

Queensborough Community Plan
Notes from December 2, 2008 Community Workshop
Queensborough Community Centre

Introduction

This memo provides an overview of the community workshop for the Queensborough Community Plan held on December 2, 2008 at the Queensborough Community Centre between 6:30 and 9 pm. The memo provides an outline of the workshop format, together with a summary of results from the workshop tables. A complete listing of comments received at each of the workshop tables is provided as an attachment.

Workshop Purpose

The purpose of the Queensborough Plan community workshop was to:

- learn more about the Queensborough community through informal discussion of a series of workshop questions at facilitated tables
- provide an opportunity for Queensborough residents to inform the project team in determining the future of their community

Workshop Format

The workshop was advertised within the community and in the local newspaper. Pre-registration was not required. The workshop provided an opportunity for members of the community to choose three topics of interest to discuss at a workshop table with other members of the community and representatives of the project team. The workshop consists of a series of questions covering six topic areas or themes. The six topic choices were:

- Growth and Housing
- Parks and Open Space
- Industry and Commerce
- Transportation
- Community Utilities and Servicing
- Community and Social Issues

Each workshop table had a:

- display panel (two new displays (transportation and utilities) as well as those recycled from community open house) as an introduction to the topic,
- listing of comments received at the October community open house as a discussion opener,
- worksheet of questions. A complete listing of worksheet questions for each table is provided in Attachment No. 1.
- flip chart to record comments
- “mark up” map

Information bulletins covering each of these themes (except community and social issues) were available for participants to use as background at the workshop tables and to take home. While an open-ended comment sheet was also provided, few participants

took advantage of this opportunity, as there was ample opportunity to participate at the various workshop tables.

Both City staff and consultant project team members were in attendance to facilitate each of the workshop tables, record comments, participate in an interactive discussion with the community and summarize the results of the workshop.

Number of Participants Signed in: 41 (there were additional participants, perhaps as many as 10, that either came late or did not sign in)

Timetable for Workshop:

6:30 – 7:00 pm	Welcome, Registration and assembly at workshop tables
7:00 – 7:05 pm	Greeting, Overview of workshop format and purpose Participants and facilitators at tables
7:05 – 8:45 pm	Discussions – 30 minutes each for three of six topic areas.
8:45-9:00 pm	Report back from each table. Wrap up and thank you.

Report back of all Tables

Key points and highlights from discussion at each of the tables were summarized by City staff present at each of the tables. A complete listing of discussion from each of the tables is provided in Attachment No. 2.

Table 1: Parks – support for walking proximity to local parks, longer for parks with active recreational space, recognition that trail construction will take place as development takes place, support for use of rights of way for trail developments, support for trails and park space, interest in use of “old school” site for park and field use, support for trails to move around industry rather than through industrial property

Table 2: Housing – some support for increased density recognizing that increased community amenities will come with increased population, concern that existing residents will be impacted greatest by increase in traffic, construction nuisances, etc., interest in consolidation of smaller lots in order to create parcels large enough to deal with floodplain issue, would like to see seniors accommodated within QB and suggest that Queensborough Landing would be a good place for seniors housing given the proximity to shopping, concerns that pedestrian and cycling facilities to shopping are limited/difficult from QB, concern that existing infrastructure in QB (in particular, roads) can not support increased population, community lacks police office, library, highschool,

area to be infilled before additional density, need to create main street on Ewen with City investment that is pedestrian friendly

Table 3: Industry and Commerce – need to be innovative, flexible with respect to future industry, support for industry to remain, consider smaller properties to facilitate redevelopment, support for light industrial and business park uses, recognition that heavy industry is no longer viable, but don't want QB all the land converted to residents, would like to see lands remain as employment generators

Table 4: Transportation – street improvements required, and improved transit service needed, regional and industrial traffic on local streets need to be addressed, need for improved linkage between QB and rest of New Westminster, speed is a greater issue than volume and needs to be tamed, general lack of connections between commercial services and residential community need to be addressed

Table 5: Utilities – open ditches are valued yet recognition that there needs to be on-going maintenance and enhancement, concerns that without sidewalks pedestrian movement is not safe, no consensus on solution to flood plain issue with respect to housing construction, no consensus reached on front loaded or rear loaded lots and suggestion that it would depend on the development and surrounding application

Table 6: Community and Social Issues - strong support for an early childhood Development Hub as part of expansion to the community centre, need to recognize linke between childcare and school enrolment, strong support for designated safe space for a range of activities for youth – potentially as part of expanded community centre, strong sentiment that older adults not served in QB and cited lack of housing, lack of medical facilities and lack of pedestrian facilities as concerns, strong support for community policing office – potentially at or near community centre

Workshop concluded with a thank you from the City and Residents Association to all participants.

A summary of the workshop will be provided via the project website following the workshop.

Attachments:

1. Worksheet questions from each workshop table
2. Listing of discussion from each table

Attachment 1: Worksheets: Workshop Topics and Questions

Table 1: Parks, Trails and Open Space in Queensborough

Facilitators: Claude Ledoux, City of New Westminster and Doug Rose, AECOM

A. Priorities for new parks

The *Parks and Recreation Comprehensive Plan* has suggested a number of strategies for park acquisition and development. What should be the top priority for parks and trails in Queensborough? Should the focus be on the development of smaller, local neighbourhood parks or should efforts focus on linkages between park facilities?

B. Walkable neighbourhoods and the Five Minute Rule

The Parks and Rec. Plan also suggest that residents should be within a five minute walk of a park. Based on this, a number of areas of the community are under serviced. Should the new Queensborough Community Plan support a system of parks that allows all residents to be within a five minutes walk?

C. Access to the waterfront and the perimeter trail

Public access to the waterfront can sometimes conflict with the needs of industry for security access and safety. Industrial operations often rely on their waterfront location to provide for the shipping of goods, making safe public access to the waterfront difficult. What is the balance between public access to the waterfront for recreation and the need for industrial activity? How should recreational access to the waterfront be balanced with the needs of industry?

Table 2: Growth and Housing in Queensborough

Facilitators: Kathleen, Bev and Lynn

A. The Balancing Act: residential growth versus industrial land and employment opportunities

How can future housing in Queensborough be developed in a manner that does not compromise the long term viability of the community's remaining industry? What is the best way to integrate new housing within the established community?

B. Competing interests: the regional attractions versus local, neighbourhood values

How can the neighbourhood maintain a unique identity? Should Queensborough focus on providing regional attractions or neighbourhood facilities and services or both? What is needed to build a more complete community where residents can live, work, shop and play?

C. Opportunities for residential: infill & intensification

Are there areas suitable for more intensive forms of housing? Should parcel consolidation be encouraged to enable redevelopment and more intensive forms of housing? Should residential development continue to be focused south of

Highway 91A? Is there an interest to create pedestrian friendly, mixed use development along the main arterials within the neighbourhood? Is there enough housing choice to meet the needs of seniors? What types of housing are missing? How important is the design of housing units to the community, especially units on smaller lots or infill units?

Should semi-detached (duplex) units be allowed on larger lots that cannot be subdivided (6,000 sq ft or larger?) How should parking and driveways be handled? Is the design of duplex units important?

D. Sustainability (this may be too broad for this group-leave last)

A sustainable community is often defined as one that has a mix of uses, encourages a compact form, boasts a variety of lot sizes and housing types, proximity to schools, parks, recreation, employment and shopping. There are a variety of actions to achieve a more sustainable community. Which of these actions should be supported?

- Central community facility and services
- Community gardens
- Event space
- Linked pedestrian trailways
- Variety of lot sizes and housing types
- Mixed use development
- Proximity to schools and parks
- Inclusion of alternative energy sources such as geothermal and solar
- Increased density
- A complete community with a range of ages and income levels

Table 3: Industry and Commerce in Queensborough

A. Retention of industrial land

The *Industrial Lands Strategy* prepared for the City advocates the retention of the majority of the industrial lands in Queensborough. What is the future of existing industrial land? Where is the place the traditional industry in Queensborough? What measures can be taken to ensure that industrial operations are supported?

B. Industry as neighbours

Although modern industrial operations are substantially cleaner than their traditional counterparts, they can still have impacts on surrounding land uses. How can contemporary forms of industrial development become part the neighbourhood?

Shop locally: opportunities for neighbourhood shopping. What is needed (retail and services) to help create a more complete community? Is there interest in

creating a neighbourhood commercial centre that is easily accessible by pedestrians and serves Queensborough? Can the local services be met by the large format retail centres? Where should local neighbourhood opportunities go?

C. Future of employment in Queensborough

Access to employment and educational opportunities contribute to the creation of a sustainable community. The location of jobs near homes reduces the need for long commutes. Queensborough is a somewhat unique community, with land areas devoted to employment uses, including industrial and commercial operations. What can be done to support the retention of jobs in Queensborough?. What types of industrial and commercial uses can provide new jobs for the residents of Queensborough? What type of businesses could create jobs for youth?

Table 4: Getting Around- Transportation in and around Queensborough

A. The Balancing Act: cars versus alternatives modes?

Finding the balance between competing interests and activities is a challenge. Roads are used for commuter use, industrial goods movement, as a place for cyclists and pedestrians, as a gateway to the community, as an access to community services and everyday needs. What is the right mix between taming non-local traffic and providing neighbourhood mobility, accessibility and circulation? Traffic calming is also a major issue in the community – where should it be focused? Within neighbourhoods how and where should pedestrians and cyclists be accommodated? What is the right mix between building roads for cars vs. alternatives to the car such as walking, cycling, or transit or should roads be designed to accommodate all modes as a “complete street”? On local roads how and where should parking be permitted (onstreet, on one or both sides of the street)?

B. An opportunity for walkable communities: increasing density versus traditional community growth

There is growing regional interest in the creation of compact and transit supportive development in urban areas. Are there opportunities in Queensborough to increase density to make transit a more viable alternative to the car? What level of transit service is desirable? Is current service routing, connectivity and frequency adequate? Would transit service on Salter increase you likelihood of using the bus? Would more direct access to the rest of New Westminster be desirable?

C. Sustainability actions for transportation in Queensborough

A sustainable community means one that is pedestrian friendly, accessible for cyclists and has regular, frequent bus services. What should be the top priority towards making Queensborough a more sustainable community from a transportation perspective?

- Increased bus service
- Improved bike routes
- More pedestrian trails and connections
- Improved connections to Skytrain and downtown New Westminster
- Car share programs

Table 5: Servicing the Queensborough Community with Water, Sanitary Sewer, Storm Drainage and Flood Protection

A Based on community feedback, for the most part, the system of open ditches are here to stay!

Given that open ditches will remain part of the Queensborough community, what issues need to be addressed? How can open ditches be used to enhance or contribute to the community of Queensborough?

B Minimizing the Risk of flooding

Provincial guidelines call for raising habitable levels to the Flood control Level (FCL). Typical techniques to accomplish this include:

- Build homes on raised supports without permitting habitable space below the FCL
- Raise the grade to within a few feet of the FCL and then construct the house with a crawl
- space to ensure no habitable space is available
- Raise the grade of all surrounding land to the FCL

A further option is to choose not to satisfy the provincial guidelines and permit development below the FCL. However, this inherently assumes that owners accept their homes will be at risk should a flood occur. Given that these options can result in significant elevation differences and potential impacts between adjacent homes, which of these options are best for the community?

C Access Options: front loaded vs rear loaded lots

In your opinion, which of these options enhances the streetscape character of Queensborough? How do you feel about shared driveways or requiring larger lots? Keep in mind the impacts of each on the servicing infrastructure.

Table 6: Community and Social Issues

A Child Care

The Child Care Needs Assessment (October 27, 2008) documented that Queensborough had the smallest share of child care spaces by sub-area in the City, accounting for 4.9% of the total child care spaces. With regard to group child care spaces to population, Queensborough also had the lowest proportion

by sub-area, with 3.8 spaces per 100 children aged 0 to 12 years. By comparison, the East End, Uptown and West End sub-areas all had in excess of 15.4 spaces per 100 children aged 0 to 12 years.

What actions are necessary to ensure that the child care needs of families are met now and in the future? Should child care be part of the future expansion of the Queensborough Community Centre?

B Early Childhood Development

The Human Early Learning Partnership has completed an Early Childhood Development Mapping Project for New Westminster. A key component of the project is the Early Development Instrument (EDI), which is a research tool that assesses the state of a child's development in Kindergarten. Two waves of EDI data have been collected for New Westminster. Based on the most recent wave, the highest proportion of children vulnerable in at least one domain of child development was in Queensborough (48.5%) and the lowest proportion of children vulnerable in at least one domain of child development was in Queen's Park (18.4%).

What early childhood development and family strengthening programs are needed but currently not available in Queensborough? Should an Early Childhood Development (ECD) hub be part of the future expansion of the Queensborough Community Centre? An ECD hub is an integrated, local facility, anchored by child care, from which programs and supports for early childhood development can be accessed?

C Youth

Queensborough has the second highest number of youth by neighbourhood aged 10 to 14 years and 15 to 19 years in New Westminster. In 2006, there were 350 youth aged 10 to 14 years and 315 youth aged 15 to 19 years. Combined, these two age groups comprised 13.0% of the population in Queensborough. By comparison, these two age groups comprised 9.8% of the population in New Westminster. A new youth centre is planned for New Westminster; however, its likely location will be in or near Moody Park.

What youth oriented activities, programs and services are needed but currently not available in Queensborough?

D Older Adults (50+)

Queensborough has a lower percentage of older adults aged 65+ (7.4%) than for the City (13.6%). In 2006, there were 405 older adults (65+) in Queensborough. Based on the recent 'In My Back Yard Fair' held in Queensborough on September 27, 2008 and attended by 75 people (50+), a number of those responding to an exit survey reported that older adults move to Sapperton and the Uptown neighbourhoods to be closer to health and medical services and to move into assisted living and other housing types that can accommodate adults as they age.

What types of development are needed to retain older adults within Queensborough? What activities, programs and services are needed but

currently not available for older adults in Queensborough? What contributions can older adults make in building a stronger community in Queensborough?

E Community Schools

Community schools provide a vehicle for the participation of community residents, with or without children in the school system, in the activities and efforts of their neighbourhood schools. In Queensborough, community schools offer a variety of programs and services, including information dissemination; health and wellbeing initiatives (e.g., Breakfast Program); literacy development (e.g., Book Fair and Homework Club); multicultural services (e.g., ESL); recreational offerings; and social responsibility (e.g., anti-bullying presentations and community food drives).

What role should community schools play in Queensborough? Are there activities, programs or services that should be (but are not) offered at the schools?

F Other Community and Social Issues and Opportunities

Are there other community and social issues and opportunities that have not been identified as part of the above areas of inquiry? If yes, what are they?

What role can faith (e.g., Holy Trinity Church and the Sikh Temple) and social (e.g., Delboro Society and Roma Hall) organizations play in addressing community and social issues in Queensborough?

Attachment No. 2: Notes from each workshop table

Table One: Parks, Trails and Open Space

Facilitators: Claude Ledoux, City and Doug Rose, AECOM

Round One:

A. Priorities for new parks

The *Parks and Recreation Comprehensive Plan* has suggested a number of strategies for park acquisition and development. What should be the top priority for parks and trails in Queensborough? Should the focus be on the development of smaller, local neighbourhood parks or should efforts focus on linkages between park facilities?

- not and either – or question. Goal should be to have both park space and green linkages on QB.
- Wood Street → N. Park
- Linkages between should be more pedestrian friendly and not on roads or streets.
- Walkways and parks – Connections are crucial.
- Thompson's Landing – MOH Site
- *Greenways that connect smaller parks a good approach.*
- 5 minute rule for access to parks and trails makes sense.
- smaller parks play important role in the community (tot lots).
- remove industry → acquire for park land
- upgrade existing parks (drainage, lighting, new play apparatus)

B. Walkable neighbourhoods and the Five Minute Rule

The Parks and Rec. Plan also suggest that residents should be within a five minute walk of a park. Based on this, a number of areas of the community are under serviced. Should the new Queensborough Community Plan support a system of parks that allows all residents to be within a five minutes walk?

- Industrial land value higher – acquire? Residential taxes go up?
- Foreshore trail is ultimate goal.
- Future – achieve perimeter trail
- 10 minute walk distance with children a long way
- Walk distances will depend on the park amenities
- *5 minutes to a tot lot*
- *10 minutes to more active recreation space*

C. Access to the waterfront and the perimeter trail

Public access to the waterfront can sometimes conflict with the needs of industry for security access and safety. Industrial operations often rely on their waterfront location to provide for the shipping of goods, making safe public access to the waterfront difficult. What is the balance between public access to the waterfront for recreation and the need for industrial activity? How should recreational

access to the waterfront be balanced with the needs of industry?

- *value of industrial land versus park land. Taxes could go up with no industrial lands.*
- Acquiring land for perimeter trail should be considered as comprehensive development plans come forward

Round Two:

A. Smaller parks – neighbourhood parks the way to go.

- Perimeter trail development on going as development takes place
- both - n. parks #1 - trails #1 (Debate)
- garbage cans → doggy bags
- greenways → feel safer with lighting.
- rights of ways logical alignments → sewer. hydro?

B. Ten minute walk – okay

C. Industry versus trail rec. access?

- what balance should be achieved?
- as opportunities arise → City should consider development of the trail as a priority.
- *get as close as possible (Granville Island). Trail not necessarily at water's edge, but could meander.*
- need access trail
- Poplar Island – Provincial? Metro Vancouver? To be confirmed.
- Sports fields? Good idea?
- Existing in Ryall Park/school
- Old school site would accommodate field
- In-line skate park? (teens)
- medium priority
- Wood Street → river north end
 - 'small car' races to be considered as park

Round Three: (4 people – Mayor)

A.

- not enough green space in QB
- more dog parks would be good.
- perimeter trail should be continuous.
- *more park space – walkable*
- *greenway trails desirable*
- *combination of trails and range or park sizes.*
- programming of parks important
- aim for a range of programming elements to accommodate needs of diverse community, ages, etc.
- neighbourhood parks desirable
- busy active park good
- lighting a concern on Ryall Park

- greenways to be lit for safety
- 'pocket park' idea
 - more green space
 - naturalised approach
- greenways through rights of ways – hydro, sewer.

B.

- 'old school' site would complete to 5 minute rule on QB
- 5/10 minutes okay
- signage important – way finding

C.

- industrial lands vital for goods' movement
- green link around industry and *not through industrial = CONFLICT*
- Wal-Mart site trail connection good approach
- perimeter trail completion should be looked at as adjacent development occurs.

Table Two – Growth, Housing and the Community

Facilitators: Bev Grieve, City, Lynn Roxbough, City and Kathleen Callow, AECOM

Round One:

A. What is working?

- Queensborough is family/community oriented. Neighbours say hi. The more homes, the more people, the more traffic. This affects the community feel. Need a balance. Older homes will be redeveloped. Duplexes and townhouses work.
- Ditches – The comment from the open house about poor maintenance is true. This was a big election issue. The City says they want them open, but when there is a developer is willing to pay, the City wants them closed. There is a different standard in Queensborough compared to Uptown for example. The problem is that ditch closure is ad hoc. Some are developed and some not. There are some new, some old. Not everyone gets the benefit of new sidewalks etc.
- The community is family oriented, which prompts people to get more involved. Hate to see a lot of high density. Low and medium density suits the community and is more sustainable. More density = less likely to know your neighbour. Need balance.
- Would support denser seniors housing in QB Landing. Near amenities. Appropriate places for density.
- A lot of people in the community state that seniors need affordable/independent living units near amenities. Don't want people to have to leave their neighbourhoods when they retire.
- What amenities. Transportation, doctor's office, shops.
- There is limited access to QL – both transit and ped. A young woman with a stroller and shopping has trouble crossing the highway. Highway is really hard to cross.
- Could do something similar to the casino.

- A grocery store would be great. And doctors office.
- If you develop Ewen as a main street, there needs to be better transit up and down.

B. Question for the developers at the table: is there an interest in commercial at grade?

- What to enhance the street. The main artery is Ewen. Need some money spent on infrastructure on Ewen. Sidewalks etc, then the businesses would come.
- To attract any professions the City needs to make sure the density and population to support the businesses. So this is an important focus. There are infill lots, but it would be better to plan for more land assembly and bigger projects. Redevelop into something more pretty.
- In the older area there should be a support for small lots and assembly of land for town houses. Larger parcels are easier to develop, especially now that the City has control of the FCL. This is especially true in the older areas.

Round Two:

A. What about allowing duplexes?

- There will be issues with parking and the number of families in each house. Do they use their garage or is it a suite? Does the infrastructure exist to support this increase in density? Will the additional population be able to work in the surrounding area? Or are we providing housing without the resources (hospitals, schools, jobs). Think about the people that live here now and have to put up with the growing pains. It is hard enough to get off the island already. Is this initiative for the City (to increase tax revenue) or actually for Queensborough? Right now it does not feel like it is for Queensborough. Without the supporting resources and infrastructure, growth is not sustainable.
- There is no high school here. How do the kids get to school? There is only one over crowded bus. If you miss it you are late for school. If parents drive their kids they may still be late if there is an incident on the bridge.
- Need forward thinking. Think about the infrastructure and facilities needed. Police force, for example.
- Need to make the community liveable.
- The elementary school full. This forces young grades into the middle schools. Kids are forced to go to middle school when they are still too young.
- Support more density if there are services on this side of the highway. It would be nice to have a library. There is enough demand between Queensborough and Hamilton. QB Landing doesn't count because of the highway. It is not accessible/walkable. Only access is by car.

B. Should Ewen be developed as the main street?

- That would be great.
- Can use Wood Street to connect to QB Landing under the highway but there is not sidewalk. This is not a user friendly route. There is only an unlit crosswalk to cross Boyd. Then along Boyd there is no sidewalk.
- Can't lock your bike at Tropicana – only at Wal-Mart. The lack of bike parking means you can't bike to QB Landing.
- Miss Spagnols. Everyone walked there and would stop and chat to each other while shopping there.

C. What kind of housing would you like to see?

- The plan created ends up subverted. South west corner, for example. There are small lots with space over garage. How long until there is a suite is there? There are a number under construction now.
- Same as duplex issue. The FCL, etc. creates additional space where extra families can be added. The neighbourhood can't handle this unintended density. The main concern is traffic. An increase cannot be accommodated without problems.
- City needs to be vigilant about enforcing the bylaws. The City should also make sure they want the form of houses currently being permitted. For example, allowing windows looking into neighbours windows. Surrey doesn't allow this or monster garages. New West has interpreted their powers differently and allows all kinds of things.
- Have to be very careful about how we allow density.
- Need to concentrate on filling in the area first before starting to add density.

D. How do you combine industrial/commercial land with residential density?

- What effect does the industrial development have on the community? How many people leave the area for jobs? Will they get jobs at the Western Forest Products site? Or will more people move here to work at industry created there? Have there been studies done on this issue?
- Depends on the type of jobs created and the wages offered.
- Not a lot of people live in QB and work at QB Landing.
- Need a good representation of businesses that can be supported by the residents. Need white and blue collar jobs).
- QB Landing only creates a need for low income housing.
- Have allowed additional housing, but there has been a lack of infrastructure build with it, even if the new housing creates a demand for it. Now people drive too fast down Phillips which really needs improvements. Have DCC's. Need to use them to improve Phillips Street, not just the 'local' roads.
- People are going to want to live in a garage because that is all that they can afford. If I had teenage kids I would want them on top of the garage.
- People with big lots can't build above the garage where there is room. People with small lots can build above garages, when they don't have space.

C. What about garage suites on bigger lots?

- Vancouver is allowing it, so is it a legitimate building form? Yes.
- Would like to keep the rural character.

Round 3:

- The existing plans have been violated. People didn't want the density, but the City keeps supporting variances. Residents don't see the process because it happens behind closed doors. After a closed door meeting the developer will be allowed double the density.
- The plan used to say that everything inside of the ring road will be single family residential. Everything outside will be industrial only.
- People in those days were against density and now we have apartments. What is next? Duplexes? Not all the residents want duplexes, only a select group of developers and real estate agents. The QRA is not all that well attended. People don't want all this high density. Small lots are too tight with too little parking. People will fight or have to build fences.

- City has not provided proper planning. Asked APC to repair Phillips street because it can't handle the number of cars. There has been no maintenance and now residents are being asked to pay 60 thousand dollars to fix the problem that was created by City neglect and by the City allowing density. Need to plan for density FIRST.
- Should we allow duplexes? It will be overcrowded. It is too hard to access the island already.
- Don't dislike the development, dislike that the City hasn't been putting in the infrastructure. There are no sidewalks. Not against density, but the City is getting money from the developers through DCCs so they need to provide the infrastructure.
- For all the taxes taken accumulated, there is too little is spend in QB. Heard that only 8% of taxes are spent here.
- The developers working in the southwest act like the own the street. (Block traffic, tare up the concrete as they work and as they move materials).
- Thompson's landing is advertised as wheelchair accessible. The houses are, but how do you get to the house in a wheelchair?
- Need to spread out the infrastructure provided by developers. There is increased usage on other areas not just the street in front of the development.
- Only half streets are developed here and there. Need to learn from Richmond and not develop hodge podge. We pay taxes, but the City only gets work done from developer.
- City staff are not helpful. Bylaw id flexible and says City may or may not do blank. Who is the City? The Bylaw is not clear and lends itself to under the table deals.
- Hard for seniors to find housing. As families age they can't stay here because there isn't an appropriate housing form here.
- Should encourage either specific seniors housing or integrate it into developments. Right now only option to go to Uptown.
- Seniors housing should be developed close to transit and close to the community centre.
- Need a selection of smaller unit sizes now that kids have moved out.
- Last community plan wanted to see Ewen as the main street but this has been overshadowed by the QBL which was not part of the plan. Now don't trust the community plan.

What would you like to see in the area that is zoned as industrial but designated for multi family?

- This area doesn't look modern.
- Need a second link to the mainland.
- Need to convert it all of this area into residential. Make it modern. Add lights. The old area is set up already, therefore a high-rise won't fit. Make sure Ewen looks beautiful. It is not a modern place. Can make this undeveloped area look good. Would like the waterfront developed as residential.
- Would be vary afraid to loose the industrial land – point seconded. This is an important job and tax base.
- But it is empty.
- What is going to happen at the WFP site? Residential?

- It will change from WDI to I. The City and the consultants will be coming to consult. There will be industrial uses and a large building supply operation. Multi tenant light industrial and large industrial warehouse. NO housing. The Council policy is for industrial.
- Is that site enough to sustain enough tax base or should we save it all. Need to save Interfor. Also want to save the land base in the moratorium, which is currently zoned residential in the old plan.
- What about land below the casino?
- The land is owned by the casino. There was a plan to do a hotel, which is unlikely to go ahead. There will be no residential.
- Keep the density as low as possible to keep area livable.
- A large part of what we feel from density is traffic. Only allow density if there is a clear method for dealing with the traffic. Need to create a higher mode split first.
- Should use DAC for the beautification of Ewen and the creation of walking space. There is a large right of way. Not all of the space needs to be for the road. Need an east-west thru trail not just the perimeter trail. 10-20 people walk on the perimeter trail each day, but 200 people walk on Phillips Street. The City's direction/priorities are miss guided.
- Seniors should be an important focus.
- Want design control over the density that is permitted.

Table Three: Industry/Commerce

Facilitators: *Mitchell Edgar, Carolyn Armanini, and Lisa Spitale, City and Bill Corsan, AECOM*

Mayor expressed concerned that when Council receives this type of information they don't know how many people said it in relation to total residents/popular opinion.

A. Retaining Industrial Land

- needs a huge investment to keep it working and is it an area where there is growth?
Is there any baggage? Waste, oil, need to look at cleaner industry that is economically viable for the companies *and* works next to the residences.
- industrial land is important for career-type jobs where they can make more money
- industry is a good place on the river because of the cheap transportation
- don't want New West to be a bedroom city
- wants industry back to get the jobs back
- doesn't think that the industrial sites should be for commercial/retail
- the Interfor and WFP sites will set a precedent; they're large sites that will determine future of the remaining industrial sites.
- should also market the smaller industrial sites and make them more attractive
- what exactly does industry mean? The saw mills aren't coming back, so what do we mean by industry?

- we need to get the right businesses here, then we can shop there and support them
- there are a lot of definitions of industry, what do we mean here? We need to define it better.
- On the Interfor and WFP site it would be nice to see a mix of commercial, residential, and industrial. (Smart Centres rep).
- (Anthem properties) It's important to have a grocery centre in a community. The definition of industrial is changing across the region to a hybrid of business park/light industrial, heavy industrial and offices. Commercial used to be strictly retail, but now contains doctor's offices and other offices such as high tech and retail. Commercial and industrial go well together as neighbours, better than residential. Commercial and industrial is very dynamic; there is also a mix of job levels at the commercial/retail centres.
- when Weyerhaeuser closed with 300 good paying jobs, we lost something. Yes we got jobs back at SmartCentres, and yes local people own some of those stores, but we lost high paying, stable jobs.

B. Industry as Neighbours

- QB does not have a movie theatre, pool, ice rink (entertainment district), and a private developer was interested in putting one there, why didn't we support that? Children need an ice rink for after school activities.
- Port Royal will need an additional elementary school to support the population. We should look at City owned industrially zoned land for school sites.
- Agree with school and entertainment district. In addition, along Ewen needs to be re-vamped with sidewalks to make it more attractive for businesses/doctor's offices.
- The elementary school goes to grade 4 and already has portables, we need a new school
- All along Stanley street is an eye sore and no industry wants to go there, and it should go recreation/education type uses.
- What about light industrial uses? Nobody can lease industrial/commercial spaces here, it sits empty. Benny's is struggling, Spagnol's is closed. You can tell people to put commercial on the grade level, but it's not economically feasible.
- Need some basics to attract other commercial businesses, like a gas station. Need a centre to Ewen, like the hotel proposal on the Queen's property (at one time).
- City should use the DCC's to finance some recreation properties.
- Strata industrial lots are not sellable.
- The properties are too big to support only industrial
- if we loose industrial it should go to community amenities
- there are no high paying jobs in QB right now, the mills shut down and they aren't coming back.
- Granville island, false creek was industrial and they've moved on- they've created something new/creative. We need to think creatively too.

C. Future of employment in QB

- want to keep our local stores
- access to QB Landing is dangerous and totally car oriented
- need more light commercial (local) businesses (not big box retail)
- think the pressure of residential building is taking away from the industrial/jobs.
- small scale commercial should go along Ewen.
- Access to the commercial along Ewen needs to be re-addressed. It kills businesses before they even start.
- could put the business park in the Griff site.
- mixed use (light industrial/office) should be on the industrial lands
- shouldn't put a restriction on the land (industrial) for heavy industrial, should be able to build light industrial/business park
- as a tax payer, I don't want to see it go to residential from industrial and see those taxes gone.
- False Creek Flats is like the WFP area, we could do something like that with industrial, office, institutional.
- False Creek Flats is very similar and the City should look at doing something similar and is protected in the Industrial Land Reserve in the City of Vancouver.
- SmartCentres is built out, but they'd like to expand but there's no space.

Table 4: Transportation

Catherine Mohoruk, Fan Jin, City and Leah Libsekal, AECOM

Session 1: General Comments/Issues

- When Hwy 91A backs up, regional traffic still shortcuts along Ewen, between Boundary and Howes
- Lack of transit service in evenings and weekends
- Industrial traffic cutting through Queensborough via Ewen Avenue
- New development related traffic using Phillips Street - improvements to the street needed (e.g. streetlighting, sidewalks etc)
- Roadways not well maintained (e.g. Philips and other roads)

A. Taming traffic versus neighbourhood mobility

- Issue is regional traffic (Hwy 91A) shortcutting Boundary, Ewen (when problem on Hwy) (would like turn movements restricted during peak hours)
- Congested conditions on Howes between Interchange ramp head and Queensborough Landing during weekday pm rush hour and peak shopping hours
- Howes south at Ewen not aligned with north leg (traffic travelling on wrong side of road (wrong direction) on Howes between Ewen and Salter

B. Transit Services

- Service only to 22nd St SkyTrain station requiring need to transfer to another bus to connect with other NW places
- No park n ride at 22nd Street station
- Need transit service at Queensborough Landing (north of Boyd) – evenings/weekends for staff (insufficient service, affects staffing retention etc)

- Ewen acceptable for transit route, however CPTEP issues (better accessibility) and sidewalks required both sides

Session 2: General Comments/Issues

- Bus Services
 - Poor signage on Bridge and Highway 91 – lack of signs to direct motorists to Queensborough (also need signs in Queensborough to guide people and traffic in/out)
 - Would like removal of the railway near Port Royal, as rail traffic occurs all night
- A.** Speed is more an issue than volume
- Traffic circles on Ewen Avenue are obstacles and dangerous
 - Traffic circles need to be built properly
 - Way finding signs to regional destinations are needed
- B.** **Want to see medium and low density development (versus high density)**
- C. Business area and residential area**
- Short-cutting traffic issue
 - Regional traffic there because of Casino and Queensborough Landing
 - Ped/bike bridge expensive – high cost per trip for pedestrian/Bike bridge
 - Great to see the ped/bike bridge to link Queensborough with greenways in mainland New Westminster
 - Would like Sky train to Queensborough
 - Provide transit services between Port Royal to Queensborough Landing shopping mall

Session 3

General Comments/Issues

- Lack of walk-ability between commercial areas located north of Highway 91 along Boyd/ Westminster Highway
- Need connections from south side to north side to connect commercial nodes and employment areas to residential areas
- Wood Street: no space for pedestrians, lack of facility

Table 5: Servicing the Queensborough Community with Water, Sanitary Sewer, Storm Drainage and Flood Protection

Facilitators: John McMahon, City and Peter Takacs, AECOM

A. Streetscape standards: retaining open ditches in Queensborough

Given that open ditches will remain part of the Queensborough community, what issues need to be addressed? How can open ditches be used to enhance the community of Queensborough?

Group 1 Discussion

- Ditches are wonderful.
- Ditches need to be kept healthy.
- There needs to be more watchful eyes on what is being done to the ditches.
- Open ditches are okay.
- In Richmond, ditches can be covered. It is cheaper to cover whole ditch, should be allowed too.
- Advocate responsibility of ditch maintenance to homeowners.
- On Pembina Street, many residents would have paid to cover ditch.
- Ditches should be enhanced.
- It makes a difference on which street the ditch is located on. Spruce Street hardly ever has any water in it and it should be covered. Water level in ditches varies by area.
- The City should allow ditches to be covered.
- The educational aspect of ditches is important – they are important to children's education.
- There is so much life in the ditches – like the sound of frogs in the evening.
- Ditches are non-stop entertainment for children.
- Because there are no sidewalks – pedestrian safety is an issue.
- Need to plan for the future.
- Mosquitoes need to be addressed.
- Main concerns – safety, aesthetics, and maintaining a positive learning environment.

Group 2

- More street maintenance is required.
- Phillips Street should have a sidewalk and better street conditions. The Thompson's Landing development should have paid for the street improvements. The street used to be a dead end and now is a thoroughfare. Phillips Street owners should not have to pay for street improvements as a result of poor planning.
- Ditches need to be cleaned, more maintenance is needed.
- On Fenton Street and Hume Street the culverts are too high so the water level needs to be high before water will drain through them.
- Happy with the wildlife in the ditches.
- More maintenance needed to keep the ditches clear.
- Ensure that culverts are put in at the same height.
- Access to ditches for maintenance by owners is poor – gravel along the side of the road will wreck lawnmowers.
- Tree on City property drops chestnuts and there are too many to clean.
- People should be made aware that they should clean their ditches and keep them clean.
- Resistance to pick up trash is dependent on the height of the water – do not want to get wet- and lack of responsibility.

Group 3

- Concerned with why driveway culverts cannot be continued across the rest of the property line, over the ditch.
- A cost effective way to cover ditches is needed.
- Ditches need to be maintained.
- City needs to inform residents that they should maintain their ditches,
- Do not want all the ditches covered.

B. Minimizing the risk of flooding

Provincial guidelines call for raising habitable levels to the Flood Control Level (FCL). Typical techniques to accomplish this included:

- a. Building homes on raised supports without permitting habitable space below the FCL
 - Raise the grade to within a few feet of the FCL and then construct the house with a crawl space to ensure no habitable space is available
 - Raise the grade of all surrounding land to the FCL

A further option is to choose not to satisfy the provincial guidelines and permit development below the FCL. However, this inherently assumes that owners accept their homes will be at risk should a flood occur.

Given that these options can result in significant elevation differences and potential impacts between adjacent homes, which of these options are the best for the community?

Group 1

- Concerned with houses at different height elevations.
- It looks ugly with houses raised high.
- Concerned with houses at different heights.
- Keep houses at grade, above the centre of the road, owner accepts risk.
- Aesthetics are important.
- Houses should be raised to protect homes.

Group 2

- Do not agree with raising houses, should stay at the same level as existing buildings.

Group 3

- It is better if there is not so much fill so that existing buildings are not affected.
- If there are only 1 or 2 lots being developed, fill causes problems. If it is a larger development, it can be done.
- Need to know what will and will not be covered by the Province if houses not built to the FCL.
- Community character is important.
- Development has gone too far already, there is already a streetscape with a mix of higher and lower buildings. When all the older homes are gone it will not be an issue.
- Do not adopt a bylaw, another option is to not to have a bylaw.

- Raise the grade. Do what is happening now, like Thompson's Landing. Require preloading on larger parcels.
- Favour a mix.

C.Front loaded vs rear loaded lots

In your opinion which of these options enhances the streetscape character of Queensborough? How do you feel about shared driveways or requiring larger lots? Keep in mind the impacts of each on the servicing infrastructure.

Group 1

- Shared driveways are a good idea on larger lots.
- Rear lanes will not work in existing areas.
- Have larger culverts, 30 feet. If joining two driveways, 40 feet.

Group 2

- Would be dependent on development.
- On Salter Street, because of pre-fill, it is like driving up a hill.
- It is the preference of a buyer whether you want to share a driveway crossing.
- Back lanes are green spaces for the community. If we are going to black top the back lanes, it will be taking away space where children can play.
- Shared driveways could result in neighbour conflict - who shovels the driveway.
- Driveways can be guest parking, if shared it could not be used. Could be inconvenient.
- Would prefer a shared driveway, back lanes are part of the community character and do not want to get rid of green back lanes.
- Good fences make good neighbours.
- Thompson's Landing has rear access. They are very narrow and cause neighbour conflict.

Group 3

- Rear access may look better, but would prefer front access.
- Varying frontages of new houses with existing houses looks silly.
- Better with smaller lots and better rear access.
- Nobody should park on the shared part of the driveway.
- Have no problem with shared driveways.

Table 6: Community and Social Issues

Facilitators: John Stark and Renee Chadwick, City

Child Care and Early Childhood Development:

There was strong support for an Early Childhood Development Hub (that would be anchored by a licensed child care facility) as part of the expansion to the Queensborough Community Centre. Participants felt that child care and school readiness were significant community issues and that a hub would help to address these issues. They also felt that the co-location of health and

social services as part of a hub would reduce the need to travel to access such services and would contribute to a 'complete community.'

Other comments and suggestions included:

- Enable the community to have a say into the services that would form part of any future hub.
- Ensure that any hub is multi-generational – i.e., from young children to seniors and all ages in between.
- Ensure that child care is affordable.
- Expand the number of out-of-school care spaces at Queen Elizabeth Elementary School.
- Expand the hours of operation for the Strong Start Centre.
- Improve information about child care options.
- Increase the number of all types of child care spaces in Queensborough.
- Limited child care options in Queensborough.
- Locate the hub as part of the Queensborough Community Centre.
- Offer infant care spaces. Currently, there are no infant care spaces in Queensborough, which means that parents have to travel to access such spaces.
- Recognize the fact that many families have been on a waitlist for before and after school care for over two years.
- Recognize the link between child care and school enrollment. Currently, many children are enrolled elsewhere due to the greater availability of before and after school care.
- Start the planning for a second elementary school before land becomes scarce.
- The neighbourhood discrepancies in child care are alarming and need to be addressed.
- The temple is planning to offer some form of child care – e.g., after school programming.

Youth:

There was strong support for a designated 'safe' space where youth could participate in a range of supervised activities. This space could include computers, a games room, a television lounge, etc. Several participants suggested that such a space should be considered as part of the expansion of the Queensborough Community Centre.

Other comments and suggestions included:

- Consider positive reinforcement initiatives for youth – e.g., recognize youth for their contributions by providing parks and recreation passes.
- Consult with youth as to their needs – i.e., they are not represented at this meeting.
- Continue to build relations between police and youth – i.e., the School Liaison Program.
- Develop health and social services that target the needs of youth.
- Develop a high school in the community – i.e., enable youth to remain together, essential to building a strong sense of community, etc.
- Develop outdoor recreational opportunities for youth – e.g., skateboard park.
- Expand community school programming for youth.
- Improve public transit for youth – e.g., later evening hours and more frequent service.
- Offer more organized sports in Queensborough – i.e., youth have to join teams that practice and play their games elsewhere.
- Provide more positive ways for youth to participate in the community.
- Provide safe spaces for youth to hang-out – i.e., well lit, public places.

- Recognize that Queensborough is physically isolated and that youth are reliant on public transit to participate in activities. As such, provide a range of programs and services for youth in Queensborough.
- Work with the temple to improve opportunities for youth.

Older Adults:

There was a strong sentiment that the needs of older adults were not be served in Queensborough. A number of participants felt that there was a lack of suitable housing, including assisted living accommodation and ground-oriented apartments and town homes. One participant emphasized that the first elevator is be incorporated in a new residential building. Participants also cited the lack of health and social services. Several participants commented that they were not surprised by the finding that Queensborough has a far lower percentage of older adults aged 65 plus (7.4%) than for the City-as-a-whole (13.6%).

Other comments and suggestions included:

- Develop a designated space for seniors in the Queensborough Community Centre.
- Encourage the establishment of a drop-in medical clinic.
- Ensure that all housing is adaptable.
- Improve pedestrian connections for seniors – i.e., safe, well lit, etc.
- Increase densities in Queensborough and provide a more extensive range of housing options for youth and seniors – i.e., apartments, town homes, etc.
- Involve seniors in the planning process.
- Locate more senior serving services at Queensborough Community Centre.
- Offer a greater range of retail services, including a full-serve grocery store.
- Offer more frequent bus times on Ewen Avenue and to the Casino and Wal-Mart.
- Provide meaningful opportunities for seniors to volunteer and to make a contribution.
- Recognize that increased densities will result in improved housing options, public transit and services.
- The lack of appropriate housing for seniors is tearing apart families and eroding social support networks.
- Too many seniors have to leave Queensborough to access services – i.e., there are ‘hearts being broken’ in the process.
- Work with the development community to realize assisted living units.

Community Policing:

There was strong support for a community policing office in Queensborough, with the majority of participants commenting that it should be operated 24/7 and staffed by sworn members with the assistance of volunteers. The majority of participants felt that this office should be located in or near the Queensborough Community Centre.

Other comments and suggestions included:

- Build positive relations with youth – e.g., positive ticketing.
- Consider foot or bicycle patrols.
- Consider having designated hours during the week when services would be available – e.g., Elder Abuse Team, Victim Assistance, etc.
- Expand Crime Prevention Through Environmental Design and other proactive policing initiatives in Queensborough.

- Increase the 'visible' presence in the community.
- Recognize that a community of this size with a casino and sports bar needs to have a constant police presence.
- There is a need to plan for police services when the community reaches capacity.
- While 24/7 presence may not be feasible, officers need to be on patrol during evenings and weekends.

Other:

- Coordinate service provision with the temple – e.g., child care, youth services, etc.
- Develop a satellite library to serve Queensborough.
- Develop a weekly newsletter in different languages.
- Develop more businesses in order to create a 'complete community.'
- Examine the feasibility of developing a branch library in Queensborough.
- It is not appropriate for Queensborough Middle School to incorporate Grade 5.
- Look at public/private partnerships with regard to developing an ice rink or swimming pool – i.e., lease back to the City over a period of time.
- Make use of any underutilized spaces at Queensborough Middle School.
- Recognize and expand upon the excellent programming offered at the community schools.
- Undertake joint planning with Hamilton with regard to community and social services – e.g., library, recreation.