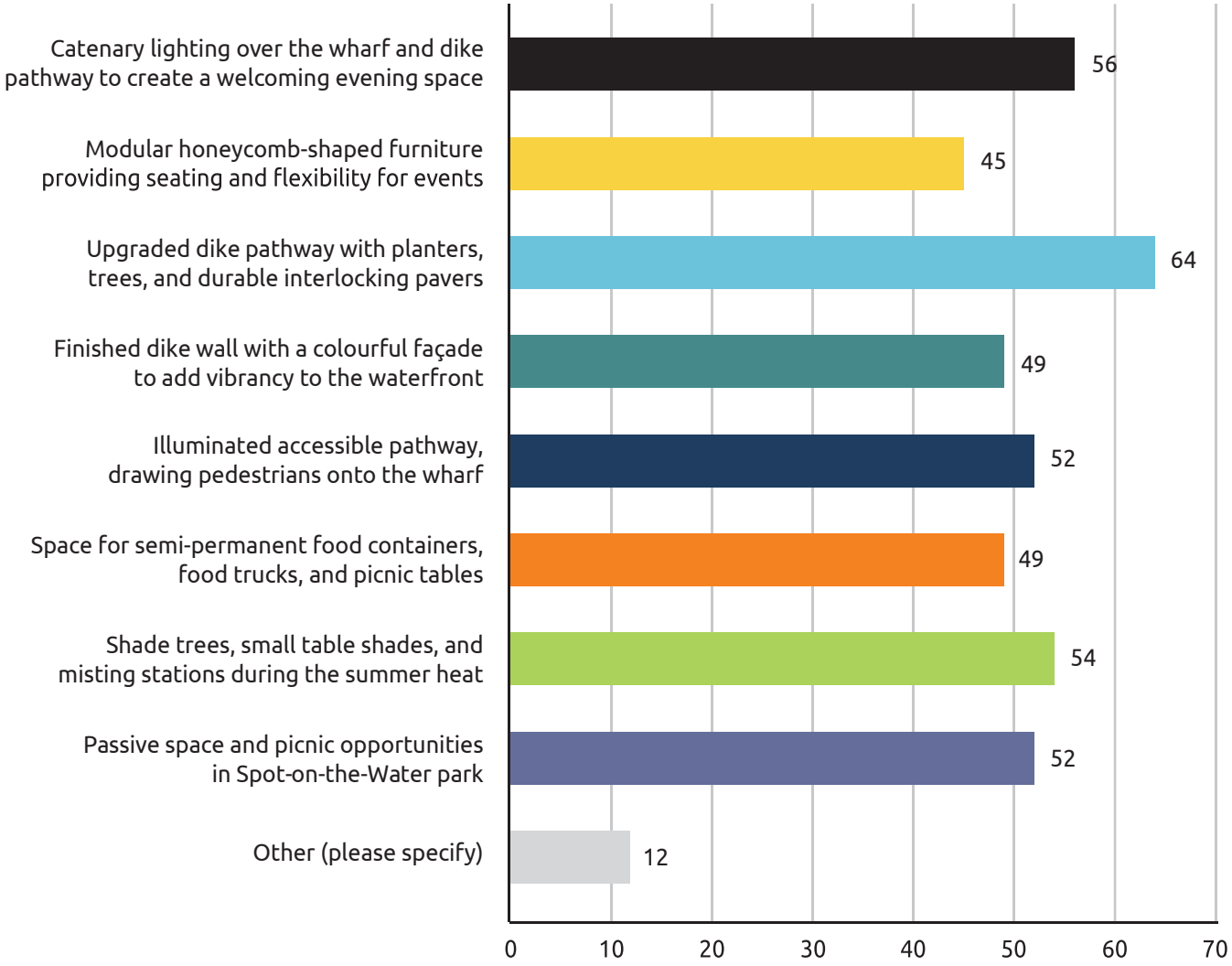
This section includes the results of the feedback form and the input gathered through conversations at the pop up event.

3.1 Feedback Form – "Socialize Here"

The following is a summary of the results of the second feedback form conducted in support of the "Socialize Here" Chisholm Street Wharf Update. The findings can be viewed at **letstalk.delta.ca/Ladner-Village**.

77 Responses

Q1: Which of the following features of the proposed concept do you like?



The feedback shows a consistent support for all proposed features, indicating overall satisfaction of the project's direction. Those who selected "Other (please specify)" highlighted specific concerns and suggested additional features including improved cycling accessibility, accessible water activities, and noise/parking concerns.

Q2: Do you have any other comments or suggestions for the design?

Community Events and Programming:

- Desire for spaces and events that balance Ladner's heritage and modern feel, with activities such as small concerts, cultural gatherings, dance performances, outdoor fitness classes, and seasonal festivities.
- Dedicated spaces for kayaking and canoeing with accessible launching areas.
- Emphasis on creating interactive and engaging community spaces without compromising heritage design elements.

Design and Infrastructure Elements:

- Request for permanent, weather-resistant, and comfortable seating options, such as benches facing the water and shaded areas using trees or structures.
- Support for bike racks, recycling stations, and permanent washrooms if food services are provided.
- Concerns about modular seating reducing accessibility and privacy.
- Preference for clear pathways to enhance connectivity and accessibility.

Accessibility and Inclusivity:

- Integration of historical and cultural elements representing both Indigenous and European heritage.
- Ensuring accessibility features such as wide paths, ramps, and accommodations for mobility devices.

Budget and Resource Concerns:

- Calls for careful cost management and avoidance of expensive, high-maintenance features.
- Concern about food truck impacts on noise, cleanliness, and pathways.

Environmental and Wildlife Considerations:

- Limiting light pollution to protect wildlife and maintaining natural, inviting spaces.
- Incorporation of greenery, such as pollinator-friendly plants, in the overall design.

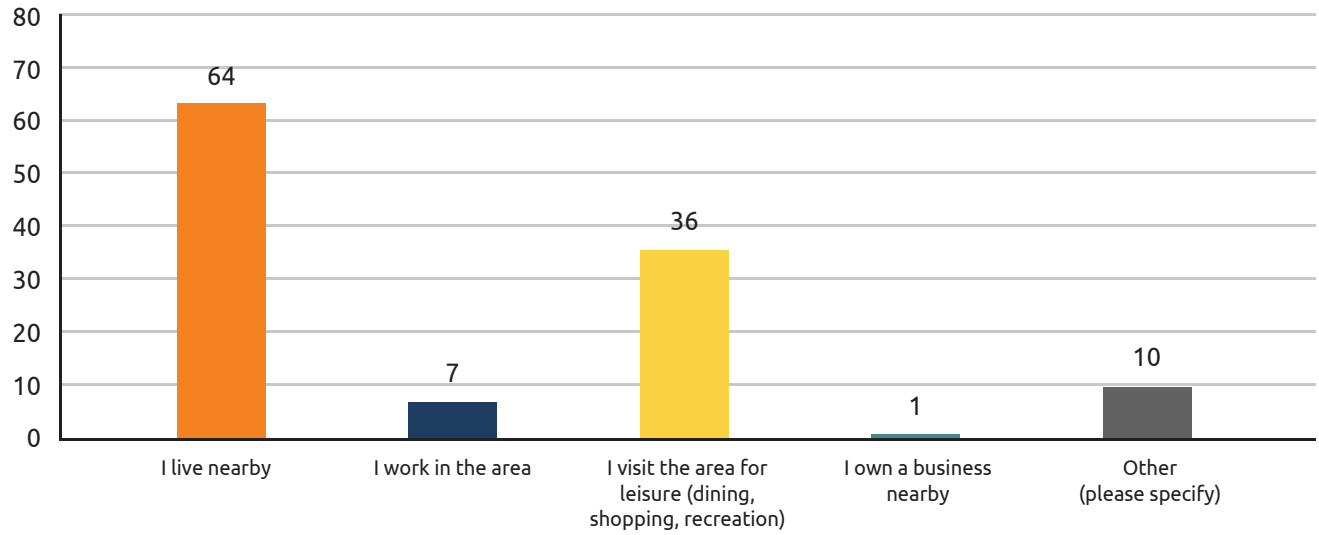
Q3: What types of activities and events would you like to see at the wharf?

- Appreciation for plans that make the area vibrant and enjoyable, with a focus on gathering spaces and activities that bring the community together.
- Positive remarks on the potential for live music, food trucks, and entertainment to create a lively atmosphere.
- Interest in music and small events, such as live concerts, summer concert series, and performances by small groups of musicians.
- Support for community gatherings including movie nights, concerts, Christmas events, seasonal festivities, and holiday-themed markets.
- Suggestions for events such as food truck festivals, long-table dinners, busking, outdoor art shows, dance performances, outdoor fitness classes (e.g., tai chi), and public dancing events.
- Desire for a space that can host interactive activities like outdoor book clubs, board game nights, yoga classes, and cultural events, especially for young adults (19-30 age range).
- Preference for a vibrant static location that attracts visitors and offers gathering spaces, including themed seasonal displays.
- Suggestions for kiosks painted in bright colours, designed to look like European beach huts, to be used by local artists and vendors.
- Interest in a boardwalk, boat tours, and accessible pathways, with emphasis on kayaking and other water-based activities.

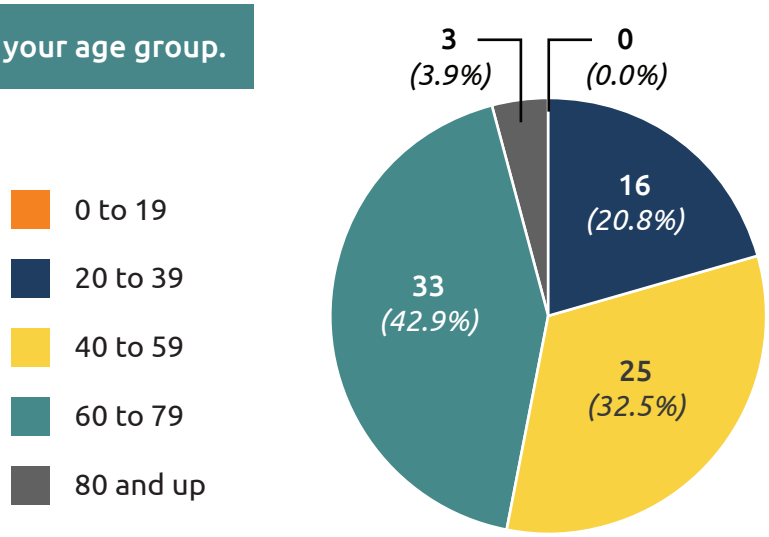
Concerns:

- Some concerns about noise and parking, as well as maintaining the area's cleanliness and upkeep beyond the wharf itself.
- Concerns over the potential for lighting and food trucks to encourage unwanted behaviours or crowding, with a preference for maintaining the area's serene and peaceful feel.
- Some interest in low-key events to retain the area's existing tranquility.

Q4: What is your connection to the Chisholm Street Wharf?

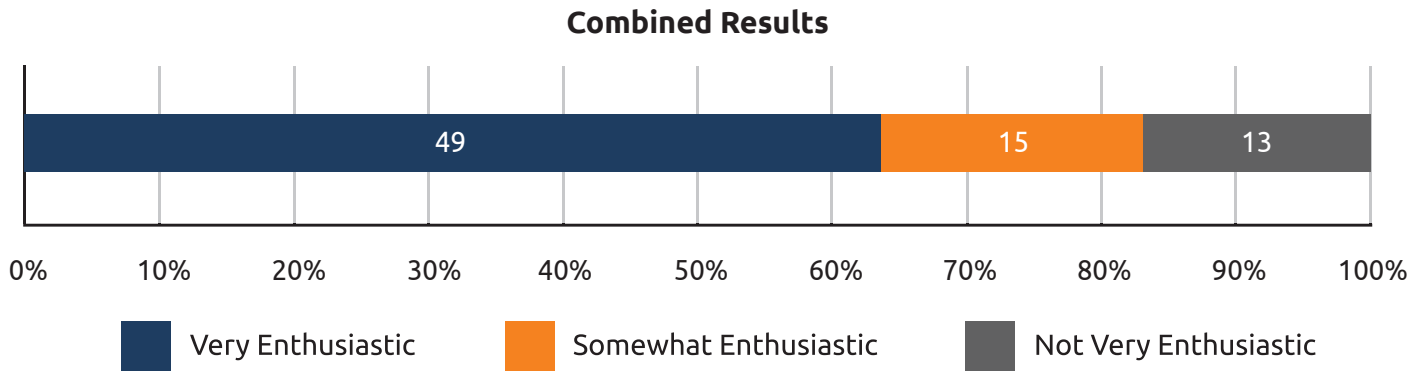


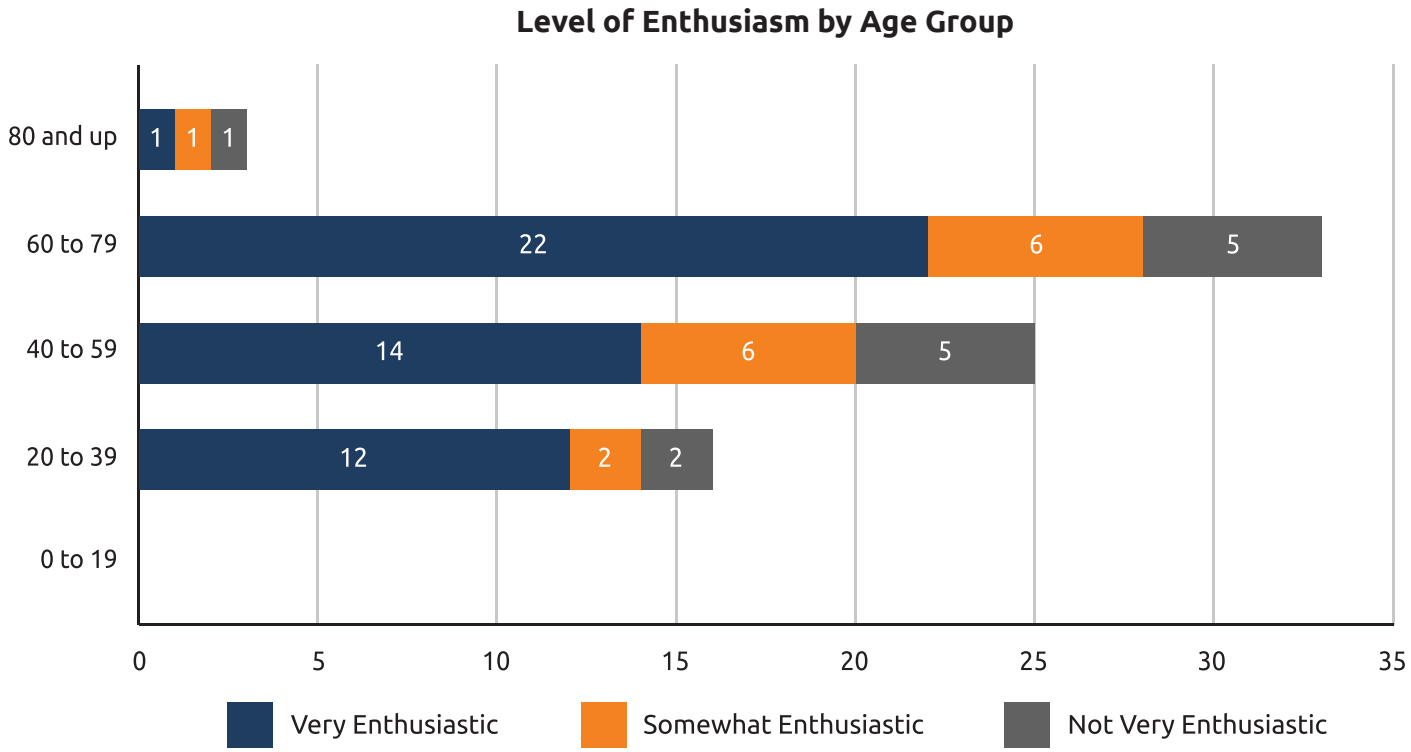
Q5: Please select your age group.



Q6: How often do you currently visit the Chisholm Street Wharf?

Q7: Rate your level of enthusiasm for the upgrades proposed for the Chisholm St. Wharf?





The data show that the results by age group does not vary. Similar distributions of enthusiasm can be found across all age groups.

3.2 Pop Up Event Feedback

Staff had conversations with the 75 participants through the pop up event at the Chisholm Street Wharf. Majority of the conversations were supportive of the direction the City is taking to revitalize the wharf. Some participants shared their concerns with the general development proposed for Ladner Village. Additionally, participants had the opportunity to share real-time feedback on the direction of the project using sticky notes. The following is a summary of the conversations heard and the sticky note comments.

General Sentiment and Overall Impressions:

- Comments like “looks good, keep this up!” and “I like where this is heading” from the 30-50 demographic.
- Residents glad something is happening and like the direction of the project.
- Excitement about the boutique hotel idea and additional events and markets.
- Some disappointment at the slow pace of improvement, wishing it had happened earlier.

Community Use and Activities:

- Suggestions for making the space usable year-round with covered areas and more programming, like a Christmas market.
- Desire for kayak and paddleboard rentals, noting that rentals used to be available 20 years ago.
- Support for more pop-up games and community programming, like “40 days of summer” events seen elsewhere.
- Calls for incorporating public art that reflects local history, such as the Chinatown commemorative plaque.
- Interest in bringing back fire tables for ambiance and having free hotdogs every Saturday.
- Residents want the area to serve locals, not just replicate Steveston.

Infrastructure and Design Suggestions:

- Need for permanent washrooms, but placed where residents don’t have to stare at them.
- Calls for raised crosswalks to slow down traffic around the blind corner where drivers ignore the speed limit.
- Bike paths need improvement, with a specific request for chicanes to slow e-bike traffic.
- Concerns about wood seating due to rot; preference for materials that won’t deteriorate quickly.
- Suggestions for adding more greenery and planters to provide privacy between picnic tables.
- Incorporation of local art into railings and concrete walls.
- Mixed feedback on lighting—ensure good lighting for safety, but minimize to reduce wildlife impact.
- Calls to balance modern features with heritage elements to preserve Ladner’s character.

Accessibility and Connectivity:

- Support for better connections between Chisholm Street Wharf and Elliott Street Wharf.
- Desire for one-way traffic on Chisholm Street to improve flow.
- Strong interest in clear walking routes, water access, and ramps for kayakers and paddleboarders.
- Parking concerns, with requests for on-street parking to avoid turning the waterfront into another Steveston.

Environmental Considerations:

- Limit light pollution to protect local wildlife, including birds.
- Calls to reintroduce lush greenery and trees along the river's edge.

Concerns and Criticisms:

- Some residents unhappy with the eviction speed for businesses for the hotel project.
- Frustration over no water access in the current design, preferring a working wharf.
- Concerns about e-bike speeds and dog traffic, calling for more engagement and better controls.
- Mixed feedback on modern versus heritage design—some want modernization; others want heritage preservation.

Sticky Note Comments:

Enthusiastic:

- Strong support for utilizing the space, emphasizing walkability, dog-friendly areas, and greenery.
- Excitement for better waterfront access, including swimming and public spaces focused on art and greenery.
- Long-time residents expressing happiness about long-awaited improvements in Ladner.
- Positive feedback on design, encouraging raised planters for privacy and vibrant public areas.
- Support for hotel development, with a preference for blending it with existing architectural styles and offering amenities like breakfast or restaurants.
- Encouragement for bike-friendly features, such as bike racks.
- Overall enthusiasm to see the project move forward, with calls to begin construction promptly.

Happy:

- Appreciation for the addition of decent washrooms and improvements viewed as long overdue.
- Support for raised crosswalks and concerns about the placement of portable washrooms.
- Encouragement to extend the pathway all the way to Sharkey's.
- Desire for covered areas to allow use during rainy weather.
- Interest in making the area a true destination spot, with a suggestion to improve the abandoned building across the wharf.

Neutral:

- Desire for better connectivity between the wharf and the rest of the village.
- Interest in regular programming and attractions, including a year-round market.
- Concerns about parking availability during construction and a preference to maintain current parking arrangements.
- Request to ensure the wharf remains usable during winter months.
- Interest in incorporating Ladner Village's history into the project and adding more attractions, such as community gardens.

Concerned:

- Urgent need for new public washrooms.
- Preference for limiting the hotel height to five storeys.
- Request to revitalize the shipyards building as part of the project improvements.

Mad:

- Concerns about traffic redirection if Delta Street is closed during the summer.
- Strong opposition to the project with a simple “just no” statement.
- Frustration directed at encouraging walking or biking over car use.

Attachment A: Communications and Engagement Timeline

Date	Activity
October 9	Chisolm Street Wharf News Release
October 9	Let's Talk Delta • Project page • Feedback form • Renderings
October 9 – November 12	Social Media Campaign
October 10	Readerboards
October 16	E-blast #1
October 14	Facebook Event Live
October 14	Targeted Social Ads
October 17	Letter to Residents
October 17	Full Page Newspaper Ad #1
October 24	Full Page Newspaper Ad #2
October 31	E-blast #2
November 2	Engagement Event – Pop Up at Chisholm Street Wharf
November 12	Feedback Closes

Delta

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X
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