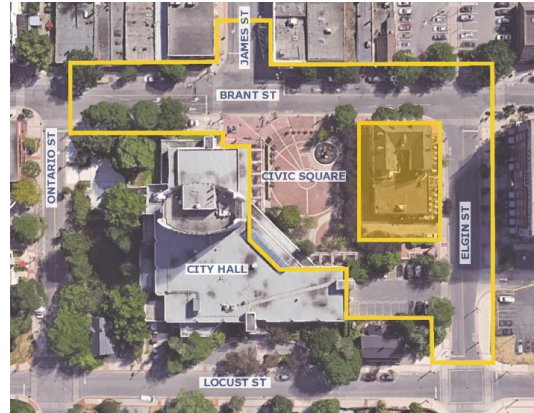


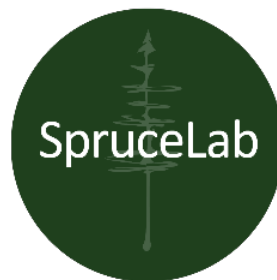
**REPORT NO: ES-19-24, APPENDIX B**



City of Burlington | Civic Square and Brant Street Renewal

# Engagement Summary Report

June 28, 2024



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## 1.0 Introduction

The City of Burlington is renewing Civic Square in front of City Hall on Brant Street. This project is combined with upgrades to the streetscape along Brant Street and Elgin Street in the vicinity of City Hall. Renewal of the Brant Street entrance to City Hall is also included in this project. To this end, a comprehensive public and stakeholder engagement program was developed to receive input on how to revitalize these important civic spaces.

The engagement program was based on the International Association of Public Participation Spectrum (IAP2) and ranged in levels from inform to collaborate. The program was continuously refined based on the level of interest and availability of those engaged, to respond effectively to their respective needs. Each phase of engagement circled back to inform the development of the design.

First Nations and local Indigenous engagement was undertaken, which is an important way to honour the Truth and Reconciliation Commission of Canada's Calls to Action, as well as the United Nations Declaration on the Rights of Indigenous Peoples. Consultation with First Nations Treaty Rights Holders included Mississaugas of the Credit First Nation, as well as Six Nations of the Grand River who have interest rights as the site is within their Traditional Territories. This was also a requirement of the Investing in Canada Infrastructure Program (ICIP) fund which supports this project. Local Indigenous Engagement included meeting with a representative of the Burlington Indigenous Talking Circle.

In total, approximately 30 separate engagement events were held in a combination of in-person and virtual formats. There were also public surveys posted on the City's "Get Involved Burlington" web page. The events and surveys gathered feedback on the redevelopment of Civic Square, the Brant Street entrance to City Hall, and Brant Street streetscape.

This report summarizes feedback received during the engagement events. Specific categories are noted to inform Civic Square and streetscape uses, programming, partnerships, plus operations and maintenance for the spaces. Ideas that are relevant across the categories may be repeated, to ensure that this information is considered in those aspects of the new design.

## 1.1 Purpose of Engagement

The engagement program was created to inform design decisions made by the consultants and the City's Project Team in a collaborative process. This involved considerations about the inclusion, layout and placement of specific activity areas, pedestrian and vehicular circulation, site materials and furnishings, plus ideas generated to support future programmatic elements.

## 1.2 Who Was Engaged

Based on the variety of interests and relationships to the City of Burlington and the project, engagement included the following extensive range of stakeholders, public, First Nations, and local Indigenous Peoples:

- City of Burlington elected officials (Mayor and Councillors)
- City Staff
- Advisory Boards and Committees
- External Stakeholder Groups
- Mississaugas of the Credit First Nation
- Six Nations of the Grand River
- Local Indigenous community
- General Public

In total, the engagement program included approximately 20 combined in person / virtual engagement events with the City's elected officials, staff, advisory boards, stakeholders, and the broader public. There were also 10 combined in person / virtual engagement events held with advisory committees.

## 1.3 Engagement Program Timeline

The engagement program is divided into three phases. Phase One of engagement began in September 2023 and was completed in February 2024. This first phase introduced the project scope, background studies, existing conditions, and the project's goals and objectives. It sought to receive feedback and comments about how the existing spaces feel and function, and how they might be improved.

Phase Two of engagement began in March 2024 and was completed in June 2024. This phase considered feedback received from Phase One and presented three concepts for Civic Square and the adjacent streetscape. Participants were asked to provide feedback on each of the three concepts and indicate if there was a preferred concept. They were also asked to identify preferred elements from the concepts.

Phase Three of engagement will commence in July 2024 and will continue into September 2024. It will inform stakeholders and the broader public on the preferred concept.

## 2.0 Overview of Engagement Events

The in-person and virtual engagement events and the online surveys were tailored to address the audience involved. For the purposes of this report, the engagement overview is arranged in three major groups:

- City staff, elected officials, advisory bodies, committees and stakeholders
- General public
- First Nations and Local Indigenous Community Engagement

Below is a summary of the specific stakeholders, public, First Nations, and Indigenous community that were engaged.



### 2.1 Engagement with City Staff, Elected Officials, Advisory Bodies, Committees and Stakeholders

Engagement events were held with the following individuals and groups:

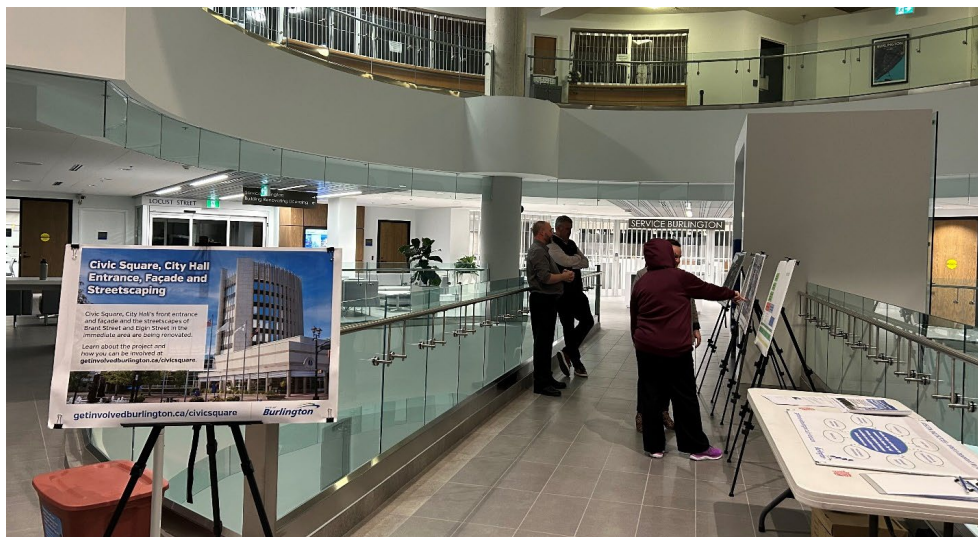
- Elected officials:
  - Mayor Marianne Meed-Ward
  - Councillors Angelo Bentivegna, Kelvin Galbraith, Lisa Kearns, Rory Nisan, Paul Sharman and Shawna Stolte
- City Staff:
  - City Manager
  - Community Planning
  - Corporate Communications & Engagement
  - Engineering Services
  - Environment, Infrastructure, and Community Services
  - Recreation, Community & Culture
  - Roads, Parks and Forestry
  - Transportation Services

- Advisory Boards and Committees:
  - Accessibility Advisory Committee
  - Downtown Parking Advisory Committee
  - Inclusivity Advisory Committee
  - Integrated Transportation Advisory Committee
  - Mundialization Advisory Committee
  - Seniors' Advisory Committee
  - Sustainable Development Advisory Committee
  - Culture Boards
  - Conservation Halton
  - Tourism Burlington
  
- Stakeholder Groups:
  - Burlington Downtown Business Association
  - Burlington Youth Student Council
  - Third Party Event Organizers
  - Local Historian
  - 400 Brant Street (owner & operator)

## 2.2 Engagement with the General Public

Public consultation events included:

- 'Food for Feedback' (in person event) – September 2023
- Public Open House (in person, informal drop-in) – November 2023
- Virtual Public Open House – November 2023
- Online presentation (narrated) – June 2024
- Online public surveys (on City's 'Get Involved Burlington' web page) – Fall/Winter 2023 and June 2024
- Public Open House (in person, informal drop-in) – June 2024



## 2.3 Engagement with First Nations and the Local Indigenous Community

First Nations and the local Indigenous community were engaged in separate events.

- First Nations
  - The project team met with the Mississaugas of the Credit First Nation, as well as Six Nations of the Grand River
  - The team met with the above First Nations individually on two separate occasions, and they showed an interest in the project and shared their priorities and ideas to support the design
  - The team will continue to meet with these First Nations to update them on the project and determine their respective desired levels of engagement as the project advances, ensuring that their interests are heard, respected, and incorporated to the best extents possible
- Local Indigenous community
  - The local Indigenous community was consulted at a meeting with the Burlington Indigenous Talking Circle

## 3.0 Summary of “What we heard”

The engagement sessions offered great opportunities for participants to share their insights regarding the needs and aspirations for this landmark civic project. Many participants noted that the engagement experience was positive and that the process was transparent. The sections below are offered as a high-level summary of information that was generated by the individuals and groups engaged to date.

### 3.1 Phase One Summary

Similar to the previous section that outlined the various engagement events, this section summarizes the feedback received, organized into the same major groups: City staff, elected officials, advisory bodies and committees, the general public and First Nations and Local Indigenous Community Engagement.

#### 3.1.1 City staff, elected officials, advisory bodies, committees and stakeholders



#### Accessibility:

- Barrier free with no stairs
- All ages and abilities
- Diversity
- Accessible parking

#### Functionality:

- Cohesive
- Versatile / flexible
- Movable site furnishings
- Temporary stage / podium
- Relocate the dumpsters
- Public safety at events and gathering spaces
- Opportunities for marketing and advertising

#### Atmosphere:

- Civic Square as the "the Heart of Downtown"
- Welcoming, inclusive, comfortable
- Sociable, create gathering spaces
- Make the space inviting to attract people

#### Aesthetics and design:

- More green, less pavement
- Timeless design, cool, contemporary
- Refreshed and modernized
- Inside and outside appeal to the square
- Color and vibrancy to the design
- Forward thinking for future public civic space
- Principles speak to the "Core Values" shared in engagement

#### Architecture:

- City Hall needs a new look, could be helped with colonnades & planters
- Integrated promenade
- Connections to the entrance way, stronger connection to entrance with ground floor area
- Improve connection of existing two city doors
- Shipping container for events and programs

#### Arts and Culture:

- Signage and Languages – cultural events
- Placemaking integration into design
- History of Burlington; respect the past
- Historical connections to be in patterns of pavers, include stone
- Public Art, including digital art and Indigenous Art
- the Big Tree is Important
- Holidays, tree decorating and seasonal events
- Amenities for festivals



#### Activities:

- Children's play area
- Dog play area
- Splash pad or interactive water feature
- Programmable space
- Cohesive space for special and sporting events
- Community integration, community gathering space
- Open welcoming for a seamless transition from inside to outside
- An inclusive meeting spot, an outdoor community hub
- Stage made with natural materials

#### Pedestrian comfort:

- Protection from the elements (e.g. sun, snow, rain)
- Access to washrooms and change facilities

#### Cycling infrastructure:

- Secure bike parking
- Bike repair station

#### Site furnishings and structures:

- Flag poles on ground level (flag raising events)
- Shade structures
- Podium and sound system
- Seating, tables, picnic tables
- Clock is important to community
- Lighting- changes color- attractive exterior square, LED lights in trees
- Supportive infrastructure for special events and programs
- Billboards or events board to share info with community

#### Landscape and Green space:

- Preserve and enhance nature (e.g. trees, plants, flowers)
- Community space, gathering space for events (e.g. community, festival, ceremony)
- Passive uses (e.g. walking)
- Tree canopy

#### Seasonality and times of day:

- Year-round use and activities
- Nighttime design (e.g. lighting and visibility) for evening events

#### Sustainability:

- Sustainable materials for paving and infrastructure
- Bird friendly design for architecture
- Reduce heat island effect
- Sustainable modern materials and colors

#### Collaboration:

- Twin Cities input into design
- Receive ideas from people in other parts of world, to welcome and attract them to the space

#### Streetscape:

- Flex or Flexible street
- Integrate green infrastructure (catch stormwater)
- Widen boulevard and plant street trees
- Roads could be seamless around the square
- Pedestrian cross walks

#### Sound, Audio-visual and electrical equipment:

- Power outlets are needed
- Light system
- Sound system
- Visual display (e.g. large screen TV / monitor)
- improve on AV/ Electrical/ equipment, plug in's, Charge ports, hook ups
- Shelter space from elements for event set up
- Security cameras

#### Parking area:

- Small parking area
- Accessible spaces

### 3.1.2 General Public



From the in-person and virtual engagement events and online surveys, feedback from the public was received regarding both existing conditions and ideas on how the spaces could be transformed.

With respect to how often the space is currently used, responses ranged from annually, monthly, weekly to never. How the space is used included responses such as passerby, walk through, passive leisure and attending events.

When asked about the existing state of Civic Square and the Brant Street streetscape, the comments received focused on:

#### Accessibility:

- Sloped areas, barriers and inaccessible areas
- Poor pedestrian circulation

Pedestrian amenities:

- Unwelcoming
- Lack of seating
- Lack of vegetation and shade

Safety:

- Underutilized space, no active uses
- Poorly lit

Positive aspects of the space focused on:

- Open and uncluttered; simple and functional
- Flexible use and ability to accommodate events
- Pedestrian connections and pass-through
- Amenities: fountain, water, seating, flag poles, anniversary clock, seasonal decorations
- Landscape: trees, plants, flowers

In a response to the existing state of the spaces, the engagement sought to describe the vision and feeling of the re-designed spaces. Common themes were:

Accessibility:

- Inclusive, all ages, diverse
- Integrated design
- Flat, firm surfaces
- Lighting
- Seating

Pedestrian amenities:

- Comfortable, inviting
- Seating
- Technology (including Wi-Fi and charging stations)
- Protection from weather: snow, rain and sun
- Greenery
- Water station
- Washroom access
- Solar-powered features
- Digital display such as large screen for events
- Information displays
- Stroller parking

Cycling amenities:

- Bike parking
- Bike repair station

Safety:

- Open, connected
- Lighting for night events

Civic pride:

- Ceremonial spaces
- Public art
- Downtown hub, civic events, festivals and food events
- Play space
- History and heritage
- All-season events
- Educational opportunities
- Tourist attractions

Architecture:

- Bird friendly design
- Purchase property at 400 Brant Street for civic building

Activities:

- Flexible, multi-use spaces
- Water element
- Performance stage

### 3.1.3 First Nations and the Local Indigenous Community

Both the Mississaugas of the Credit First Nation and Six Nations of the Grand River were interested in the redevelopment of the civic square and streetscape. The information that was offered through engagement meetings with them was documented and carefully considered as the design advanced. It remains confidential to protect the Indigenous Knowledge that was shared. The project team will continue to engage with these First Nations to develop more detailed design and related programmatic elements that focus on celebrating and honoring their history and culture (e.g. signage and storytelling / narratives), to educate the public about Indigenous Ways of Knowing and Being, and to create meaningful elements and spaces focused on Indigenous placekeeping.

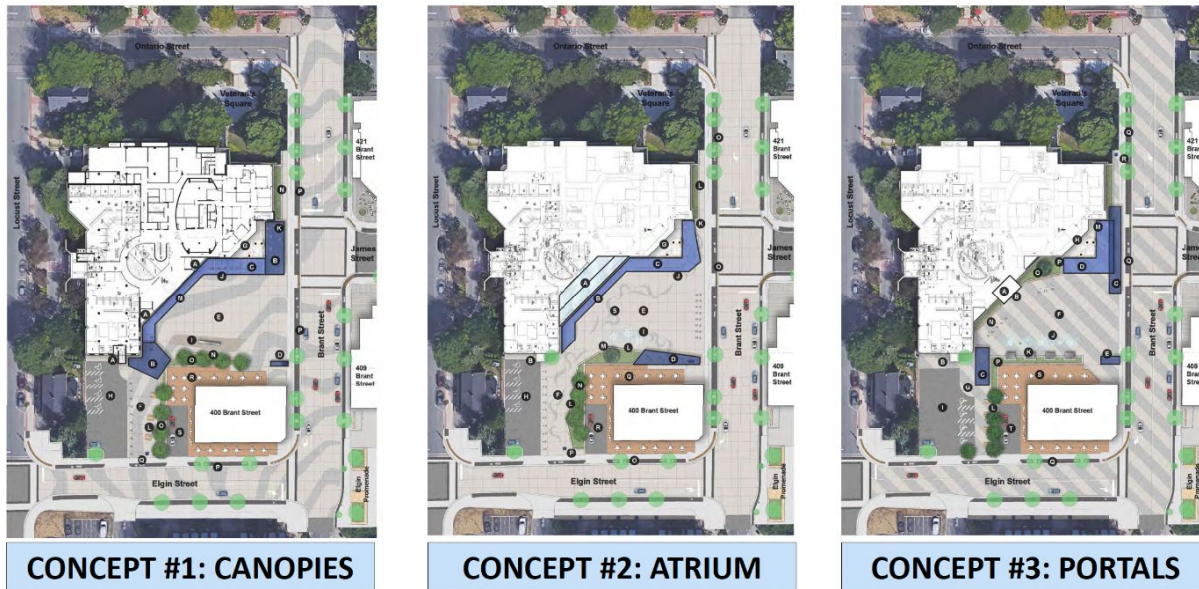
Engagement with the Burlington Indigenous Talking Circle included suggestions of design elements to create Indigenous placekeeping and to support having important cultural ceremonies in the space. This information was shared to help advance the design and is not described here as it is important to continue to have more in-depth dialogue with representatives from the Talking Circle to help better understand and support the needs of local Indigenous Peoples.



Image of sweetgrass, an important plant and sacred medicine for many First Nations

## 3.2 Phase Two Summary

Phase Two of the engagement program presented stakeholders and the general public with three design concepts for Civic Square and Brant Street Streetscape. They are identified as #1: Canopies, #2: Atrium, and #3: Portals (see images below). At each engagement event, feedback was requested on a preferred concept. This was combined with the identification of key design elements from all three of the design concepts.



### 3.2.1 Decision Matrix

To understand the extensive feedback received on the three concept designs during Phase Two engagement, a decision matrix was used as a tool to evaluate and understand the preferred design elements. Please see image of the decision matrix below.

Preference for design elements by major stakeholder groups (i.e. city staff, city council, advisory boards, committees, and the public) were assigned a rating of 1 (not preferred), 5 (moderate preference), or 10 points (most preferred). The sum of the ratings provided for each design feature across stakeholder groups assists in understanding preferences.

A preference for the following design features emerged from the decision matrix:

- Overall preference for Concept 2 – Atrium, with a vestibule entrance as per Concept 3
- Focal points, double and single story, at Brant Street and James Street
- Focal point at Elgin Street
- Continuous canopies as per Concepts 1 and 2
- Size, configuration, and flow of Concept 2
- 50% parking reduction as per Concepts 1 and 2
- A variety of seating opportunities as per Concept 1
- Flag poles at building entry as shown in Concept 1

- Water jets as shown in Concept 3
- Trees and planting areas as shown in Concept 3
- Waves paving pattern as shown in Concept 1

### 3 CONCEPTS - DECISION MATRIX

	OPTION	DESIGN ELEMENTS	CITY STAFF	CITY COUNCIL	ADVISORY COMMITTEES	PUBLIC	
OVERALL	1	CANOPIES	1	5	5	5	16
	2	ATRIUM	10*	10*	5	5	10
	3	PORTALS	5	5	5	5	20

\* NOTE: Denotes preference for the option and incorporation of a consolidated entrance, but not the atrium feature.

	OPTION	DESIGN ELEMENTS	CITY STAFF	CITY COUNCIL	ADVISORY COMMITTEES	PUBLIC	
ENTRANCE	1	SPLIT ENTRY (MAINTAIN EXISTING)	5	5	5	1	16
	2	CONSOLIDATE ENTRY (ATRIUM)	1	1	5	5	12
	3	CONSOLIDATED ENTRY (VESTIBULE)	10	10	5	5	30
FOCAL POINT	1	BRANT AND JAMES (DOUBLE HEIGHT)	5	5	5	5	20
	2	BRANT AND JAMES (SINGLE HEIGHT)	5	5	5	5	20
	3	BRANT AND JAMES (DOUBLE HEIGHT)	5	5	5	5	20
FOCAL POINT	1	ELGIN STREET (DOUBLE HEIGHT)	5	5	5	5	20
	2	ELGIN STREET (NONE)	5	5	1	5	16
	3	ELGIN STREET (DOUBLE HEIGHT)	5	5	5	5	20
CANOPIES	1	CONTINUOUS	5	5	5	5	20
	2	CONTINUOUS	5	5	5	5	20
	3	AT FOCAL POINTS	1	5	1	5	12

	OPTION	DESIGN ELEMENTS	CITY STAFF	CITY COUNCIL	ADVISORY COMMITTEES	PUBLIC	
EXTERIOR SPACES	1	SIZE / CONFIGURATION / FLOW	5	5	5	5	20
	2	SIZE / CONFIGURATION / FLOW	10	5	5	5	25
	3	SIZE / CONFIGURATION / FLOW	1	1	1	5	8
PARKING	1	REDUCTION (50%)	5	5	5	5	20
	2	REDUCTION (50%)	5	5	5	5	20
	3	REDUCTION (20%)	1	1	5	5	12
TRANSITIONS	1	TO ADJACENT PROPERTIES AND STREETScape	10	5	5	5	25
	2	TO ADJACENT PROPERTIES AND STREETScape	10	5	5	5	25
	3	TO ADJACENT PROPERTIES AND STREETScape	5	5	10	10	30
SEATING	1	VARIETY / LOCATION / QUANTITY	5	5	5	10	25
	2	VARIETY / LOCATION / QUANTITY	5	5	5	5	20
	3	VARIETY / LOCATION / QUANTITY	5	5	5	5	20
FLAG POLES	1	AT BUILDING ENTRY	10	5	5	5	25
	2	BRANT STREET EDGE	1	5	5	5	16
	3	BUILDING MOUNTED	1	5	5	1	12
WATER FEATURE	1	WATER WALL	1	1	5	5	12
	2	BUBBLERS	5	5	5	5	20
	3	WATER JETS	10	5	5	5	25
LANDSCAPE	1	TREES / PLANTING AREAS	5	5	5	5	20
	2	TREES / PLANTING AREAS	5	5	5	5	20
	3	TREES / PLANTING AREAS	10	5	5	5	25
PAVING PATTERN	1	WAVES	10	5	5	10	30
	2	IMPRINTS	1	5	5	5	16
	3	STRIPES	5	5	5	5	20

## 4.0 Conclusion and Next Steps

Based on the feedback regarding the three concepts presented, a preferred concept was created. This preferred concept is a hybrid of the most favorable components of each of the three concepts that were presented at the Phase Two engagement events.

The project team will continue to refine the design and programming elements to achieve a civic space and streetscape that will be attractive, comfortable and welcoming to all who use the space. The last phase of the engagement program will be Phase Three, commencing in July 2024. This phase of engagement will focus on informing stakeholders and the broader public on the preferred concept design. The “Get Involved Burlington” project web page will be updated to keep everyone informed. The preferred concept design will be presented at the fall 2024 “Food for Feedback” event where it will have come full circle with the citizens of Burlington.