

THE CORPORATION OF THE
CITY OF WHITE ROCK
CORPORATE REPORT



DATE: July 21, 2025

TO: Mayor and Council

FROM: Darcy Dupont, Senior Project Manager

SUBJECT: Community Hub Public Engagement – Phase 1 Report (Including Results for Survey #1 – Community Needs and Services and Survey #22 – Space Use, Amenities and Location)

RECOMMENDATION

THAT Council receive for information the July 21, 2025, corporate report from the Senior Project Manager for the Community Hub, titled “Community Hub Public Engagement – Phase 1 Report (including results for Survey #1 – Community Needs and Services and Survey #2– Space Use, Amenities and Location”.

EXECUTIVE SUMMARY

Between April and July 2025, the City of White Rock undertook the first formal phase of public consultation for the proposed Community Hub. Engagement activities included two (2) community surveys, two (2) open houses, and two (2) pop-up events—all focused exclusively on the Community Hub project to reach out, inform and seek feedback from the community.

This corporate report summarizes key findings from this initial phase. Public feedback strongly supports the creation of a modest, centrally located, and inclusive civic facility that reflects White Rock’s unique identity. Several consistent themes emerged, including a preference for the Civic Block location, a desire for co-located services, and a strong interest in green space, fiscal responsibility, and long-term sustainability.

PREVIOUS COUNCIL DIRECTION

Motion # & Meeting Date	Motion Details
2025-141 April 28, 2025	THAT Council approve the Internal Community Hub Steering Committee recommendation that the Community Hub Communications Plan be presented to Council at their next scheduled meeting (April 28, 2025).

INTRODUCTION/BACKGROUND

Council has directed staff to explore the feasibility of a new Community Hub—bringing together civic services such as City Hall, library, arts/culture space, and community programming under

one roof. The current phase of the project emphasizes early engagement to help shape site selection, project scope, and future design directions.

From April to July 2025, engagement activities included:

- **Survey 1** (April 30 – June 11): Services and space needs
- **Open House 1** (May 22): Community Centre
- **Pop-Up: Farmers Market** (June 9)
- **Pop-Up: Seniors Expo** (June 14)
- **What We Heard #1** (June 19)
- **Survey 2** (June 16 – July 12): Location, amenities, and design values
- **Student Survey** (June 30)
- **Open House 2** (June 30): Community Centre
- **What We Heard #2** (July 17)

DISCUSSION

Participation Overview:

- Survey 1: ~400 responses
- Survey 2: ~300 responses
- Open Houses: ~160 total attendees
- Pop-Ups: ~400 combined reach
- School Survey: ~100 responses
- What We Heard 1&2: Peace Arch News circulation

Key Findings:

- 82% of respondents preferred the Civic Block as the future Community Hub location.
- The top location-related values were: low taxpayer cost, walkability, green space, parking, and centrality.
- Residents expressed strong support for a modest-scale, co-located civic facility that is inclusive, energy-efficient, and reflects White Rock's identity.

Major Themes:

1. **Strong Preference for the Civic Block Location**
2. **Reflect White Rock's Identity in Design**
3. **Deliver Everyday Services in One Place**
4. **Preserve Outdoor Green Space**
5. **Keep the Project Modest and Cost-Conscious**
6. **Design for All Ages and Community Inclusion**
7. **Prioritize Long-Term Sustainability**
8. **Build Trust Through Transparency and Public Input**

A full summary of these findings is attached as *Appendix A – What We Heard Report (Phase 1)*.

NEXT STEPS

The City will continue public engagement over the summer and early fall through:

- **Survey 3: Priorities & Trade-Offs** (July 14 – August 8)
- **Open House 3** (July 24)
- **Survey 4: Design Factors** (August 11 – September 5)
- **Open House 4** (August 28)

- **Additional Outreach** at the Sea Festival, Concerts at the Pier, and Farmers Markets (day and night events)
- **Additional Student Surveys** (September)

A Phase 2 engagement report will be brought forward in Fall 2025 to inform Council discussions on site evaluation, project phasing, and financial modeling.

COMMUNICATION AND COMMUNITY ENGAGEMENT IMPLICATIONS

This corporate report summarizes Phase 1 of public engagement for the Community Hub project, reflecting input from over 1,000 residents through surveys, open houses, and pop-up events. Findings demonstrate strong community interest and provide early direction to inform future planning, site selection, and design development. Continued engagement activities are planned for Summer and Fall 2025 to build on this foundation.

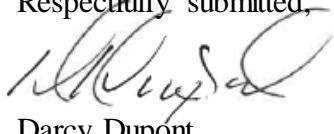
ALIGNMENT WITH STRATEGIC PRIORITIES

The Community Hub initiative directly aligns with Council’s 2023–2026 Strategic Priorities under the “Community” and “Infrastructure” pillars. Specifically, it supports the top-priority action to “*develop a project plan to build a new Community Hub,*” and reflects objectives related to creating inviting public spaces, enhancing civic service delivery, and planning infrastructure through a long-term lens. Phase 1 engagement findings also reinforce strategic goals of fiscal responsibility, inclusivity, and transparency in governance, aligning with Council’s commitment to a livable, connected, and well-served city.

CONCLUSION

The first phase of engagement has generated robust participation and clear guidance from the community on values, expectations, and preferred locations for the proposed Community Hub. The City remains committed to an open and iterative planning process, and Phase 2 engagement—focused on priorities, trade-offs, and design considerations—will ensure that Council decisions continue to be informed by broad and meaningful public input.

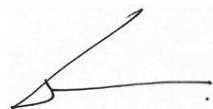
Respectfully submitted,



Darcy Dupont
Senior Project Manager

Comments from the Chief Administrative Officer

This corporate report is provided for Council’s information.



Guillermo Ferrero
Chief Administrative Officer