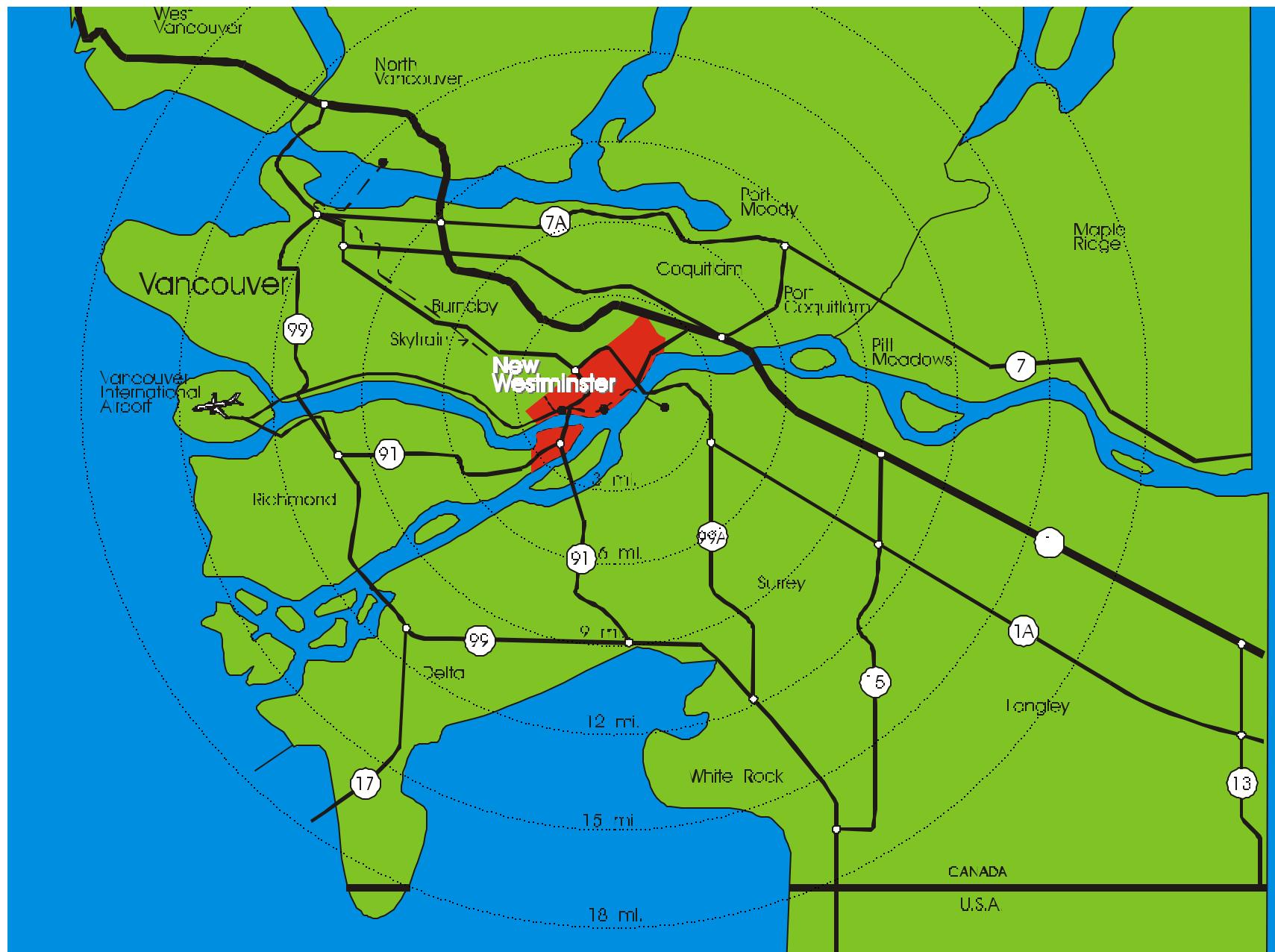


NEW WESTMINSTER
BROW OF THE HILL
ACTION PLAN

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New Westminster B.C.



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Introduction

The Area Study Process

The concept of a Brow of the Hill area study process was initiated as the *Official Community Plan* process was concluding in the spring of 1998. At the time, area residents raised concerns about how their unique neighbourhood had been addressed in the plan. It became clear that a neighbourhood specific plan would be appropriate. For this reason, the *Official Community Plan* designated an area on the Land Use Concept Map as the “Brow of the Hill Neighbourhood Study Area” noting that:

“this area has been identified as a future neighbourhood planning study area. The Brow of the Hill neighbourhood study area will follow several objectives including:

- 1. Review zoning, in particular, the RS-2 zone and examine the use of neighbourhood specific zoning for the retention of existing single detached housing;*
- 2. Review the form and character of the rental stock in the area;*
- 3. Examine the use of heritage conservation principles for the historic clusters of single detached housing in the neighbourhood;*
- 4. Examine how Crime Prevention Through Environmental Design (CPTED) principles can be incorporated in development;*

- 5. Identify existing and potential open and green spaces, and linkages in the neighbourhood;*
- 6. Identify and maximise view corridors in the area.”*

On March 4, 1999, the area study commenced with a pair of focus group consultation sessions. One session was held during the Saint Barnabas Church Community Lunch in the neighbourhood and a second neighbourhood session was held in the evening at John Robson School. The sessions were structured to encourage participation from active community members as well as those residents typically not involved in consultative processes. Each participant at the consultation sessions had an opportunity to identify his or her vision for the area and suggest ways in which the vision might be achieved.

A draft plan was based on this feedback, previous public input obtained during the *Official Community Plan* consultation (the Issues Forums and the Design Charrettes) in the area, an examination of neighbourhood specific data (e.g. Census 1996 information), and recognised planning principles. City staff from the Engineering, Parks and Recreation and Planning Departments met with residents at a second meeting (April 8, 1999) to discuss the draft plan. Residents’ comments and suggestions were incorporated into the draft plan and recirculated to participants for further review and comment.





The plan for the Brow of the Hill area has been called an *Action Plan* for several reasons. The pressing nature of some of the area's social and livability issues requires action. As such issues do not always have straightforward solutions, it is even more important that the response be clear and action-oriented. Furthermore, the neighbourhood plan was named the *Brow of the Hill Action Plan* to emphasise the need for action not only from the City, but also from the many community members including residents (renters and owners), property owners, business and nonprofit groups in the area.

The Brow of the Hill Action Plan

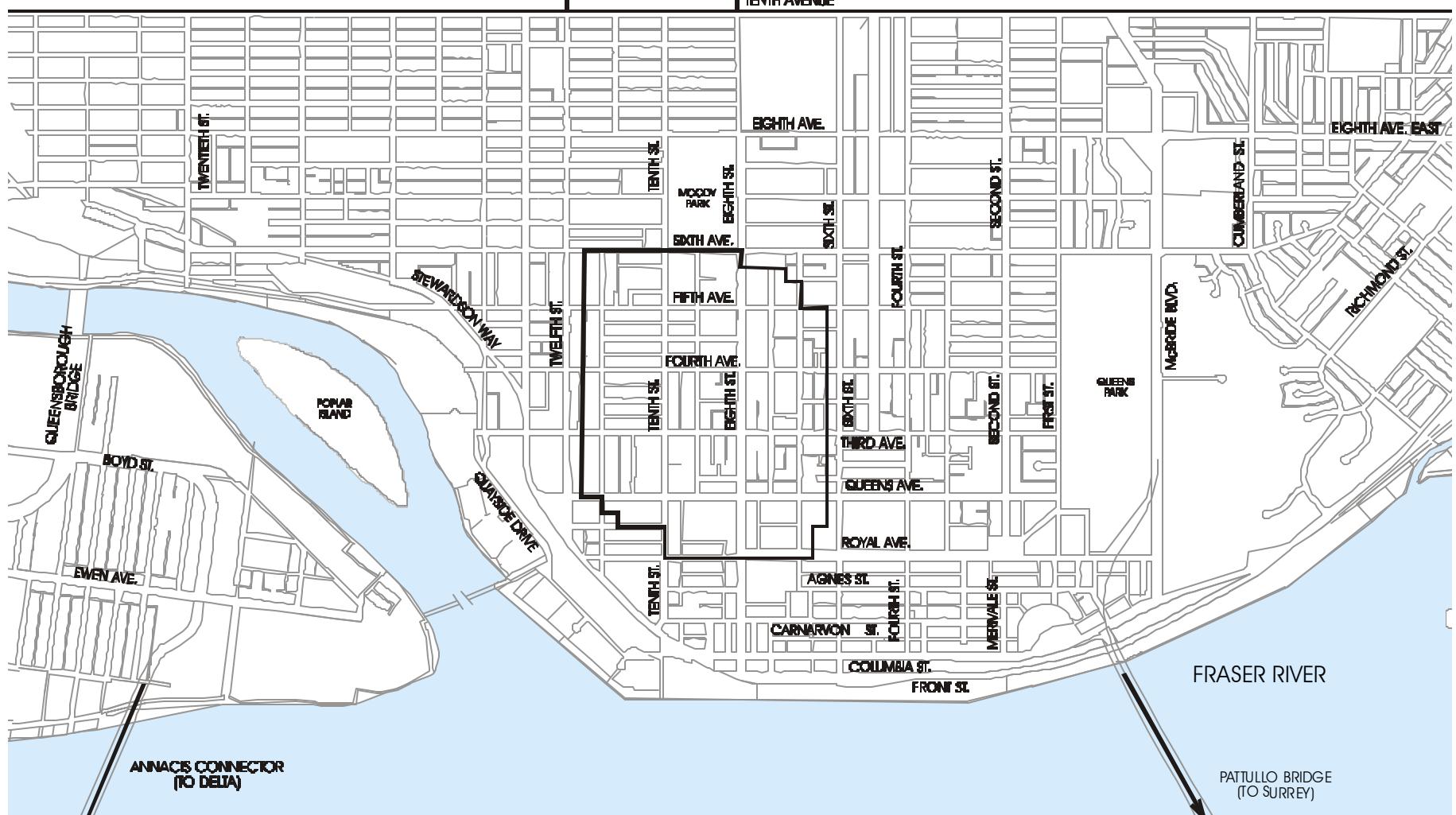
Brow of the Hill community members care about their neighbourhood and share a vision of a thriving future for the area. In their consultation sessions with City staff, many community members emphasised their optimism that the area's challenges can be resolved and the opportunities can be realised. Although not all community members felt the same way about the area and its future, their differences in opinion were not about the community vision for the area's future, but rather about how to achieve it. There was clear consensus on the idea that the strength of the area arises from the people who live, work and/or volunteer in the Brow of the Hill. The *Brow of the Hill Action Plan* strives to build on those areas of community consensus. The *Action Plan* hopes to prompt community involvement and "community ownership", thereby strengthening pride and confidence in the area. To do so, the *Action Plan* sets out goals and recommendations regarding six key themes:

- Streetscape, Open Space and Views;
- Commercial Vitality;
- Housing and Growth;
- Livability and Social Issues;
- Culture and History; and
- Movement and Accessibility.

The community raised two key issues that are integral to the future of the area: social issues and safety. These issues have been woven into nearly all of the above-mentioned theme areas. Although social issues (e.g. poverty, joblessness, addiction and lack of hope) are addressed specifically in the section on Livability and Social Issues, the other sections also take into account the complex and interrelated nature of such issues. For example, the section on Commercial Vitality recommends that opportunities should be explored to create new commercial land uses that provide community benefits such as skills training and employment for street youth.

Similarly, safety is promoted throughout all sections of the *Action Plan*. For example, the section on streetscape addresses lighting and increasing opportunities for natural surveillance, while the Livability and Social Issues section suggests strategies by which managers of rental projects can deter crime in their buildings.

Brow of the Hill Area



Brow of the Hill Area

Structure of the Action Plan

The *Action Plan* is organised into chapters around the six key themes (noted above). Each chapter provides background information about some of the issues within, sets out goals (vision statements about the anticipated future), and recommendations (specific statements about how the goal can be accomplished). The recommendations are prioritised by:

- Short Term: implementation anticipated within one year;
- Medium Term: implementation anticipated within two to five years;
- Ongoing: recommendation currently under way.

Since the *Action Plan* contains many goals and even more recommendations, its implementation may at first seem an insurmountable task. However, community plans are intended to provide direction over the long term as well as the short term. The plan will take a number of years to implement, and the pace of implementation will be set by the community. Where community energy is strongest, recommendations will be implemented early. Successes with implementation will give rise to increased confidence, and additional community initiatives will take place. Furthermore, a section on implementation has been included in the *Action Plan*. This section describes how the City will seek to ensure that its bylaws, policies and practices are in keeping with the *Action Plan*; that regular

monitoring is conducted; and that the community is regularly updated and encouraged to be involved in plan implementation.

It should be noted that the *Action Plan* does not stand alone as a policy framework. The *Action Plan* complements and augments the existing policies set out in the City's *Official Community Plan*, the *Parks and Recreation Master Plan, 1998 to 2002*, and other applicable City policies. These policies, as well as policies set out in the *Action Plan*, are cross referenced in the body of the document for ease of reference.

During one of the consultation sessions, one area resident commented that the City should make a commitment that the neighbourhood is "viable". It is hoped that this document makes a strong statement about the City's commitment: not only is the Brow of the Hill a viable community, the area has impressive potential. Further, the City endorses this *Action Plan* as a call to action for all community members, residents and property owners in the Brow of the Hill area to take ownership (e.g. assuming greater responsibility) of one of the most diverse and exciting areas in New Westminster.



Streetscape, Open Space and Views

Streetscape, open space and views can have a profound impact on the experience of the neighbourhood, especially for pedestrians and bicyclists. Brow of the Hill community members indicated an interest in exploring the concept of a greenway (a linear park along which walking and biking would be encouraged through the use of streetscape features such as unique landscaping, heritage lighting standards, signage, decorative pavers). It is important, however, that a greenway plan incorporates crime prevention through environmental design (C.P.T.E.D.) principles.

Currently, community concern about crime in Brow of the Hill is relatively high. To help address this issue, the Brow of the Hill's streetscape would benefit from features such as decorative street furniture, attractive landscaping designs and meeting places like neighbourhood parks. The presence of these streetscape features tend to attract casual community surveillance and encourage the community to take greater "ownership" of the streets and public spaces. The City should seek to encourage a lively and engaging streetscape by linking streetscape beautification efforts with policies regarding new growth and heritage.

Community residents expressed a strong desire for more park space in the area. Park space should offer respite away from busy streets and, if possible, should take advantage of the impressive views of the Fraser River in the area. Community members also favoured the idea of operating and funding community gardens. The *Housing and*

Growth section of the plan identifies opportunities to use private, vacant land as community gardens (e.g. with guidance from Parks and Recreation staff). The City recognises the importance of high quality park space and community gardens in increasing community interaction in the area, "eyes on the street" and general safety.

Goal: Walking or bicycling between the neighbourhood and surrounding commercial, recreational and transportation opportunities will be improved.

Recommendations:

Short Term

Conduct a review of the potential for a greenway on Ninth Street or Tenth Street between Sixth Avenue and Queen's Avenue considering the following issues:

- there is community concern regarding crime in the area. A greenway should incorporate design features that address public safety and encourage use by legitimate users (e.g. people not engaging in criminal activity or nuisance behaviour);
- there is community concern that a greenway might contribute to additional parking congestion in the area (especially near Third Avenue);





- the potential greenway should encourage movement (e.g. non-vehicular linkages such as walking, bicycling) rather than loitering or automobile parking;
- the greenway could reinforce the heritage character in the 200 block of Ninth Street (e.g. historic lighting standards) and could be called the Heritage Trail;
- Third Avenue or Fourth Avenue could serve as an East-West greenway connection (not an arterial connection) across the neighbourhood;
- some pedestrian routes in the area are on steep slopes which could be addressed (e.g. switchbacks, clearly marked alternative routes);
- the greenway could include street tree planting, full spectrum lighting and traffic calming measures (e.g. planter bulges) funded, in part, by local residents; and
- the greenway could help to link the area more effectively to the Westminster Quay Market.

Encourage local groups to host events (e.g. a “Walk Week”) which could support walking in the area.

Medium Term

If the review finds that the greenway concept is feasible in terms of neighbourhood support, design and cost, work toward the creation of a greenway.

Examine the installation of stairs and benches for

resting on steep slopes (e.g. Queen’s Avenue west of Tenth Street) to encourage pedestrian use.

Ongoing

Continue to implement the *New Westminster Bicycle Plan, 1996* recommendations regarding increasing bicycle movement through the Brow of the Hill (e.g. along Fourth Avenue and along Tenth Street).

Goal: Streetscape design will help address issues of crime and fear of crime in the area.

Recommendations

Short Term

Using public information and education tools (e.g. City newsletter), encourage property owners to ensure their properties meet Crime Prevention Through Environmental Design (C.P.T.E.D.) principles and Crime Free Multi-Housing practices to increase safety levels for themselves and the public. It is important that C.P.T.E.D. upgrades are sensitive to existing landscaping features which may be regarded as a community amenity.

Encourage area residents to continue to develop community strengths and assets to reduce anonymity in the area (e.g. BlockParent and BlockWatch programs, contests and festivals, involvement in charity events such as food and toy drives).

Medium Term

Conduct a C.P.T.E.D. risk assessment of the area (including a safety audit) to identify streetscape and

park improvements that address safety concerns.

Within the context of a C.P.T.E.D. review of the area, consider street lighting improvements that would increase safety and street aesthetics (e.g. natural colour spectrum lighting and/or the use of low-level historic lighting standards). Consider the role that a residential porch light program (e.g. similar to Vancouver's) might play in increasing safety.

Ongoing

Continue to employ C.P.T.E.D. principles when designing new City parks and facilities.

Cross Reference

See the following *Livability and Social Issues* section recommendations:

- Encourage rental building owners and managers to participate in the Crime Free Multi-Housing Program (e.g. send rental property owners information about the benefits of membership).
- Meet with rental property owners in the neighbourhood who are not Crime Free Multi-Housing Program participants to determine whether there are any local barriers to their participation and seek to resolve any issues (associations representing property owners and managers should be involved in this process).

- Consider allowing owners and managers of single detached rental buildings to take the Crime Free Multi-Housing Workshop.

Continue to implement the *Parks and Recreation Master Plan, 1998 to 2002* including recommendation B-9:

- “Work with the New Westminster Police Department and the City’s Task Force on Community Problems and Social Issues to address specific problems with undesirable behaviour in Parks.”

Goal: The Brow of the Hill area will have a high quality streetscape experience.

Recommendations

Short Term

Facilitate initiatives by community groups to create heritage walks through the neighbourhood.

Medium Term

Prepare an infrastructure inventory and identify which areas (e.g. sidewalks, curb cuts, lamp standards) require repair or upgrading. The review should develop a strategy which prioritises all necessary projects.

New parks in the area should be located a suitable distance away from a busy street, and should try to provide significant views in the park design.

Village greens (small, lot sized parks) should be considered if they have clear site lines (for safety) and pleasant landscaping. Park design should seek to address safety issues. The City should encourage





legitimate users (e.g. people not engaging in criminal activity or nuisance behaviour) to make use of the park (e.g. by including area residents in park design process, inviting people to the park's grand opening).

Consider options to create park space at street ends or as a result of lane closure.

Consider how the linkage between Moody Park and Ninth Street could be improved.

Consider the use of additional landscaping on the Queen's Avenue boulevard (west of Tenth Street).

Ongoing

Continue to develop a greenway/trails master plan that will identify linkages and opportunities for additional open space.

When examining potential park sites in the area, consider whether any vacant sites are suitable.

Cross Reference

See the following Culture and History section recommendations:

- As noted in the Official Community Plan, consider a heritage conservation area that would apply to single detached dwellings with heritage character. Properties within a heritage conservation area would be required to adhere to specific guidelines regarding design when creating new structures or making changes to existing structures;



- Give additional consideration to proposals for single detached or multi-family housing that results in the preservation and restoration of one or more heritage or character buildings.
- Encourage local community groups (e.g. the New Westminster Multi-Cultural Society) to organise walking tours, street festivals, block parties and other community events that bring people together to celebrate the area's culture and history.

See the following Housing and Growth section recommendations:

- Encourage the owners of vacant sites to: a) develop the site under the existing zoning, or b) in the interim, allow community groups to establish community gardens or neighbourhood green space on the site. The City should consider assisting an interested local group by providing staff expertise, and by keeping an inventory of suitable vacant sites.
- The City will give additional consideration to multi-family projects that seek to incorporate... the provision of funding or land to the City for the creation of park space or trail/greenway development in the area...[and/or] the preservation and restoration of one or more heritage or character buildings on the site.

See the following Livability and Social Issues

section recommendation:

- Encourage the creation of “meeting places” in existing multi-family projects which allow residents to interact with each other and with other members of the area (e.g. flower garden areas, common kitchen and meeting space for residents, child care, or outdoor seating with a view).

Continue to implement the Parks and Recreation Master Plan, 1998 to 2002 recommendation D-4:

- Explore the establishment of additional park land in the Brow of the Hill area

Continue to implement the following Official Community Plan Parks and Open Space policy:

- Encourage the provision of an appropriate amount of park and open space to meet the cultural and recreational needs of New Westminster’s residents

See the following Accessibility and Movement section recommendation:

- In conjunction with the Greenways and Urban Trails Master Plan, identify locations where “switchbacks” and benches could be implemented on steep slopes to assist pedestrians and persons in wheelchairs. Queens Avenue west of Tenth Street is one possible location for a switchback, possibly in conjunction with a village green.



Commercial Vitality

The Brow of the Hill study area contains only a few commercial land uses; however, the area immediately surrounding the Brow of the Hill offers a wide variety of commercial services. Residents report that they are satisfied with the commercial services nearby on Sixth Street (the Uptown area), Twelfth Street, along Sixth Avenue and in the Downtown (e.g. the Westminster Quay).

The Brow of the Hill is also home to a less apparent commercial land use: home based businesses. This type of business is limited to employment work that can be conducted off-site (e.g. a plumber) or from home with the assistance of a computer, fax and telephone (e.g. a computer support consulting service). The City is currently examining its home based businesses regulations to ensure the City's home based businesses are able to compete effectively in the new information based economy while ensuring that neighbouring residential uses are not disturbed.

Crime and nuisance behaviour in the area is seen by residents as a deterrent to commercial vitality. Since a vibrant commercial sector is a recognised factor in increasing neighbourhood livability, street surveillance and safety, it is important that the area's commercial land uses continue to operate successfully.

Given the relative satisfaction with the many local commercial services available to Brow of the Hill residents, the level of commercial land uses should be maintained at current levels except for proposed commercial uses which provide a clear community

benefit or service. Commercial land uses provide a community benefit if they provide local job skills training, sell locally produced goods, increase opportunities for people to meet and interact (e.g. a café) or provide a service necessary for residents to which they can easily walk (e.g. grocery, post office, bank machine).

Goal: The existing local commercial land uses in the area will continue to be economically feasible.

Recommendations

Short Term

Continue to examine options to address challenges to existing commercial stores (e.g. at Eighth Street and Fourth Avenue) which are legal non-conforming. Since legal non-conforming status affects the economic viability of commercial land uses, consider a policy to rezone these sites to allow the existing commercial land use.

Cross Reference

See the following Streetscape, Open Space and Views section goal (and the associated recommendations):

- *Streetscape design will help address issues of crime and fear of crime in the area.*



Goal: Any new commercial land uses will provide a community service or benefit.



Recommendations

Short Term

Consider allowing new commercial land uses only if they provide a direct community service or benefit (e.g. sale of locally produced goods, provide employment and skills training for street youth, etc.) provided that the programming and location are deemed appropriate by the community.

Support the creation of appropriate commercial proposals that contribute a festive atmosphere to the area (such as a weekly farmer's market, art festival or community "garage" sale), provided that the scale and location is deemed suitable by the community.

Ongoing

Continue to allow home based businesses subject to City regulations.



Housing and Growth

The Brow of the Hill area contains a diverse housing stock. As with the socioeconomic indicators (see the *Livability and Social Issues* section), data about the housing stock reveals that the Brow of the Hill has unique housing issues relative to the rest of the City. Most of the housing in the area is multi-family, and few new units of single detached housing have been created in recent years. As well, 78% of housing in the area is rented, compared to 54% in the entire City. Compared to the City as a whole, a higher proportion of renters and owners in the Brow of the Hill are unable to afford their housing.

Community members commented that despite the challenges facing the area, the Brow of the Hill area is experiencing positive changes. Residents like the central location of the area which enables them convenient access to the services they need.

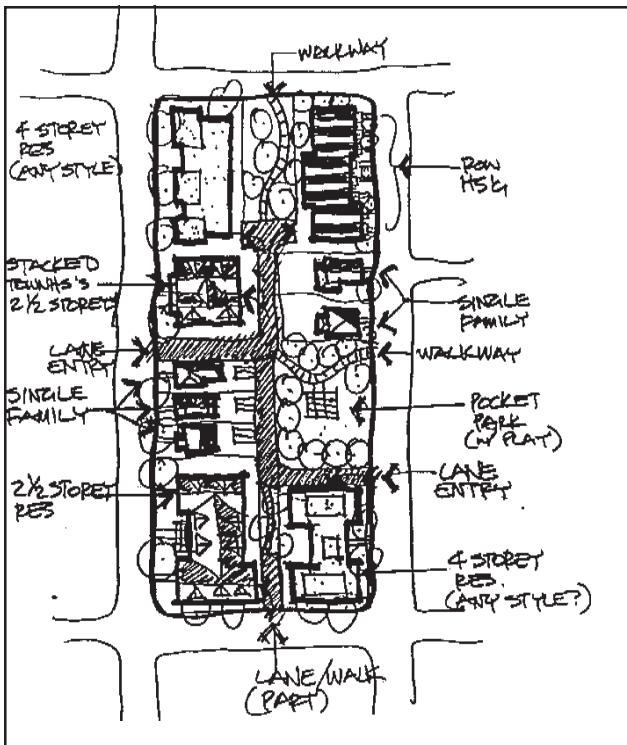
Residents requested thorough notification of proposed projects that may change the character of the area (Note: currently, applicants of significant projects are encouraged to meet with residents or hold an open house to present plans, and if a rezoning is required, a full public process is conducted by the City). The City will continue to consider applications on a case by case basis, and after consultation with members of the community.

Community members emphasised that poorly managed properties have a strong negative impact on the area. Some rental buildings have not been properly maintained, resulting in an unattractive aesthetic look and feel to the area. Other sites remain vacant for long periods of time. The

appearance of some properties contributes to the inaccurate perception that the area is not “owned” or cared for by its residents. As a result, some, but by no means all, rental properties are the source of nuisance behaviour (including noise, fighting) and crime (e.g. prostitution, drug trafficking). It is well documented that during the course of day to day rental property management, the building manager or owner can play a crucial role in preventing or reducing these community impacts. The first step in the process is to involve rental property owners and managers in the Crime Free Multi-Housing Program. Neighbouring community members will also need to take part in the process of communicating with rental property owners and managers. As well, to help convey the important message that the entire area (including the streets and sidewalks) is “owned”, property owners in the area should be involved in their community (i.e. local events and programs, such as BlockWatch, can be very effective at increasing neighbourhood cohesiveness).

Some of the residents of the area regard adequate affordable housing as a primary need for the area. Others express concern about the possible negative impacts that low income housing could have in the neighbourhood. For these reasons, opportunities to facilitate the retention and creation of additional affordable housing units (e.g. by BC Housing and/or a nonprofit society) should be considered by the City and balanced with residents’ concerns. Proposals which address residents’ concerns through design, programming and management should be encouraged.





The housing mix in the area is currently about 89 percent multi-family housing units and 11 percent single detached housing (including duplexes and houses with suites). Community members commented that some multi-family buildings have an “unfriendly” appearance. A housing mix containing more single detached housing could contribute to a more balanced housing stock and greater neighbourhood cohesiveness. The City will seek to encourage the retention and creation of new, well-designed single detached dwellings and other forms of low density housing in this area. Where multi-family housing is being considered, the City will encourage the project design to reflect the best aspects of single detached housing: small scale, street friendly appearance, and ground orientation (e.g. providing direct access to useable outdoor space within one flight of stairs). In addition, proposals for multi-family housing will be reviewed against clear community criteria regarding the existing site conditions, proposed design, and the project’s contribution to the neighbourhood (e.g. provision of a community amenity).

Between 1981 and 1993, the City had a policy favouring the creation of multi-family housing on single detached sites in Brow of the Hill. Although that policy was rescinded in 1993, the result was several new multi-family buildings as well as some speculative purchases. As mentioned above, the City encourages high quality maintenance and management of rental properties. As well, the City will encourage the upgrading and, if necessary, the replacement of single detached dwellings with single detached dwellings (including detached houses with

a secondary suite). Low density housing that has the appearance and characteristics of a single detached dwelling (e.g. a small lot house, four unit townhouse) should also be considered. These small increases in density should be in exchange for the applicant’s provision of a community amenity (e.g. funding for parks/trails, street beautification, affordable housing, local heritage).

Currently, a moratorium prevents stratification (the conversion of rental units to strata-titled condominium units) in New Westminster. The result has been the retention of a large rental housing stock in the City, and particularly in the Brow of the Hill. As a result, the area is highly affected by the City policy toward stratification, and would be sensitive to proposed changes to this policy. Community discussions about the moratorium on stratification revealed that there is a lack of consensus on whether the stratification policy should be continued or modified. A review of the policy appears warranted; however, given the strong and divergent community opinions on the issue, and the widespread impacts of the stratification policy, a thorough and separate community consultation process is required. This process will seek to ensure that community members have a full opportunity to comment on the current policy and any proposed changes. Given that the policy affects area residents, and that uncertainty about housing can be potentially disruptive to a community, it is recommended that this policy review be undertaken as a priority.



Goal: Vacant sites will be utilised.

Recommendations

Short Term

Encourage the owners of vacant sites to: a) develop the site under the existing zoning, or b) in the interim, allow community groups to establish community gardens or neighbourhood green space on the site. The City should consider assisting an interested local group by providing staff expertise, and by keeping an inventory of suitable vacant sites.

Medium Term

Given that 75% of vacant sites in the Brow of the Hill study area are zoned for single detached dwellings, the City should consider *Zoning Bylaw* amendments to encourage the development of single detached dwellings on those sites (please see the subsequent recommendation in this section regarding incentives to create housing on vacant sites).

Ongoing

Continue to apply the City's Unsightly Premises Bylaw to ensure that vacant sites are properly maintained, and encourage owners of vacant property to provide above-average landscaping on their properties.

Cross Reference

See the following *Streetscape, Open Space and Views* section recommendation:

- When examining potential park sites in the area, consider whether any vacant sites are suitable.

Goal: The area will have sufficient housing that is affordable to low income earners.

Recommendations

Short Term

Encourage nonprofit housing societies to create housing units for seniors.

Continue to keep apprised of recent developments in housing policy being applied successfully in other places.

Encourage nonprofit societies to form partnerships for the provision of affordable housing.

Where feasible, encourage nonprofit housing providers to choose locations for new housing by using a "dispersed housing" approach, whereby nonprofit housing units are well integrated or dispersed among market housing units within a building as well as among other buildings in the City. Nonprofit housing facilities should not be concentrated exclusively in the Brow of the Hill area, but rather should be located in other areas of the City as well.

Consider applications to create medium or long term housing facilities aimed at preventing and reducing homelessness (e.g. supportive housing incorporating life skills training) provided that local need for such housing has been clearly demonstrated, and the programming and location are considered appropriate by the community. These housing facilities should not be concentrated exclusively in the Brow of the Hill area, but rather should be located in other areas of the City as well.





Encourage nonprofit societies that include a volunteer labour component to create affordable housing units (e.g. Habitat For Humanity).

Medium Term

When creating new City facilities, consider including affordable housing units as part of the project (e.g. community space on the ground floor with several affordable housing units on the second floor).

Ongoing

Continue to discuss development proposals with community members in advance of project commencement, and, if the proposal involves a rezoning application, continue to receive community comments up until completion of a Public Hearing on the application.

Cross Reference

Continue to implement the Official Community Plan recommendations in Section 2.3 Housing, including the following:

- Consider the potential of any surplus City owned land (such as surplus streets and lanes abutting a proposed project) to consolidate with other lands to facilitate affordable housing.*
- Encourage cost-effective housing during rezoning applications, and on appropriate sites, examine the use of rezoning to higher density to encourage the creation of nonprofit housing units.*



- Play a facilitating role in encouraging nonprofit societies, the development industry, other levels of government and community groups to create a suitable and sufficient supply of nonprofit housing.*

- Encourage applicants to meet with the community early and often, to discuss any significant proposals that increase the City's population.*

Goal: Single detached dwellings will be encouraged in the area.

Recommendations

Short Term

Encourage the preservation of the area's single detached housing stock.

Encourage the creation of new single detached housing (including detached and houses with a secondary suite) on vacant sites

Medium Term

Examine amendments to the single detached zoning districts in the area (e.g. the RS-2 district) that would encourage the creation of new single detached dwellings by exempting floor space in a basement or cellar from the Floor Space Ratio calculation.

In consultation with the community, examine the use of existing new zoning districts that would increase the incentive to build new single detached dwellings or similar low-density housing on vacant sites. The zoning districts should require the provision of a community

amenity (e.g. contribution to greenway, seniors' affordable housing) as a condition of approval to:

- create carriage houses (a second dwelling on a lot, sometimes located above a garage) or detached townhouses. For example, this type of unit has been created in the RT-2D Detached Townhouse District;
- subdivide a larger sized single detached lot and create two single detached dwellings, or create of one new single detached dwelling and preserve an existing heritage house;
- create two, three or four unit townhouse that look like a detached house (e.g. like some buildings in Vancouver); or,
- create freehold row houses located on adjacent lots and sharing one or two common walls (but without the need to form a strata corporation).

These new incentives should apply to any vacant site zoned for a single detached dwelling. As well, contingent on the provision of a community amenity, these districts should be considered on a case by case basis for sites containing existing buildings(s) which are structurally unsound or are not economically feasible in their current use. While it is recognised that some buildings will eventually reach the end of their usefulness, the City does not support poor property management that allows or hastens a building's decline.

At the present time, make no changes to the current regulations regarding alterations to existing single detached structures. If in the future the community feels that renovations to existing structures require additional regulatory controls in the Brow of the Hill, initiate a review of the area's single detached zoning schedules (e.g. like the review conducted on the (NR-1) Neighbourhood Residential District in the western portion of the City).

Goal: Any new multi-family projects will revitalise the area and enhance the community's vision for the Brow of the Hill.

Recommendations

Short Term

The City will not encourage proposals for multi-family projects which would result in the loss of single detached sites unless the following conditions are met:

- the proposal is surrounded partially or wholly by multi-family developments; and,
- the proposal is located on a busy street (i.e. carrying greater than 3,000 vehicles per weekday) and is located on or close to the "edge" streets of the neighbourhood (e.g. Sixth Avenue, Queen's Avenue, Eighth Street or Twelfth Street); and,
- the building design is high quality and emphasises the area's traditional character in its landscaping, materials and building design (e.g. Cobblestone Walk on Tenth Street); and,





- the provision of features that encourage the project residents to interact with each other and with other members of the area (e.g. garden plots, common kitchen and meeting space for residents, child care, outdoor seating with a view, public art).

When considering proposals for multi-family projects, the City will take into account any existing building(s) on the site which are structurally unsound or are not economically feasible to operate. While it is recognised that some buildings will eventually reach the end of their usefulness, the City does not support poor property management that allows or hastens a building's decline.

Medium Term

Examine the creation of a zone that would allow the construction of small scale multi-family projects (e.g. 6 to 12 units) that look like a large single detached house (e.g. the design of 425 Twelfth Street).

Ongoing

Continue to strive to ensure that all new projects are compliant with the *Building Bylaw* and other City regulations.

See the following Livability and Social Issues section recommendation:

- *Continue to meet with community members in a variety of formats and locations to discuss proposed projects or changes to City policies (e.g. open houses, charrettes, focus groups, informal meetings, attendance at resident association meetings).*



Goal: The moratorium on stratification, which currently prevents the conversion of rental units to strata-titled condominium units, will be reviewed.

Recommendations

Short Term

Examine the City's policy on stratification including a thorough consultation process with all members of the community.

When considering potential amendments to the stratification policy, examine the impact of policy changes on low income tenants and seniors.

When considering potential amendments to the stratification policy, examine the impact of policy changes on broadening the mix of housing types and tenures in the City.

Development Permit Area: The Brow of the Hill area is identified as a development permit area.

The *Brow of the Hill Action Plan* and the *Official Community Plan* designate the Brow of the Hill area as Development Permit Area #1 (please refer to the Brow of the Hill Development permit Area map on the page over for the boundaries). The Brow of the Hill Multi-family area is designated to provide a framework for multi-family residential development excluding single detached homes which

are encouraged to be retained. This area establishes objectives and guidelines for the form and character of multi-family residential development while providing an opportunity to create affordable housing.

Objectives

The objectives of this designation are to:

Enhance the sense of community in the area

Complement the character of the existing single detached homes by implementing a unifying architectural approach

Promote street friendly designs

Develop opportunities for affordable housing, for different income levels, and encourage home ownership and different forms of housing tenure

Mitigate the impacts of transportation corridors around the Brow of the Hill neighbourhood perimeter

- Ensure that the architectural design is compatible with the existing streetscape including the area's historic character and the existing single detached dwellings in terms of scale, massing, finish and landscaping;
- Incorporate landscaping that contributes to the green space and open space network in the neighbourhood;
- Encourage a pedestrian friendly streetscape which promotes a sense of community and encourages residents and community members to interact with each other;
- Incorporate noise attenuation measures into building construction on busy streets;
- Comply fully with the principles of Crime Prevention Through Environmental Design (C.P.T.E.D.); and
- Provide ground-oriented housing in a variety of housing unit sizes.

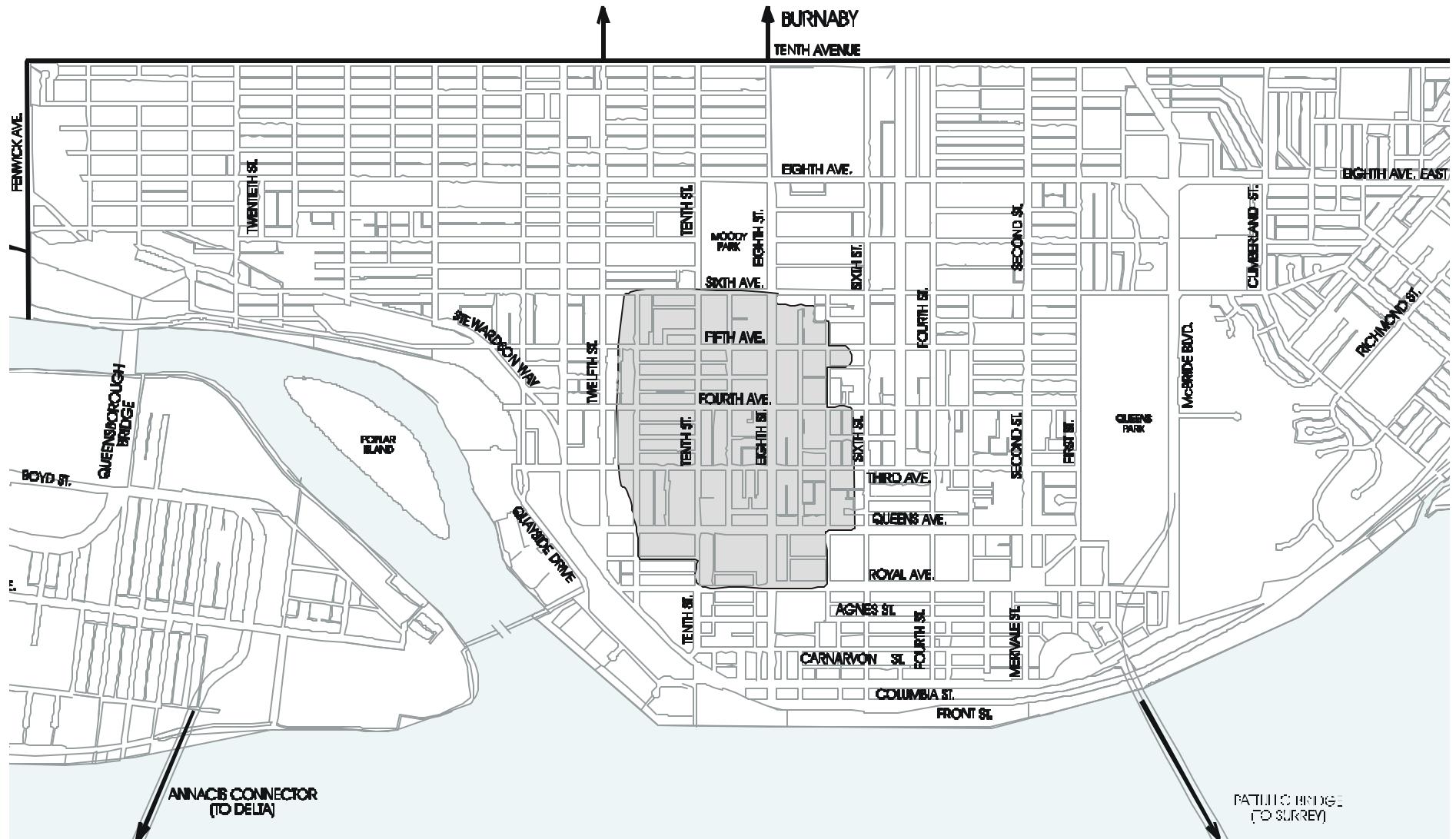
Guidelines

Development permits issued in Development Permit Area #1 Brow of the Hill Multi-family shall be in accordance with the following guidelines:

- Locate building structures on the site to enhance views of the Fraser River;



Brow of the Hill Multi-family Development Permit Area



Livability and Social Issues

The Brow of the Hill neighbourhood faces several important challenges with respect to social issues. According to 1996 Census data, the area has comparatively low socio-economic indicators compared to the City as a whole: median household incomes in 1995 were 19% lower; unemployment was higher; transiency (the percentage of people who have moved recently) was higher; and average education levels were lower. The area is home to a significant proportion of single-parent families, most of these headed by women. The area also contains a seniors population, many of whom choose to live closer to the Uptown area. These socio-economic factors indicate that residents of Brow of the Hill require different services and programs than residents in other neighbourhoods.

Criminal activity such as prostitution attracts other types of criminal activity, discouraging shoppers and visitors to the area, and making many people, particularly women, feel unsafe in the neighbourhood. As well, nuisance behaviour, such as graffiti, public drunkenness and noise violations are concerns to Brow of the Hill residents.

These social issues have a direct effect on the degree to which residents feel their neighbourhood is livable. Where the community is working to address social issues (e.g. the Saint Barnabas Church's community lunch), people feel that the area's livability is being improved. Similarly, residents' livability is compromised by social issues such as crime, poverty or addiction problems. People living in the Brow of the Hill recognise the area's greatest asset in addressing social issues and improving

livability: many reported that what they like most about the area is the unique group of caring and friendly people.

While City efforts (e.g. Crime Free Multi-Housing Program, nuisance bylaw enforcement) play an important role in helping to make an area safer and more livable, the most successful initiatives will be community led. The success of a highly livable neighbourhood depends on the involvement of its residents, and more importantly, the sense of community among them. Community building depends on creating a sense of ownership and belonging that encompasses the area residents as well as the public spaces they use (e.g. the streets, parks, community facilities). In this manner, people take pride in and act as stewards of the neighbourhood's residents and places. In the process of doing so, they turn an area into a community.

(Note: since Livability and Social issues are highly connected to other key issues in the area - such as housing and streetscape- many recommendations made in other sections of the Action Plan also seek to promote a sense of community. These recommendations are cross-referenced at the end of the Livability and Social Issues section.)





Goal: A stronger sense of community will be created by increasing residents' role as stewards and "owners" of their neighbourhood.

Recommendations

Short Term

Encourage community groups to make dynamic use of existing community space located within the Brow of the Hill or nearby. These spaces include: Saint Barnabas Church, the Olivet Baptist church, the New Westminster Public Library, community space at Royal City Centre, and John Robson School. These facilities can and already do act like Neighbourhood Houses to offer, for example, seniors' services, youth and teen programs, informal community meeting space and English as a second language (E.S.L.) training.

Encourage the area's community schools to provide community space and programming seven days a week as determined by local need and the availability of staff funding.

Encourage residents to initiate an "adopt-a-block" or spring cleaning program to increase neighbourhood pride (e.g. encourage local businesses to sponsor an award for the cleanest or best landscaped block).

Encourage interested community members to form support groups (e.g. a women's group).

Encourage the creation of child care facilities as an essential community based service.

Encourage renters to become more involved in the community (e.g. by participating in local groups such as the Residents' Association, by providing input in City consultation initiatives, or by being involved in the Crime Free Multi-housing Program).

When designing a consultation process, strive to avoid holding meetings at times that conflict with people's time commitments (such as Food Bank operation hours, Parent Teacher Meetings, etc.) or hold meetings at varying times (e.g. afternoon and evening).

Ongoing

Continue to implement the policies and priorities of the *Community and Social Issues* section of the City's *Official Community Plan*.

Continue to rely on the results of the *Youth Strategy* and the youth survey as a source of information about youth preferences for facilities and programming.

Continue to support John Robson School's designation as a community school (which means the school has funding to provide recreation programs for children and adults, skills upgrading, community picnic days and other special events) by maintaining contacts between the City and the school's Community Co-ordinator on a regular basis.

Continue to implement the income assistance programme that assists low income City residents to access Parks and Recreation facilities and programming (e.g. swimming lessons).



Continue to encourage community involvement in community plan updates, policy reviews, development proposals and other important initiatives.

Continue to work to ensure that sufficient Provincial and Federal social services are in place to meet the needs of local residents facing issues such as substance abuse, hunger or dependence on social assistance.

Continue to ensure that the location and programming of new social services are deemed appropriate by the community.

Continue to work with Residents' Associations to create mutually acceptable guidelines for greater involvement of community associations in civic governance.

Continue to meet with community members in a variety of formats and locations to discuss proposed projects or changes to City policies (e.g. open houses, charrettes, focus groups, informal meetings, attendance at resident association meetings).

Continue to encourage and include input from those members of the community who are less likely to participate in consultation processes due to individual circumstances (e.g. an inability to read well, difficulty in finding child care on a weeknight). These barriers to participation may be overcome by meeting with residents in the community (e.g. at the Community Lunch in Saint Barnabas Church), making use of graphics and pictures rather than text to convey ideas, and by sending information directly to people's homes (e.g. bulk mail outs).

Continue to ensure that in every rezoning application process, the community is informed about the application and is able to comment in accordance with Municipal Act requirements (i.e. a sign must be posted at the proposed location before the proposal is reviewed by the advisory planning body or Council). Written notification is sent to owners and renters of land near to the proposal and advertisements appear in two newspapers. Interested persons may view the application, and are encouraged to comment on the proposal up until closure of the Public Hearing.

Goal: Rental housing will be a benefit rather than a disadvantage to the neighbourhood.

Recommendations

Short Term

Encourage all property owners in the area to upgrade their properties through landscape improvements, façade improvements (e.g. painting, roof repair, stucco cleaning), and, where applicable, heritage restoration.

Encourage the creation of "meeting places" in existing multi-family projects which allow residents to interact with each other and with other members of the area (e.g. flower garden areas, common kitchen and meeting space for residents, child care, or outdoor seating with a view).

Encourage rental building owners and managers to participate in the Crime Free Multi-Housing Program (e.g. send rental property owners information about the benefits of membership).





Meet with rental property owners in the neighbourhood who are not Crime Free Multi-Housing Program participants to determine whether there are any local barriers to their participation and seek to resolve any issues (associations representing property owners and managers should be involved in this process).

Consider allowing owners and managers of single detached rental buildings to take the Crime Free Multi-Housing Workshop.

Establish communication links and maintain regular contact with community members through the Brow of the Hill Residents' Association and other neighbourhood based community groups (e.g. via the City's Integrated Service Team (IST) on Housing Issues).

Seek to facilitate better communication between community residents and rental property owners who may not live in the area.

Medium Term

Review and ensure that all multi-family rental properties hold a valid business licence. If necessary, rely on the use of the Municipal Ticket Information fines to discourage rental property owners from operating without a license.

Continue to investigate options for revoking or suspending the business licenses of problem rental properties (e.g. a building requiring frequent police service or the source of repeated complaints about nuisance behaviour) until the building manager has

demonstrated that he or she is interested in addressing the problems at the rental property (e.g. enrolled in the Crime Free Multi-Housing course).

Continue to examine options for a business nuisance bylaw which would regulate the nuisance impacts of businesses (including rental housing) on the community.

Ongoing

Continue to rely on interdepartmental initiatives (e.g. the Integrated Service Team (IST) on Housing Issues) to investigate serious bylaw violations and enforce the City's bylaws in rental housing.

Continue to enforce the City's *Housing Regulation Bylaw*, *Unsightly Premises Bylaw* and *Noise Bylaw* to ensure that neighbourhood livability is maintained.

Goal: Livability will be improved by involving residents' input in proposals for land uses which may have potentially negative impacts on the community (e.g. social service providers, commercial land uses).

Recommendations

Short Term

Where appropriate, make use of agreements (e.g. Good Neighbour Agreements) to help ensure that businesses, housing projects and social service providers take steps to mitigate potential negative impacts on the neighbouring community.

Medium Term

Assist in the creation of a partnership of community stakeholders on livability issues. This “livability partnership” would strive to identify consensus among participants regarding specific approaches to social issues in the area (e.g. ranging from building maintenance to nuisance behaviour to crime). As well, any applicants seeking to provide new social services in the area (e.g. skills training, counselling, transitional housing) should liaise with the livability partnership to ensure that the location and programming of the new services are appropriate for the community.

Interested community groups, rental building owners and managers (including the British Columbia Building Managers Association), renters, homeowners and business owners and operators should be involved. The process should be community driven and may rely on options such as municipal bylaw enforcement strategies, neighbour to neighbour communication, and programs such as BlockWatch and the Crime Free Multi-Housing Program. The process should build on the experiences of the Downtown New Westminster Partnership for Community Livability once it is complete, as well as the guiding principles and process plan outlined in the Neighbourhood Livability Policy Plan for Downtown New Westminster.

The livability partnership for Brow of the Hill could develop guidelines regarding the location and programming for any social service provider (e.g. skills training, counselling, transitional housing). The guidelines should represent an agreement among the

partnership members and should serve to assist social service providers in ensuring the best possible integration into the existing community. Social service providers should not be concentrated exclusively in the Brow of the Hill area, but rather should be located in other areas of the City as well.

Ongoing

Continue to involve the New Westminster Police Service in initiatives that seek to increase neighbourhood safety.

Continue to rely on the efforts of the City’s Task Force on Community Problems and Social Issues to reduce crime and nuisance behaviour in the City.



Related Recommendations

Other sections of the *Action Plan* contain recommendations that are related to the goal of increasing the sense of community in the Brow of the Hill. These recommendations are cross-referenced below, for information:

Section	Cross-referenced Goal or Recommendation
<i>Housing and Growth</i>	<i>Encourage the owners of vacant sites to: a) develop the site under the existing zoning, or b) in the interim, allow community groups to establish community gardens or neighbourhood green space on the site. The City should consider assisting an interested local group by providing staff expertise, and by keeping an inventory of suitable vacant sites.</i> <i>The area will have sufficient housing that is affordable to low income earners.</i>
<i>Culture and History</i>	<i>Encourage local community groups (e.g. the New Westminster Multi-Cultural Society) to organise walking tours, street festivals, block parties and other community events that bring people together to celebrate the area's culture and history.</i>
<i>Commercial Vitality</i>	<i>Support the creation of appropriate commercial proposals that contribute a festive atmosphere to the area (such as a weekly farmer's market, art festival or community "garage" sale), provided that the location is deemed suitable by the community.</i>
<i>Streetscape, Open Space and Views</i>	<i>The Brow of the Hill area will have a high quality streetscape experience.</i> <i>Streetscape design will help address issues of crime and fear of crime in the area.</i>

Culture and History

As the City's original suburban neighbourhood, the Brow of the Hill neighbourhood has a long and rich history. By 1892, the area was home to 167 houses connected to City utilities. The area was intended by Colonel Moody to be a "working class" neighbourhood, and by the outbreak of the First World War, the Brow of the Hill housed many factory workers employed in the North Arm waterfront area. During the Second World War, the Federal Government suspended municipal zoning bylaws resulting in the conversion of a number of single detached dwellings to secondary suites and boarding houses, many of which remain today. Many of the area's apartment buildings were constructed during the 1950's and 1960's. By 1975, 75% of the housing units in the area were apartments.

Although the area has experienced large scale redevelopment, several valuable heritage structures remain today (such as the 200 block of Ninth Street). Many area residents expressed a keen desire to retain and restore those houses. The City will seek to promote opportunities to preserve the neighbourhood's heritage and, at the same time, emphasise the cultural strengths of the Brow of the Hill.

Goal: The restoration and preservation of existing heritage or character structures in the area will be encouraged.

Recommendations

Short Term

Encourage the restoration of the B.C. Gas Building.

Give additional consideration to proposals for single detached or multi-family housing that results in the preservation and restoration of one or more heritage or character buildings.

Medium Term

As noted in the [Official Community Plan](#), consider a heritage conservation area that would apply to single detached dwellings with heritage character.

Properties within a heritage conservation area would be required to adhere to specific guidelines regarding design when creating new structures or making changes to existing structures.

When considering locations for new community facilities, examine the use of existing heritage structures.

Ongoing

Continue to implement the recommendations of the *Official Community Plan* section on Heritage and Neighbourhood Character, as well as the *New Westminster Heritage Management Plan*.

Continue to encourage the adaptive reuse and renovation of character houses in Bent Court.





Cross Reference

See the following Commercial Vitality section recommendation:

- Continue to examine options to address challenges to existing commercial stores (e.g. at Eighth Street and Fourth Avenue) which are legal non-conforming. Since legal non-conforming status affects the economic viability of commercial land uses, consider a policy to rezone these sites to allow the existing commercial land use*

See the following Housing and Growth section recommendation:

- The City will give additional consideration to multi-family projects that seek to incorporate... the preservation and restoration of one or more heritage or character buildings on the site.*

See the following Streetscape, Open Space and Views section recommendation:

- Conduct a review of the potential for a greenway on Ninth Street or Tenth Street between Sixth Avenue and Queen's Avenue considering... the greenway could reinforce the heritage character in the 200 block of Ninth Street (e.g. historic lighting standards) and could be called the Heritage Trail.*



Goal: The area's historic charm and cultural strengths will be celebrated and promoted.

Recommendations

Short Term

Encourage local community groups (e.g. the New Westminster Multi-Cultural Society) to organise walking tours, street festivals, block parties and other community events that bring people together to celebrate the area's culture and history.

Encourage initiatives by community groups to create themed signage that welcomes and informs people about the neighbourhood, the streets and significant landmarks.

Encourage initiatives by community groups to create signage and plaques that recognise local persons of historic merit.

Ongoing

Continue to implement the recommendations of the Arts and Culture Policy for the City of New Westminster with respect to public art.

Using the Consultative Design Committee's review process, continue to strive to ensure that new multi-family project designs complement the existing streetscape.

Using available municipal powers, continue to encourage new single detached house designs that complement the existing streetscape.

Movement and Accessibility

The City has prioritised its transportation modes, giving precedence to walking, cycling, transit and commercial goods movement before private automobiles. For this reason, the *Action Plan* section on *Movement and Accessibility* is organised around these transportation modes.

Pedestrian Movement and Accessibility

While many parts of the Brow of the Hill support a healthy pedestrian environment, steep grades and relatively dispersed commercial areas can act to discourage walking. As well, the Brow of the Hill area is surrounded by a number of major arterial streets carrying heavy traffic volumes. Stewardson Way carries over 40,000 vehicles per day, while Fourth, Eighth, Twelfth Streets and Sixth Avenue each carry between 10,000 and 20,000 vehicles per day. While some of these streets are not geographically within the study area, they can act as barriers that impede the access of area residents to necessary services and amenities in adjoining areas. At less than 10,000 vehicles per day, there are generally sufficient “gaps” in the traffic that a pedestrian or cyclist can cross the street safely without excessive delays. There are several key pedestrian connections in or around the Brow of the Hill area that lack sidewalks or are pedestrian-unfriendly. This section seeks to address those pedestrian routes that connect the most important features of the community together (e.g. commercial shopping areas, parks and pedestrian routes that link to other neighbourhoods).

Goal: Provide pedestrian and cyclist actuated signals at crossings of arterial streets linking major trip origins and destinations where traffic volumes exceed 10,000 vehicles per day.

Recommendations

Short Term

Ensure that signal timing at pedestrian actuated signals is adequate for those with reduced mobility.

Medium Term

Review feasibility and cost of an accelerated programme for replacement of existing push buttons at pedestrian and cyclist actuated signals with larger, easier to activate dome buttons.

Where feasible and safe, ensure that sidewalks are level and free of obstructions near pedestrian actuated signal buttons and consider relocating pedestrian actuated signal buttons closer to intersections to avoid the need for pedestrians to deviate from their route.

Goal: Improve lighting, signage and markings wherever possible, particularly at intersections and mid-block crosswalks that have high pedestrian and traffic volumes.

Recommendations

Short Term

Use high-visibility, high-reflectivity sign materials at crosswalks and intersections.





Standardise high-visibility “zebra” striping for all mid-block crosswalks and uncontrolled intersection crosswalks (i.e., intersections without signals or stop signs) on asphalt surfaces.

Medium Term

Where feasible, consider relocating street lights closer to intersections and crosswalks during new construction and infrastructure upgrades.

Use textured surfaces at major pedestrian intersections.

Investigate replacing existing street lighting with lamps that provide a more natural light spectrum and illuminate streets and sidewalks with less residential intrusion.

Conduct a pilot project for low-level, metal-halide lighting at a prominent intersection within the study area.

Develop a set of criteria for prioritising the locations for the installation of improved lighting, including (a) low light conditions, (b) major intersections, (c) interference of trees and other obstacles.

Investigate the possibility of using the Local Improvements Program to accelerate the installation of historical and decorative lighting.

Where feasible, consider installing curb extensions to facilitate safe and comfortable pedestrian crossings.

Cross Reference

See the following Streetscape, Open Space and Views section recommendation:

- Within the context of a C.P.T.E.D. review of the area, consider street lighting improvements that would increase safety and street aesthetics (e.g. natural colour spectrum lighting and/or the use of low-level historic lighting standards). Consider the role that a residential porch light program (e.g. similar to Vancouver’s) might play in increasing safety.

Goal: Consider innovative measures to mitigate the impacts of steep slopes between major trip origins and destinations.

Recommendations

Short Term

In order to provide a continuous route for those with mobility restrictions, prioritise the implementation of curb cuts along one side of a street.

Medium Term

Investigate the use of non-slip and other textured surfaces for steep, high-use sidewalks.

In conjunction with the *Greenways and Urban Trails Master Plan*, identify locations where “switchbacks” and benches could be implemented on steep slopes to assist pedestrians and persons in wheelchairs. Queens Avenue west of Tenth Street is one possible location for a switchback, possibly in conjunction with a village green.

Where feasible, improve locations where curb cuts are missing or where existing curb cuts are



perceived as dangerous due to the angle made with the street or the slope.

Goal: Provide safe and direct sidewalk connections where there is a clear pedestrian “desire line” (i.e. the most direct route connecting places where people want to go) and no facilities exist.

Recommendations

Medium Term

Sidewalk connections should be considered for the following locations:

- On Eleventh Street between Royal Avenue and Queens Avenue;
- Through John Robson School grounds and Simcoe Park south of Ninth Street and Queens Avenue;
- Along the B.C. Parkway route (for both pedestrians and bicycles) where it narrows to a gravel path immediately adjacent to Stewardson Way between Third and Fifth Avenues;
- On Third Avenue south of Eleventh Street; and
- On sections along the north side of Stewardson Way.

Bicycle Movement and Accessibility

Cycling is not common in New Westminster at the moment, in spite of the compactness of the City. While steep grades between downtown and other parts of the City represent a barrier to cycling, much of the City is relatively flat. Heavy traffic on a grid of arterial streets and a lack of cyclist actuated traffic signals act as psychological barriers in these flatter areas. The City’s [Bicycle Plan](#) identifies bikeways along Seventh Avenue (the “Crosstown” Bikeway route), Tenth Street, and Fourth Avenue. The B.C. Parkway, although substandard at several locations, also has potential to be an effective cycling route. A number of improvements, such as cyclist actuated signals at Twentieth Street and Seventh Avenue, Eighth Street and Fourth Avenue, and at Fifth Avenue and Stewardson Way are already in place to support these bikeways.

Goal: Provide cyclist actuated signals at crossings of arterial streets on identified Bikeways and Greenways where traffic volumes exceed 10,000 vehicles per day.

Recommendations

Medium Term

Identify Bikeways and Greenways on oversized street signs at arterial street crossings to increase awareness of these alternative transportation routes.

Place distinctive street name signs and paint bicycle outlines on streets along Bikeways and Greenways to promote awareness that these streets have higher volumes of pedestrian, wheelchair, cyclist and





rollerblade traffic.

Goal: Ensure that there are suitable end-user facilities, (e.g. secure bicycle parking) available at common cycling destinations.

Recommendations

Medium Term

Investigate options to encourage the installation of adequate numbers of bicycle racks.

Investigate the feasibility of installing unobtrusive, inexpensive “post and ring” bike racks on sidewalks near businesses and multi-family residential buildings (to be funded by the building or business owner).

Create a bicycle parking bylaw that ensures that adequate bicycle parking is provided in new residential and commercial buildings.

Transit Movement and Accessibility

While there are a number of transit routes that serve the Brow of the Hill area, most could be classified as inter-municipal services as opposed to local services. With the exception of the #106 bus route on Sixth Street between New Westminster and MetroTown SkyTrain stations, which is often crowded, frequencies are relatively low on other routes (e.g. 15 to 20 minutes during weekdays and 30 to 60 minutes at other times). It should be noted that, for local service or access to SkyTrain stations, effective service frequency is somewhat higher due to routes sharing the same streets. These lower service routes include:

- #23/123 (Eighth Street between New Westminster and Burrard SkyTrain stations via Canada Way, Willingdon and Hastings Street).
- #100 (Sixth Avenue, Twelfth Street and Stewardson Way between New Westminster SkyTrain station and the Vancouver International Airport).
- #103 (Quayside Drive and Stewardson Way loop from New Westminster station).
- #112 (Twelfth Street between New Westminster and Edmonds SkyTrain stations).
- #154/155 (Sixth Avenue between Twenty-second Street SkyTrain station and Coquitlam).

New Westminster’s Official Community Plan calls for increased local loop services, such as the current #103 bus route, to link residential areas with services and amenities. Specific suggestions have included a loop on Quayside Drive, Eighth Avenue, Sixth Street and Carnarvon Street and another along Eighth Street joining Brow of the Hill with the Canada Games Pool complex and Sapperton.



Goal: Maintain a high level of connectivity with regional transit services with quiet, accessible buses operating on routes on major arterial streets.

Recommendations

Short Term

Encourage TransLink to provide frequent connections with SkyTrain current and future stations.

Encourage TransLink to purchase additional low floor vehicles with improved sound mitigation to serve routes in Brow of the Hill.

Encourage TransLink to provide direct connections to regional destinations, such as MetroTown, Downtown Vancouver, Deer Lake Park and Lougheed Mall.

Goal: Encourage local transit loop services that provide residents of higher density residential areas with frequent, convenient and comfortable access to their needs.

Recommendations

Short Term

Encourage connections between the Brow of the Hill, Uptown and Downtown shopping areas.

Encourage reduced fares that reflect the shorter distances travelled on these local loop services.

Encourage access to major City recreation opportunities such as Moody Park, Westminster Quay, the Massey Theatre/Moody Park Arena complex and the Canada Games Pool Complex.

Goal: Encourage improved amenities at transit stops.

Recommendations

Short Term

Encourage expanded partnerships with the City, the private sector and the community through Local Improvement Programs to provide adequate transit shelters and benches at all commonly used stops.

Promote resident involvement in transit shelter design (e.g. through community created murals or public art).

Encourage TransLink to maintain information displays with local area, route and schedule information.

Promote passenger security with good visibility and lighting at and near transit stops.

Increase awareness of the location of phones near transit stops and identify opportunities to provide “911” phones near transit stops and to locate stops near facilities with phone access, such as convenience stores.

Ongoing

Ensure high levels of maintenance and cleanliness near transit stops (e.g. more garbage bins).

Respond quickly to eliminate evidence of vandalism at transit amenities.



Commercial Goods Movement and Accessibility

The City has policies that call for through truck traffic to be directed to perimeter roads, such as Stewardson Way, Tenth Avenue and McBride Boulevard. There is, however, a need for some truck traffic to serve employment centres, local businesses and the needs of local residents. The steep slopes and limited loading zones in the study area present special difficulties to trucks and other heavy vehicles as well as residents who experience the impacts, such as acceleration, braking noises and exhaust fumes.

Goal: Seek to restrict unnecessary truck traffic passing through the area.

Recommendations

Short Term

Monitor levels of truck traffic within the study area.

Where financially feasible, increase enforcement of truck route bylaws where necessary.

Goal: Seek to mitigate the impacts of commercial vehicle loading and unloading.

Recommendations

Medium Term

Require commercial vehicle loading areas to be located and designed in such a way as to enable safe pedestrian or cyclist movement.

Ensure that access to commercial vehicle loading areas minimise visual and noise intrusions into surrounding residential areas.

Discourage trucks at construction and industrial sites from idling unnecessarily.

Private Vehicle Movement and Accessibility

On-street and off-street parking is always a concern in mixed density neighbourhoods such as Brow of the Hill. Conflicts can occur when customers of local businesses and visitors to higher density residential complexes compete for limited on-street parking with residents of lower density housing types, particularly if these residents have limited off-street parking available. Higher density housing can also generate higher levels of traffic, if alternative modes are not attractive alternatives to the automobile. This can impede the development of an attractive pedestrian and cyclist environment and create unacceptable levels of visual and noise intrusion, particularly in areas with steeper slopes.

Goal: Seek to minimise through traffic in residential areas.

Recommendations

Medium Term

Use area-wide traffic calming to address traffic volumes and speeds.

Where feasible, narrow streets to lower traffic speeds and provide shorter crossing distances for pedestrians.



Where a high need to discourage through traffic has been demonstrated, maintain a continuous street grid for pedestrians, cyclists and emergency vehicles (e.g., through diverters and “right-in, right-out” devices).

Goal: Encourage the provision of adequate parking for businesses and existing low and medium density housing without off-street parking potential.

Recommendations

Short Term

Where financially feasible, increase enforcement of local parking restrictions, particularly near major institutions such as Douglas College.

Create loading zones and short-term parking to support established local businesses.

Encourage new businesses to provide safe, off-street parking facilities that are well integrated into the desired urban form.

Paint curbs yellow to identify parking restrictions, particularly at intersections where good sightlines must be maintained.

Ongoing

Institute “resident-only” or time limited parking for those areas where parking is high demand and options for off-site parking are under pressure.

Goal: Seek to ensure that access to businesses and residential buildings by private vehicles is safe and compatible with increased pedestrian and bicycle traffic.

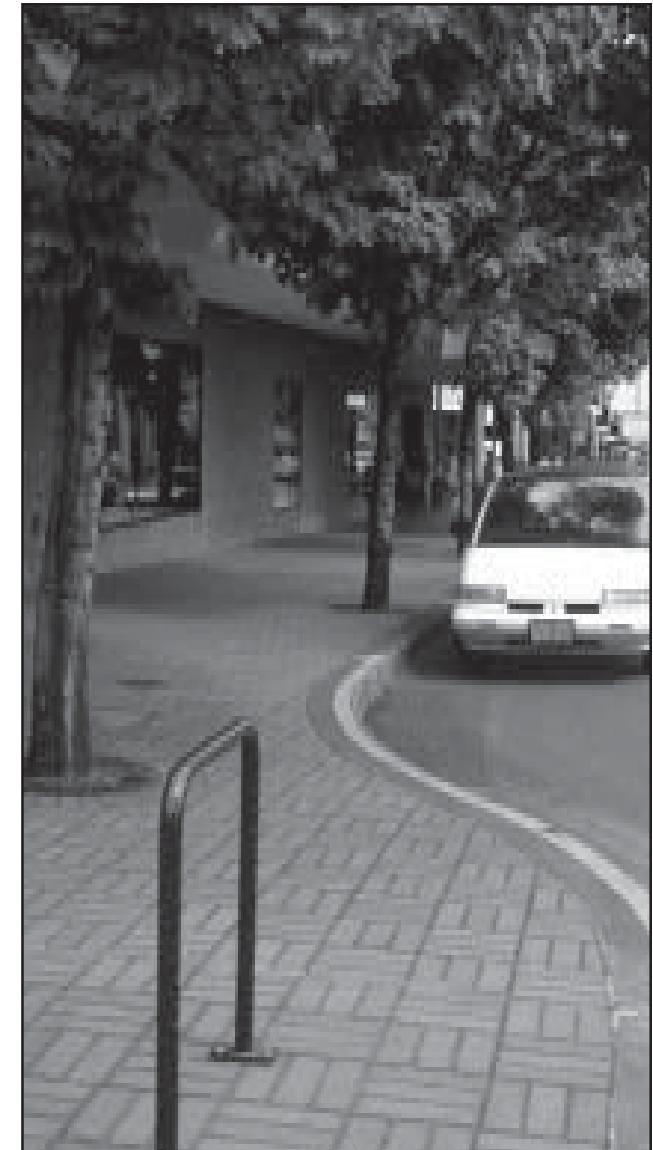
Recommendations

Short Term

New parking spaces should be integrated into the desired urban form and not be visible from the street.

Access to multi-family parking structures through narrow lanes and alleys should be discouraged.

While observing high safety standards, entrances to parking structures should be as narrow as possible and provide good sight lines for pedestrians, cyclists and drivers entering or leaving the parking structure.



Implementation

Goal: The Brow of the Hill Action Plan will be implemented at a pace and order of priority consistent with the goals communicated by area residents, property owners and community members at large.

Recommendations

Short Term

Meet with the Brow of the Hill Residents' Association, the Community Lunch participants and other local groups to discuss implementation priorities for the *Action Plan*. Continue to meet on a regular basis to discuss progress in implementation of the *Action Plan*. The discussion should focus on achievements by the City as well as by community members.

For recommendations that stipulate that the City should "encourage" the involvement of other parties (e.g. residents, rental property owners, nonprofit housing societies), seek to ensure that reference to these recommendations is made in City publications (e.g. newsletters, web site sections) and during contact with community members (e.g. consultation meetings, attendance at Resident Association meetings, or front counter and telephone inquiries). Where appropriate, consider the use of City resources (e.g. staff time, printing and mailing costs) to facilitate community based initiatives (such as a

safety review or an adopt-a-block project).

When opportunities for City input into proposals arise (e.g. a rezoning or stratification application), strongly advise applicants early in the process to incorporate features that are encouraged by the *Action Plan*. Staff reports to Council should note which aspects of a proposal reflect *Action Plan* recommendations.

Medium Term

On an annual basis, the Planning Department should update City Council on the *Action Plan* implementation, noting the previous year's accomplishments, and the proposed projects for the coming year.

On a case by case basis, consider amendments to the *Zoning Bylaw* that would promote the goals and recommendations of the *Action Plan*.

Review other bylaws to ensure that they are consistent with the goals and recommendations of the *Action Plan*.





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