



**Planning Committee
Electronic Meeting**

**Anderson Room, City Hall
6911 No. 3 Road**

**Wednesday, September 3, 2025
4:00 p.m.**

Pg. # ITEM

MINUTES

PLN-4 *Motion to adopt the **minutes** of the meeting of the Planning Committee held on July 22, 2025.*



NEXT COMMITTEE MEETING DATE

September 16, 2025, (tentative date) at 4:00 p.m. in the Anderson Room.

PLANNING AND DEVELOPMENT DIVISION

- 1. APPLICATION BY ORION CONSTRUCTION FOR REZONING OF A PORTION OF 14111 ENTERTAINMENT BOULEVARD FROM “ENTERTAINMENT AND ATHLETIC (CEA)” ZONE TO “COMMERCIAL AND LIGHT INDUSTRIAL (ZC56) – RIVERPORT (FRASER LAND)” ZONE**
(File Ref. No. RZ 24-012103) (REDMS No. 8085128)

PLN-8

See Page PLN-8 for full report

Designated Speakers: Ashley Kwan & Joshua Reis

STAFF RECOMMENDATION

That Richmond Zoning Bylaw 8500, Amendment Bylaw 10693 to create the “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone, and to rezone a portion of 14111 Entertainment Boulevard from “Entertainment and Athletics (CEA)” zone to “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone, be introduced and given first reading.



2. **APPLICATION BY KOFFMAN KALEF LLP FOR AN AGRICULTURAL LAND RESERVE SUBDIVISION AT 14671 WILLIAMS ROAD**

(File Ref. No. AG 23-025777) (REDMS No. 8050602)

PLN-59

[See Page PLN-59 for full report](#)

Designated Speakers: James Hnatowich & Joshua Reis

STAFF RECOMMENDATION

That the Agricultural Land Reserve (ALR) subdivision application at 14671 Williams Road be forwarded to the Agricultural Land Commission (ALC).



3. **ENGAGING SENIORS IN AGE-FRIENDLY PLANNING: 2024 PROGRAM UPDATES**

(File Ref. No. 08-4055-01) (REDMS No. 8117657)

PLN-72

[See Page PLN-72 for full report](#)

Designated Speakers: Donna Lee & Niloofar Hedayati

STAFF RECOMMENDATION

That the staff report titled “Engaging Seniors in Age-Friendly Planning: 2024 Program Updates”, dated August 11, 2025, from the Director, Community Social Development be received for information.



Planning Committee Agenda – Wednesday, September 3, 2025

Pg. #

ITEM

4. MANAGER'S REPORT

ADJOURNMENT





Planning Committee

Date: Tuesday, July 22, 2025

Place: Anderson Room
Richmond City Hall

Present: Councillor Bill McNulty, Chair
Councillor Alexa Loo
Councillor Chak Au
Councillor Carol Day
Councillor Andy Hobbs

Also Present: Councillor Laura Gillanders
Councillor Kash Heed
Councillor Michael Wolfe

Call to Order: The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded

That the minutes of the meeting of the Planning Committee held on July 8, 2025, be adopted as circulated.

CARRIED

NEXT COMMITTEE MEETING DATE

September 3, 2025, (tentative date) at 4:00 p.m. in the Anderson Room.

PLANNING AND DEVELOPMENT DIVISION

1. AWARD OF CONTRACT 588F — PROVISION OF AUTOMATED BUILDING CODE AND ZONING REVIEW SOFTWARE

(File Ref. No. 08-4000-01) (REDMS No. 8078696)

Staff provided an update and noted that (i) the software will support the development and implementation of a methodology for building code reviews and zoning regulations, (ii) it is expected to generate substantial savings in both staff time and resources, and (iii) the efficiencies gained will enable staff to focus more on project management, thereby accelerating permit processing.

In reply to queries from Committee, staff advised that the Director of Transportation was part of the proof-of-concept study and transportation elements of the City's zoning bylaw will be part of the program.

As a result of the discussion, the following **motion** was introduced:

It was moved and seconded

That Traffic Engineering be added to the list of deliverables as No. 13.

CARRIED

In response to further queries from Committee, staff noted that (i) the deadline for implementation is May 2026, (ii) the future goal is that permits requiring minimal input from other departments can be reviewed in less than a day, (iii) The BC Building Code has not been digitized to date, (iv) the new software will have capabilities to count parking stalls and review turn radii and maneuvering aisles for traffic engineering functions, (v) the allocated funding is specifically intended for this program, (vi) demolition permitting is not included in the scope of this software, (vii) benchmarking is included in the contract to allow for ongoing adjustments, (viii) future scope for system maintenance and potential expansion will be explored, and (ix) this company is currently the only vendor that has digitized the International Building Code.

It was moved and seconded

(1) *That Contract 588F - Provision of Automated Building Code and Zoning Review Software be awarded to SMARTreview, Inc. for a one-year term, for an estimated maximum total value of \$630,000, excluding taxes, as described in the report titled "Award of Contract588F - Provision of Automated Building Code and Zoning Review Software", dated July3, 2025 from the Director, Building Approvals; and*

(2) *That the Chief Administrative Officer and General Manager, Planning and Development, be authorized to execute the contract and all related documentation with SMARTreview, Inc.*

CARRIED

2.

Planning Committee
Tuesday, July 22, 2025

2. **REFERRAL RESPONSE: STEVESTON HOTEL HERITAGE STATUS (12111 3RD AVENUE)**

(File Ref. No. 08-4200-09) (REDMS No. 8065100)

Staff provided an overview of the staff report.

In response to queries from Committee, staff advised that (i) a Heritage Alteration Permit was issued in 2024 for the exterior alterations to allow the conversion of the pub/restaurant into hotel suites, (ii) a comprehensive heritage planning process should be undertaken to guide the long-term conservation of the property, (iii) as a first step, heritage experts would evaluate the property and subsequently report back to Council with recommendations, (iv) all properties in Steveston are subject to design guidelines intended to protect heritage character, and (v) through a heritage designation, there is potential to restore the building while allowing for future development opportunities.

Councillor Kash Heed left the meeting (4:40 p.m.) and did not return.

It was moved and seconded

That the report titled “Referral Response: Steveston Hotel Heritage Status (12111 3rd Avenue)”, dated June 30, 2025, from the Director, Policy Planning, be received for information.

CARRIED

3. **MANAGER’S REPORT**

(i) New Staff

Staff introduced Edison Ting, as the new Planner 3, in the Development Applications department.

(ii) Metro Vancouver Regional District Development Cost Charges

Staff advised that (i) the Province has introduced legislation to extend the instream protection period for Metro Vancouver Regional District Development Cost Charges (DCC) from one year to two years, (ii) building permits (BPs) received prior to March 21, 2024 are protected from Metro Vancouver Regional District DCC rate increases that came into effect on January 1, 2025, (iii) eligible projects now have until March 21, 2026 to have their BPs issued under the protected rates, and (iv) the legislation does not affect or change any applicable City DCCs.

Planning Committee
Tuesday, July 22, 2025

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:48 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the Planning Committee of the Council of the City of Richmond held on Tuesday, July 22, 2025.

Councillor Bill McNulty
Chair

Sarah Goddard
Legislative Services Associate



City of Richmond

Report to Committee

To: Planning Committee
From: Joshua Reis
Director, Development

Date: August 15, 2025
File: RZ 24-012103

Re: **Application by Orion Construction for Rezoning of a portion of
14111 Entertainment Boulevard from “Entertainment and Athletic (CEA)” Zone to
“Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” Zone**

Staff Recommendation

That Richmond Zoning Bylaw 8500, Amendment Bylaw 10693 to create the “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone, and to rezone a portion of 14111 Entertainment Boulevard from “Entertainment and Athletics (CEA)” zone to “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone, be introduced and given first reading.

Joshua Reis
Director, Development
(604-247-4625)

JR:ak
Att. 7

REPORT CONCURRENCE

CONCURRENCE OF GENERAL MANAGER

Staff Report

Origin

Orion Construction, on behalf of 14111 Entertainment Blvd. Investments Ltd. (Directors: Rajeev Nijjar, Bhupinder Nijjar and Jagraj Sandhu), has applied to the City of Richmond for permission to rezone a portion of 14111 Entertainment Boulevard (Attachment 1) from the “Entertainment and Athletics (CEA)” zone to a site specific “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone, in order to subdivide the property into three lots and permit the development of a multi-tenant two storey light industrial building and a six-storey hotel.

Lot 1 is proposed to contain the existing multi-unit commercial building on site, while Lots 2 and 3 will contain the new light industrial and hotel buildings, respectively. Vehicle access to the subject site is proposed from No. 6 Road and Steveston Highway.

A Development Permit (DP) application is required to address the form and character of the proposed development. Conceptual subdivision and development plans are provided for reference in Attachments 2 and 3 respectively.

Findings of Fact

A Development Application Data Sheet providing details about the development proposal is attached (Attachment 4).

Subject Site Existing Profile

The subject site currently contains a multi-tenant 10,127 m² (109,000 ft²) commercial building and a large surface parking lot. The existing multi-tenant commercial building is primarily occupied by a movie theatre and is proposed to remain on site and to retain its existing “Entertainment and Athletics (CEA)” zoning post-subdivision.

Surrounding Development

The existing development immediately surrounding the subject site is as follows:

To the North: A four-storey hotel and the Richmond Ice Centre on properties zoned “Entertainment and Athletic (CEA)” and designated as “Commercial” in the Official Community Plan (OCP).

To the East: A childcare centre, a single-storey multi-tenant commercial building and a single-storey recreation building containing “Watermania” on lots zoned “Entertainment and Athletic (CEA)” and designated as “Commercial” in the OCP.

To the South: A large surface parking lot, owned by the Vancouver Fraser Port Authority, on a property zoned “Light Industrial (IL)” and designated as “Industrial” in the OCP.

To the West: A vacant lot, owned by the Vancouver Fraser Port Authority, on a property zoned “Entertainment and Athletic (CEA)”, and “Light Industrial (IL)” and designated as “Commercial” and “Industrial” in the OCP.

Existing Legal Encumbrances

There are a number of legal agreements and covenants registered on Title, including but not limited to:

- Statutory Right-of-Way (SRW) BL39570 over Plan LMP31754 – a 4.0 m SRW along the south property line of the subject site in favour of the City for utility purposes. Prior to rezoning adoption, the SRW area is to be discharged, and the area dedicated to the City for frontage improvement purposes.
- SRW BL39567 over Plan LMP31753 – an SRW at the northeast corner of the site over a small portion of the north property line in favour of the City for watermain utility purposes. The developer is aware that no development is permitted in this area and none is proposed.
- Easement BA337292 – Located at the northwest corner of the site, an easement for the benefit of the property to the north at 10688 No. 6 Road to provide access to No. 6 Road using the subject site. This charge will remain on Title, and the developer is aware that they must continue to provide access for the neighbouring property and that no building encroachment in the area is permitted.

The applicant’s lawyer has provided a summary confirming that the proposed development does not conflict with existing encumbrances registered on Title.

Related Policies & Studies

Official Community Plan/Fraser Land Area Plan

The subject site is designated as “Commercial” in the OCP and is in the Fraser Land Area. The proposed site-specific zone provides for commercial uses, as well as additional light industrial and employment generating opportunities, consistent with the OCP and Area Plan.

Floodplain Management Implementation Strategy

The proposed development must meet the requirements of the Richmond Flood Plain Designation and Protection Bylaw 8204. The subject site is in an area with a designated Flood Construction Level of 3.0 m GSC. Registration of a flood covenant on Title is required prior to final adoption of the rezoning bylaw.

Public Consultation

A rezoning sign has been installed on the subject property. In response to the placement of the sign and early notification mail-outs, staff have received written correspondences from members of the public. The written submissions in Attachment 5 are from a neighbouring resident and the owner of the hotel north of the subject site.

A summary of the written correspondence received include:

- Concerns regarding the increase in parking demand due to the new development.
The applicant has provided a Traffic Impact Assessment (TIA) and parking survey evaluating the impact of the proposed development and assessing existing parking demand. The submitted parking survey indicates that the subject site is currently underutilized and has a surplus of parking spaces sufficient to accommodate the parking demands of the proposed development. The proposed parking provision for Lots 2 and 3 complies with Zoning Bylaw requirements.

All parking for the existing and proposed developments will be provided on-site via surface or rooftop parking. Prior to rezoning bylaw adoption, the applicant is required to register legal agreements on Title identifying cross lot access for parking and allocating parking spaces for each lot.

Additionally, the applicant is required to provide frontage improvements on No.6 Road and Steveston Highway, including but not limited to, new lane painting, bike paths and sidewalks to support improved vehicular and pedestrian access to and from the subject site. Prior to rezoning bylaw adoption, the applicant is required to enter into a Servicing Agreement (SA) to provide these frontage improvements.

- Concerns relating to noise, lighting and overshadowing as a result of the new two-storey industrial building and associated rooftop parking.
Speed signs are proposed to be posted throughout the development to advise of slow driving speeds to reduce vehicular-related noise, while mechanical units are proposed to be located internally to mitigate mechanical-related noise. On-site lighting is proposed to be low-glare and downward-facing to mitigate light spill. The applicant has provided a shadow study that indicates that the proposed development will have minimal to no shadow impact on the existing hotel building to the north. At DP stage, staff will continue to work with the applicant to address any concerns relating to noise and lighting.
- Concerns regarding traffic management during the construction of the proposed development.
Prior to Building Permit (BP) issuance, the applicant is required to submit a Construction Traffic Management Plan (CTMP) for approval. The CTMP identifies traffic control strategies, loading zones and parking locations for workers. The applicant is currently in discussions with the Vancouver Fraser Port Authority to secure temporary parking on the property to the west of the subject site to address future construction parking needs.

In addition, prior to rezoning bylaw adoption, the applicant is required to enter into a legal agreement to ensure sufficient parking is provided for the existing theatre building on Lot 1 throughout the duration of construction for Lots 2 and 3.

Should the Planning Committee endorse this application and Council grant first reading to the rezoning bylaw, the bylaw will be forwarded to a Public Hearing, where any area resident or interested party will have an opportunity to comment.

Public notification for the Public Hearing will be provided as per the *Local Government Act* and Richmond Zoning Bylaw 8500.

Analysis

Proposed Site-Specific Zone

The applicant proposes to create a new “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone and rezone the western portion of the subject property (proposed Lots 2 and 3) to this new zone. This zone would permit a maximum density of 0.7 Floor Area Ratio (FAR) for commercial and industrial uses (Lot 2) and 2.3 FAR for hotel use (Lot 3). Combined, the two lots would have a proposed density of approximately 0.9 FAR.

The proposed ZC56 zone would also incorporate other regulations, including setbacks, lot dimensions, site coverage and parking requirements to respond to the specific conditions of the subject site.

Staff support the new ZC56 zone based on the following:

- The ZC56 zone is consistent with the OCP and Fraser Land Area Plan “Commercial” designation and its objective to support commercial and employment generating uses. The permitted uses proposed in the ZC56 zone include a range of commercial and light industrial activities that expand on those currently allowed within the subject site’s existing CEA zone.
- To balance permitting a range of commercial and employment generating opportunities and future parking demand, a limit to the total floor area for restaurants and religious assembly uses, which are typically higher parking generating uses, is proposed in the ZC56 zone. This enhances commercial vibrancy and strengthens employment opportunities in the area, while ensuring appropriate parking and traffic management.
- The overall proposed density of 0.9 FAR is generally consistent with the subject site’s existing CEA zone, which permits up to 1.0 FAR.
- The overall site design allows for a more efficient use of the existing surface parking lot, better using identified surplus parking spaces for new employment generating and hotel uses. The proposed development complies with the parking requirements in the Zoning Bylaw.
- The proposed light industrial building and hotel are generally consistent with existing development and uses in the surrounding area. The hotel use is to be limited to Lot 3 only and is designed to anchor the site. Prior to rezoning bylaw adoption, a standard hotel use and length of stay agreement is required to be registered on Title, limiting a customer’s length of stay, restricting inclusion of kitchen facilities and prohibiting the hotel from future subdivision or stratification.

Variance Requested

The existing multi-unit commercial building on the future Lot 1 generally complies with the “Entertainment & Athletics (CEA)” zone, except that a variance is requested to reduce the required parking spaces by approximately 32 per cent from 877 stalls to 600 stalls. No variances are proposed for Lots 2 and 3.

Staff are generally supportive of the variance requested for the following reasons:

- The applicant has provided a parking survey that analyzes the existing parking demand of Lot 1. The survey identified that the maximum parking utilization on site, even during peak times, was 312 stalls (~36 per cent utilization). Based on the parking survey data, the parking supply for the existing multi-unit commercial development is observed to significantly exceed both actual demand and the minimum parking requirements for the commercial use within the Zoning Bylaw.
- The proposed development on Lots 2 and 3 complies with the parking requirements in the Zoning Bylaw and will not require the use of any parking secured for Lot 1. Prior to rezoning bylaw adoption, the applicant is required to register a legal agreement on Title that identifies the parking areas designated for each lot and provides for cross lot parking access where parking allocated for one lot is partially provided on an adjacent lot.
- A TIA supporting the above has been submitted and reviewed by staff. The TIA supports a reduced parking supply for Lot 1.

The requested variance will be further reviewed at the DP stage as part of the overall detailed site and parking layout design.

Built Form and Site Design

The proposed development consists of one, two-storey light industrial building on the northwest portion of the subject site, one, six-storey hotel to the southwest fronting Steveston Highway and the retention of an existing single-storey multi-tenant commercial building containing a theatre. The subject site is proposed to be subdivided into three lots, with the existing multi-tenant commercial building (Lot 1), the proposed industrial building (Lot 2) and the proposed hotel building (Lot 3) each being located on their own lot.

The existing multi-use commercial building, primarily containing a theatre, will be located on Lot 1 and will remain in operation on the property. It will continue to be zoned “Entertainment and Athletics (CEA)” and generally complies with the Zoning Bylaw provisions.

A multi-unit two-storey industrial building with rooftop parking is proposed on the future Lot 2 and will include approximately 33 units, which are anticipated to be stratified and accommodate a range of commercial and light industrial uses. The building will be oriented towards the east and west lot lines of Lot 2, facing the existing theatre and No. 6 Road, respectively. A six-storey hotel fronting Steveston Highway is proposed on Lot 3. A pedestrian bridge is proposed to connect the rooftop parking of the industrial building to the fourth floor of the hotel to enable access to parking stalls on Lot 2 allocated for Lot 3.

The new industrial building is sited in the centre of the proposed Lot 2, ensuring sufficient separation between the new building and the existing hotel to the north. The new hotel on proposed Lot 3 will face Steveston Highway, promoting an active street frontage along the property's southern edge. A plaza at the southwest corner of Lot 3 further strengthens the pedestrian-oriented frontage and acts as a gateway for the No. 6 Road and Steveston Highway corner.

A series of internal roads and pedestrian connections are proposed between the existing and proposed buildings to maintain appropriate building separation and improve vehicle circulation.

The proposed development has been designed to support pedestrian connectivity and accessibility throughout the site and will be further reviewed and enhanced at the DP stage. SRWs over these roads and pathways for the purposes of Public Right-of-Passage (PROP) are to be secured prior to rezoning bylaw adoption.

Prior to rezoning bylaw adoption, a legal agreement for noise indemnity is required to be registered on Title. This agreement will identify that increased levels of ambient noise may result from within and around the development and will require the owner to disclose this information to all initial purchasers.

Transportation and Site Access

The subject property has existing vehicle access from Steveston Highway and No. 6 Road, with the Steveston Highway access proposed to be widened to 12.5 m and moved slightly to the east. Proposed site access and upgrades have been reviewed and are supported by Transportation staff.

Prior to rezoning bylaw adoption, an approximately 4.0 m wide road dedication will be required along the site's Steveston Highway and No. 6 Road frontages for future roadway widening, new boulevard and sidewalks. Frontage improvements will be provided through the SA for the project, which the applicant is required to enter into prior to rezoning adoption.

The proposed development includes SRWs for PROP to provide employee and visitor access to and through the subdivided lots (Attachment 2). These SRWs will also provide access to No. 6 Road and Steveston Highway for the adjacent properties to the north at 10688 No. 6 Road and 14140 Triangle Road. Prior to rezoning bylaw adoption, registration of SRWs over the identified portions of the drive aisle are required.

A total of 811 off-street parking stalls are proposed across the subject site, with 158 of those spaces capable of supporting electric vehicles consistent with the Zoning Bylaw. Parking will be provided on each lot, with the proposed hotel and the existing multi-unit commercial building also having access to parking spaces on Lot 2. Prior to rezoning bylaw adoption, a cross-lot parking agreement must be registered on Title identifying the designated parking areas for each building, and securing access where parking allocated for one lot is partially provided on an adjacent lot. The legal agreement will require the owner to provide an acknowledgement of the same in all purchase and sale agreements.

A total of 32 medium loading spaces and four large loading spaces are proposed for Lot 2, while one medium loading space is proposed for Lot 3. Loading spaces for each building will be provided on their respective lots and are consistent with the Zoning Bylaw and the proposed zone. The “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone specifies a reduced loading space for hotels (one medium loading space), which is supported by the TIA submitted by the applicant.

Prior to rezoning adoption, the registration of a legal agreement on Title is required to address temporary commercial parking provisions for Lot 1 while Lots 2 and 3 are under construction. The agreement will require that, prior to BP issuance, the owner shall provide a parking management plan, outlining how minimum parking requirements will be met for Lot 1 (existing theatre) during the construction of Lots 2 and 3. The legal agreement will also require the owner to demonstrate, prior to BP issuance, that there is an agreement in place with an adjacent landowner for temporary parking to meet the minimum bylaw parking requirements, to the satisfaction of the Director, Transportation. The applicant has indicated that Lots 2 and 3 will be developed at the same time. To address construction traffic, a CTMP, to the satisfaction of the Director, Transportation, is required prior to the BP issuance.

Bicycle parking provided for each new lot meets or exceeds the Zoning Bylaw requirements. A shared bicycle parking room containing 39 Class 1 spaces and 66 Class 2 spaces is proposed for Lot 2. Lot 3 will provide 18 Class 1 and 18 Class 2 spaces.

A shared garbage room for Lots 2 and 3 is proposed at the south end of the industrial building (Lot 2). Prior to rezoning bylaw adoption, an easement agreement to secure access to the shared garbage and recycling facilities and any necessary signage is required. Should Lot 3 be constructed prior to Lot 2, a temporary garbage and recycling room will be required on Lot 3. The agreement will also require the owner to disclose the shared use in all purchase and sale documentation.

Tree Retention and Replacement

The applicant has submitted a Certified Arborist’s Report which identifies on-site and off-site tree species, assesses tree structure and condition and provides recommendations on tree retention and removal relative to the proposed development. The Report assesses 63 bylaw-sized trees on the subject property and six trees on neighbouring properties.

The City’s Tree Preservation Coordinator has reviewed the Arborist’s Report and supports the Arborist’s findings, with the following comments:

- Nine on-site trees, specifically tag# 315-318, 322, 338, 339, 340 and 350 (20 cm Linden, 24 cm Katsura, 25 cm maple, 30 cm cherry, 48 cm magnolia and 40-42 cm Pine oak trees) are to be protected and retained.
- Six trees located in the neighbouring property to the north, tag# OS-06 to OS-11 (24-29 cm Katsuras, 25 cm poplar and 25 cm European hornbeam trees), are identified to be retained and protected.
- An additional five undersized on-site trees, specifically tag# OS-01 to 04 and OS-12, located within the road dedication area, are also proposed to be protected and retained.

- 14 on-site trees, tag# 310, 314, 321, 327, 653-662 (29-40 cm cherry and maple trees), are standing dead trees and will be removed and replaced.
- 10 on-site trees, specifically tag# 305, 306, 308, 313, 324-326, 343, 345, 652 (21-36 cm cherry and maple trees), are in poor condition or irreversible decline and are proposed to be removed and replaced.
- 25 on-site trees, tag# 302-304, 307, 309, 311, 312, 319, 320, 323, 328, 329, 330, 332, 333, 335-337, 342, 344, 346, 347, 349, 651, 663 (30-52 cm pine, 37-41 cm cherry, 21-29 cm Linden and 25-36 cm maple trees), are identified to be in fair condition, exhibiting signs of decline such as broken limbs and suppressed growth, likely due to being planted within a parking lot environment. Relocation is not suitable for these trees. Removal and replacement are recommended to accommodate the proposed development.
- Five on-site trees, tag# 301, 331, 334, 341 and 348 (30-35 cm maple, 30-51 cm pine, 31 cm Linden), are in good condition and conflict with the proposed development. Removal and replacement of these trees is proposed. The project Arborist has deemed these trees not suitable for relocation and of low retention value.
- Replacement trees should be specified at 2:1 ratio as per the OCP.

Tree Replacement

The applicant wishes to remove 40 on-site trees (tag# 301-309, 311-313, 319, 320, 323-326, 328-337, 341-349, 651, 652, 663) and 14 dead trees (tag# 310, 314, 321, 327, 653-662). As per the Tree Protection Bylaw No. 8057, the 2:1 replacement ratio for 54 trees would require a total of 108 replacement trees at the following minimum sizes:

No. of Replacement Trees	Minimum Caliper of Deciduous Replacement Tree	Minimum Height of Coniferous Replacement Tree
108	8 cm	4 m

The applicant has proposed a total of 42 replacement trees on the subject site, generally located around the site's perimeter. Due to parking requirements and soil volumes required to sustain healthy replacement trees, the proposal is unable to accommodate all replacement trees on-site. To satisfy the 2:1 replacement ratio established in the OCP, the applicant will contribute \$49,500.00 to the City's Tree Compensation Fund in lieu of the remaining 66 trees that cannot be accommodated on the subject property after redevelopment. At DP stage, staff will continue exploring with the applicant, further landscaping and tree planting opportunities.

Tree Protection

The applicant is committed to retain and protect nine on-site trees (tag # 315-318, 322, 338, 339, 340 and 350), five undersized on-site trees (tag# OS-01 to 04 and OS-12) and six neighbouring trees (tag# OS-06 to OS-11). The applicant has submitted a tree protection plan showing the trees to be retained and the measures taken to protect them during the development stage (Attachment 6). To ensure that the trees identified for retention are protected at development stage, the applicant is required to complete the following items:

- Prior to final adoption of the rezoning bylaw, submission to the City of a contract with a Certified Arborist for the supervision of all works conducted within or in close proximity to tree protection zones. The contract must include the scope of work required, the number of proposed monitoring inspections at specified stages of construction, any special measures required to ensure tree protection and a provision for the arborist to submit a post-construction impact assessment to the City for review.
- Prior to final adoption of the rezoning bylaw, submission to the City of a Tree Survival Security in the amount of \$60,000.00 to ensure that the nine on-site trees identified for retention will be protected.
- Prior to site preparation works on the subject site, installation of tree protection fencing around all trees to be retained. Tree protection fencing must be installed to City standard in accordance with the City's Tree Protection Information Bulletin Tree-03 prior to any works being conducted on-site and remain in place until construction and landscaping on-site is completed.

Public Art

Based on the maximum buildable floor area of approximately 148,426 ft² (13,789 m²) of industrial and 75,548 ft² (7,019 m²) commercial floor area and the recommended public art contribution (2025 rate) of \$0.31/ft² for industrial and \$0.56/ft² for commercial uses, a total contribution of approximately \$88,318.94 to the Public Art Reserve Fund is required prior to rezoning bylaw adoption, consistent with the City's Public Art Policy.

Sustainability

Consistent with City energy efficiency requirements, the proposed light industrial building and hotel are anticipated to comply with ASHRAE90.1-2019 code and Step 3 with EL-2, respectively. Further details on how this proposal will meet this commitment will be required as part of the DP and BP application review processes.

The applicant proposes to incorporate sustainability and building energy efficiency features into the proposed development, including:

- Provision of low-flow plumbing fixtures; and
- High efficiency LED lighting and occupancy sensors with auto shut-off controls.

Prior to DP issuance, securement of energy efficiency features and confirmation of energy compliance from a Registered Professional is required.

Development Permit Application

Prior to final adoption of the rezoning bylaw, a DP application is required to be processed to a satisfactory level. Through the DP, the following items are to be further examined:

- Compliance with DP Guidelines, including review of form and character, pedestrian circulation, and Crime Prevention through Environmental Design (CPTED) principles.
- Further review of site access and vehicle circulation enhancement measures, particularly around access to the rooftop parking, to enhance safety measures.

- Review of accessibility features, including the on-site pedestrian network and accessible public access to the rooftop parking.
- Refinement of landscape design, including the number, species and size of trees and additional planting opportunities.
- Further review of sustainability features to be incorporated into the project and confirmation of complication with the applicable energy efficiency requirements.
- Considerations of development phasing and any temporary facilities required on-site to service the development.

Additional items may be identified as part of the DP application review process.

Site Servicing and Frontage Improvements

The subject property is serviced by a private sanitary system. The applicant has provided confirmation from the sanitary provider that there is capacity to service the proposed development. Prior to rezoning bylaw adoption, to facilitate the proposed development, the applicant is required to enter into a SA for the design and construction of the following, including but not limited to:

- Frontage improvements, including:
 - Along Steveston Highway: Repaint westbound lanes to 6.4 m, 0.3 m buffer, 1.7 m bike lane, curb and gutter, 1.7 m landscape boulevard, 2.0 m sidewalk, 0.3 m landscaped boulevard
 - Along No. 6 Road: From the existing west edge of pavement, provide 14 m pavement width with 4 lane cross section, curb and gutter, 2.0 m landscape boulevard, 4.0 m multi-use path, 1.0 m landscaped boulevard.
- Intersection improvements at Steveston Highway and No. 6 Road.
- Installation of new water and storm service connections.

The scope of the frontage improvements and site servicing are included in Attachment 7.

Financial Impact or Economic Impact

The subject rezoning application results in an insignificant Operational Budget Impact (OBI) for off-site City infrastructure (such as roadworks, waterworks, storm sewers, sanitary sewers, streetlights, street trees and traffic signals).

Conclusion

Orion Construction, on behalf of 14111 Entertainment Blvd. Investments Ltd., has applied to the City of Richmond for permission to rezone a portion of 14111 Entertainment Boulevard from the “Entertainment and Athletics (CEA)” zone to a site specific “Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)” zone in order to subdivide the property into three lots and permit the development of a multi-tenant two storey light industrial building and a six-storey hotel. Vehicle access is proposed from No. 6 Road and Steveston Highway.

This rezoning application generally complies with the land use designation and applicable policies for the subject site contained in the OCP, including the Fraser Land Area. Further design review will be undertaken as part of the associated DP application review process. The list of rezoning considerations is included in Attachment 7 and has been agreed to by the applicant (signed concurrence on file).

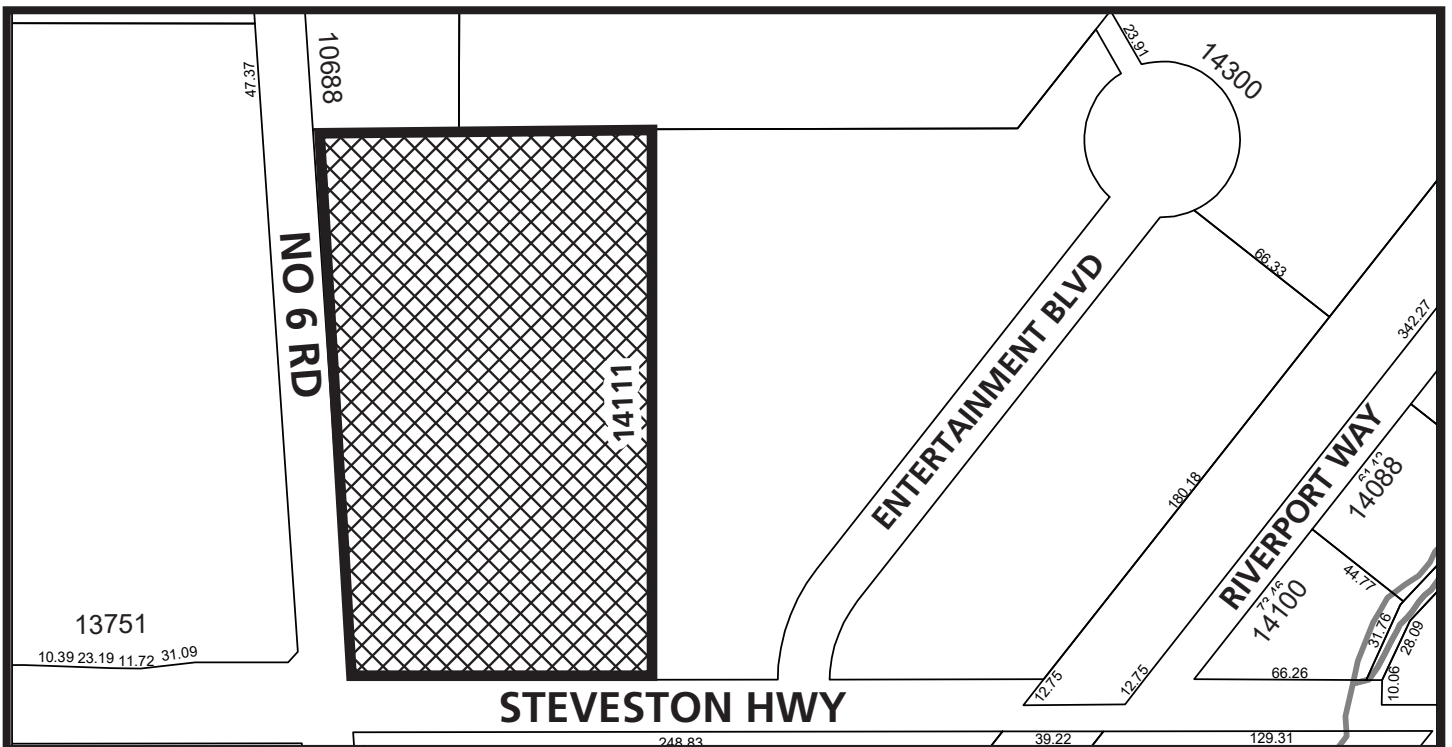
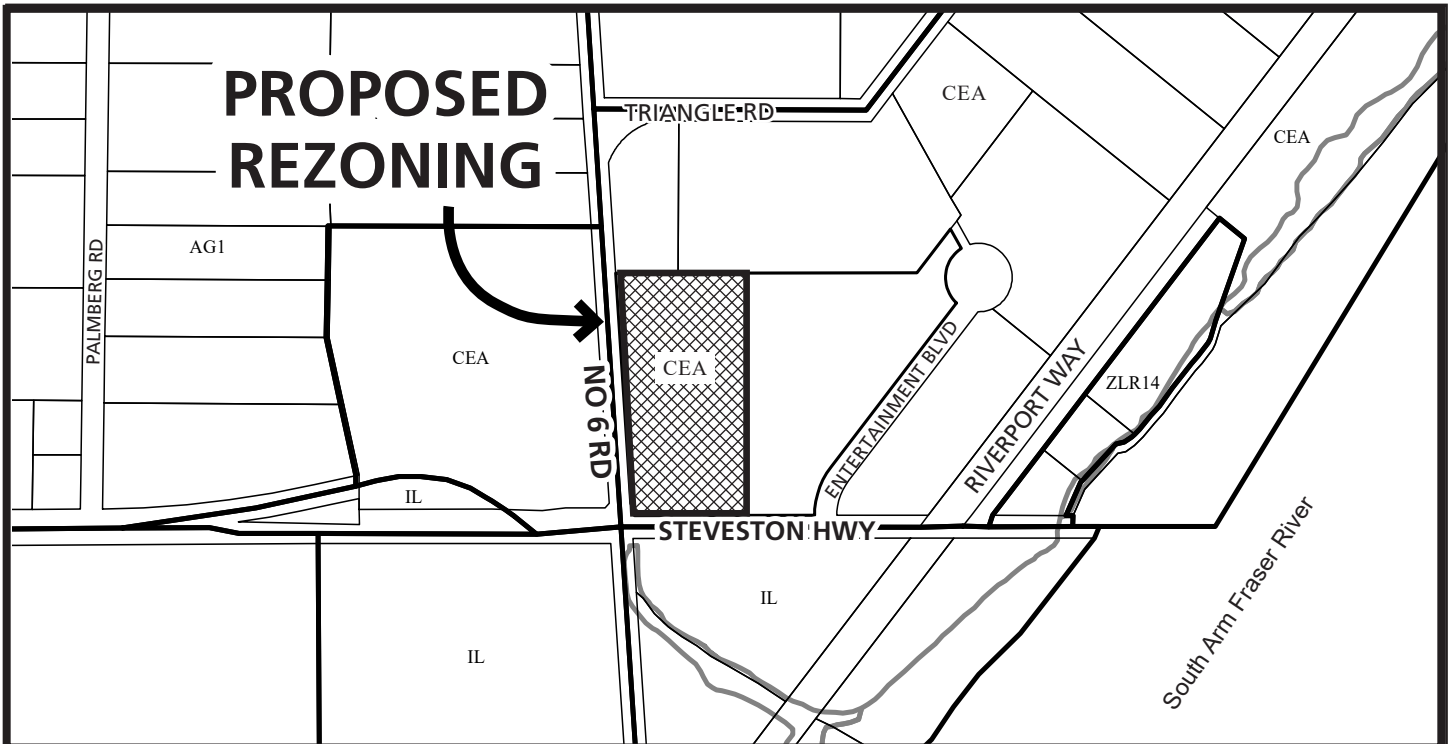
It is recommended that Richmond Zoning Bylaw 8500, Amendment Bylaw 10693 be introduced and given first reading.



Ashley Kwan
Planner I
(604-276-4173)

AK/js

- Att. 1: Location Map
 2: Conceptual Subdivision Plan
 3: Conceptual Development Plans
 4: Development Application Data Sheet
 5: Public Correspondence
 6: Tree Management Plan
 7: Rezoning Considerations



RZ 24-012103

PLN - 20

Original date: 05/13/24

Revision Date: 07/02/25

Note: Dimensions are in METRES



City of
Richmond



RZ 24-012103

PLN - 21

Original date: 05/15/24

Revision Date: 07/02/25

Note: Dimensions are in METRES



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 Richmond, BC V6V 1K1
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ORION CONSTRUCTION
 105-10000 100th Ave.
 Richmond, BC V6V 1K1
 Tel: 604.273.1111
 Fax: 604.273.1112
 Email: info@orionconstruction.com

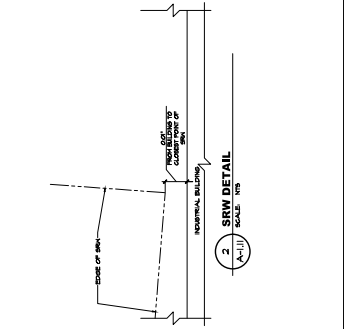
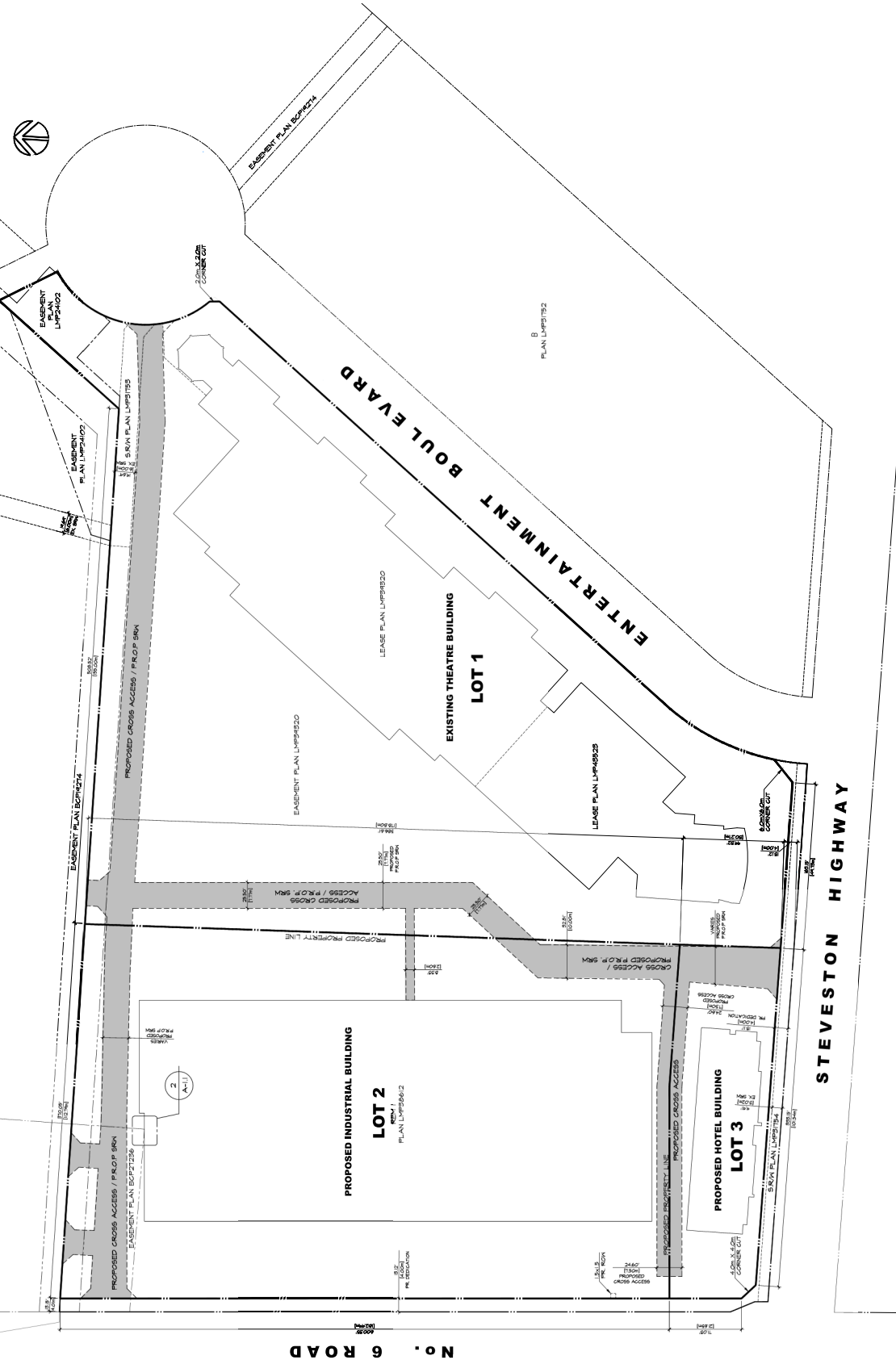
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 PROJECT MANAGER: [Name]
 PROJECT MANAGER: [Name]

ENTERTAINMENT BLVD REDEVELOPMENT
 ENTERTAINMENT BLVD REDEVELOPMENT
 ENTERTAINMENT BLVD REDEVELOPMENT

PROJECT MANAGER: [Name]
 PROJECT MANAGER: [Name]
 PROJECT MANAGER: [Name]

SRW PLAN
 SRW PLAN
 SRW PLAN

SCALE: 1"=40'-0"
 SCALE: 1"=40'-0"
 SCALE: 1"=40'-0"




RESIDENTIAL USE
INDUSTRIAL USE
COMMERCIAL USE
AGRICULTURAL USE
GREEN SPACE
EXISTING ROAD NETWORK
BIKING PATH
WALKING TRAIL



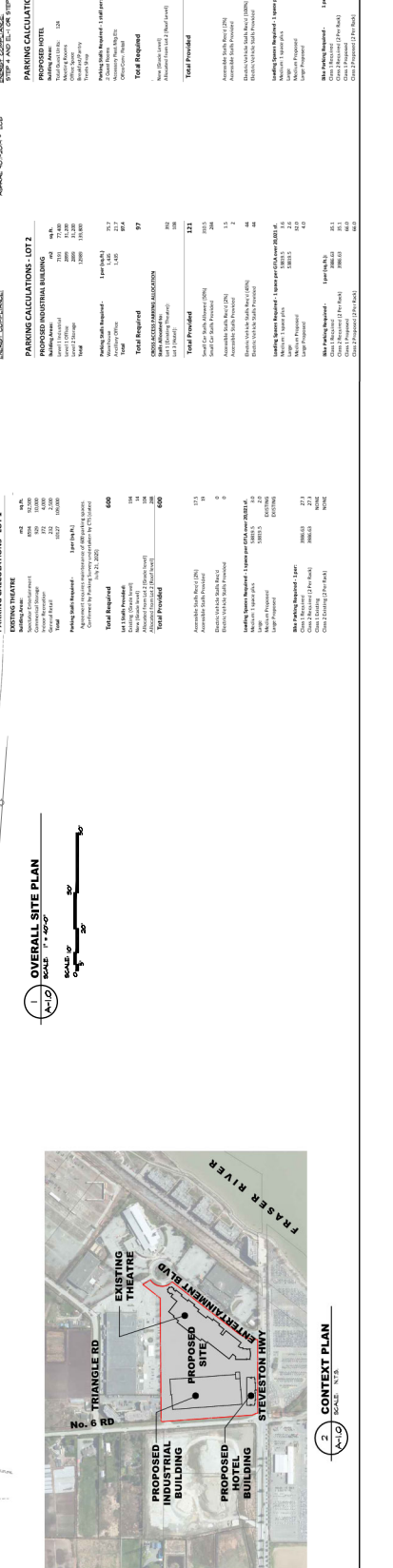
ORION CONSTRUCTION
ORION CONSTRUCTION
105-19623 80A AVE.
LANGLEY, BC V3Y 0E2
PHONE: (604) 362-2994

PROJECT:
PROPOSED:
**ENTERTAINMENT
BLVD
REDEVELOPMENT**
ADDRESS:
14111 ENTERTAINMENT BLVD., RICHMOND, B.C.

**CONTEXT
PLAN & PHOTOS**

SEAL 	JOB NO.	22-519
	DESIGNED	
	CHECKED	
	PLOT DATE	

PROJECT - DRAWING NUMBER
A-0.2

[illegible][illegible]

The site plan shows Lot 3, a rectangular plot measuring 125.00' by 115.00'. The proposed hotel building is a large, orange-shaded rectangle within the lot, measuring 115.00' by 115.00'. To the left of the building is a plaza area. The lot is bordered by Steveston Highway to the north and Fraser River to the east. The plan includes various setbacks, easements, and a north arrow. A scale bar indicates 1" = 40'-0".

LOT 3
PROPOSED HOTEL BUILDING
 LOT AREA: 14,375.00 sq. ft. (1.32 ac.)
 BLDG. AREA: 13,225.00 sq. ft. (1.12 ac.)
 TOTAL: 1,150.00 sq. ft. (0.10 ac.)

STEVESTON HIGH

FRASER RIVER

EXISTING THEATRE

PROPOSED SITE

ENTERTAINMENT BLDG.

TRIANGLE RD

STEVESTON HWY

CONTEXT PLAN
 N.E. 1/2

[illegible]



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DATE: 01/15/2019
DRAWN BY: J. HARRIS
CHECKED BY: J. HARRIS
PROJECT NO: 100-1802-000

PROJECT NO: 100-1802-000
PROJECT NAME: ENTERTAINMENT BLVD. REDEVELOPMENT
PROJECT LOCATION: 100-1802-000

PROJECT MANAGER: J. HARRIS
PROJECT ARCHITECT: J. HARRIS

PROJECT ENGINEER: J. HARRIS
PROJECT CONSULTANT: J. HARRIS

PROJECT CONTRACTOR: J. HARRIS
PROJECT SUBCONTRACTOR: J. HARRIS

PROJECT OWNER: J. HARRIS
PROJECT FINANCER: J. HARRIS

PROJECT ADJUDICATOR: J. HARRIS
PROJECT MEDIATOR: J. HARRIS

PROJECT ARBITRATOR: J. HARRIS
PROJECT LITIGATOR: J. HARRIS

PROJECT JUDGE: J. HARRIS
PROJECT JURY: J. HARRIS

PROJECT TRIAL: J. HARRIS
PROJECT VERDICT: J. HARRIS

PROJECT APPEAL: J. HARRIS
PROJECT REVERSAL: J. HARRIS

PROJECT EXECUTION: J. HARRIS
PROJECT COMPLETION: J. HARRIS

PROJECT CLOSURE: J. HARRIS
PROJECT REMEDIATION: J. HARRIS

PROJECT REPAIR: J. HARRIS
PROJECT RESTORATION: J. HARRIS

PROJECT RECONSTRUCTION: J. HARRIS
PROJECT REDEMPTION: J. HARRIS

PROJECT REFORMATION: J. HARRIS
PROJECT REFORMATION: J. HARRIS

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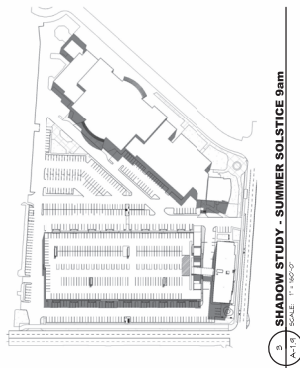
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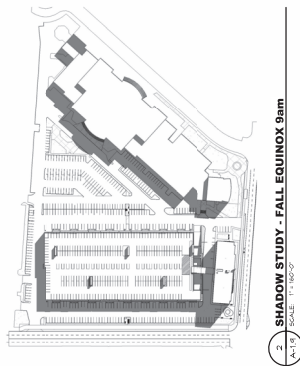
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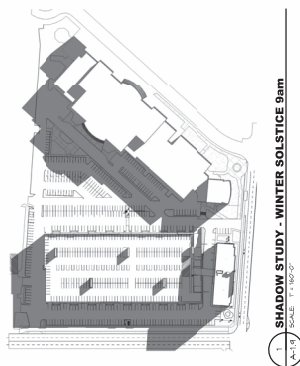
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PROJECT REFORMATION: J. HARRIS



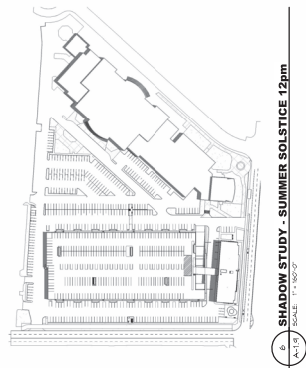
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SCALE 1" = 50'-0"
A-1.5



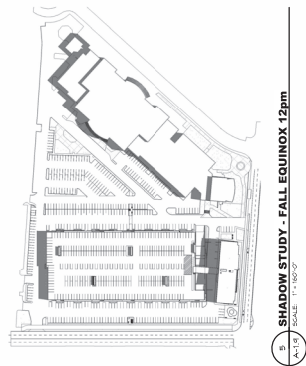
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SCALE 1" = 50'-0"
A-1.5



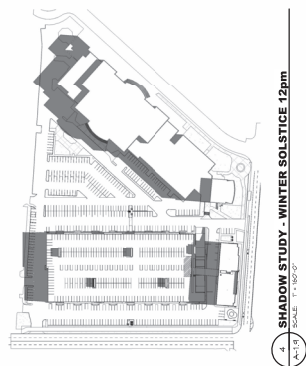
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SCALE 1" = 50'-0"
A-1.5



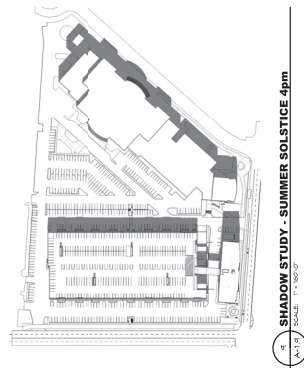
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SCALE 1" = 50'-0"
A-1.5



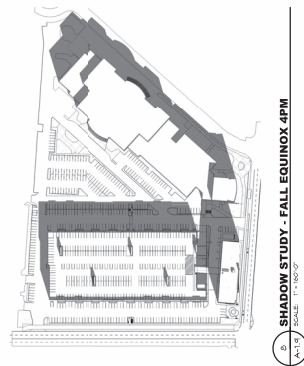
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SCALE 1" = 50'-0"
A-1.5



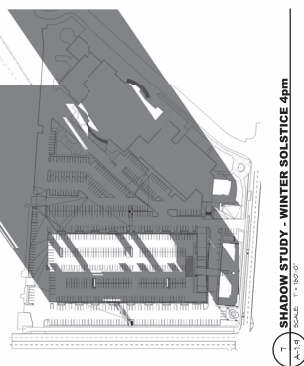
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SCALE 1" = 50'-0"
A-1.5



7 SHADOW STUDY - SUMMER SOLSTICE 4pm
SCALE 1" = 50'-0"
A-1.5



8 SHADOW STUDY - FALL EQUINOX 4pm
SCALE 1" = 50'-0"
A-1.5



9 SHADOW STUDY - WINTER SOLSTICE 4pm
SCALE 1" = 50'-0"
A-1.5

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ENTERTAINMENT BLVD. REDEVELOPMENT
BLVD. REDEVELOPMENT
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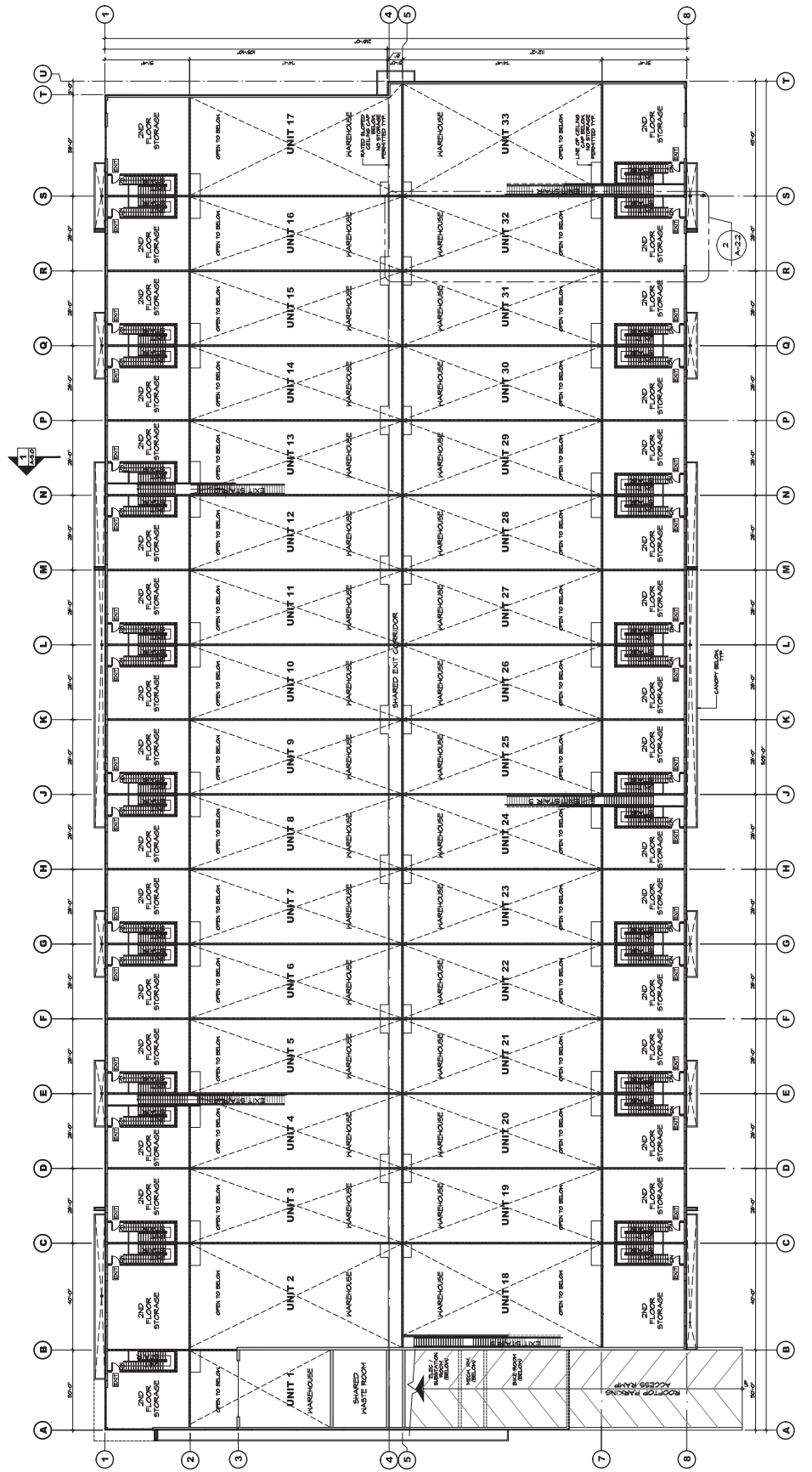
SHADOW STUDY

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DATE: 10/1/2019
DRAWN BY: J. B. BROWN
CHECKED BY: J. B. BROWN
PROJECT NO.: 19-001
SHEET NO.: 8
TOTAL SHEETS: 8



ARCHITECTURE PANEL 17
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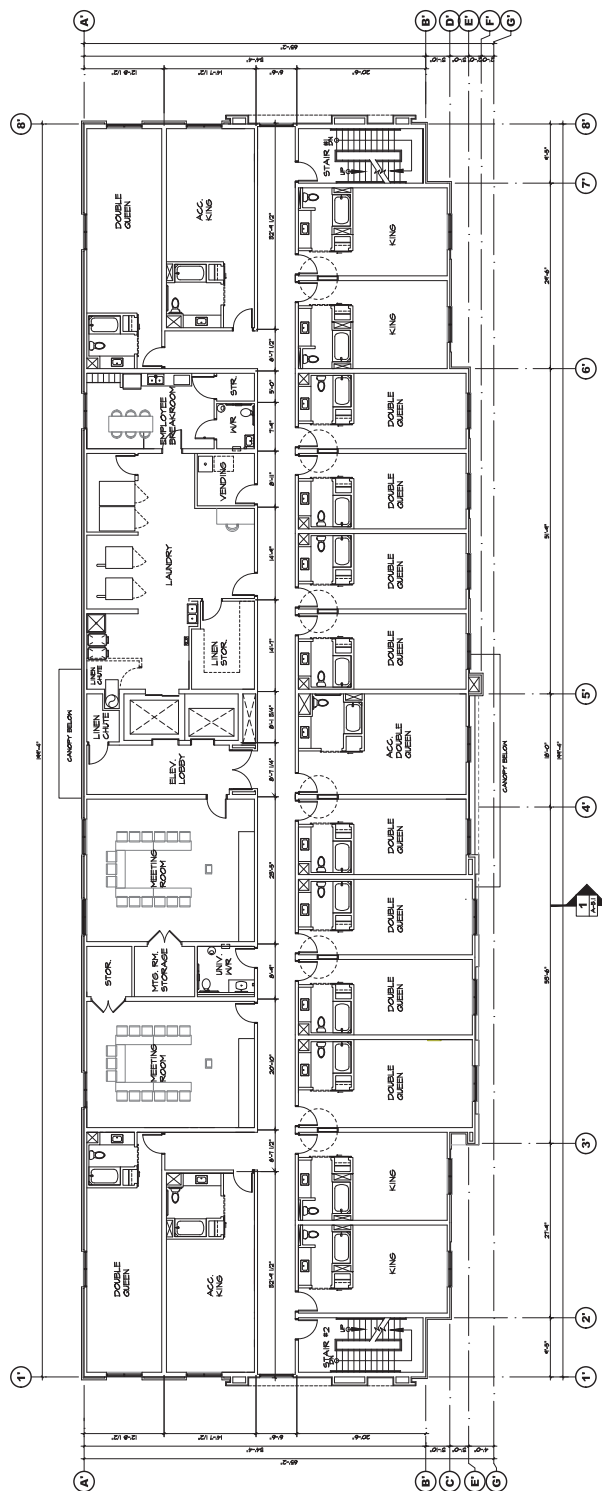
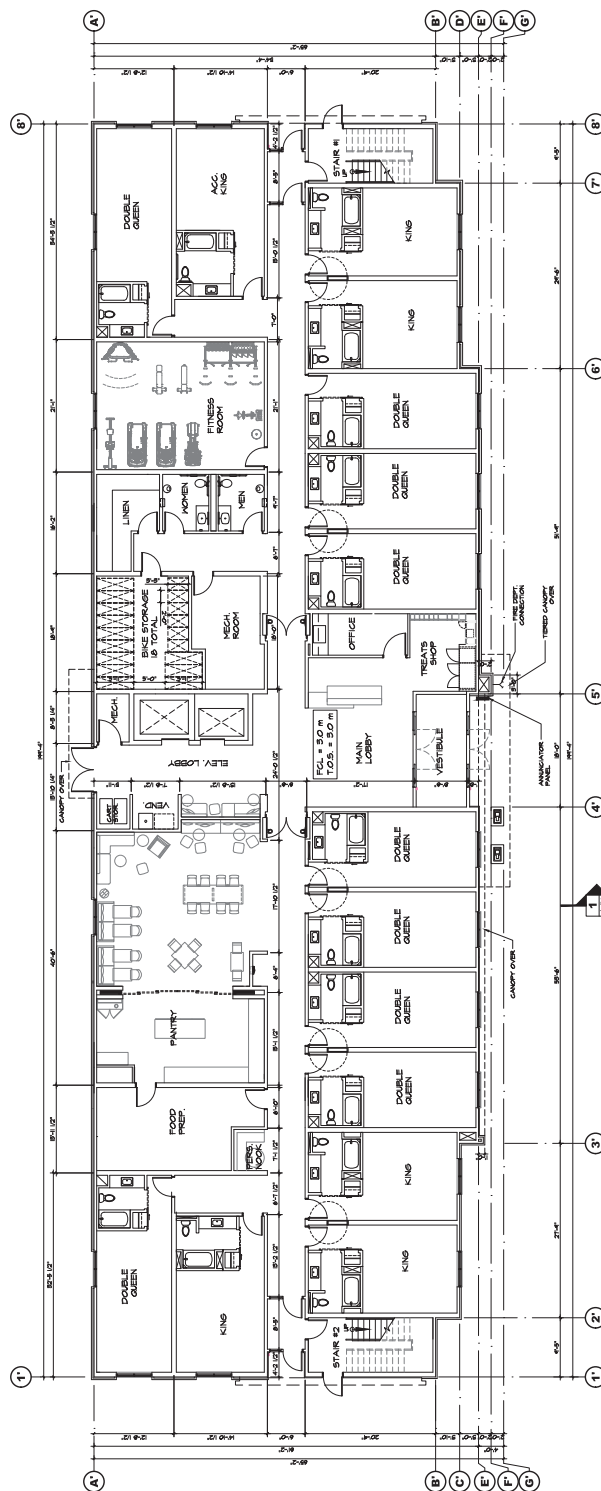
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A-2.1 SCALE: 1/8" = 1'-0"

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2	10/10/2018	ISSUED FOR PERMIT
3	10/10/2018	ISSUED FOR PERMIT
4	10/10/2018	ISSUED FOR PERMIT
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33	10/10/2018	ISSUED FOR PERMIT

ORION
CONSTRUCTION
1000 10TH AVE, SUITE 100
DENVER, CO 80202
PHONE: (303) 733-1111

ENTERTAINMENT BLVD
REDEVELOPMENT
INDUSTRIAL BUILDING
2ND FLOOR PLAN

NO.	DATE	DESCRIPTION
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HOTEL BUILDING
2ND FLOOR PLANHOTEL BUILDING
MAIN FLOOR PLAN[illegible]

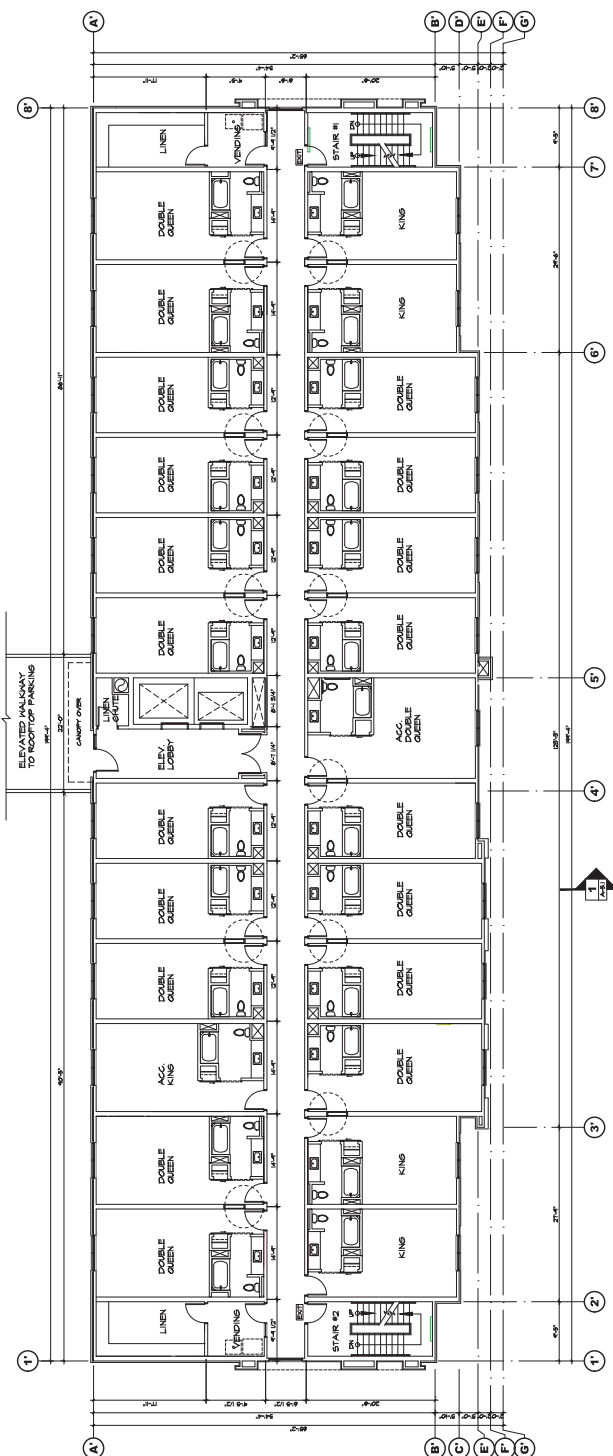
ORION CONSTRUCTION
105-19923 80A AVE.
LANGLEY, BC V3Y 0E2
PHONE: (604) 362-2994

**ENTERTAINMENT
BLVD
REDEVELOPMENT**

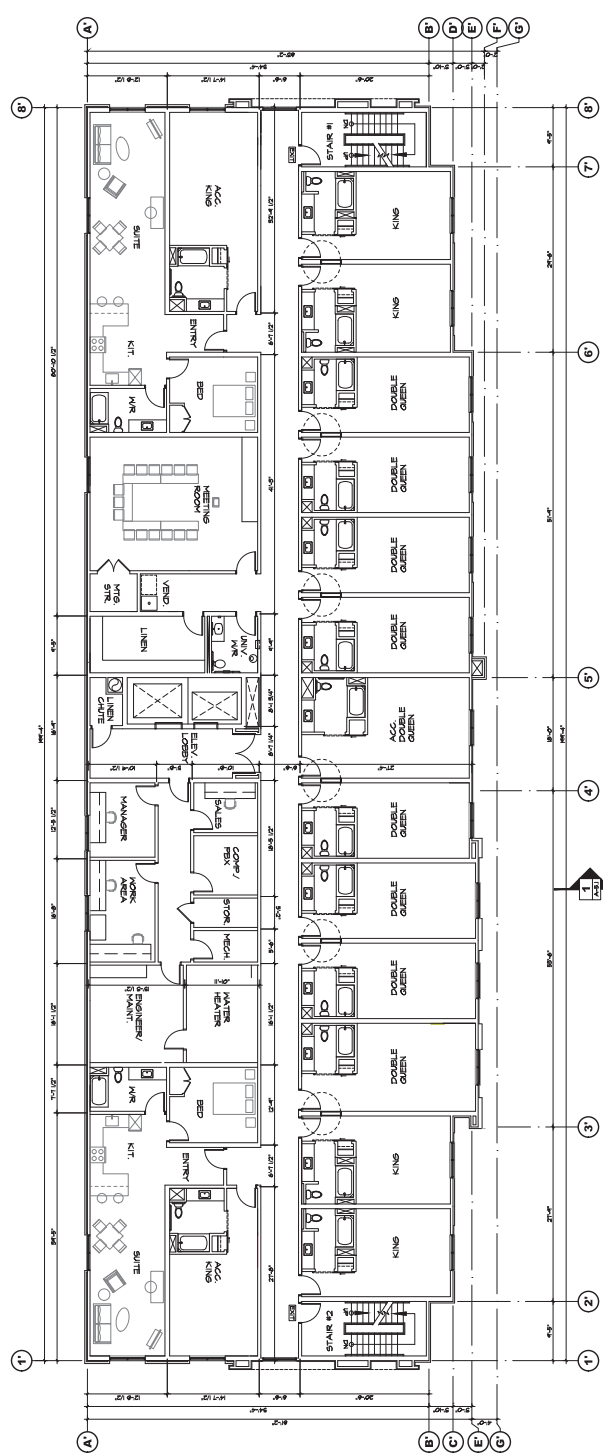
ADDRESS:
4111 ENTERTAINMENT BLVD, RICHMOND, B.C.

BROWNS
**HOTEL BUILDING
MAIN & 2ND
FLOOR PLANS**

	JOB NO. 22-019	DRAWN JA
	DESIGNED	
	CHECKED	RD
	PLOT DATE	JUN 25 25
PROJECT - DRAWING NUMBER		REV. 8
A-23		



2
A-24
HOTEL BUILDING
4TH FLOOR PLAN
SCALE 1/8"=1'-0"



2
A-24



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ANGLEY, BC V3Y 0E2
PHONE: (604) 362-2994

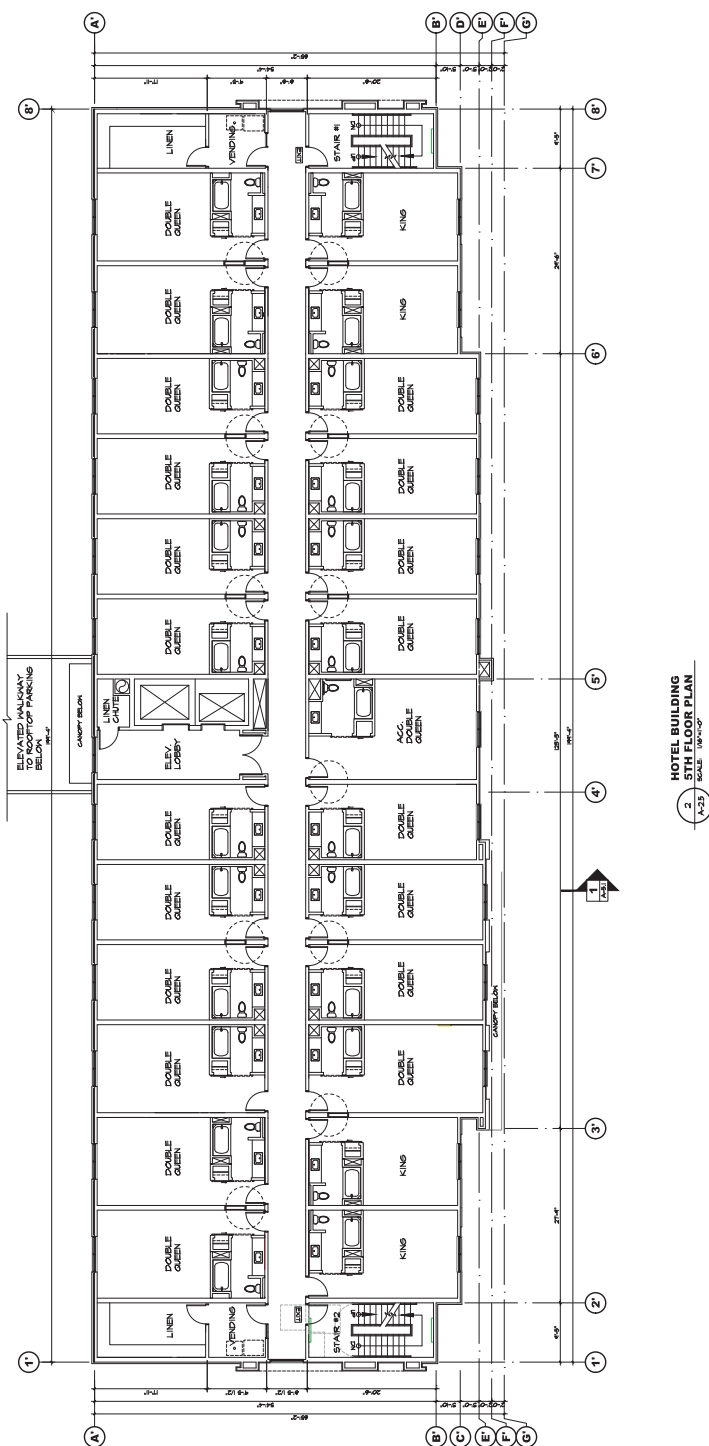
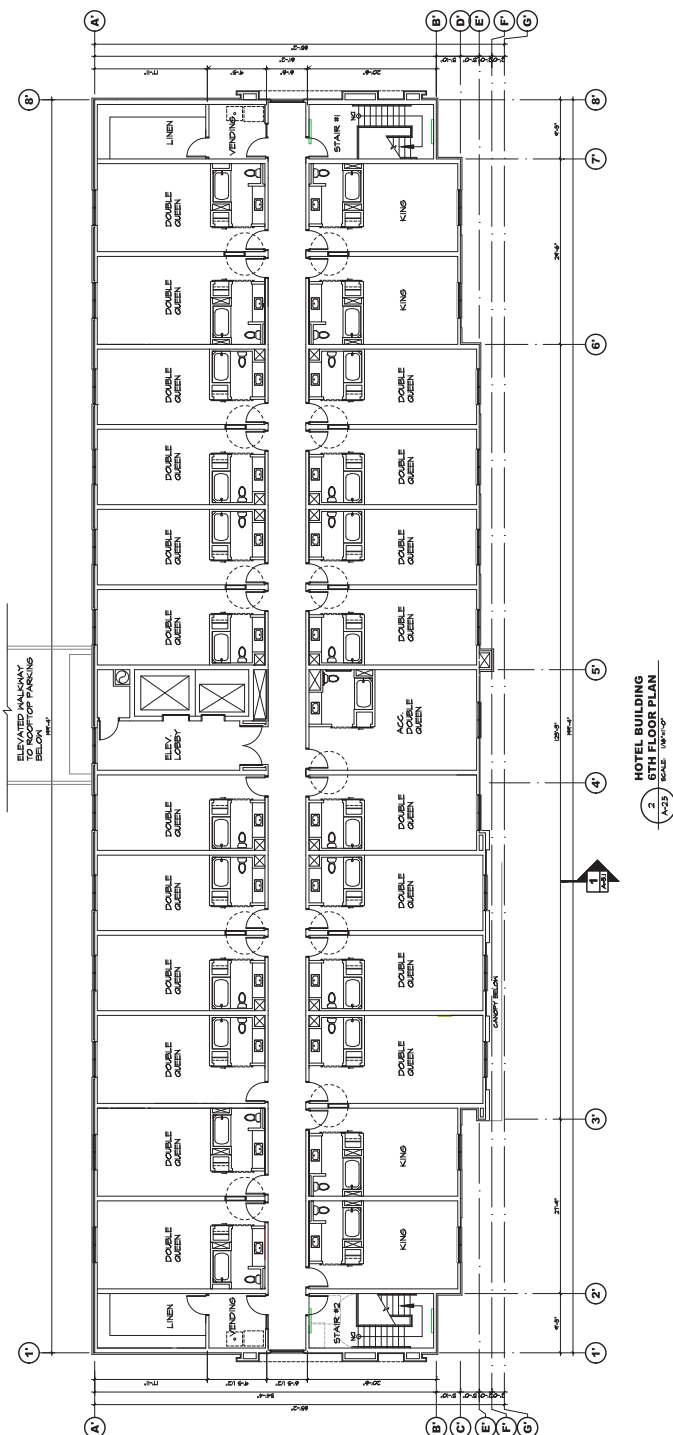
ENTERTAINMENT
BLVD
REDEVELOPMENT

DRAWING
HOTEL BUILDING
5TH & 6TH FLOOR
PLANS

REAL	JOB NO.	DRAWN
	22-019	
DESIGNED		

	CHECKED	RD
	PLOT DATE JUN 26 26	
PROJECT - DRAWING NUMBER		REV.

A-2.5	9
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RZ 24-012103

Attachment 4

Address: 14111 Entertainment Boulevard

Applicant: Orion Construction

Planning Area(s): Fraser Land

	Existing	Proposed
Owner:	14111 Entertainment Blvd. Investments Ltd.	No Change
Site Size (m²):	50,900m ² (547,883 ft ²)	Lot 1: 26,640 m ² (286,755 ft ²) Lot 2: 19,699 m ² (212,037 ft ²) Lot 3: 3,052 m ² (32,847 ft ²) Total: 49,391 m ² (531,639.00 ft ²)
Land Uses:	Commercial	Commercial, Light Industrial, and Hotel
OCP Designation:	Commercial	No Change
Area Plan Designation:	Commercial	No Change
Zoning (Lot 1)	Entertainment & Athletics (CEA)	No Change
Zoning (Lots 2 & 3):	Entertainment & Athletics (CEA)	Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)

On Future Subdivided Lots	Bylaw Requirement	Proposed	Variance
Floor Area Ratio:	0.7 2.3 for Hotels	Lot 2: 0.65 Lot 3 (hotel): 2.22	none permitted
Buildable Floor Area:*	Lot 2: 13,789 m ² (148,426 ft ²) Lot 3: 7,019 m ² (75,548 ft ²)	Lot 2: 12,988 m ² (139,800 ft ²) Lot 3: 6,760 m ² (72,760 ft ²)	none permitted
Building Coverage (% of lot area):	52%	Lot 2: 51.2% Lot 3: 36.6%	none
Setbacks (m):	Front: Min. 3.0 m Exterior Side: Min. 3.0 m Hotels may be located within the front yard but must be located within 2.0 m and 19.0 m of the front lot line	Lot 2 Front: 23 m Lot 3 Front: 2.0 m Ext Side: 19 m	none
Height (m):	Max. 12.5 m Hotel Max. 24 m (6 storeys)	Lot 2: 12.5 m Lot 3: 23.2 m	none
Total Off-street Parking Spaces:	Lot 1: 877 Lot 2: 97 Lot 3: 90	Lot 1, 2, & 3: 600 Lot 2: 121 Lot 3: 90	Lot 1: Variance Requested
Bicycle Parking Spaces	Lot 2 Class 1: 36 & Class 2: 36 Lot 3 Class 1: 18 & Class 2: 18	Lot 2 Class 1: 39 & Class 2: 66 Lot 3 Class 1: 18 & Class 2: 18	None

* Preliminary estimate; not inclusive of garage; exact building size to be determined through zoning bylaw compliance review at Building Permit stage.

Kwan, Ashley

From: Kwan, Ashley
Sent: June 26, 2025 2:24 PM
To: Martha [REDACTED]
Subject: RE: Development Permit Application No. DP 24-012103 & 24-012108

Hi Martha,

Thank you for your patience, please see the response from the applicant and their traffic engineer below:

Dear Resident,

Thank you for your transportation and construction related comments concerning the proposed development at 14111 Entertainment Boulevard.

For accuracy, Steveston Highway is a four-lane arterial road connecting the proposed development at 14111 Entertainment Boulevard and Highway 99 where there are safety and capacity improvements to the interchange, underway. Steveston Highway only narrows to two lanes to the east of the proposed development at Entertainment Boulevard. Given 14000 Riverport Way is to the east of the proposed development at 14111 Entertainment Boulevard and forms a dead-end road, no development related traffic is expected on or near the intersection of Steveston Way and your point of access at Riverport Way. Your point of access will therefore remain unencumbered by any development related traffic.

Also, a requirement of this application was the submission of a Traffic Impact Study which included an analysis of the operation of three intersections along Steveston Highway i.e. Entertainment Boulevard, site point of access and No. 6 Road, adjacent to the proposed development at 14111 Entertainment Boulevard. All analyses were very favourable, producing Levels of Service A (Excellent) for the current operational condition and all future operational conditions. Traffic flow through these intersections and along Steveston Highway is therefore expected to remain acceptable.

Lastly, while one should reasonably expect some noise during daytime construction of the proposed development at 14111 Entertainment Boulevard, the final uses i.e. hotel and light industrial park, are expected to operate within normal business hours and generate little to no noise outside normal business hours.

Kindly,

Brent [REDACTED]

Dear Resident,

Further to these comments, I will add that our development aims to improve pedestrian and active transportation in the area with the provision of wide sidewalks, multi-use pathways, and pedestrian infrastructure like crosswalks. To improve traffic flow in the area, our developer is making large roadway dedications on both frontages, and we will not be impeding any of the existing entranceways to the site during or post-construction.

The development and consulting team have been working collaboratively with Planning and Engineering staff at the City of Richmond to get to this point. While we understand the commenter's concerns, we feel

we have addressed any perceived issues. We are confident the residents of the area can expect a development that gently adds to the vibrancy of their neighbourhood without causing transportation issues or crowding.

Jeremy [REDACTED]

Martha, if you have any further concerns with regards to this development, please let me know and I would be happy to continue to work with the applicant to address your concerns.

Best Regards,

Ashley Kwan | Planner 1, Development Applications
City of Richmond | 6911 No. 3 Road, Richmond, BC V6Y 2C1

From: Martha [REDACTED]
Sent: July 5, 2024 12:54 PM
To: Kwan, Ashley <AKwan1@richmond.ca>
Subject: Re: Development Permit Application No. DP 24-012103 & 24-012108

City of Richmond Security Warning: This email was sent from an external source outside the City. Please do not click or open attachments unless you recognize the source of this email and the content is safe.

Dear Ashley,

THANK YOU SO MUCH!!!!

I wasn't sure if my voice would be heard. Your outline of next steps in the process is so helpful and appreciated.

With gratitude,

-Martha [REDACTED]

On Fri, Jul 5, 2024, 10:43 a.m. Kwan, Ashley <AKwan1@richmond.ca> wrote:

Hello Martha,

Thank you for your email. I will review your correspondence thoroughly and ensure that the applicant is address your outlined concerns for traffic, safety, and emergency vehicle access. This application is in its early stages of the rezoning review process and in circulation with staff. The current proposed uses are consistent with the OCP land use designations.

Through the review process, several departments including Richmond Fire Rescue and Transportation will be reviewing the proposal, your concerns regarding traffic, congestion, and emergency vehicle access will all be

considered and reviewed. The applicant will have to address all staff comments and I will provide a summarized version of your comments to them to address as well. If you have any additional concerns, please do not hesitate to email me as this is the best time to address them all before the project progresses any further.

I will request the applicant to provide a response letter but this may take several months. Your email has been saved to the project file and will form part of the public record for the application when it moves forward to Planning Committee on a future date.

Kind Regards,

Ashley Kwan | Planner 1, Development Applications

City of Richmond | 6911 No. 3 Road, Richmond, BC V6Y 2C1

From: Martha [REDACTED]
Sent: July 3, 2024 12:48 PM
To: DevApps <DevApps@richmond.ca>
Subject: Development Permit Application No. DP 24-012103 & 24-012108

City of Richmond Security Warning: This email was sent from an external source outside the City. Please do not click or open attachments unless you recognize the source of this email and the content is safe.

To: Richmond City Hall Planning and Development Department

I am writing to submit my input regarding these 2 development applications targeting 14111 Entertainment Boulevard in East Richmond.

As one of many ordinary hard working tax paying citizens and residents at 14000 Riverport Way, I am adamantly against both the rezoning and development of 14111 Entertainment Boulevard.

24-012103 14111 Entertainment Boulevard Rezoning Develop a 33 unit 2-storey light industrial building and a 6-story hotel

My reasons for voting strongly against allowing these permits are as follows:

If you will come to this area and have a drive around, you will see that the targeted location is at the end of Steveston Hwy which - once you cross over Hwy 99 - is simply a one lane road each way that leads to a dead end where a large community of residents are located in Riverport Flats.

There is NO infrastructure for handling the resulting traffic and infringing physical imposition that would come from this development.

Already, every day between 6 - 9am and 2 - 6pm, we are essentially trapped in the area by commuters (including us) going to work, school, and other destinations because there is only one small road of one lane in and one lane out. Commuters heading towards the city of Richmond, Delta, Vancouver, Surrey, etc. are painfully backed up down this one single road.

There is no feasible way to manage the additional ensuing traffic congestion that would result from the development of a 33-unit building and 6-story hotel. WE WOULD NOT BE ABLE TO GET IN AND OUT of our street. We would not be able to get home, or to the hospital, or pick up our children from school, or take care of our elderly family members, or even get food, because we will not be able to get around the blockage resulting from building this development.

In addition, the complex around SiverCity Riverport provides a haven for children and the elderly. There is a swimming complex, hockey rinks and entertainment complex that have been regularly frequented by the elderly, small children, teenagers, and families for decades. This is one of the most important places for them to come and play freely and engage in sports and multiple other activities without feeling crowded in by the city, and without having to worry about the traffic and crime that is choking other communities.

Should there be an emergency of any kind, it would likely be impossible for fire trucks, ambulances, police, etc. to get to the area - not just Riverport Flats but the entire

entertainment complex - because it would be choked off having only a single small road in and out - especially during the long period it would take to build the development.

There are public buses - including community buses for the elderly and physically disabled - that come in and out of this area as well. These would also be unable to maneuver around the ensuing roadblocks that would result from the development which would have a huge impact on those who rely on this transportation.

If this development were to be built, it would shut down access to all of the other businesses and entertainment areas frequented by young people and the elderly, would create an unsightly structure in an area that right now is a pleasure to be frequented by the local community, and it would completely immobilize the residents at Riverport Flats preventing us from having access to our jobs, schools, families, etc.

Please, do not approve these development permits.

Respectfully,

Martha [REDACTED]
[REDACTED]
[REDACTED]

Kwan, Ashley

From: Kwan, Ashley
Sent: July 2, 2025 2:40 PM
To: Ishtar [REDACTED]
Cc: Emtias [REDACTED] Kwan, Ashley
Subject: RE: Confirmation of Contact Information
Attachments: Concept Plan Sample - 14111 Entertainment Blvd.pdf

Hello Ishtar,

Thank you for your email. I've forwarded to the applicant to address they have provided the information below in **black**. Please also see my responses below:

- The development is required to meet the parking regulations set out in the zoning bylaw and provide the required amount of parking spaces on-site. Staff can work with the developer to provide signage on site to inform drivers of suitable places to park.
- Prior to rezoning bylaw adoption, the developer will be required to provide a parking management plan for staff review. As part of the Building Permit process, the developer is required to submit a Construction Traffic Management Plan, which must be approved by the Transportation department to address access, parking, and traffic impacts.
- A shadow study has been provided by the applicant indicating minimal impacts to your property.
- The applicant will continue to be required to provide cross access for your property.

Please also see attached for a preliminary site plan and renderings. Please note that these are subject to change throughout the Development Permit review process.

With regards to the intersection at No 6 and Triangle, that crossing does not fall within the scope of the subject site. However, frontage improvements including multiuse paths and boulevards, in addition to frontage intersection and bicycle lane improvements are proposed as part of the rezoning and development of 14111 Entertainment Blvd.

From the applicant:

Parking Availability: *Our property features an abundance of parking for movie goers currently, and this is the first we are hearing about Cineplex's customers using any neighbouring properties for parking. Even during large movie releases our patrons only park on our lot. We have seen ice rink and Holiday Inn patrons use our parking on rare occasions like tournaments but not the other way around. During construction, theatre patrons will have stalls on site available to them. The development will also likely be phased so that there will always be some parking available at the western lot that is unaffected by construction. We have ample time to work out construction phasing and parking plans and will seek City of Richmond staff input on their development to minimize impacts on neighbours and theatre operations. When the project is complete, there will be easily accessible rooftop parking for movie-goers and hotel guests/staff, and those visiting and working at the industrial units will have ample parking at the ground level. We are confident there will be no parking issues experienced with this development.*

Noise: *The proposed new development on the existing site will replace the existing parking lot currently functioning as part of the theatre. There are no current issues with noise or light, and we do not expect there to be any issues post-construction. The rooftop parking access ramp has been relocated from the north side of the proposed building to the south side thus reducing the potential for noise on the adjacent hotel. The majority of the proposed parking, both surface and rooftop, closest in proximity to the adjacent hotel will be of similar volume, time and type as the current parking because no new demand for parking for the Theatre has been introduced. The addition of the new uses adjacent to the hotel will operate within*

the City of Richmond zoning bylaws for sound transmission and will typically operate during normal business hours (8:00 am - 5:00 pm on weekdays) which would have minimal impact on hotel patrons at night when they are sleeping

Traffic Management: *Construction vehicles are expected to be handled on site within the construction zone. Construction vehicles will not be impeding stalls used by movie-goers nor will they park on adjacent lots without prior permission.*

Shadowing: *The provided Shadow Study (drawing A-1.9) illustrates the anticipated impact on the adjacent hotel. For most of the year there will be no shadows cast off-site with minimal shadows extending on to the hotel property in the winter months during the morning and late afternoon, see details 1,4 & 7 on drawings A-1.9. The existing hotel and the proposed new two-storey industrial building will be approximately 40m apart which will still allow for ample natural light and ventilation. The proposed industrial building is sited so that it only "overlaps" for approximately half of the hotel frontage. Therefore, there will be minimal impact on views.*

Please let me know if you have any additional concerns. Staff will continue to work with the applicant to address them in the rezoning and development permit processes.

Kind Regards,

Ashley Kwan | Planner 1, Development Applications
City of Richmond | 6911 No. 3 Road, Richmond, BC V6Y 2C1
Phone: (604) 276-4173 **Email:** akwan1@richmond.ca

From: Ishtar [REDACTED]
Sent: June 19, 2025 3:26 PM
To: Kwan, Ashley <AKwan1@richmond.ca>
Cc: Emtias [REDACTED]
Subject: Re: Confirmation of Contact Information

You don't often get email from [REDACTED]. [Learn why this is important](#)

City of Richmond Security Warning: This email was sent from an external source outside the City. Please do not click or open attachments unless you recognize the source of this email and the content is safe..

Good Morning Ashley,

Thank you again for making time to speak with me, I greatly appreciate it.

Per our conversation, we own the **Holiday Inn Express & Suites Riverport** in the complex and wanted to obtain information about *the development proposed at 11114 Entertainment Blvd.* We discussed their proposal for a 6-storey hotel with a 2-storey light industrial building with parking above.

We wanted to reach out regarding concerns about this application, please see below:

Parking Availability: The complex struggles with parking during movie releases and sporting tournaments. Patrons often stay on our and other lots. We are concerned about how parking will be handled during construction and after the buildings are built.

Noise: With an elevated parking lot above a 2-storey structure, we are worried about the amount of noise and light being produced by the ramp and vehicles reaching the elevated lot at all hours.

Traffic Management: Concerned about how parking for construction workers will be managed during construction given the limited availability of parking.

Shadowing: Our guest(s) have a view from the top floor(s) and we are uneasy that view cones and natural light will be blocked.

Off Site Work: We had heard that the City had a plan for traffic lights at No. 6 Road and Triangle Road. This is much needed with the growing demand. Would this be considered as part of the plan? The 2 lane is already backed up on Steveston road, the added development together with the new bridge will require more lanes. Is the City of Richmond planning more lanes from the complex to the highway intersection? Will this upgrade be provided by the developer?

Lastly, you had mentioned being able to share some renderings and a site plan for the new development. Can you share this with us?

Looking forward to hearing from you.

All the best,

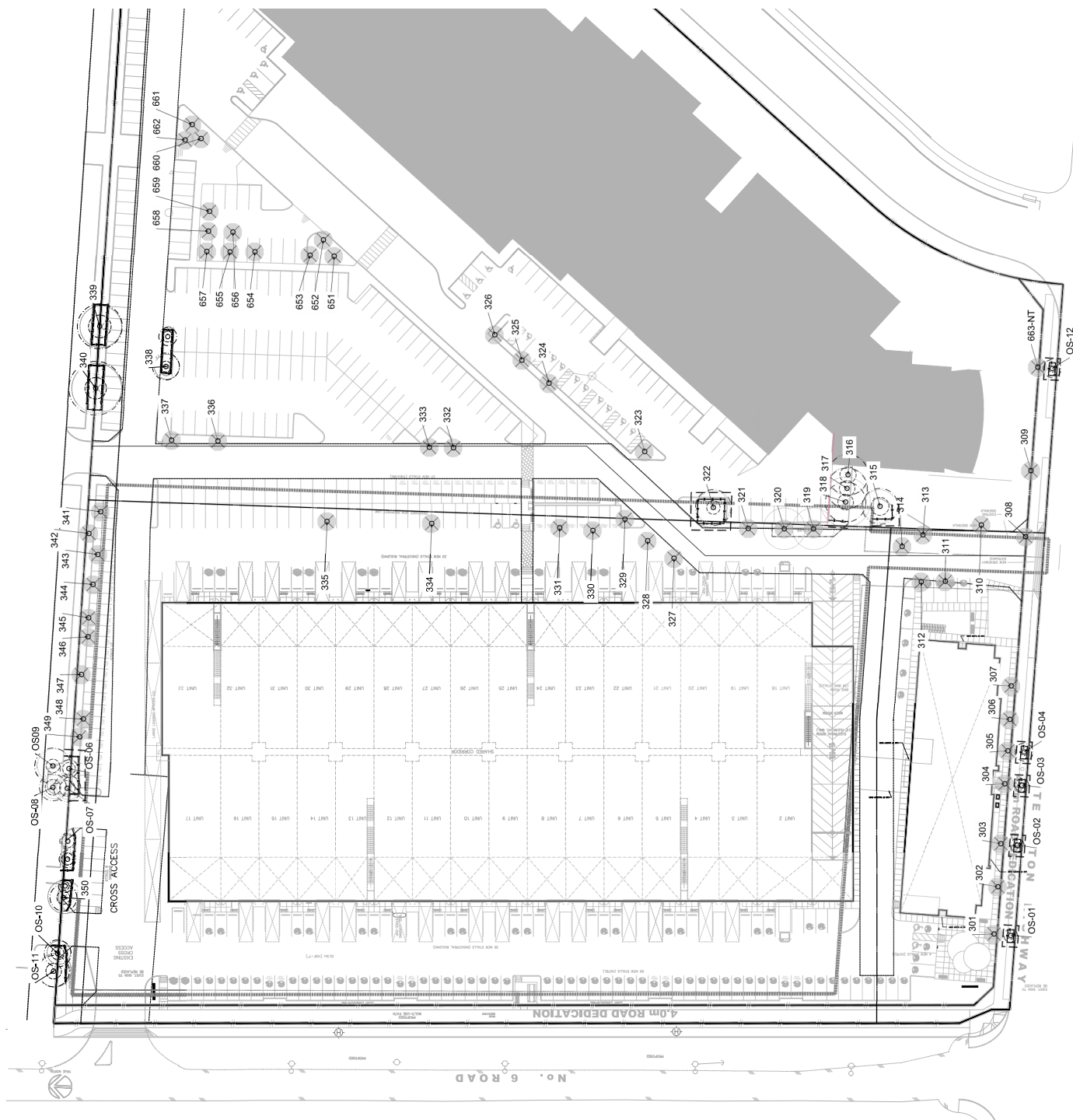
--

Ishtar [REDACTED]

Marquee Group [REDACTED]



"We breathe life into empty spaces."





Address: 14111 Entertainment Boulevard

File No.: RZ 24-012103

Prior to final adoption of Richmond Zoning Bylaw 8500, Amendment Bylaw 10693, the developer is required to complete the following:

1. **(Development Permit)** The submission and processing of a Development Permit* completed to a level deemed acceptable by the Director of Development.
2. **(Discharge)** Discharge of SRW BL39570 over PLAN LMP31754.
3. **(Road Dedication)** Approximately 4.0 m road dedication along the entire subject site's south (Steveston Highway and west (No. 6 Road) frontages and 1.65 m dedication at the southwest corner of the site with a 4.0 x 4.0 m corner cut. Note: this may require an overlay of the proposed functional plan with the dedication plan to confirm that the required improvements can be accommodated within the dedication area.
4. **(SRW)** Granting of a network of Statutory Right-of-Way (SRW) for the purposes of cross access and Public Right-of-Passage (PROP) generally consistent with Schedule 1 (attached to these considerations). The SRWs will provide access through the subject site to No. 6 Road and Steveston Highway for the adjacent properties including the site to the north at 10688 No. 6 Road and 14140 Triangle Road. The applicant may need to acquire approval from the neighbouring owner that benefits from easement agreement BA337292, with respect to the new SRW that overlaps with the existing easement area.
5. **(Flood Covenant)** Registration of a flood plain covenant on title identifying a minimum habitable elevation of 3.0 m GSC.
6. **(Noise Indemnity)** Registration of a legal agreement on title stipulating that the development is subject to potential impacts due to other developments including, without limitation, increase ambient noise, and requiring that the owner provide written notification of this through the disclosure statement to all initial purchasers, and erect signage in the initial sales centre advising purchasers of the potential for these impacts.
7. **(Cross Lot Parking Agreement)** Registration of a covenant and/or alternative legal agreement on title outlining the parking areas and number of stalls designated for each lot (proposed Lot 1, Lot 2 and Lot 3), and cross lot parking agreement between the proposed lots, and requiring the owner to provide an acknowledgement of the same in all purchase and sale agreements.
8. **(Temporary Off-site Parking)** Registration of a legal agreement on title restricting the issuance of a Building Permit for Lots 2 and 3 until such time that:
 - a) The owner provides a parking management plan that addresses how the existing building on site (located on proposed Lot 1) will satisfy the parking requirement of no less than 600 stalls throughout the construction phases of the new development on proposed Lot 2 (industrial building) and Lot 3 (hotel), or such lesser amount as otherwise agreed to by the Owner and the City, to the satisfaction of the Director, Transportation; and,
 - b) Confirmation of parking compliance which shall include confirmation of an agreement(s) to use other lands in proximity to the site for temporary parking to the satisfaction of the Director, Transportation.

Note: The parking management plans must address how parking will be provided for Lot 1 and the future Lots 2 and 3 should either be constructed prior to other.
9. **(Shared Garbage and Recycling)** Registration of a legal agreement on title outlining the garbage and recycling room on Lot 2 to be shared between Lots 2 and 3, ensuring signage notifying users of the shared use, and requiring the owner to provide an acknowledgement of the same in all purchase and sale agreements. The agreement will require a temporary garbage and recycling room to be provided on Lot 3, should it be constructed prior to Lot 2 to the satisfaction of the Director, Engineering.
10. **(Tree Survival Security)** Submission of a Tree Survival Security to the City in the amount of \$60,000.00 for the nine trees to be retained (tag # 315-318, 322, 338, 339, 340 and 350).

11. **(Arborists Contract)** Submission of a Contract entered into between the applicant and a Certified Arborist for supervision of any on-site works conducted within the tree protection zone of the trees to be retained. The Contract should include the scope of work to be undertaken, including: the proposed number of site monitoring inspections, and a provision for the Arborist to submit a post-construction assessment report to the City for review.
12. **(Tree Protection Fencing)** Installation of appropriate tree protection fencing around all trees to be retained as part of the development prior to any construction activities, including building demolition, occurring on-site.
13. **(Voluntary Tree Contribution)** City acceptance of the developer's offer to voluntarily contribute \$49,500.00 to the City's Tree Compensation Fund for the planting of replacement trees within the City in-lieu of planting the remaining required 66 replacement trees that cannot be accommodated on site. If, through the DP application review process, a greater number of replacement trees can be accommodated on site, then the value of the voluntary contribution may be reduced by the relative amount based on \$750 per tree accommodated.

14. **(Public Art – Cash Contribution)** City acceptance of the developer's offer to make a voluntary cash contribution towards the City's Public Art Fund, the terms of which shall include the following:

- a) The value of the developer's voluntary public art contribution shall be based on the Council-approved rates for non-residential uses and the maximum buildable floor area permitted under the subject site's proposed zoning, as indicated in the table below:

Building Type	Rate	Maximum Permitted Floor Area (after exemptions)	Minimum Voluntary Cash Contribution
Industrial	\$0.31/ft ²	148,426 ft ² (13,789 m ²)	\$ 46,012.06
Commercial	\$0.56/ft ²	75,548 ft ² (7,019 m ²)	\$ 42,306.88

- b) In the event that the contribution is not provided within one year of the application receiving third reading of Council (i.e. Public Hearing), the contribution rate (as indicated in the table in item a) above, shall be increased annually thereafter based on the Statistics Canada Consumer Price Index (All Items) – Vancouver yearly quarter-to-quarter change, where the change is positive.
15. **(Hotel Use and Length of Stay)** Registration on title of a restrictive covenant and/or alternative legal agreement on title to the subject development site, to the satisfaction of the City, to require that:
 - a) In compliance with the Zoning Bylaw, hotel shall mean a commercial development providing guest rooms for temporary sleeping accommodation (i.e. not as a dwelling or other residential use);
 - b) Guest room shall mean a habitable room wherein accommodation is offered for rent, or rented, to persons on a temporary basis and that does not contain cooking or food preparation facilities, but may include a microwave, coffee maker, tea kettle (or other similar small domestic appliances, as are customary in similar quality hotel properties, used primarily for heating pre-prepared food), a compact refrigerator with a maximum capacity of 0.14 m³ (5 ft³), and a single bowl bar-size sink installed within a counter space having a maximum width of 1.5 m (5 ft.) and a maximum depth of 0.6 m (2 ft.);
 - c) Hotel guest length of stay shall be limited to a maximum of six months per year; and
 - d) Subdivision of individual hotel guest rooms or suites by way of stratification or air space parcel shall be prohibited.
 16. **(Servicing Agreement)** Enter into a Servicing Agreement* for the design and construction of engineering infrastructure improvements. A Letter of Credit or cash security for the value of the Service Agreement works, as determined by the City, will be required as part of entering into the Servicing Agreement. Works include, but may not be limited to:

a) Water Works:

- (1) Using the OCP Model, there is 630 L/s of water available at a 20 psi residual at the No 6 Rd frontage. Based on your proposed development, your site requires a minimum fire flow of 250 L/s.
- (2) At Developer's cost, the Developer is required to:
 - (a) Submit Fire Underwriter Survey (FUS) or International Organization for Standardization (ISO) fire flow calculations to confirm development has adequate fire flow for onsite fire protection. Calculations must be signed and sealed by a Professional Engineer and be based on Building Permit Stage building designs.

- (b) Review hydrant spacing on all road frontages and install new fire hydrants as required to meet City spacing requirements for the proposed land use.
 - (c) Provide a right-of-way for the water meter. Minimum right-of-way dimensions to be the size of the meter box (from the City of Richmond supplementary specifications) + any appurtenances (for example, the bypass on W2n-SD) + 0.5 m on all sides. Exact right-of-way dimensions to be finalized during the building permit process (or via the servicing agreement process, if one is required).
 - (d) Additional hydrants are required, one on No 6 Rd between Hydrants 33-4-5-HD-216368 and 33-4-5-HD-216359, and another on the corner of No 6 Rd and Steveston Highway, to achieve minimum 75 meter spacing between hydrants.
- (3) At Developer's cost, the City will:
- (a) Complete all tie-ins for the proposed works to existing City infrastructure.
 - (b) Install one new water service connection off of the existing water main in Steveston Highway frontage, complete with water meter and meter box in a right-of-way which will be provided by the developer as per City's specifications.

b) Storm Sewer Works:

- (1) At Developer's cost, the Developer is required to:
- (a) Provide an erosion and sediment control plan for all on-site and off-site works, to be reviewed as part of the servicing agreement design.
 - (b) The farming community utilizes the storm water from the City's drainage system (i.e. ditch and storm sewer) for irrigation purposes; the developer may be required to address the water quality of the onsite runoff. The water quality must meet the standards of the City's Pollution Prevention and Cleanup Bylaw #8475, as well as agricultural standards (Irrigation and Livestock) as per the British Columbia approved water quality guidelines.
 - (c) Install a new storm service connection off of the existing box culvert in No 6 Rd frontage, complete with inspection chamber in a right-of-way, as per City specifications to service the development site. The tie-in shall be to existing manhole STMH7501.
 - (d) Provide a right-of-way for the inspection chamber. Minimum right-of-way dimensions shall be 1.5m by 1.5m. Exact right of way dimensions to be finalized via the servicing agreement process.
- (2) At Developer's cost, the City will:
- (a) Complete all tie-ins for the proposed works to existing City infrastructure.

c) Sanitary Sewer Works:

- (1) At Developer's cost, the Developer is required to:
- (a) Obtain approval from the owner(s) of the private sanitary sewer system at 14111 Entertainment Blvd to connect the proposed development. This is required prior to the Engineering Department sign-off on the building permit application for this project.
 - (b) Conduct a capacity analysis to confirm if the existing private sanitary system in 14111 Entertainment Blvd has adequate capacity to service the proposed development. If the existing system is found to be inadequate in the capacity analyses, the developer is required to address the capacity issue. The capacity analyses and addressing inadequate private downstream sanitary pipes are required prior to the Engineering Department sign-off on the building permit application.
 - (i) The purpose of the requested capacity analysis to the existing private sanitary system is to ensure that the proposed development can be adequately serviced. The City cannot approve a proposed building that cannot be adequately serviced.
 - (ii) The City expects the applicant to coordinate with the owner of the private sanitary system to acquire sign off on the proposed sanitary servicing strategy and design the required upgrades if the existing system is found to be inadequate. This will be reviewed by the Building Approvals department during the Building Permit review and approval stage. The applicant may prepare an agreement with the operator of the sanitary system to confirm that the applicant will undertake the required sanitary scope of work prior to hooking up to the system. This agreement shall be provided at the Building Permit review stage for City review. The agreement shall be between the

Initial: _____

development applicant and the owner of the private sanitary system. The City's involvement in the agreement shall be limited to being informed in advance when a party wishes to withdraw from the agreement. This agreement will be subject to review and approval of the City's Law Department.

(iii) Engineering will sign off on the future Building Permit Application after Building Approvals sign off on the upgrades to the private sanitary system, if they are inadequate.

(2) At Developer's cost, the City will:

(a) Complete all tie-ins for the proposed works to existing City infrastructure.

d) Street Lighting:

(1) At Developer's cost, the Developer is required to:

(a) Review street lighting levels along all road and lane frontages, and upgrade as required.

e) General Items:

(1) At Developer's cost, the Developer is required to:

(2) Complete other frontage improvements as per Transportation requirements including but not limited to:

(a) Interim Cross Section (to be constructed with proposed development):

(i) No.6 Road: Approximately from existing west edge of pavement, 14m pavement width with 4 lane cross section, curb and gutter, min 1.5 m blvd, 4.0 m Multi-use path, ~1.5 m back blvd. Works along No. 6 Road may be eligible for DCC credits.

(ii) Steveston Highway: Protect existing cycling lane at intersections. Repaint existing WB laning to 6.4 m (3.1, 3.3 curb GP vehicle lane), 0.3 m buffer, 1.7 m bike lane, curb and gutter, 1.7 m landscape boulevard, 2.0 m sidewalk, 0.3 m back blvd.

(b) Frontage Intersection Improvements:

(i) At intersection of Steveston Hwy @ No.6 Road. SBR, SBLT, 2 NBT

(ii) At No.6 and site access 1SBT, 1SBL (into site), 1NBT, 1NBR (into site). Tie back into existing roadway north of site

(3) Coordinate with BC Hydro, Telus and other private communication service providers:

(a) To pre-duct for future hydro, telephone and cable utilities along all road frontages.

(b) Before relocating/modifying any of the existing power poles and/or guy wires within the property frontages.

(c) To underground overhead service lines.

(4) Locate/relocate all above ground utility cabinets and kiosks required to service the proposed development and proposed undergrounding works, and all above ground utility cabinets and kiosks located along the development's frontages, within the developments site (see list below for examples). A functional plan showing conceptual locations for such infrastructure shall be included in the development design review process. Please coordinate with the respective private utility companies and the project's lighting and traffic signal consultants to confirm the requirements (e.g., statutory right-of-way dimensions) and the locations for the aboveground structures. If a private utility company does not require an aboveground structure, that company shall confirm this via a letter to be submitted to the City. The following are examples of statutory right-of-ways that shall be shown on the architectural plans/functional plan, the servicing agreement drawings, and registered prior to SA design approval:

- BC Hydro PMT – 4.0 x 5.0 m
- BC Hydro LPT – 3.5 x 3.5 m
- Street light kiosk – 1.5 x 1.5 m
- Traffic signal kiosk – 2.0 x 1.5 m
- Traffic signal UPS – 1.0 x 1.0 m
- Shaw cable kiosk – 1.0 x 1.0 m
- Telus FDH cabinet – 1.1 x 1.0 m

- (5) Provide, prior to start of site preparation works or within the first servicing agreement submission, whichever comes first, a preload plan and geotechnical assessment of preload, dewatering, and soil preparation impacts on the existing utilities fronting the development site and provide mitigation recommendations.
- (6) Conduct pre- and post-preload elevation surveys of all surrounding roads, utilities, and structures. Any damage, nuisance, or other impact to be repaired at the developer's cost. The post-preload elevation survey shall be incorporated within the servicing agreement design.
- (7) Monitor the settlement at the adjacent utilities and structures during pre-loading, dewatering, and soil preparation works per a geotechnical engineer's recommendations, and report the settlement amounts to the City for approval.
- (8) Submit a proposed strategy at the building permit stage for managing excavation de-watering. Note that the City's preference is to manage groundwater onsite or by removing and disposing at an appropriate facility. If this is not feasible due to volume of de-watering, the Developer will be required to apply to Metro Vancouver for a permit to discharge into the sanitary sewer system. If the sanitary sewer does not have adequate capacity to receive the volume of groundwater, the Developer will be required to enter into a de-watering agreement with the City wherein the developer will be required to treat the groundwater before discharging it to the City's storm sewer system.
- (9) Not encroach into City rights-of-ways with any proposed trees, retaining walls, or other non-removable structures. Retaining walls proposed to encroach into rights-of-ways must be reviewed by the City's Engineering Department.
- (10) Enter into, if required, additional legal agreements, as determined through the subject development's Servicing Agreement(s) and/or Development Permit(s), and/or Building Permit(s) to the satisfaction of the Director of Engineering, including, but not limited to, site investigation, testing, monitoring, site preparation, de-watering, drilling, underpinning, anchoring, shoring, piling, pre-loading, ground densification or other activities that may result in settlement, displacement, subsidence, damage or nuisance to City and private utility infrastructure.

17. **(Fees - Notices)** Payment of all fees in full for the cost associated with the Public Hearing Notices, consistent with the City's Consolidated Fees Bylaw No 8636, as amended.

Prior to a Development Permit* being forwarded to the Development Permit Panel for consideration, the developer is required to:

1. **(Landscape Plan and Security)** Submission of a Landscape Plan, prepared by a Registered Landscape Architect, to the satisfaction of the Director of Development, and deposit of a Landscaping Security based on 100% of the cost estimate provided by the Landscape Architect, including installation costs and 10% contingency. The Landscape Plan should include at a minimum 42 replacement trees on site with the following minimum sizes:

No. of Replacement Trees	Minimum Caliper of Deciduous Tree	or	Minimum Height of Coniferous Tree
108	8 cm		4 m

2. **(Energy Efficiency Report)** Submission of an energy efficiency report and recommendations prepared by a Registered Professional which demonstrates how the proposed construction will meet or exceed the required industrial/retail energy efficiency standards (minimum of ASHRAE90.1-2019 for industrial and Step 3 with EL-2 for hotel), in compliance with the City's Official Community Plan.
3. **(Site Access and Vehicle Circulation)** Conduct further study and implementation, to the satisfaction of the Director, Transportation, the following:
 - a) Modification of retaining wall along the south edge of the ramp to improve sight lines (e.g. curb with mounted post and rail rather than solid concrete wall).
 - b) Refinement of the parking to the north at the bottom of the ramp to be restricted, improving sight lines to the north drive aisle.
 - c) Consideration of posted speed along the drives aisle to be 10-15 km/h and location of signage.
 - d) Provision of a stop control at the bottom of the ramp.
 - e) Provision of warning signage on the ramp advising of approaching vehicles.
 - f) Provision warning system whereby detectors on the drive aisles approaching the ramp would activate a flashing yellow warning light on the ramp.

Prior to Building Permit Issuance, the developer must complete the following requirements:

1. Submission of a Construction Parking and Traffic Management Plan to the Transportation Department. Management Plan shall include location for parking for services, deliveries, workers, loading, application for any lane closures, and proper construction traffic controls as per Traffic Control Manual for works on Roadways (by Ministry of Transportation) and MMCD Traffic Regulation Section 01570.
2. Incorporation of accessibility measures in Building Permit (BP) plans as determined via the Rezoning and/or Development Permit processes.
3. Obtain a Building Permit (BP) for any construction hoarding. If construction hoarding is required to temporarily occupy a public street, the air space above a public street, or any part thereof, additional City approvals and associated fees may be required as part of the Building Permit. For additional information, contact the Building Approvals Department at 604-276-4285.

Note:

- * This requires a separate application.
- Where the Director of Development deems appropriate, the preceding agreements are to be drawn not only as personal covenants of the property owner but also as covenants pursuant to Section 219 of the Land Title Act.

All agreements to be registered in the Land Title Office shall have priority over all such liens, charges and encumbrances as is considered advisable by the Director of Development. All agreements to be registered in the Land Title Office shall, unless the Director of Development determines otherwise, be fully registered in the Land Title Office prior to enactment of the appropriate bylaw.


The preceding agreements shall provide security to the City including indemnities, warranties, equitable/rent charges, letters of credit and withholding permits, as deemed necessary or advisable by the Director of Development. All agreements shall be in a form and content satisfactory to the Director of Development.

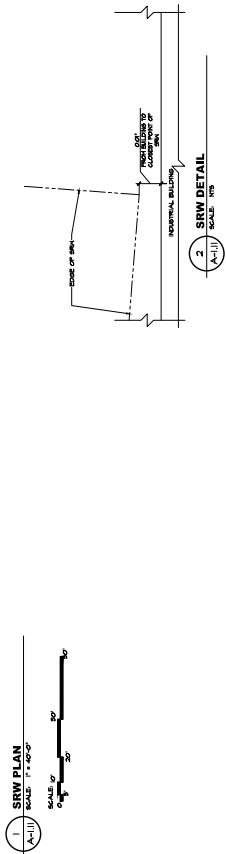
- Additional legal agreements, as determined via the subject development's Servicing Agreement(s) and/or Development Permit(s), and/or Building Permit(s) to the satisfaction of the Director of Engineering may be required including, but not limited to, site investigation, testing, monitoring, site preparation, de-watering, drilling, underpinning, anchoring, shoring, piling, pre-loading, ground densification or other activities that may result in settlement, displacement, subsidence, damage or nuisance to City and private utility infrastructure.
- If the development will be constructed in phases and stratified, a [Phased Strata Subdivision Application](#) is required. Each phase of a phased strata plan should be treated as a separate parcel, each phase to comply with the Richmond Zoning Bylaw 8500 in terms of minimum lot area, building setback and parking requirements. Please arrange to have the City's Approving Officer review the proposed phased boundaries in the early DP stages. To allow sufficient time for staff review and preparation of legal agreements, the application should be submitted at least 12 months prior to the expected occupancy of development.
- If the development intends to create one or more air space parcels, an [Air Space Parcel Subdivision Application](#) is required. To allow sufficient time for staff review and preparation of legal agreements, the application should be submitted at least 12 months prior to the expected occupancy of development.
- Applicants for all City Permits are required to comply at all times with the conditions of the Provincial *Wildlife Act* and Federal *Migratory Birds Convention Act*, which contain prohibitions on the removal or disturbance of both birds and their nests. Issuance of Municipal permits does not give an individual authority to contravene these legislations. The City of Richmond recommends that where significant trees or vegetation exists on site, the services of a Qualified Environmental Professional (QEP) be secured to perform a survey and ensure that development activities are in compliance with all relevant legislation.

Signed

Date

[illegible]

	JOB NO. 22-019	DRAWN DNYC	SRW PLAN 4
	DESIGNED	CHECKED R.D.	
REAL	PROJECT DRAWING NUMBER		REV
	A-1.11		4



PLN - 53



**Richmond Zoning Bylaw 8500
Amendment Bylaw 10693 (RZ 24-012103)
14111 Entertainment Boulevard**

The Council of the City of Richmond, in open meeting assembled, enacts as follows:

1. Richmond Zoning Bylaw 8500, as amended, is further amended by inserting the following zone into Section 22 – Site Specific Commercial Zones:

22.56 Commercial and Light Industrial (ZC56) – Riverport (Fraser Land)

22.56.1 Purpose

The **zone** provides for a limited range of **commercial, light industrial, and compatible uses**.

22.56.2 Permitted Uses

- animal daycare
- animal grooming
- animal shelter
- broadcasting, studio
- building or garden supply
- childcare
- commercial storage
- commercial vehicle parking and storage
- contactor service
- education, commercial
- equipment, minor
- government service
- greenhouse & plant nursery
- health service, minor
- industrial, general
- industrial, manufacturing
- industrial, warehouse
- library and exhibit
- manufacturing, custom indoor
- microbrewery, winery and distillery
- office

- parking, non-accessory
- private club
- recreation, indoor
- recreation outdoor
- recycling depot
- recycling drop-off
- religious assembly
- restaurant
- restaurant, drive-through
- retail, convenience
- retail, showroom
- service, business support
- service, financial
- service, household repair
- service, personal
- studio
- utility, minor
- vehicle body repair or paint shop
- vehicle repair
- vehicle rental, convenience
- warehouse sales
- veterinary service

22.56.3 Secondary Uses

- n/a

22.56.4 Additional Uses

- hotel

22.56.5 Permitted Density

1. The maximum **floor area ratio** is 0.7.
2. Notwithstanding Section 22.56.5.1, the maximum **floor area ratio** for **hotel** is 2.3.

22.56.6 Permitted Lot Coverage

1. The maximum **lot coverage** is 55% for **buildings**.

22.56.7 Yards & Setbacks

1. The minimum **front yard** is 3.0 m.

2. The minimum **exterior side yard** is 3.0 m.
3. Notwithstanding Section 22.56.7.1, the minimum **front yard** for **hotel** is 2.0 m.
4. There is no minimum **interior side yard** or **rear yard**.

22.56.8 Permitted Heights

1. The maximum **height** for **buildings** is 12.5 m.
2. Notwithstanding Section 22.56.8.1, the maximum **building height** for **hotel** is 24 m (6 storeys).

22.56.9 Subdivision Provisions/Minimum Lot Size

1. The minimum **lot area** is 3,000 m².

22.56.10 Landscaping & Screening

1. **Landscaping** and **screening** shall be provided according to the provisions of Section 6.0.

22.56.11 On-Site Parking and Loading

1. On-site **vehicle** and bicycle parking and loading shall be provided according to the standards set out in Section 7.0.
2. On-site loading shall be provided according to the provisions of Section 7.0, except that the minimum number of loading spaces for **hotel** shall be: 1 medium **loading space** plus 1 space for each additional 5,000 m² over 7,000 m².

22.56.12 Other Regulations

1. **Restaurant use** is limited to a **gross floor area** of 1,300 m².
 2. A **religious assembly** is limited to a **gross floor area** of 700.0 m² and a maximum of 300 seats.
 3. **Hotel use** is only permitted on **sites** abutting Steveston Highway and only within 20.0 m of the **property line**.
 4. In addition to the regulations listed above, the General Development Regulations in Section 4.0 and the Specific Use Regulations in Section 5.0 apply.
2. The Zoning Map of the City of Richmond, which accompanies and forms part of the Richmond Zoning Bylaw 8500, as amended, is further amended by repealing the existing

zoning designation of the following area shown cross-hatched on “Schedule A attached to and forming part of Bylaw 10693”, and designating it **“COMMERCIAL AND LIGHT INDUSTRIAL (ZC56) – RIVERPORT (FRASER LAND)”**.

3. This Bylaw may be cited as **“Richmond Zoning Bylaw 8500, Amendment Bylaw 10693”**.

FIRST READING

PUBLIC HEARING

SECOND READING

THIRD READING

OTHER CONDITIONS SATISFIED

ADOPTED

MAYOR

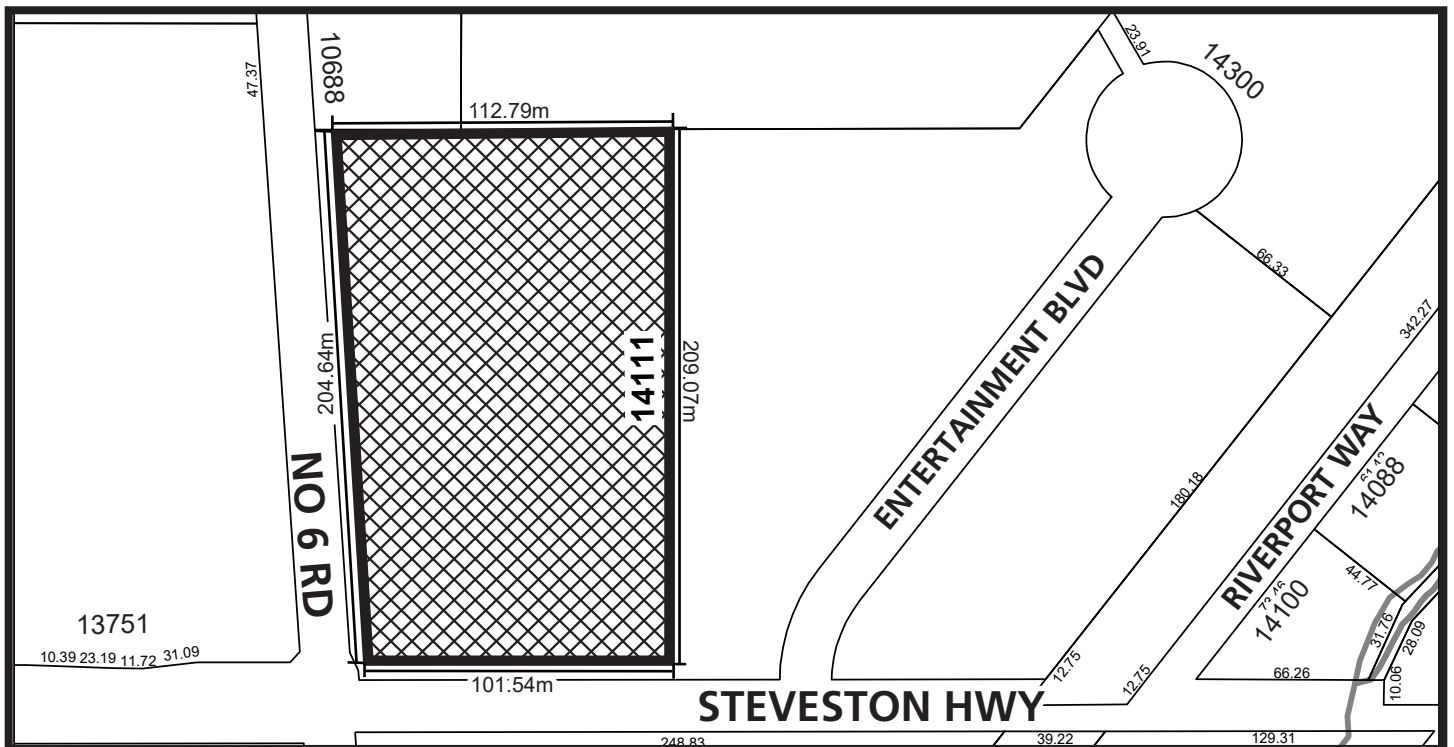
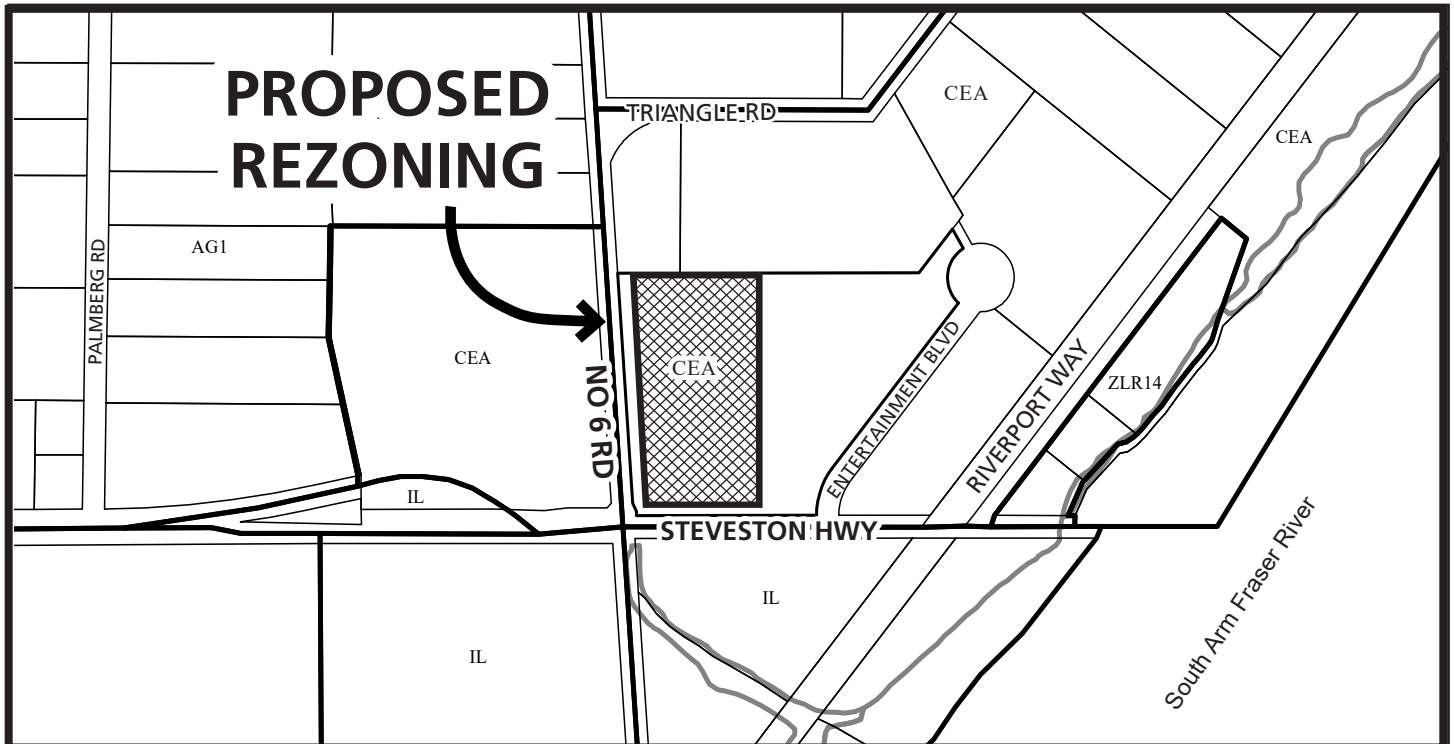


CORPORATE OFFICER



City of
Richmond

"Schedule A attached to and forming part of Bylaw 10693"



RZ 24-012103

PLN - 58

Original date: 05/13/24

Revision Date: 07/02/25

Note: Dimensions are in METRES



City of Richmond

Report to Committee

To: Planning Committee
From: Joshua Reis
Director, Development

Date: August 18, 2025
File: AG 23-025777

Re: Application by Koffman Kalef LLP for an Agricultural Land Reserve Subdivision
at 14671 Williams Road

Staff Recommendation

That the Agricultural Land Reserve (ALR) subdivision application at 14671 Williams Road be forwarded to the Agricultural Land Commission (ALC).

Joshua Reis
Director, Development

JR:jh
Att. 7

REPORT CONCURRENCE
CONCURRENCE OF GENERAL MANAGER

Staff Report

Origin

Koffman Kalef LLP., on behalf of Sanstor Farms Ltd, has submitted an Agricultural Land Reserve (ALR) subdivision application at 14671 Williams Road, to subdivide a 10.06 m wide portion of land (1,987.1 m² in area) along the east property line in order to facilitate future road dedication to the City to complete the ultimate construction width of Savage Road (20.12 m). The future construction of Savage Road to its ultimate construction width and associated road dedication were identified as part of the previously approved Development Permit (DP) (DP 11-566011) for the adjacent Richmond Industrial Centre site at 15111 Williams Road. A location map and aerial photograph of the subject site are provided in Attachment 1.

As per the *Agricultural Land Commission Act* (ALCA), ALR subdivision applications may not proceed to the ALC unless authorized by a resolution of the local government.

Findings of Fact

The subject property is currently being partially farmed by a local farmer and there is an existing residential building on the property. These uses are not anticipated to be impacted as a result of the proposed ALR subdivision application.

There is a separate Non-Farm Use Application at 14671 Williams Road (AG 25-019652) for a sand storage operation and truck parking which is currently under review. The subject subdivision application is separate from and does not impact the Non-Farm Use Application.

A Development Application Data Sheet providing details about the development proposal is attached (Attachment 2)

Surrounding Development

Development surrounding the subject site is as follows:

To the North: A no-access “Agriculture (AG1)” zoned parcel located within the ALR.

To the East: Across the Savage Road, road allowance, is the Richmond Industrial Centre Site, on a Parcel zoned “Industrial (I)” and located outside of the ALR. There is ongoing construction as part of the phased development for the Richmond Industrial Centre.

To the South: Across Williams Road there are two parcels; one is an active farm operation on a parcel zoned “Agriculture (AG1)” and located in the ALR and the other is a vacant parcel zoned “Light Industrial (IL)” and located outside of the ALR.

To the West: Two parcels currently being farmed and zoned “Agriculture (AG1)” and located inside of the ALR.

Related Policies & Studies

Official Community Plan/East Richmond Area Plan

The Official Community Plan (OCP) land use designation for the subject site is “Agriculture (AGR)”, which comprises of those areas of the City where the principal use is agriculture and food production, but may include other land uses as permitted under the ALCA. The proposed ALR subdivision application would comply with this designation. The subject site will remain designated for agricultural purposes, while the subdivided portion of the land will be dedicated as road to complete the ultimate construction width of Savage Road as required by the approved DP (DP 11-566011) for the Richmond Industrial Centre at 15111 Williams Road.

Environmentally Sensitive Area

The subject site, including the portion to be subdivided and dedicated, is designated as an Environmentally Sensitive Area (ESA). In addition, the southern 5.0m of the subject site is designated as a Riparian Management Area (RMA).

As part of the previously approved DP for the Richmond Industrial Centre, compensation was required to mitigate the impact of development on the ESA and RMA. Given the identified future requirement to construct Savage Road, the previously approved DP proposed a comprehensive ESA package that includes the portion of ESA that is part of the subject subdivision application.

The previously approved ESA compensation package includes the future construction of upland wetlands to be located on 15111 Williams Road, at the Williams Road entrance, and at the No. 7 Road Canal. Overall the compensation provided as part of that application achieved a nearly 2:1 ration of compensation. As part of the previously approved DP considerations, a “no build” covenant was registered on Title over 15111 Williams Road to ensure that the compensation wetland costs are reassessed at that time and securities are provided to ensure the compensation works are completed. The subject application is consistent with the requirements of the approved DP for Richmond Industrial Centre.

Analysis

Transportation

The subject application is facilitates the ultimate construction width of Savage Road (20.12 m), and is consistent with the previously approved DP for Richmond Industrial Centre. There is an existing legal agreement registered on title over 15111 Williams Road restricting general vehicular access to the Richmond Industrial Centre via Blundell Road. As identified at the time of the development permit for 15111 Williams Road, the Savage Road connection at Williams Road is only intended to provide access for City utility service vehicles, emergency vehicles, transit (bus) vehicles, bicycles and pedestrians.

The restrictions of general vehicular access to Richmond Industrial Centre via Williams Road were secured as part of the previously approved DP, at the time,due to the identified need to

restrict general traffic until additional assessment of improvements could be undertaken including, but not limited to:

- The intersection at Steveston Highway and Highway 99 has been upgraded and;
- Portions of Steveston Highway, Triangle Road and No. 6 Road have been upgraded to accommodate the anticipated additional traffic generated by the Richmond Industrial Centre and other industrial uses located to the East along these routes.

Transportation staff continue to review and assess infrastructure requirements in this area to ensure road infrastructure can meet the demands of industrial uses.

Phasing

The subject ALR subdivision application proposes to subdivide a total of 1,987.1 m² from the eastern edge of 14671 Williams Road. The subdivided parcel is then to be purchased by Montrose Industries Ltd (owner of the industrial land holdings and the Richmond Industrial Centre) and immediately dedicated as road to the City. The proposed subdivision plan is provided in Attachment 3.

The previously approved DP for Richmond Industrial Centre established a development phasing plan for building construction on site (see Attachment 4). Prior to any BP issuance for Phase 5 of the Richmond Industrial Centre, the applicant will be required to enter into a SA to complete construction of Savage Road, including the ALR buffer as previously approved by Council. These works correspond to Phase 4 in the Road Phasing Plan (see Attachment 5).

Agricultural Land Reserve (ALR) Buffer Zone

Sites abutting the edge of the ALR are required to provide landscape buffers intended to minimize the impacts of new development on agricultural land. These buffers aim to achieve public safety and minimize agricultural-urban land use conflicts and complaints. The subject ALR buffer was secured as part of the DP approval for Richmond Industrial Centre to help reduce potential impacts from industrial activities such as dust, emissions, and noise on adjacent agricultural uses.

The subject ALR buffer will be divided into two halves as follows:

- An approximate 3 m wide strip in the City's right-of-way along the eastern edge of the subject site and western edge of Savage Road. This buffer will consist of a 6 ft high (approximate) fence and a solid planting screen / hedge located between the fence and Savage Road curb edge (see Attachment 6). The ALR buffer on City lands will be maintained by the City after the initial maintenance period has been completed. Details on the maintenance period will be determined in the Servicing Agreement (SA) which the applicant is required to enter into prior to any Building Permit (BP) issuance for Phase 5 of the Richmond Industrial Centre; and
- An approximate 3-4 m wide strip on the top of the slope generally along the western edge of 15111 Williams Road on the Richmond Industrial Centre property. This buffer will consist of a double row of shrubs / groundcovers (trespass inhibiting), a single row of

solid planted screen (hedge or other), and a single row of trees (a mix of deciduous and coniferous) and is to be maintained by Richmond Industrial Centre.

Agricultural Benefits

The identified road design incorporates an ALR buffer as required as part of the previously approved DP for Richmond Industrial Centre. This buffer provides agricultural benefits by separating the agricultural lands located to the west of Savage Road from the industrial uses to the east. This separation can help to reduce potential impacts from industrial activities such as dust, emissions, and noise on adjacent agricultural uses.

To further support agricultural uses in the City, the applicant proposes to make a voluntary contribution of \$10,000 to the City, to contribute towards improving drainage for agricultural properties. This contribution will be deposited to the City's Flood Protection Reserve Fund prior to subdivision approval (see Attachment 7).

Conclusion

Koffman Kalef LLP., on behalf of Sanstor Farms Ltd, has submitted an ALR subdivision application at 14671 Williams Road to subdivide a 10.06 m wide portion of land along the east property line of the subject site, in order to dedicate it as road to complete the ultimate width of Savage Road, as required by the previously approved DP for Richmond Industrial Centre.

It is recommended that the ALR Subdivision Application be forwarded to the ALC.



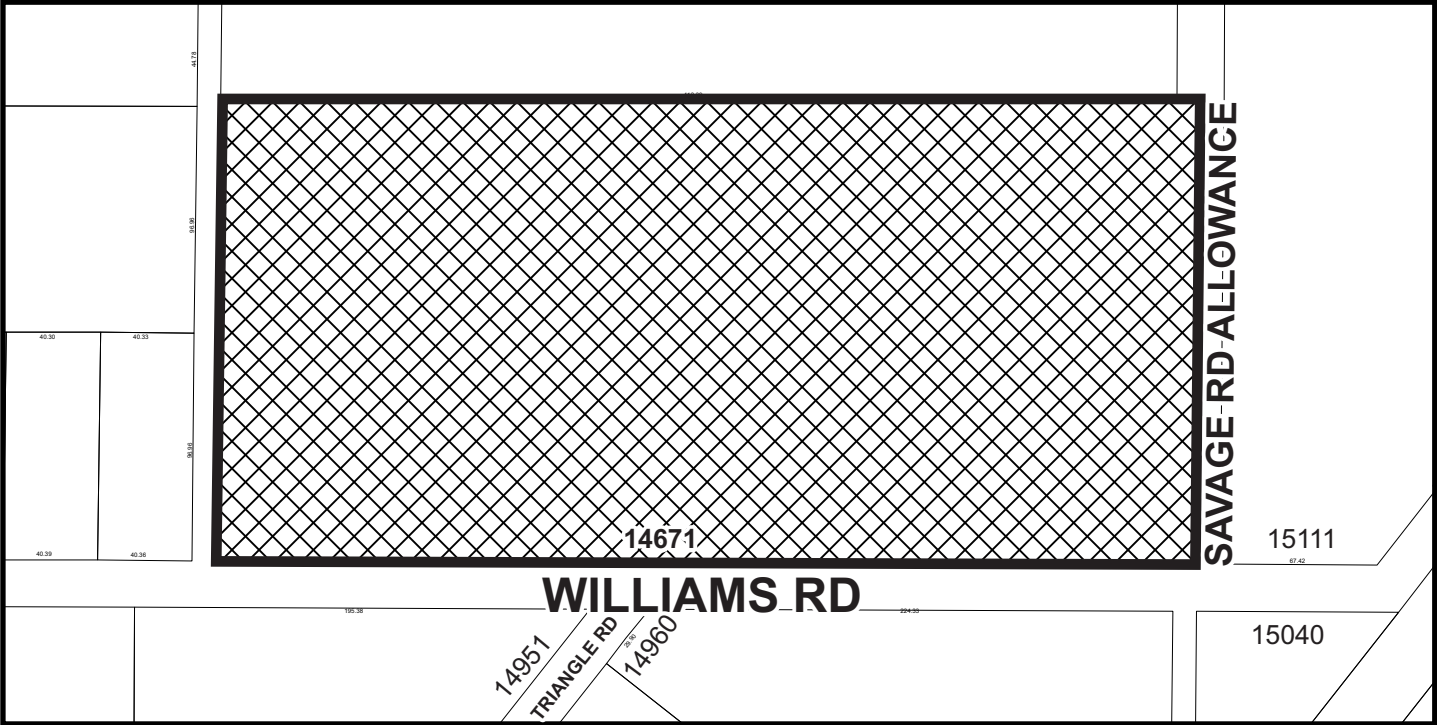
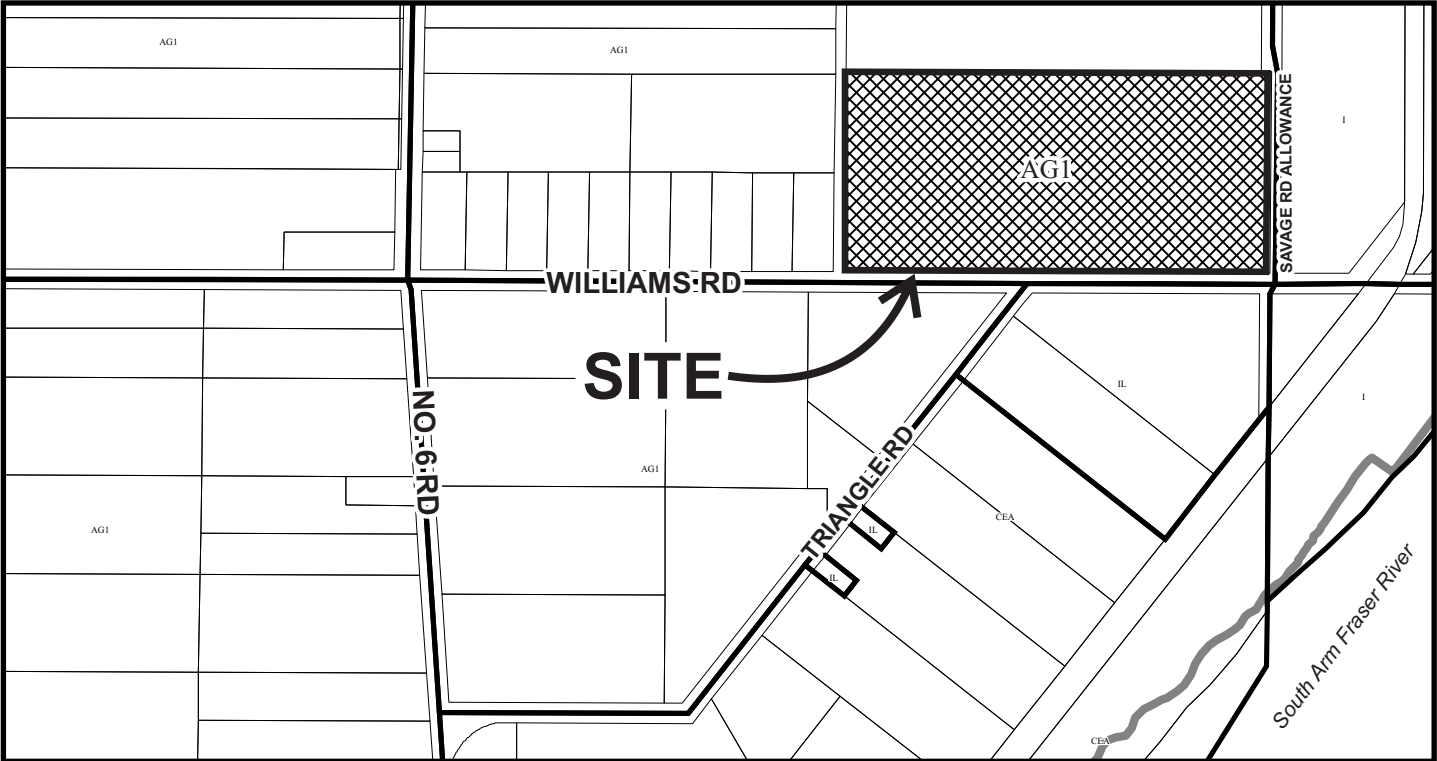
James Hnatowich
Planner I

JH:cas

- Attachment 1: Location Map
- Attachment 2: Development Application Data Sheet
- Attachment 3: Subdivision Plan
- Attachment 4: Development Phasing Plan
- Attachment 5: Road Phasing Plan
- Attachment 6: Conceptual Development Plans
- Attachment 7: Considerations



City of
Richmond



	<p>AG 23-025777</p> <p>PLN - 64</p>	<p>Original Date: 08/25/23</p> <p>Revision Date:</p> <p>Note: Dimensions are in METRES</p>
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City of Richmond



AG 23-025777

PLN - 65

Original Date: 08/25/23

Revision Date:

Note: Dimensions are in METRES



AG23-025777

Attachment 2

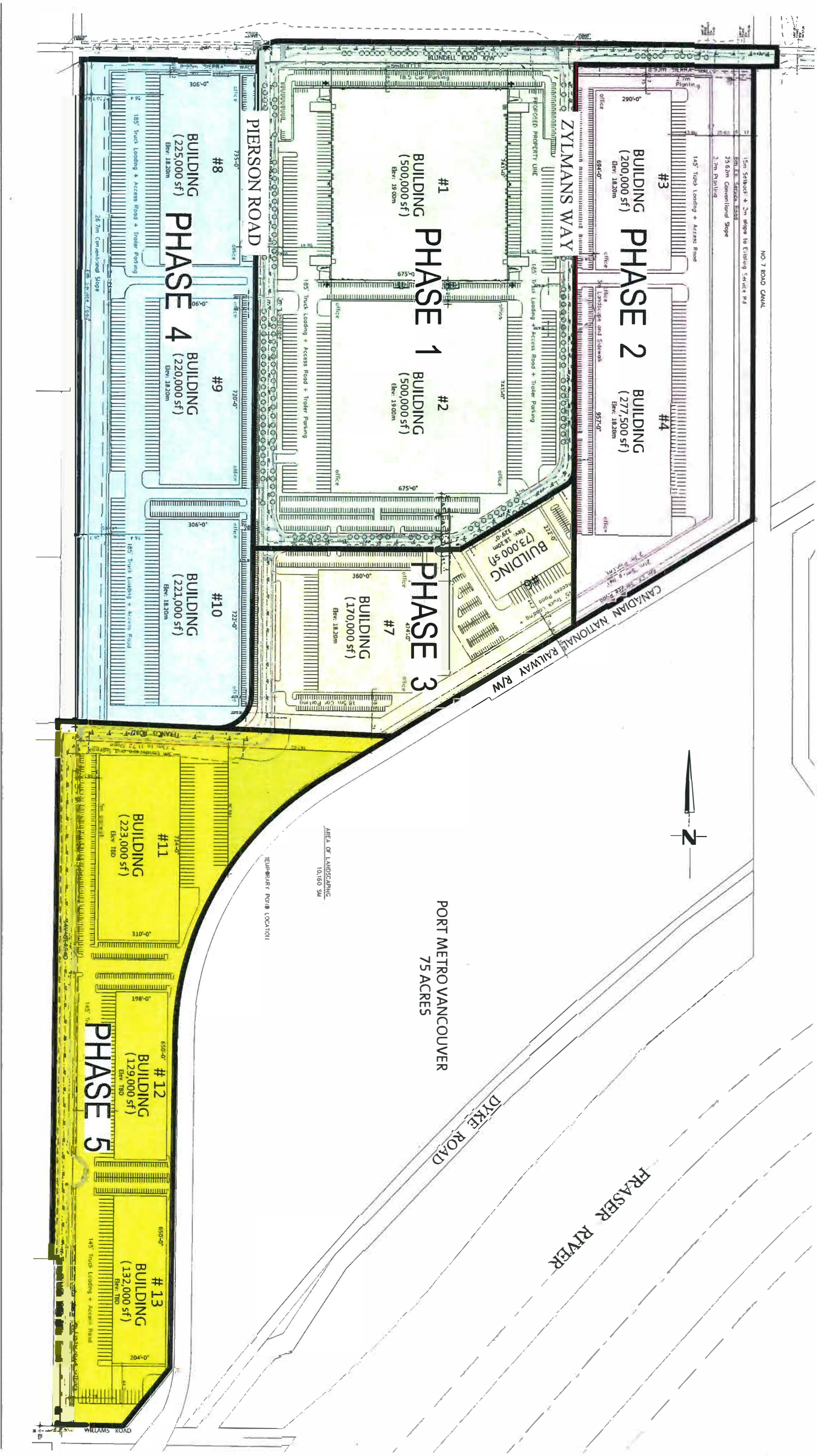
Address: 14671 Williams Road

Applicant: Koffman Kalef LLP

Planning Area(s): East Richmond

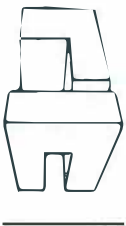
	Existing	Proposed
Owner:	Sanstor Farms Ltd.	<ul style="list-style-type: none">14671 Williams: Sanstor Farms Ltd.Montrose Industries prior to road dedication
Site Size (m²):	8.35 ha (20.62 ac)	<ul style="list-style-type: none">14671 Williams: 8.14 ha (20.13 ac)Road Dedication: 0.2 ha (0.49 ac)
Land Uses:	Agriculture	14671 Williams: No Change
OCP Designation:	Agriculture (AGR)	No Change
Zoning:	Agriculture (AG1)	No Change

On Future Subdivided Lots	Bylaw Requirement	Proposed	Variance
Setbacks (m):	Front: Min. 6.0 m Rear: Min. 10.0 m Side: Min. 6.0 m	Complies	None

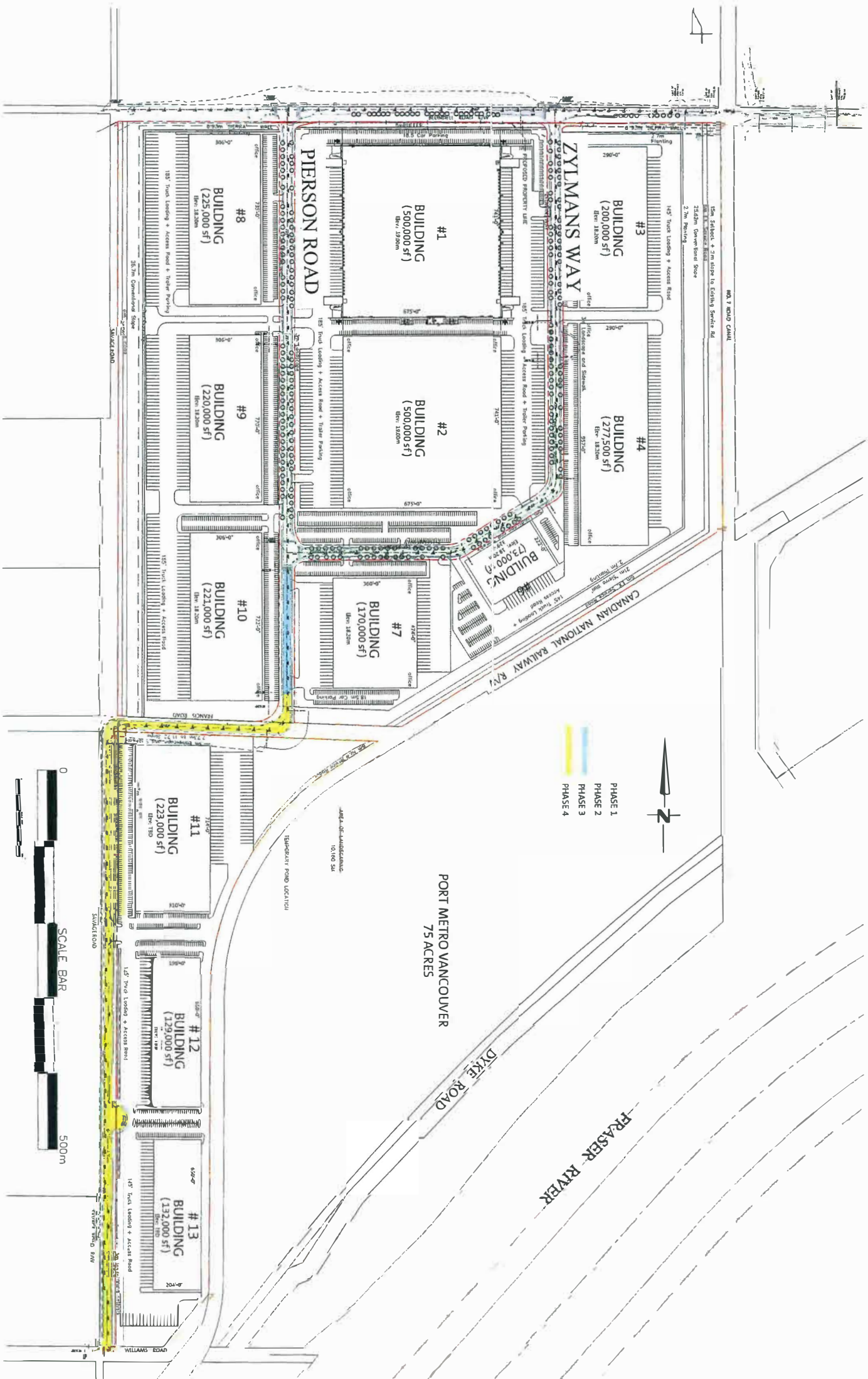


DEVELOPMENT PHASING PLAN

DP 11-566011 RICHMOND INDUSTRIAL CENTRE DEVELOPMENT



**Richmond
Industrial
Centre**

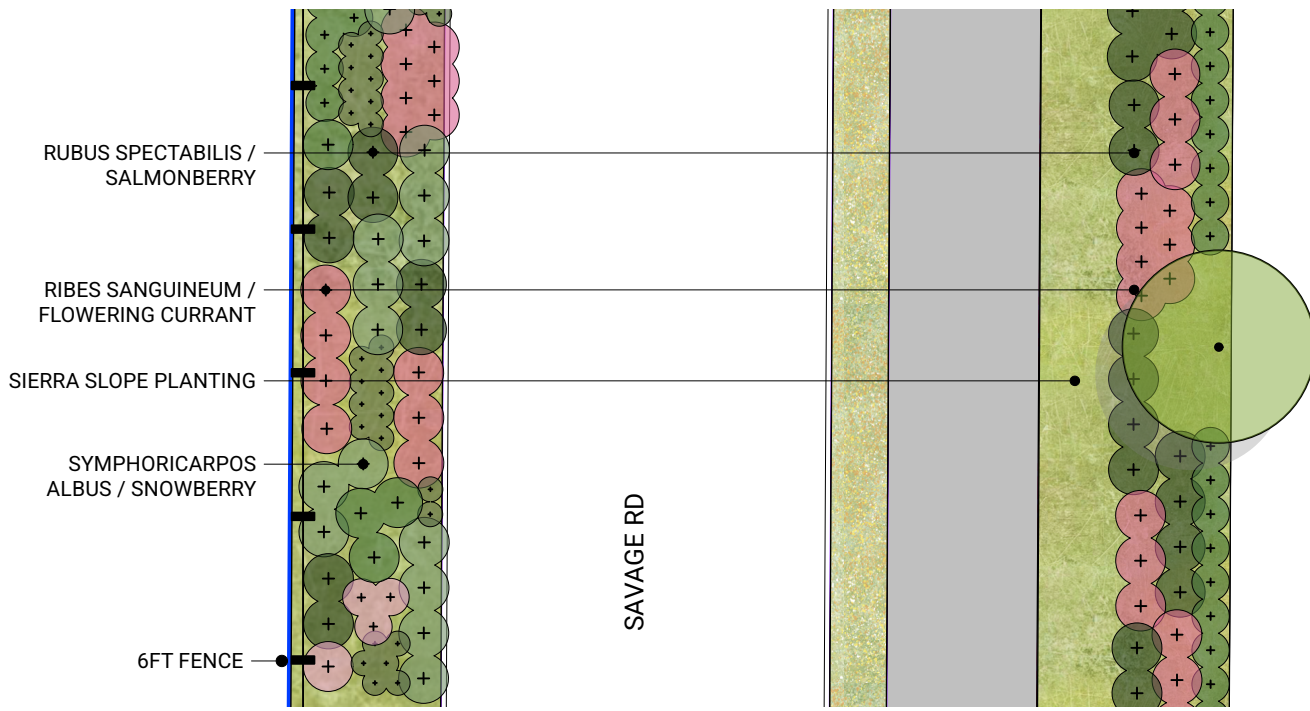


ROAD PHASING PLAN

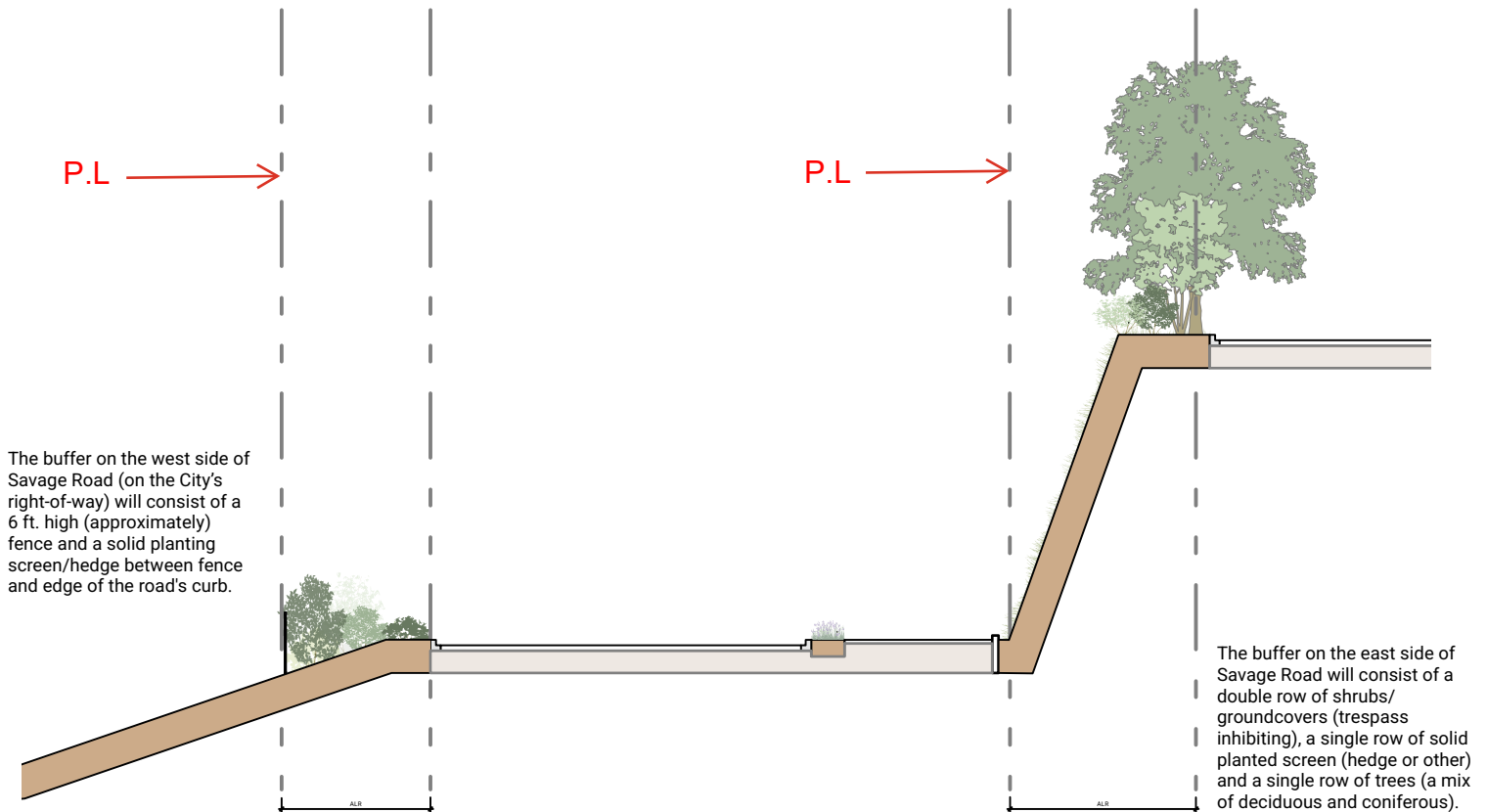
RICHMOND INDUSTRIAL CENTRE DEVELOPMENT



Richmond Industrial Centre



SOUTH SAVAGE RD - PARTIAL ALR PLANS



SOUTH SAVAGE RD - PARTIAL ALR SECTIONS



City of
Richmond

Considerations
Development Applications Department
6911 No. 3 Road, Richmond, BC V6Y 2C1

Address: 14671 Williams Road

File No.: AG23- 025777

Prior to Subdivision* approval, the developer must complete the following requirements:

1. Provide a voluntary contribution of \$10,000 towards improving drainage for agricultural properties, to be deposited to the Flood Protection Reserve Fund.

Note:

- * This requires a separate application.
- Where the Director of Development deems appropriate, the preceding agreements are to be drawn not only as personal covenants of the property owner but also as covenants pursuant to Section 219 of the Land Title Act.

All agreements to be registered in the Land Title Office shall have priority over all such liens, charges and encumbrances as is considered advisable by the Director of Development. All agreements to be registered in the Land Title Office shall, unless the Director of Development determines otherwise, be fully registered in the Land Title Office prior to enactment of the appropriate bylaw.

The preceding agreements shall provide security to the City including indemnities, warranties, equitable/rent charges, letters of credit and withholding permits, as deemed necessary or advisable by the Director of Development. All agreements shall be in a form and content satisfactory to the Director of Development.

- Additional legal agreements, as determined via the subject development's Servicing Agreement(s) and/or Development Permit(s), and/or Building Permit(s) to the satisfaction of the Director of Engineering may be required including, but not limited to, site investigation, testing, monitoring, site preparation, de-watering, drilling, underpinning, anchoring, shoring, piling, pre-loading, ground densification or other activities that may result in settlement, displacement, subsidence, damage or nuisance to City and private utility infrastructure.
- Applicants for all City Permits are required to comply at all times with the conditions of the Provincial *Wildlife Act* and Federal *Migratory Birds Convention Act*, which contain prohibitions on the removal or disturbance of both birds and their nests. Issuance of Municipal permits does not give an individual authority to contravene these legislations. The City of Richmond recommends that where significant trees or vegetation exists on site, the services of a Qualified Environmental Professional (QEP) be secured to perform a survey and ensure that development activities are in compliance with all relevant legislation.

Signed _____

Date _____



City of Richmond

Report to Committee

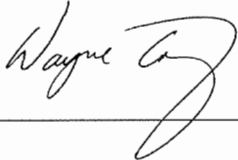

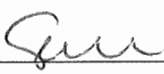
To: Planning Committee **Date:** August 11, 2025
From: Kim Somerville **File:** 08-4055-01/2025-Vol 01
Director, Community Social Development
Re: Engaging Seniors in Age-Friendly Planning: 2024 Program Updates

Staff Recommendation

That the staff report titled “Engaging Seniors in Age-Friendly Planning: 2024 Program Updates”, dated August 11, 2025, from the Director, Community Social Development be received for information.

Kim Somerville
Director, Community Social Development
(604-247-4671)

Att. 3

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Communications	<input checked="" type="checkbox"/>	
Housing Office	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation & Sport Services	<input checked="" type="checkbox"/>	
PRC, Planning & Strategic Initiatives	<input checked="" type="checkbox"/>	
Public Works Operations	<input checked="" type="checkbox"/>	
Community Bylaws and Licencing	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

As Richmond's population continues to age, there is a need to plan and design communities that support seniors in staying active, connected and independent.

Age-friendly communities support seniors to age in place and live active, socially engaged and independent lives. These communities are designed to reduce barriers and enhance the quality of life for seniors by promoting accessibility, inclusion and connection. The City was formally recognized as an Age-Friendly BC community in 2015. This recognition reflects the City's long-standing commitment to supporting the well-being of seniors through planning, policies and programs.

This report supports the Council's Strategic Plan 2022–2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.

This report also supports Council's Strategic Plan 2022–2026 Focus Area #6 A Vibrant, Resilient and Active Community:

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.

This report also supports City of Richmond Seniors Strategy (2022–2032) Action 1.1:

Expand on the development of age-friendly neighbourhoods in Richmond by implementing the framework created from the 2019 Engaging Seniors in Age-Friendly Planning project in all neighbourhoods.

Analysis

Building on Richmond's Age-Friendly BC Community Recognition and ongoing age-friendly efforts, the City launched the Engaging Seniors in Age-Friendly Planning project to implement age-friendly principles at the neighbourhood level and ensure seniors have a meaningful opportunity to help shape their communities. The Engaging Seniors in Age-Friendly Planning project framework consists of developing Age-Friendly Neighbourhood Groups that bring together diverse seniors to explore age-friendly planning at the neighbourhood level. Through a series of facilitated meetings, presentations, group discussions and neighbourhood walking, rolling and/or bus tours, participants identify community strengths and barriers to aging in place, using the World Health Organization's (WHO) eight domains for Age-Friendly Cities as a guiding framework. Participants share their lived experiences, and learn about programs and services available in the community for seniors, while also fostering social connection and community belonging.

2024 Age-Friendly Neighbourhood Groups

In 2024, the City facilitated three Age-Friendly Neighbourhood Groups, in the Broadmoor, Cambie/East Richmond and Hamilton neighbourhoods. The Broadmoor Neighbourhood Group (Attachment 1) was facilitated in spring 2024, partially funded by a BC Healthy Communities Age-Friendly Communities grant. The Cambie/East Richmond (Attachment 2) and Hamilton (Attachment 3) Neighbourhood Groups were facilitated in fall 2024, partially funded by a federal New Horizons for Seniors Program grant.

A total of 59 seniors were engaged in the three Age-Friendly Neighbourhood Group conversations. Thirty-five participants attended Neighbourhood Group meetings at local community centres and 24 additional Hamilton seniors living in long-term care and independent living residences in the Hamilton neighbourhood attended a dedicated session designed to receive their feedback. The Neighbourhood Groups reflected a diversity of age, gender, ability, cultural background and lived experience.

Each Neighbourhood Group met four to six times at local community centres for two and a half hour sessions that included social activities, informational presentations, group discussions and dialogue. Guided by the WHO's eight domains of Age-Friendly Cities, participants explored local strengths and challenges related to aging in place. The eight domains include social participation, outdoor spaces and buildings, housing, transportation, respect and social inclusion, communication and information, community support and health services, and civic participation and employment. A neighbourhood walking and/or bus tour further supported discussion of age-friendly features in the built environment.

Neighbourhood Group Outcomes

The Age-Friendly Neighbourhood Groups facilitated in the Broadmoor, Cambie/East Richmond and Hamilton neighbourhoods provided an opportunity to hear directly from seniors about their experiences and identified strengths and potential barriers to aging in place in their neighbourhoods. Following the sessions, staff met with representatives from relevant City departments and partner organizations to share participant feedback and discuss opportunities to make age-friendly improvements through short- and longer-term planning. As a result, several initiatives are being piloted or are in early planning phases, such as the introduction of new or expanded programming at community centres, audits of outdoor spaces and planning for enhanced features, such as seating, in neighbourhood parks. Participant feedback has also been included in the City's Official Community Plan (OCP) targeted update. Where there was an opportunity to take immediate action, such as repairing cracked sidewalks that posed accessibility barriers, this feedback was reported and addressed through the City's Public Works Service Centre.

Following participation in the Neighbourhood Groups, participants reported an increased awareness of age-friendly concepts, and of the programs and services available to seniors in their neighbourhood and throughout the city. Many expressed a stronger sense of belonging in their neighbourhoods, with some highlighting that the process gave them greater confidence to advocate for positive change. The sessions were described as welcoming, well-facilitated and informative with many noting that they felt more empowered, connected and engaged in their community as a result of their participation.

Next Steps

Summary reports outlining participant feedback and experiences from each of the three Neighbourhood Groups facilitated in 2024 will be shared with Neighbourhood Group participants and published on the City website. Building on the learning from the completed Neighbourhood Groups, the City will continue to expand Engaging Seniors in Age-Friendly Planning projects to additional neighbourhoods. To date, the City has completed Engaging Seniors in Age-Friendly Planning projects in five neighbourhoods: Seafair (2019), Broadmoor (2024), Cambie/East Richmond (2024), Hamilton (2024) and Blundell (2025). A final report from the Blundell Age-Friendly Neighbourhood Group will be completed later this fall.

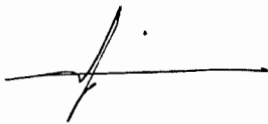
Planning is currently underway for a new Neighbourhood Group, partially funded by a New Horizons for Seniors Program grant, which will focus on the Gilmore and Shellmont neighbourhoods in fall 2025. Additional Neighbourhood Groups will be planned for 2026 as funding becomes available.

Financial Impact

None.

Conclusion

The Age-Friendly Neighbourhood Groups in the Broadmoor, Cambie/East Richmond and Hamilton neighbourhoods have provided valuable input to help inform the City's neighbourhood level planning that reflects the lived experiences and priorities of Richmond seniors. By reducing barriers and promoting accessibility, inclusion and connection, seniors have a greater ability to age in place and live active, socially engaged and independent lives.



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- Att. 1: Age Friendly Broadmoor Neighbourhood Group Final Report
2: Age Friendly Cambie/East Richmond Neighbourhood Group Final Report
3: Age Friendly Hamilton Neighbourhood Group Final Report

Age-Friendly Broadmoor Neighbourhood Group Final Report

Community Social Development





TABLE OF CONTENTS

INTRODUCTION 1

NEIGHBOURHOOD GROUP PROCESS 3

WHAT WE HEARD 4

 Outdoor Spaces and Public Buildings..... 4

 Social Well-being and Participation..... 5

 Transportation..... 6

 Respect Inclusion and Cultural Safety 7

 Community Engagement and Employment 7

 Communication and Information 8

 Community Support and Health and Wellness Services..... 9

 Housing 9

PARTICIPANT REFLECTIONS AND EXPERIENCES..... 10

NEXT STEPS 11

CONCLUSION 11





INTRODUCTION

The City of Richmond is committed to placing priority on age-friendly initiatives, as outlined in the *City of Richmond Seniors Strategy (2022–2032)*. The vision for this collaborative strategy is “that seniors living in Richmond are safe, respected, healthy and engaged in their communities.” The Strategy identifies five strategic directions which clarify areas of focus and includes actions that build on previous and ongoing work to achieve the desired outcomes.

Strategic Direction 1, “Age-friendly neighbourhoods that support seniors to age in place,” recognizes the important role that age-friendly neighbourhoods play in building community, keeping people healthy, well-connected and able to participate in their neighbourhoods throughout their aging journey. The Age-Friendly Neighbourhood Group project is designed to achieve this by engaging seniors in age-friendly planning at the neighbourhood level and applying the World Health Organization’s eight domains of an Age-Friendly City¹ to identify areas of strength and areas for potential improvement. In

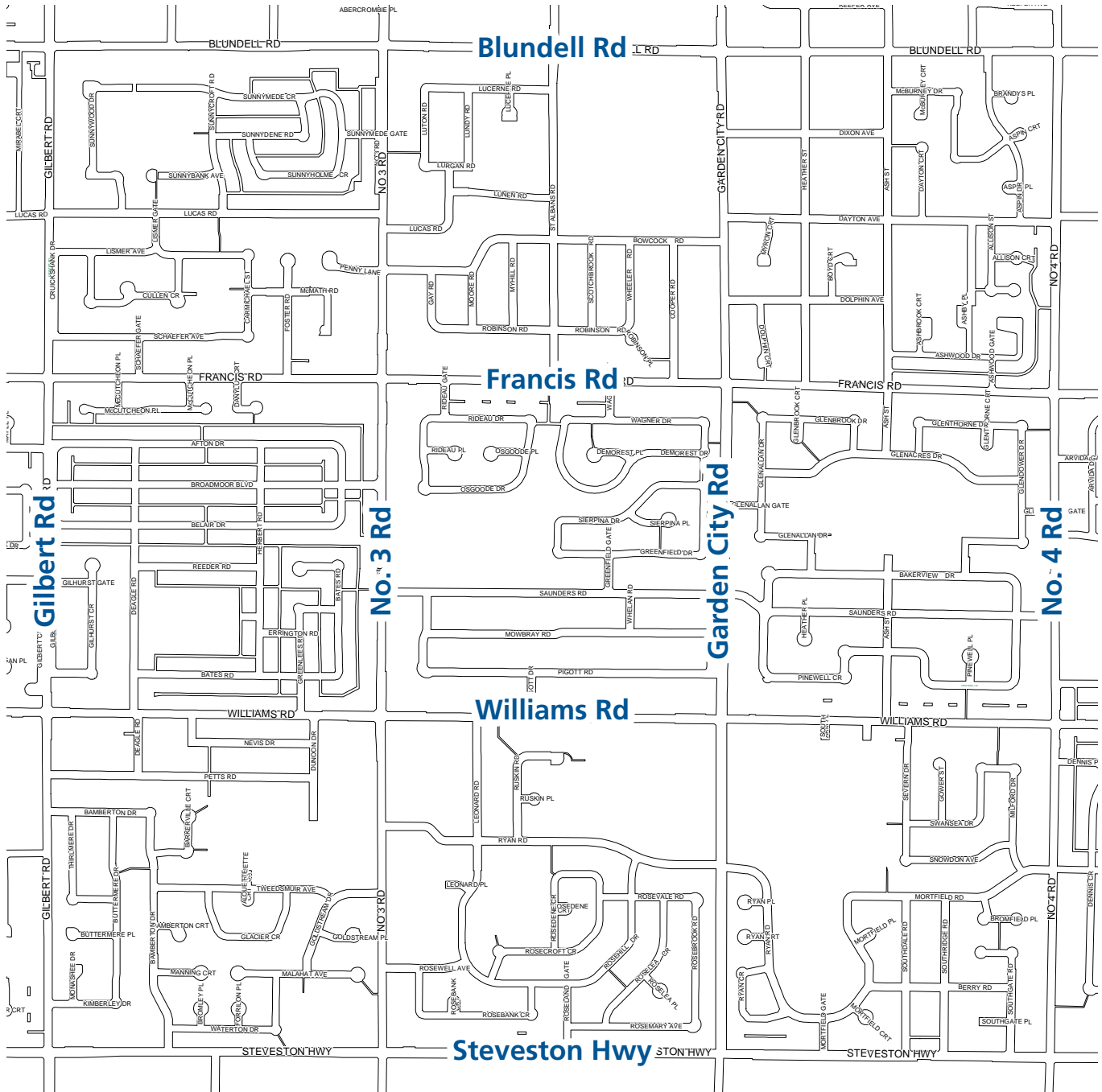
addition, participants learn about existing programs and services available to support seniors and connect socially with other seniors in their community. The City’s aim is to facilitate a Neighbourhood Group in each neighbourhood in Richmond.

In fall 2023, the City received a BC Healthy Communities Age-Friendly Communities grant to facilitate an Age-Friendly Neighbourhood Group in the Broadmoor neighbourhood in spring 2024. This was the second Neighbourhood Group to take place, with the first group facilitated in the Seafair neighbourhood in 2019.

The intent of this report is to share the outcomes of the Age-Friendly Broadmoor Neighbourhood Group project, its implementation process, outcomes and suggested next steps.

¹ [Age-friendly domains](#) include outdoor spaces and buildings; transportation, including traffic safety; social well-being and participation; respect, social inclusion and cultural safety; community engagement and employment; communications and information; community support, and health and wellness services.

Broadmoor Neighbourhood





NEIGHBOURHOOD GROUP PROCESS

The Age-Friendly Broadmoor Neighbourhood Group was comprised of 13 seniors aged 55+ living in the Broadmoor neighbourhood. Where possible, efforts were made to ensure there was diversity amongst participants related to age, gender, culture, socio-economic status and ability. Approximately two-thirds of participants identified as female and the remainder identified as male. Ages ranged from 55 to 75 years or older.

The mandate of the Neighbourhood Group was to engage in collaborative dialogue to explore and identify age-friendly elements (or potential areas for age-friendly improvements) in the Broadmoor neighbourhood, raise awareness of available age-friendly resources and services in the area, and foster connections among seniors. The Neighbourhood Group met five times at South Arm Community

Centre from April to June 2024. Meetings were two and a half hours in length. The format for each meeting was organized around a social activity/icebreaker, educational opportunity, discussion period and an opportunity for informal conversation over refreshments.

A facilitated walking and bus tour of the Broadmoor neighbourhood provided an opportunity to further explore and discuss age-friendly elements in the neighbourhood. Guest speakers were invited to present on age-friendly topics related to the group's interests and included representatives from Richmond Cares, Richmond Gives (RCRG); South Arm Community Association; and the City of Richmond's Transportation Department. Participants also received a tour of the Seniors Centre at Minoru Centre for Active Living.



WHAT WE HEARD

Participants discussed the eight domains of an Age-Friendly City in relation to identified features and services available in the Broadmoor neighbourhood. This included outdoor spaces and buildings, transportation, housing, social well-being and participation, respect and social inclusion, community engagement and employment, communication and information, and community support and health services. While all eight domains of an Age-Friendly City were discussed, the depth of conversation varied based on participants’ interests and lived experiences in the Broadmoor neighbourhood. The group engaged most extensively with topics related to outdoor spaces and public buildings, as well as social well-being and participation. An overview of each domain of Age-Friendly Cities and participant feedback in relation to their experiences in the Broadmoor neighbourhood is summarized below. The domains are presented in an order that reflects the depth of discussion during the Neighbourhood Group sessions.

Outdoor Spaces and Public Buildings

Age-friendly outdoor spaces and buildings refer to spaces that are safe, accessible and positively impact seniors’ mobility, independence, quality of life and ability to age in place. Examples include design and maintenance of sidewalks and curbs, street intersections and crosswalks, green spaces, street lighting, regulation of traffic flow, accessibility and safety of buildings, pedestrian walkways and sidewalks.

Neighbourhood Group participants identified several strengths related to outdoor spaces and public buildings in the Broadmoor neighbourhood. South Arm Park serves as a popular space for recreational and social activities for residents of all ages. Features like benches and greenery throughout the neighbourhood promote accessibility and beautification, while recent upgrades around the neighbourhood have improved pedestrian walkability and community connectivity. Multi-use pathways further support accessible and safe co-existence

of pedestrians and bicycles, with cyclist calming measures, such as speed-reduction signage, pavement markings and separated paths near South Arm Dog Park, improving safety for cyclists, pedestrians and pets.

Participants also noted areas for improvement in the neighbourhood, including some uneven surfaces on existing multi-use pathways and gaps in the cycling network, resulting in cyclists moving onto sidewalks. This was highlighted as a barrier to safe and accessible cycling and walking, for pedestrians on the sidewalks.

Regarding pedestrian infrastructure, participants raised concerns in certain areas of the neighbourhood related to crosswalk accessibility, uneven pathways, narrow sidewalks and some curb designs in relation to mobility aids for walking. The group was informed that maintenance-related concerns can be reported to the City to be addressed.

Feedback related to pedestrian infrastructure, cycling safety and crosswalk accessibility in the Broadmoor neighbourhood was shared with relevant City departments. In response to concerns about uneven pathways, the City's Public Works Service Centre has addressed specific maintenance issues that were identified.

Concerns related to crosswalk accessibility, narrow sidewalks and curb design were referred to the City's Transportation Department. This feedback has been acknowledged and will be assessed. Staff noted that design standards have evolved over time and noted that the City's current engineering design specifications for new infrastructure include wider sidewalks and enhanced accessibility features. While all new sidewalks are constructed to meet these updated standards, opportunities to upgrade older infrastructure are pursued through capital programs and maintenance and redevelopment processes. The group received a presentation from the City's Transportation Department, which provided an

overview of the City's transportation network, including information on walking, cycling, and transit, as well as accessibility features that support safe and inclusive mobility for all users. This commitment is reflected in the City of Richmond Official Community Plan (OCP), which outlines objectives, policies and a phased strategy for developing a comprehensive cycling network, including planned improvements in the Broadmoor neighbourhood.

Social Well-being and Participation

Age-friendly social well-being and participation opportunities are affordable and accessible to allow seniors to avoid isolation, connect to their community, and enjoy good health and longevity. Examples include inclusive programs and services, affordability of services, convenience of location and times of programs and services, and a variety of programs and services offered.

Neighbourhood Group participants highlighted several strengths in the Broadmoor neighbourhood, including the accessibility and variety of programs offered at South Arm Community Centre, Minoru Centre for Active Living, and other community facilities in Richmond. South Arm Community Centre's central location enhances access for Broadmoor residents and city-wide services provided by Richmond Cares, Richmond Gives were noted as comprehensive in supporting seniors to age in place. Additionally, the Richmond Fee Subsidy Program was acknowledged for helping low-income seniors to access recreation programs. The pickleball courts at South Arm Community Centre were also identified as an asset that is well-used by seniors in the neighbourhood.

While the City's program registration system works well for many, a few of the participants noted that seniors find the evening timing and online system difficult to navigate and prefer to register for programs in-person. Some participants also expressed interest in receiving a senior's discount in registered programs

advertised as for ages 18+, which do not qualify for a senior's discount as programs advertised for ages 55+ do, indicating that costs can be a barrier for some seniors.

Feedback about the barriers to online program registration was shared with relevant City departments, who were aware of these concerns and already implementing various pilot solutions. This includes enhancing Call Centre support during registration periods and providing technology education and support specific to program registration to enhance seniors' comfort with using their technology and the online registration system. Feedback related to registered program pricing for individuals aged 55+ participating in programs open to participants aged 18+ was shared with relevant City departments for future consideration.

Transportation

Age-friendly transportation planning aims to create inclusive, safe, well-designed transportation networks in proximity to support services and social connections. Examples include visibility of street signs and numbers, lighting at intersections, accessible parking, safety and frequency of public transportation, accessible parking spots and permits, and drop-off and pick-up areas.

Neighbourhood Group participants identified positive aspects of transportation, including accessible public

transit with frequent bus service that encourages the use of public transit within the Broadmoor neighbourhood.

However, participants mentioned some challenges in private property areas in the neighbourhood, such as car congestion and limited pedestrian visibility in a shopping mall parking lot. These conditions impacted pedestrian perceptions of safety and comfort, especially in drop-off and pick-up zones at private medical facilities. Additionally, public transit options provided by TransLink for east-west travel through Broadmoor and Richmond were mentioned as limited and impacting the convenience and likelihood of using public transit. The group further expressed a desire for more sheltered waiting areas at bus stops to enhance safety and comfort while waiting, particularly during inclement weather.

Participant feedback related to sheltered waiting areas at bus stops was acknowledged by staff in the City's Transportation Department and the Neighbourhood Group was informed of the City's ongoing program aimed at enhancing bus stops and implementing transit amenities to improve service and accessibility. Feedback related to limited east-west public transit options was also recorded and will inform ongoing discussions with TransLink. Participant concerns related to private property will be shared with the property owner for their awareness and consideration.



Respect Inclusion and Cultural Safety

Age-friendly communities promote respect, social inclusion and cultural safety of seniors, which positively impacts well-being. This helps reduce ageism and stereotypes, fosters positive attitudes towards the aging population and encourages respectful social connections between all ages in the community. Examples include consulting seniors about their needs and interests, recognizing their past and present contributions, integrating seniors from diverse backgrounds and including them in community events and intergenerational activities.

In the Broadmoor neighbourhood, many Neighbourhood Group participants reported feeling safe, respected and socially connected. However, some participants noted a lack of personal experience of social connection between diverse cultural groups and expressed a desire for stronger social ties within the community. Participants expressed a desire to bridge cultural differences, promote inclusivity and foster neighbourhood connections through shared activities, cultural celebrations and targeted events that encourage interaction and relationship-building.

Participant feedback about the desire for more culturally inclusive programs was shared with relevant City departments to help inform future program and event planning. While a range of cultural programs and events already take place in the Broadmoor neighbourhood and throughout the city, participants' input reinforces the importance of continuing to expand on and enhance inclusive opportunities that foster intercultural connection and community belonging.

Community Engagement and Employment

Age-friendly community engagement and employment allows seniors to maintain social connections, develop new skills and contribute to their communities in a meaningful way. This positively impacts their health and reduces age-

related stigma, which in turn leads to seniors that are respected and engaged in their communities. Examples include opportunities to volunteer in the community, participate in local government meetings, find paid work suited to their skills, and access clear information about available opportunities.

In the Broadmoor neighbourhood, several Neighbourhood Group participants reported enjoying volunteering in varying capacities, both within the neighbourhood and beyond. For others, participating in the Neighbourhood Group marked their first volunteer experience since retiring or moving to the area.

Participants identified a desire for more diverse and accessible volunteer opportunities for seniors as well as better awareness and promotion of existing opportunities. While many volunteer opportunities exist for Richmond residents of all ages through the City's I Can Help platform and at local community centres, there was a sense that seniors' diverse skills and experiences are not fully utilized. Participants suggested that it would be helpful to have access to a volunteer registration system for community-based volunteer opportunities, allowing seniors to be matched with roles such as dog walking and yard care.

Feedback regarding participants' desire for more volunteer opportunities tailored to seniors' skills was shared with relevant City departments and community partners including RCRG. This will help inform future efforts to expand meaningful, accessible and well-promoted volunteer opportunities for seniors in the Broadmoor neighbourhood and throughout the city.

Communication and Information

Age-friendly communication and information about programs and services is accessible and easy to understand by all seniors with varying needs and abilities, allowing them to stay informed and actively engaged. This includes using clear and varied communication methods, ensuring information is presented in readable formats, improving access to

technology and digital literacy support, and providing a centralized system for accessing information.

Many types of programs and services are available to seniors throughout the city, including in the Broadmoor neighbourhood, through different organizations such as South Arm Community Association; Vancouver Coastal Health (VCH); Richmond Cares, Richmond Gives and S.U.C.C.E.S.S. However, participants expressed challenges in accessing clear and timely information and in knowing where to find programs and services of interest to them. Some participants also noted that print-based program information produced by the City is sometimes published later than online information, making it difficult to take advantage of popular programs that often fill up from online registration. Participants expressed interest in a more centralized and streamlined approach to sharing information to reduce confusion and improve accessibility, while also acknowledging the challenges of coordinating and publishing information across multiple organizations.

Feedback about the timing of print-based program registration information was shared with relevant City departments. In response, steps have been taken to improve access, such as adjusting programming timelines to ensure printed materials are distributed ahead of program registration. The desire for more centralized and timely communication was also noted by City departments and partner organizations. The Seniors Coordinator at South Arm Community Centre will continue to play a key role in supporting seniors by providing assistance and helping ensure they have clear, up-to-date information about programs and services available to Broadmoor seniors.

Community Support and Health and Wellness Services

Age-friendly community support and health and wellness services are accessible and available in a range of options for those with varying health conditions. This allows seniors the opportunity to remain in their communities and maintain their health and independence. Examples include a range of



health services such as home care, nutrition advice, physical activity programs and the availability of adult day programs and residential facilities for people no longer able to live at home.

Neighbourhood Group participants noted that health services in the Broadmoor neighbourhood, including private medical clinics, home care support and wellness programs offered at South Arm Community Centre are available, accessible and play an important role in supporting seniors' health.

Participants identified potential areas for improvement in the neighbourhood, particularly around navigating the healthcare system. Seniors found it difficult to access specialized medical care, such as seeing specialists, which may require travel outside the neighbourhood. They also struggled to find and join support groups that could help them manage their health. Participants also shared difficulties in accessing primary care, reporting long waiting times at urgent care and emergency services. Additionally, medical walk-in clinics were noted to frequently have long waiting times that require seniors to add themselves to an online waiting list to be notified of when they're able to return to see a doctor. Some participants noted challenges for seniors using systems that rely on the use of a smartphone to access care.

Health-related feedback was shared with VCH and Richmond Division of Family Practice, including challenges accessing both primary and specialized medical care, long wait times at walk-in clinics and urgent care centres, and difficulties navigating digital appointment systems that rely on smartphones. These concerns have been acknowledged and will

be considered as part of ongoing service planning to improve access and health equity for seniors in the Broadmoor neighbourhood and beyond.

Housing

Age-friendly housing is considered safe, well-designed and in proximity to support services and social connections. Examples include a continuum of housing options, which provide a range of choices that accommodate changing needs over time by offering different levels of support—from independent living to assisted living and long-term care—allowing seniors to transition as their mobility, health or care needs evolve. Other key factors include accessibility and affordability of housing and proximity of housing to services to ensure seniors can maintain their independence and quality of life.

Most of the Neighbourhood Group participants indicated that they lived in the Broadmoor neighbourhood for many years and were satisfied and secure with their current housing situation. Participants recognized how affordability pressures and the cost of housing impacts seniors, not only in Broadmoor but across the city and region. According to group participants, potential areas for improvement include exploring a variety of housing types and tenures and increasing neighbourhood density to facilitate the range of housing options that support seniors to age in place.

Concerns related to the affordability and availability of housing options that support aging in place have been shared with the City's Housing Office and will be considered as part of the ongoing development and refinement of new and existing policies.



PARTICIPANT REFLECTIONS AND EXPERIENCES

To assess the effectiveness of the Neighbourhood Group, pre- and post-program surveys were completed by all participants. These surveys provided insights directly from participants, enabling an evaluation of their expectations and experiences before and after the sessions. Participant feedback also helps to inform the City's approach to facilitating future Age-Friendly Neighbourhood Groups in Richmond. According to the survey results, the primary reasons for participating in the Neighbourhood Group were to contribute to positive changes in the neighbourhood, meet neighbours and learn more about programs and services available to support seniors in the Broadmoor neighbourhood.

Comparing responses between the pre- and post-program surveys highlighted the impact of the Age-Friendly Broadmoor Neighbourhood Group and showcased improvements in participants' awareness of age-friendly concepts, their neighbourhood and available programs and services—including how

to access them. Survey results also reflected an increased sense of belonging and greater confidence in advocating for positive change. Notably, familiarity with the age-friendly concept increased dramatically, from 39 per cent (pre-program survey) to 100 per cent (post-program survey). Similarly, awareness of and ability to access programs and services for seniors rose from 61 per cent to 99 per cent. Participants' sense of belonging in their neighbourhood improved from 53 per cent to 84 per cent, while confidence in advocacy for change in their neighbourhood to make it more age-friendly grew from 77 per cent before the sessions to 92 per cent afterwards. Moreover, all participants agreed that their participation in the Neighbourhood Group helped them meet new neighbours and learn about available programs and services to support seniors, with 92 per cent also indicating a better knowledge of their neighbourhood.

NEXT STEPS

While this report summarizes the Neighbourhood Group's feedback, detailed feedback has been shared with all relevant City departments and partner organizations to inform short- and longer-term planning, including updates to the City's Official Community Plan.

Additionally, these insights, alongside results from the pre- and post-program surveys, will help shape future age-friendly initiatives in Richmond. The City will refine the Neighbourhood Group process by incorporating participant feedback related to Neighbourhood Group recruitment, session structure and ensuring each group is meaningful, inclusive and responsive to the needs of local seniors.

As the City continues to expand Age-Friendly Neighbourhood Groups across all neighbourhoods in Richmond, emerging trends will be monitored to support the broader implementation of Richmond's Seniors Strategy, particularly Strategic Direction 1: creating age-friendly neighbourhoods that support aging in place. These efforts align with the Seniors Strategy's broader vision of ensuring that "all seniors living in Richmond are safe, respected, healthy, and engaged in their communities."

CONCLUSION

The City of Richmond recognizes the important role that age-friendly neighbourhoods play in building community and keeping people healthy, well-connected and able to participate in their neighbourhoods.

The Age-Friendly Broadmoor Neighbourhood Group sessions offered valuable insights into the experiences of seniors living in the Broadmoor neighbourhood. Participants highlighted key strengths, including accessible community spaces, diverse programs and services, and a strong transportation network. They appreciated the welcoming environment at South Arm Community Centre, the availability of wellness programs, and the range of recreation opportunities such as pickleball courts and walking paths in local parks. The group also reported feeling safe, respected and socially connected in the neighbourhood.

Participants identified areas for improvement, including maintenance to pedestrian infrastructure in select locations, housing options, access to healthcare and the desire for more streamlined communication about available services. Discussions also revealed the importance of fostering social connections, increasing volunteer opportunities and ensuring that community programs remain affordable and accessible for seniors.



City of Richmond

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PLN - 91

Age-Friendly Cambie/East Richmond Neighbourhood Group Final Report

Community Social Development





TABLE OF CONTENTS

INTRODUCTION 1

NEIGHBOURHOOD GROUP PROCESS 3

WHAT WE HEARD 4

 Outdoor Spaces and Public Buildings..... 4

 Transportation..... 5

 Housing 6

 Social Well-being and Participation..... 7

 Respect, Inclusion and Cultural Safety 8

 Community Engagement and Employment 8

 Communication and Information 9

 Community Support and Health and Wellness Services..... 9

PARTICIPANT REFLECTIONS AND EXPERIENCES..... 10

NEXT STEPS 11

CONCLUSION 11



INTRODUCTION

The City of Richmond is committed to prioritizing age-friendly initiatives, as outlined in the City of Richmond Seniors Strategy (2022–2032). The vision for this collaborative strategy is “that seniors living in Richmond are safe, respected, healthy and engaged in their communities.” It identifies five strategic directions to clarify areas of focus and includes actions that build on previous and ongoing work to achieve the desired outcomes.

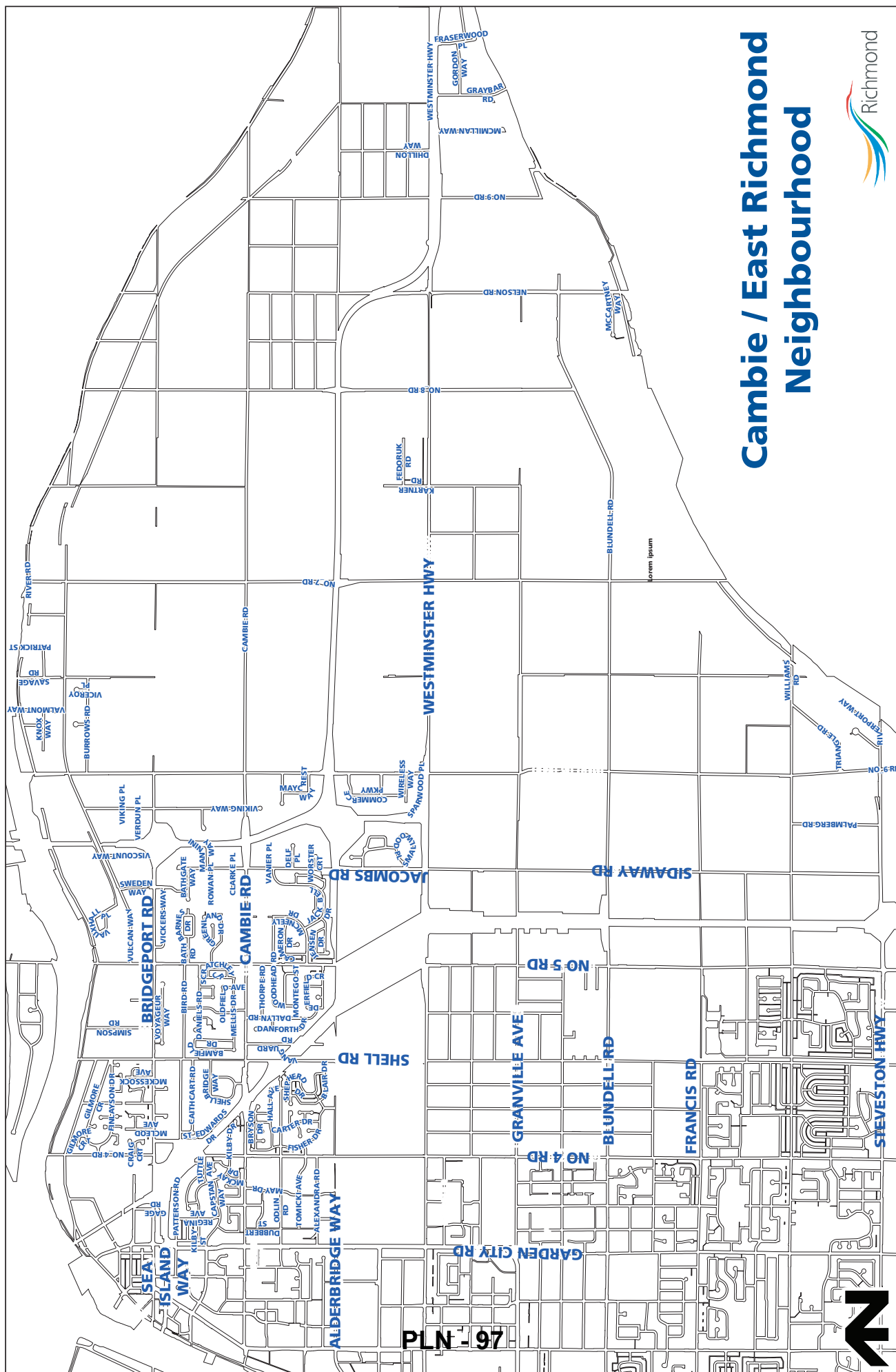
Strategic Direction 1, “Age-friendly neighbourhoods that support seniors to age in place,” recognizes the important role age-friendly neighbourhoods play in building community, keeping people healthy, well-connected and able to participate in their neighbourhoods throughout their aging journey.

The Age-Friendly Neighbourhood Group project is designed to achieve this by engaging seniors in planning at the neighbourhood level and applying the World Health Organization’s eight domains of

an Age-Friendly City¹ to identify areas of strength and areas for potential improvement. In addition, participants learn about existing programs and services available to support seniors and connect them socially with other seniors in their community. The City’s aim is to facilitate a Neighbourhood Group in each neighbourhood in Richmond.

In 2024, the City received a federal New Horizons for Seniors Program grant, to facilitate two Age-Friendly Neighbourhood Groups, one of which was initiated in fall 2024 in the Cambie/East Richmond neighbourhood. The intent of this report is to share highlights of the Age-Friendly Cambie/East Richmond Neighbourhood Group project, its implementation process and suggested next steps.

¹ [Age-friendly domains](#) include outdoor spaces and public buildings; transportation, including traffic safety; social well-being and participation; respect, social inclusion and cultural safety; community engagement and employment; communications and information; community support, and health and wellness services.

**PLN-97**

NEIGHBOURHOOD GROUP PROCESS

The Age-Friendly Cambie/East Richmond Neighbourhood Group was comprised of 12 seniors aged 55+ living in the Cambie/East Richmond neighbourhood. Where possible, efforts were made to ensure there was diversity in age, gender, culture, socio-economic status and ability. Over half (60 per cent) of the participants identified as female and the remainder identified as male. Ages ranged from 65 to 84 years. Among the 12 participants, three individuals identified as living with disabilities, including one with a mobility disability and two with sight loss. The group also reflected a diverse mix of ethnic backgrounds.

The mandate of the Neighbourhood Group was to engage in collaborative dialogue to explore and identify age-friendly elements (or potential areas for age-friendly improvements) in the Cambie/East Richmond neighbourhood, raise awareness of available age-friendly resources and services in the area, and foster connections among seniors.

The Neighbourhood Group met six times at East Richmond Community Hall between October to December 2024, with each meeting lasting two and a half hours. The format for each meeting was organized around a social activity/icebreaker, educational opportunity, discussion period and an opportunity for informal conversation over refreshments.

A facilitated walking and bus tour of the Cambie/East Richmond neighbourhood provided an opportunity to further explore and discuss age-friendly elements in the neighbourhood. Guest speakers were invited to present on age-friendly topics related to the group's interests and included representatives from Richmond Cares, Richmond Gives (RCRG); East Richmond Community Association; and the City of Richmond's Transportation Department and Housing Office. Participants also received a tour of the Seniors Centre at Minoru Centre for Active Living.



Outdoor Spaces and Public Buildings

Age-friendly outdoor spaces and public buildings refer to spaces that are safe, accessible and positively impact seniors' mobility, independence, quality of life and ability to age in place. Examples include design and maintenance of sidewalks and curbs, street intersections and crosswalks, green spaces, street lighting, regulation of traffic flow, accessibility and safety of buildings, pedestrian walkways and sidewalks.

Neighbourhood Group participants identified several strengths related to outdoor spaces and public buildings in the Cambie/East Richmond neighbourhood. Albert Airey Neighbourhood Park serves as a popular space for recreational and social activities for residents of all ages. Enhanced accessibility features such as wheelchair ramps and functional black-top pathways at the park promote accessibility for those requiring assistive devices and using strollers. Residents also appreciated the recently added designated left hand turn lane and curb edges in specific areas in the neighbourhood, as these enhancements improved traffic flow and feelings of safety.

Participants noted areas for improvements related to uneven surfaces and overgrown greenery impacting sidewalk walkability and a lack of sidewalks on some streets. These concerns were highlighted as barriers to pedestrian and cyclist accessibility, particularly for persons living with a disability.

Concerns were also raised about the enforcement of accessible parking regulations, with participants noting that some individuals are using these spaces throughout the neighbourhood without displaying an accessible parking permit. They highlighted the need for more visible and clear signage to ensure that accessible parking spots are properly identified.

With regard to wayfinding, participants noted challenges locating the new Richmond East Urgent and Primary Care Centre (UPCC). Clear signage is essential for guiding individuals and ensuring they can easily locate services in the community. A lack

WHAT WE HEARD

Participants discussed the eight domains of an Age-Friendly City in relation to identified features and services available in the Cambie/East Richmond neighbourhood. This included outdoor spaces and public buildings, transportation, housing, social well-being and participation, respect and social inclusion, community engagement and employment, communication and information, and community support and health services.

While all eight domains of an Age-Friendly City were discussed, the depth of conversation varied based on participants' interest and lived experience in the Cambie/East Richmond neighbourhood. The group engaged most extensively with topics related to outdoor spaces and public buildings, and transportation.

An overview of each domain of Age-Friendly Cities and participant feedback in relation to their experiences in the Cambie/East Richmond neighbourhood is summarized below. The domains are presented in an order that reflects the depth of discussion during the Neighbourhood Group sessions.

of visible signage for the East Richmond Community Hall was also noted, which participants indicated could lead to low awareness among neighbourhood residents about the facility's location, and the services and programs it offers.

The group received a presentation from the City of Richmond Transportation Department and were informed of the City's commitment to transportation and pedestrian safety. The discussion emphasized the importance of education and enforcement of traffic and accessibility considerations. Feedback regarding missing sidewalks was also shared with the Transportation Department. Staff provided information on the process for sidewalk expansion, noting that new sidewalks are typically delivered through redevelopment or through the City's Local Area Services Program (LASP), which enables property owners to initiate and fund local improvements through a cost-sharing arrangement with the City.

Participant feedback related to outdoor spaces and public buildings was shared with the relevant City departments and partner organizations. Concerns about uneven surfaces and overgrown greenery on some streets were forwarded to the City's Public Works Service Centre for assessment and repair. Several comments related to signage and accessibility, including challenges wayfinding to the UPCC and East Richmond Community Hall were shared with relevant partner organizations, including Vancouver Coastal Health (VCH).

Transportation

Age-friendly transportation planning aims to create inclusive, safe and well-designed transportation networks in proximity to support services and social connections. Examples include visibility of street signs and numbers, lighting at intersections, accessible parking, safety and frequency of public transportation, accessible parking spots and permits, drop off and pick up areas.

Neighbourhood Group participants identified several positive aspects of transportation in the Cambie/East Richmond neighbourhood. Participants highlighted recent road and sidewalk improvements, including

the use of textured surfaces to assist visually impaired individuals. The construction of a new blacktop sidewalk has made walking safer and more accessible, particularly for wheelchair users. Additionally, traffic light updates incorporating audible signals and countdown timers were noted as improvements that enhances pedestrian safety.

Public transit options and frequency to key locations within and outside of the neighbourhood were identified as limited. While Cambie Community Centre and East Richmond Community Hall are conveniently located, infrequent bus access to both facilities poses access challenges for neighbourhood residents who live farther away from the facility and do not drive. While Cambie/East Richmond neighbourhood has various shops and services, more public transit options, particularly travelling north and south, were noted as desirable to support access to essential services like specialized healthcare and larger grocery stores outside the neighbourhood.

Participants noted that some bus stops in the neighbourhood lack shelter or seating, making them undesirable to use, particularly during inclement weather. The group recognized and appreciated recent pedestrian crossing upgrades, particularly at the No. 5 Road and Cambie Road intersection, while also raising concerns about the need for additional audible traffic signals and adequate crossing times to enhance safety and accessibility.

Feedback regarding limited public transit options, particularly for north and south travel and access to essential services, was shared with the City's Transportation Department to inform ongoing discussions with TransLink. Comments about the desire for additional shelters and seating at some bus stops and for additional audible traffic crossing signals were also noted. As part of the presentation from the City's Transportation Department, participants were informed of the City's programs aimed at enhancing bus stops and implementing transit amenities to improve service and accessibility. It was clarified that bus shelters are available at a majority of stops along Cambie Road and the City continues to deploy new bus shelters annually.



Housing

Age-friendly housing is safe, well-designed and in proximity to support services and social connections. It includes access to a range of options that accommodate changing needs over time by offering different levels of support—from independent living to assisted living and long-term care—allowing seniors to transition as their mobility, health or care needs evolve. Other key factors include accessibility and affordability of housing and the proximity to services to ensure seniors can maintain their independence and quality of life.

Most of the Neighbourhood Group participants indicated that they have lived in the Cambie/East Richmond neighbourhood for many years and are satisfied and secure with their current housing situation. However, participants noted that the current housing options in the neighbourhood do not fully support aging in place. Participants highlighted that the limited availability of affordable and accessible housing options makes it difficult for seniors to remain in their community as their needs evolve. They noted the need for options in the neighbourhood that could accommodate different levels of care, including independent living, assisted living and long-term care. Participants also emphasized the importance of

incorporating design features that provide space for mobility aids and other accessibility considerations.

Additionally, participants noted that while the neighbourhood offers a variety of services and amenities, there is a lack of accessible, informal gathering spaces such as coffee shops or a community hub for social connection. Informal gathering spaces are important for fostering engagement and reducing isolation among seniors. The availability of these spaces near housing developments would support social inclusion and help seniors remain connected to their community as they age. Participants recognized how affordability pressures and the cost of housing impacts seniors, not only in Cambie/East Richmond but across the city and region.

Feedback from the Neighbourhood Group regarding the limited availability of accessible housing options that support aging in place, along with affordability pressures impacting seniors were shared with the City's Housing Office and will be considered as part of ongoing development and refinement of new and existing policies. Additionally, the need for a range of options, such as independent living, assisted living, and long-term care, to support seniors as their needs evolve was shared with VCH.

Feedback related to policy and design, including the need for accessibility features such as more space for mobility aids, and the availability of gathering spaces near housing, was shared with the City's Policy Planning Department. These concerns align with Phase One findings of the Official Community Plan (OCP) update, which identifies expanding housing options for vulnerable populations, including seniors, as a key strategic direction. The OCP includes plans for a neighbourhood village in East Richmond that will bring together services, businesses, and amenities, with a focus on accessibility and community connection. In response to the identified need for informal gathering spaces, the Seniors Coordinator at Cambie Community Centre has connected with participants to explore the potential to host a local seniors' coffee hour.

Social Well-being and Participation

Age-friendly social well-being and participation opportunities are affordable and accessible to allow seniors to avoid isolation, connect to their community and enjoy good health and longevity. Examples include inclusive programs and services, affordability of services, convenience of location and times of programs and services, and a variety of programs and services offered.

Neighbourhood Group participants highlighted several strengths in the Cambie/East Richmond neighbourhood, including the accessibility and variety of programs offered at Cambie Community Centre, East Richmond Community Hall, the Seniors Centre at Minoru Centre for Active Living, and other community facilities in Richmond. The convenient location of Cambie Community Centre and East Richmond Community Hall was viewed as an advantage for seniors living in the neighbourhood.

The Seniors Facility Pass, offered by East Richmond Community Association, was acknowledged as a benefit to removing barriers for low-income seniors to access recreation programs. It provides individuals aged 55 and older with access to different programs at Cambie Community Centre and East Richmond Community Hall for an annual fee.

While the City's program registration system works well for many, a few participants noted that seniors find the evening timing and online system navigation difficult without in-person assistance. While telephone support is available, those needing in-person support may have to wait until customer service is available the next morning, by which time some popular programs may already be full or have waitlists.

Feedback about the barriers to online program registration was shared with relevant City departments, who were aware of these concerns and already implementing various pilot solutions. This includes enhancing Call Centre support during registration periods and providing technology education and support specific to program registration to enhance seniors' comfort with using their personal devices and the online registration system.

Respect, Social Inclusion and Cultural Safety

Age-friendly communities promote respect, social inclusion and cultural safety of seniors, which positively impacts their well-being. This helps reduce ageism and stereotypes, fosters positive attitudes towards the aging population and encourages respectful social connections between all ages in the community. Examples include consulting seniors about their needs and interests, recognizing past and present contributions of seniors, integration of seniors with diverse backgrounds, inclusion of seniors in community events, and intergenerational activities.

In the Cambie/East Richmond neighbourhood, many Neighbourhood Group participants reported feeling safe, respected and socially connected. However, some participants expressed a desire for stronger social connections with neighbours, particularly among those from diverse cultures. To further promote inclusivity and foster neighbourhood connections, participants suggested enhancing opportunities for social connection between diverse groups and cultures through events and community-based programs.

Participant feedback about the desire for more culturally inclusive programs was shared with relevant City departments to help inform future program and event planning. While a range of cultural programs and events already take place in the Cambie/East Richmond neighbourhood and throughout the city, participants' input reinforces the importance of continuing to expand on and enhance inclusive opportunities that foster intercultural connection and community belonging.

Community Engagement and Employment

Age-friendly community engagement and employment allows seniors to maintain social connections, develop new skills and contribute to their communities in a meaningful way. This positively impacts their health and reduces age-related stigma, which in turn leads to seniors that are respected

and engaged in their communities. Examples include opportunities to volunteer in the community, participate in local government meetings, find paid work suited to their skills and access clear information about available opportunities.

In the Cambie/East Richmond neighbourhood, several Neighbourhood Group participants reported enjoying volunteerism in varying capacities, particularly with East Richmond Community Association.

Participants identified the need for greater awareness of available volunteer opportunities which suits seniors' skills. While opportunities exist, there was a sense that seniors' diverse skills and knowledge are not fully utilized, indicating room for expansion in this area, particularly opportunities for persons living with disabilities.

The City's Let's Talk Richmond online platform was mentioned as a useful consultation tool, however, participants suggested broadening consultation approaches to include methods that are not web based. They expressed interest in more direct methods, such as in-person meetings, phone consultations and communication with the Seniors Coordinators who work at local community centres and can support accessibility and connect seniors who may not use digital platforms.

Feedback regarding the need to further promote volunteer opportunities tailored to seniors' skills was shared with relevant City departments and community partners including RCRG. Suggestions to broaden public consultation methods beyond online platforms were also noted, including more accessible approaches such as in-person meetings and phone-based engagement. Strengthening the role of Seniors Coordinators in supporting participation among those less comfortable with digital tools was discussed with City and Community Association and Society staff that work directly with seniors to help inform future engagement strategies.

Communication and Information

Age-friendly communication about programs and services is accessible and easy to understand by all seniors with varying needs and abilities, allowing them to stay informed and actively engaged. This includes using clear and varied communication methods, ensuring information is presented in readable formats, improving access to technology and digital literacy support, and providing a centralized system for accessing information.

In the Cambie/East Richmond neighbourhood, Neighbourhood Group participants noted that information about seniors' programs and services offered by the East Richmond Community Association is communicated through multiple channels. This includes online content available on the City's website, as well as outreach by the seniors coordinator who regularly inform visitors about upcoming activities and events. East Richmond Community Association also provides a wide range of printed materials onsite to promote and raise awareness of programs and services for seniors, including the seasonally produced 55+ Program Guide, along with brochures, posters, pamphlets, and flyers. However, participants noted the importance of translating information into a variety of languages, such as Chinese and Punjabi and ensuring that communication materials are clear, easy to understand and accessible for individuals with varying literacy levels. Suggestions also included adapting both the content and the formats of materials, such as strategic plans, documents and websites, to better support individuals living with sight loss.

Feedback regarding the importance of multilingual and accessible communication was shared with relevant City departments and partner organizations, and will inform future planning. While the City of Richmond's website includes an embedded translation feature, some materials require translation beyond what is currently provided to better serve non-English speakers. Participant feedback reinforces the need for communication materials that are clear, easy to understand and accessible to individuals with varying literacy levels.

Community Support and Health and Wellness Services

Age-friendly community support and health and wellness services are accessible and available in a range of options for those with varying health conditions. This allows seniors the opportunity to remain in their communities and maintain their health and independence. Examples include a range of health services such as home care, nutrition advice, physical activity programs and the availability of adult day programs and residential facilities for people who are no longer able to live at home.

Most of the Neighbourhood Group participants noted that they had access to a family physician and medical specialists, when required, but commented that they often need to travel outside of Richmond to meet with them. Participants attributed this to a shortage of general practitioners accepting new patients and limited availability of neighbourhood-based medical clinics, making it difficult for seniors to access healthcare services locally as they age. This necessitates longer travel and may not be an option as residents age and travel becomes more difficult.

Feedback regarding the limited availability of local healthcare services, challenges related to traveling outside Richmond for specialist care and the difficulty in accessing general practitioners was shared with and noted by VCH and Richmond Division of Family Practice for consideration in future service planning.



PARTICIPANT REFLECTIONS AND EXPERIENCES

To assess the effectiveness of the Neighbourhood Group, pre- and post-program surveys were completed by all participants. These surveys provided insights directly from participants, enabling an evaluation of their expectations and experiences before and after the sessions. Participant feedback helps to inform the City's approach to facilitating future Age-Friendly Neighbourhood Groups in Richmond.

According to the surveys, the primary reasons for participating in the Neighbourhood Group (in order of frequency) were to contribute to positive changes in the neighbourhood, learn more about programs and services available to support seniors in the Cambie/East Richmond neighbourhood and learn more about age-friendly planning.

Comparing responses between the pre- and post-program surveys highlighted the impact of the Age-Friendly Cambie/East Richmond Neighbourhood Group, showcasing improvements in participants' awareness of age-friendly concepts and available programs and services, and how to access them.

Survey results also reflected an increased sense of belonging and greater confidence in advocating for positive change in the neighbourhood to make it more seniors friendly. The most significant results

were in understanding the age-friendly concept and awareness of programs and services available to seniors in Richmond, which increased from 70 per cent before the program to 100 per cent after. This was followed by a reported increase in the ability to advocate for change in the neighbourhood to make it more age-friendly for seniors, increasing from 80 to 100 per cent. Additionally, participants reported a stronger sense of belonging and feeling of safety in the neighbourhood, which increased from 90 to 100 per cent.

All participants agreed that participation in the Neighbourhood Group provided them with an opportunity to do something different, meet new neighbours and learn about available programs and services to support seniors. Ninety-two per cent of participants indicated that participation in the Neighbourhood Group led to greater knowledge about their neighbourhood.

Participants described their experience with the program as "fruitful, inspiring, informative and encouraging." Many found it "enjoyable, communicative and a good opportunity to connect with others." These results highlight the program's positive impact in enhancing awareness, confidence and community connections among seniors.

NEXT STEPS

While this report summarizes the Neighbourhood Group's feedback, detailed feedback has been shared with all relevant City departments and partner organizations to inform short- and longer-term planning, including updates to the City's Official Community Plan.

Additionally, these insights, alongside results from the pre- and post-program surveys, will help shape future age-friendly initiatives in Richmond, such as further refining the Neighbourhood Group process by incorporating participant feedback related to Neighbourhood Group recruitment, session structure and ensuring each group is meaningful, inclusive and responsive to the needs of local seniors.

As the City continues to expand Age-Friendly Neighbourhood Groups across all neighbourhoods in Richmond, emerging trends will be monitored to support the broader implementation of Richmond's Council-adopted Seniors Strategy, particularly Strategic Direction 1: creating age-friendly neighbourhoods that support aging in place. These efforts align with the Seniors Strategy's broader vision of ensuring that "all seniors living in Richmond are safe, respected, healthy, and engaged in their communities."

CONCLUSION

The City of Richmond recognizes the important role that age-friendly neighbourhoods play in building community and keeping people healthy, well-connected and able to participate in their neighbourhoods.

The Age-Friendly Cambie/East Richmond Neighbourhood Group sessions offered valuable insights into the experiences of seniors living in the Cambie/East Richmond neighbourhood. Participants highlighted key strengths of the Cambie/East Richmond neighbourhood, including accessible community spaces, diversity of programs and services available, affordability of the Seniors Facility Pass provided by East Richmond Community Association, accessible features at Albert Airey Neighbourhood Park and pedestrian safety improvements such as countdown timers and audible signals at traffic crossings. They also identified areas for improvement, such as specific segments of sidewalks, particularly for persons living with disabilities, more affordable and accessible housing options, and improved access to healthcare by increasing the availability of general practitioners and medical clinics in the Cambie/East Richmond neighbourhood. The need for a variety of communication mechanisms and formats that accommodate disabilities, language barriers and varying literacy levels was also noted. Neighbourhood Group discussions reinforced the importance of fostering social connections among varying cultures and making seniors aware of a variety of existing volunteer opportunities in the community.



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Age-Friendly Hamilton Neighbourhood Group Final Report

Community Social Development





TABLE OF CONTENTS

INTRODUCTION 1

NEIGHBOURHOOD GROUP PROCESS 3

WHAT WE HEARD 4

 Outdoor Spaces and Public Buildings..... 4

 Housing 5

 Social Well-Being and Participation..... 6

 Transportation..... 7

 Respect, Inclusion and Cultural Safety 7

 Community Engagement and Employment 8

 Communication and Information 9

 Community Support and Health and Wellness Services..... 9

PARTICIPANT REFLECTIONS AND EXPERIENCES..... 10

NEXT STEPS 11

CONCLUSION 11





INTRODUCTION

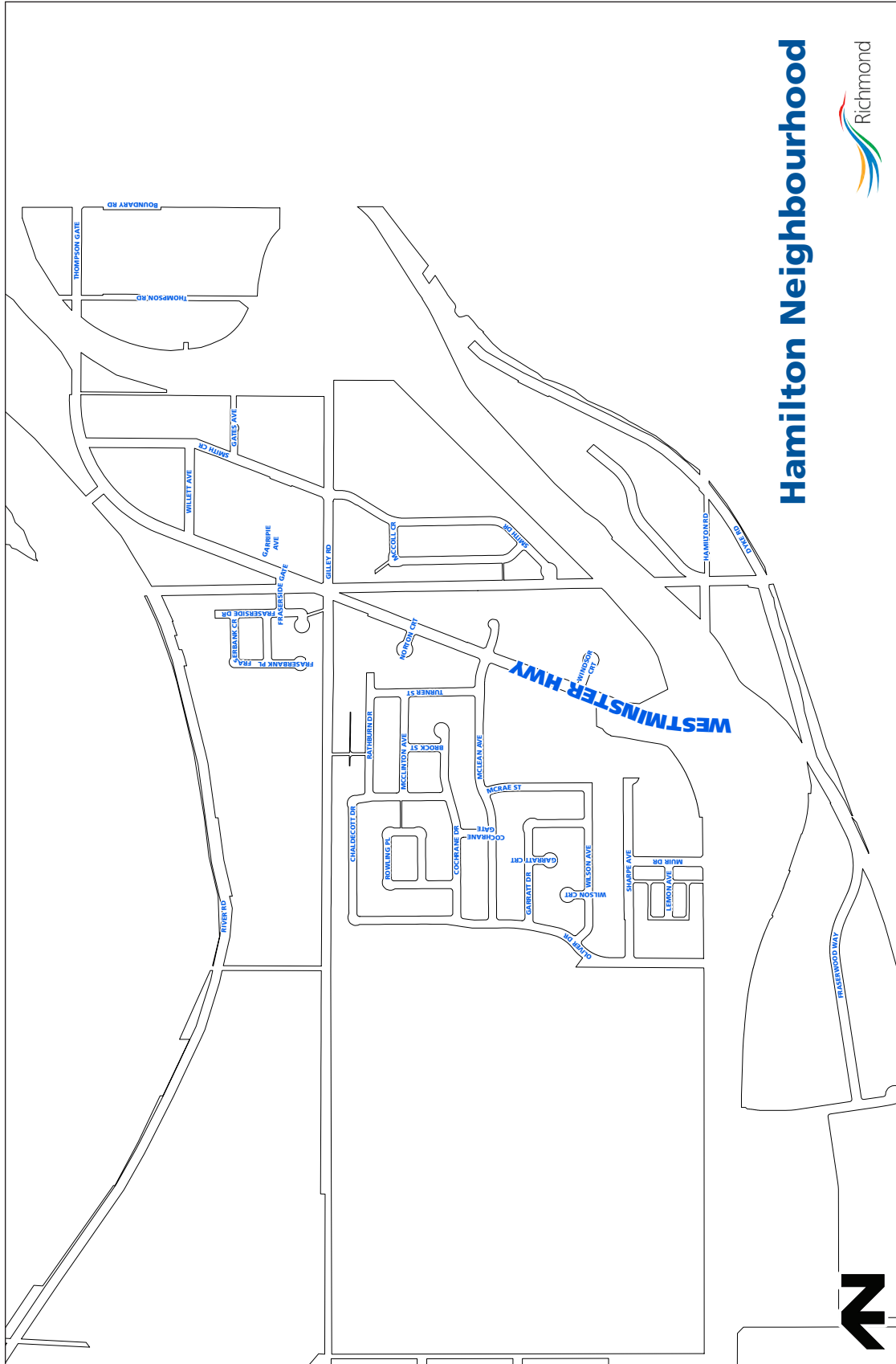
The City of Richmond is committed to prioritizing age-friendly initiatives, as outlined in the City of Richmond Seniors Strategy (2022–2032). The vision for this collaborative strategy is “that seniors living in Richmond are safe, respected, healthy and engaged in their communities.” It identifies five strategic directions to clarify areas of focus and includes actions that build on previous and ongoing work to achieve the desired outcomes.

Strategic Direction 1, “Age-friendly neighbourhoods that support seniors to age in place,” recognizes the important role that age-friendly neighbourhoods play in building community, keeping people healthy, well-connected and able to participate in their neighbourhoods throughout their aging journey. The Age-Friendly Neighbourhood Group project is designed to achieve this by engaging seniors in planning at the neighbourhood level and applying the World Health Organization’s eight domains of

an Age-Friendly City¹ to identify areas of strength and areas for potential improvement. In addition, participants learn about existing programs and services available to support and connect seniors socially with other seniors in their community. The City’s aim is to facilitate a Neighbourhood Group in each neighbourhood in Richmond.

In 2024, the City received a federal New Horizons for Seniors Program grant to facilitate two Age-Friendly Neighbourhood Groups, one of which was initiated in fall 2024 in the Hamilton neighbourhood. The intent of this report is to share highlights of the Age-Friendly Hamilton Neighbourhood Group project, its implementation process and suggested next steps.

¹ [Age-friendly domains](#) include outdoor spaces and public buildings; transportation, including traffic safety; social well-being and participation; respect, social inclusion and cultural safety; community engagement and employment; communications and information; community support, and health and wellness services.





NEIGHBOURHOOD GROUP PROCESS

The Age-Friendly Hamilton Neighbourhood Group was comprised of 10 seniors aged 55+ living in the Hamilton neighbourhood. Where possible, efforts were made to ensure there was diversity in age, gender, culture, socio-economic status and ability. The majority (80 per cent) of participants identified as female and the remainder identified as male. The age of participants ranged from 65 to 84 years. To enhance accessibility, interpretation services were provided for three participants who spoke Cantonese or Mandarin, and printed materials were translated into both Simplified and Traditional Chinese.

The mandate of the Neighbourhood Group was to engage in collaborative dialogue to explore and identify age-friendly elements (or potential areas for age-friendly improvements) in the Hamilton neighbourhood, raise awareness of available age-friendly resources and services in the area and foster connections among seniors.

The Neighbourhood Group met four times at Hamilton Community Centre from November to December 2024 and meetings were two and a half hours in length. The format for each meeting was organized around a social activity/icebreaker, educational opportunity, discussion period and an opportunity for informal conversation over refreshments.

A facilitated bus tour of the Hamilton neighbourhood provided an opportunity to further explore and discuss age-friendly elements in the neighbourhood. Guest speakers were invited to present on age-friendly topics related to the group's interests and included representatives from Richmond Cares, Richmond Gives (RCRG) and the City of Richmond Housing Office. Participants also received a tour of the Seniors Centre at Minoru Centre for Active Living.

In addition to the Neighbourhood Group meetings, a two-hour session was held with residents of the Hamilton Village Care Centre and Hamilton High Street Residence to ensure the voices of residents who may face barriers to community participation were included. Recognizing that some residents might not easily access or engage in social activities outside their living facilities, this session provided an opportunity for seniors to share their perspectives on age-friendly community planning in Hamilton. A total of 24 residents participated, including 20 women and four men. Of this group, nine participants used a mobility device (wheelchair or walker) and one participant was experiencing sight loss. Verbal interpretation in Cantonese was provided for two residents.



WHAT WE HEARD

Participants discussed the eight domains of an Age-Friendly City in relation to identified features and services available in the Hamilton neighbourhood. This included outdoor spaces and buildings, transportation, housing, social well-being and participation, respect and social inclusion, community engagement and employment, communication and information, and community support and health services.

While all eight domains of an Age-Friendly City were discussed, the depth of conversation varied based on participants' interests and lived experiences in the Hamilton neighbourhood. The group engaged most extensively with topics related to outdoor spaces and public buildings as well as housing.

An overview of each domain of Age-Friendly Cities and participant feedback in relation to their experiences in the Hamilton neighbourhood is summarized below. The domains are presented in an order that reflects the depth of discussion during the Neighbourhood Group sessions.

Outdoor Spaces and Public Buildings

Age-friendly outdoor spaces and public buildings refers to spaces that are safe, accessible and positively impact seniors' mobility, independence, quality of life and ability to age in place. Examples include design and maintenance of sidewalks and curbs, street intersections and crosswalks, green spaces, street lighting, regulation of traffic flow, accessibility and safety of buildings, pedestrian walkways and sidewalks.

Neighbourhood Group participants identified several strengths related to outdoor spaces and public buildings in the Hamilton neighbourhood, expressing overall satisfaction with their accessibility and usability. Hamilton Community Centre was noted as a facility that provides access to programs and services that are appreciated by seniors in the community.

Participants valued the availability of parks and recreational spaces in the neighbourhood, particularly Hamilton Community Park, which serves as an important gathering place for residents of all ages. The presence of washrooms in parks was noted as a positive feature that enhances usability. While the park is well-used and appreciated, participants mentioned

that additional lighting, more seating options and enhanced bylaw enforcement related to dog waste in the park would improve its accessibility and usability.

While public spaces throughout the Hamilton neighbourhood were positively regarded and well-used, several areas for minor improvements were identified. Overgrown trees in some areas were noted as reducing visibility for pedestrians, making the Hamilton Community Park perceived as less secure. Participants highlighted an appreciation for greenery and recreation spaces and would welcome any opportunities to further enhance the neighbourhood's environment with these spaces.

Some accessibility barriers were mentioned as a concern, particularly for those requiring mobility assistance. Uneven sidewalks and pathways were highlighted as a challenge, with construction activity noted as a contributing factor, causing damage to specific sidewalks. The absence of wheelchair ramps at some private shops and facilities makes travel difficult for seniors and individuals with disabilities. Additionally, some crosswalks in the neighbourhood were described as too long, making it difficult for those using mobility aids to cross safely, particularly when the pedestrian crossing lights change quickly.

Following the Neighbourhood Group meetings, participant feedback was shared with the relevant City departments to help address immediate concerns where possible and to inform future planning and improvements. As a result, the City's Parks Department is planning to assess Hamilton Community Park for visibility improvements, lighting and seating, and the Community Bylaws Department is reviewing options such as signage and education/enforcement measures to address concerns related to dog waste in the park. Feedback about the absence of wheelchair ramps and insufficient pedestrian crossing time at certain locations was noted by the Transportation Department for further assessment. Reports of specific locations with uneven sidewalks and walkways were forwarded to the City's Public Works Service Centre and have since been addressed.

Housing

Age-friendly housing is safe, well-designed and in proximity to support services and social connections. It includes access to a range of options that accommodate changing needs over time by offering different levels of support, from independent living to assisted living and long-term care, allowing seniors to transition as their mobility, health or care needs evolve. Other key factors include accessibility and affordability of housing and the proximity to services to ensure seniors can maintain their independence and quality of life.

Most of the Neighbourhood Group participants indicated that they have lived in the Hamilton neighbourhood for many years, while others had recently moved to the neighbourhood. Overall, participants were satisfied and secure with their current housing situations. The Neighbourhood Group participants all live in single-family dwellings and the participants from the engagement session at the Hamilton Village Care Centre reside in seniors-oriented independent living or long-term care settings. Those living in single-family dwellings noted that, while they value remaining in their homes, maintenance can become increasingly difficult due to mobility limitations, the demands of household tasks and the financial burden associated with upkeep.

Some participants expressed a desire to downsize but reported that smaller units were either difficult to find or too costly. A lack of suitable, affordable options along the housing continuum makes it difficult for seniors to transition into housing that better supports their changing needs while remaining in their community. In addition, the group noted limited awareness of the availability of long-term care services in the neighbourhood and how to access them. Some participants shared that long waitlists and high costs associated with assisted living further limited their options, particularly for those requiring additional care.

Housing-related feedback from the Hamilton Neighbourhood Group was shared with Vancouver Coastal Health (VCH); Richmond Cares, Richmond Gives (RCRG) and the City's Housing Office. The feedback related to long-term care and assisted living was noted by VCH for consideration in ongoing service planning. VCH provided information and resources on accessing long-term care and assisted living options that were subsequently shared with the Neighbourhood Group participants.

RCRG offers a variety of services through the Better at Home program to support aging in place, including light housekeeping, grocery shopping and delivery, and friendly visiting. RCRG also provides assistance with finding and accessing housing supports and resources, completing housing forms and applications, and understanding topics such as tenancy rights and the continuum of housing options in Richmond through the Seniors Housing Information and Navigation Ease (SHINE) program. These services were highlighted during a presentation to the Neighbourhood Group, and related information was shared with participants.

Broader concerns related to the affordability and availability of housing options that support aging in place have been documented by the City's Housing Office and will be considered as part of ongoing development and refinement of new and existing policies. Representatives from the Housing Office also presented to the Neighbourhood Group about the City's housing policy and planning initiatives, how to access housing supports provided by BC Housing and other service providers, and to provide copies of the City's Affordable Housing Guide to participants.

Social Well-being and Participation

Age-friendly social well-being and participation opportunities are affordable and accessible to allow seniors to avoid isolation, connect to their community, and enjoy good health and longevity. Examples include inclusive programs and services, affordability of services, convenience of location and times of programs and services, and a variety of programs and services offered.

Neighbourhood Group participants highlighted several strengths in the Hamilton neighbourhood, including the accessibility and variety of programs offered at Hamilton Community Centre and local churches. Overall, the convenient location of Hamilton Community Centre was viewed as an advantage for seniors living in the neighbourhood as they can access programs and services and feel welcome at the community centre. However, those living in the long-term care facilities mentioned limited mobility and lack of awareness about available programs at the community centre as barriers to participation in community activities and feeling connected to neighbours.

While the City's program registration system works well for many, a few participants noted that seniors find the evening timing and online system navigation difficult without in-person assistance. While telephone support is available, those needing in-person support may have to wait until customer service is available the next morning, by which time some popular programs may already be full or have waitlists.

Feedback about the barriers to online program registration was shared with relevant City departments, who were aware of these concerns and already implementing various pilot solutions. This includes enhancing Call Centre support during registration periods and providing technology education and support specific to program registration to enhance seniors' comfort with using their technology and the online registration system. In addition, feedback about the desire for more information to be distributed to long-term care home residents was shared with staff at Hamilton Community Centre, who will follow up with these facilities directly.



Transportation

Age-friendly transportation planning aims to create inclusive, safe, well-designed transportation networks in proximity to support services and social connections. Examples include visibility of street signs and numbers, lighting at intersections, accessibility and availability of parking, safety and frequency of public transportation, accessible parking spots and permits, and drop-off and pick-up areas.

Many of the participants travel within and outside their neighbourhood by private transportation. Public transit offered by TransLink, while valued, was noted as challenging to navigate. Participants shared that some bus routes become overcrowded, especially during peak hours in the early morning, creating an uncomfortable environment for seniors that may not be able to access a seat.

Those who require mobility aids noted that there are limited public transportation options, such as HandyDART or smaller buses for organized group trips that support travel within and outside their neighbourhood. Participants expressed interest in more outtrips to destinations outside the Hamilton neighbourhood, particularly for recreational and social opportunities. Residents living in care facilities also noted that transit routes they previously relied on had been reduced in recent years, limiting their ability to travel for medical appointments or social activities.

Feedback was shared with the relevant departments in the City. Participants' interest in more outtrips to destinations outside the Hamilton neighbourhood was noted by staff. Broader transportation feedback, including requests to improve TransLink bus frequency, explore local shuttle options for those who need mobility assistance, and enhance public transportation access by TransLink for seniors living in care facilities was documented to help inform ongoing discussions with TransLink.

Respect, Social Inclusion and Cultural Safety

Age-friendly communities promote respect, social inclusion and cultural safety of seniors, which positively impacts their overall well-being. This helps reduce ageism and stereotypes, fosters positive attitudes towards the aging population and encourages respectful social connections between all ages in the community. Examples include consulting seniors about their needs and interests, recognizing past and present contributions of seniors, integration of seniors with diverse backgrounds, and inclusion of seniors in community events and intergenerational activities.

Neighbourhood Group participants generally felt safe, respected and socially connected within the Hamilton neighbourhood. However, some participants expressed a desire for ongoing engagement with residents about their needs and interests. The participants that were relatively new to the neighbourhood shared that

they did not yet feel socially connected, as they were adapting to their surroundings, and noted interest in opportunities to further connect with neighbours.

Participants highlighted that, while Hamilton Community Centre offers a variety of programs, language barriers prevent some seniors from fully participating. Mandarin and Cantonese are commonly spoken in the neighbourhood, which can pose challenges for seniors who do not speak these languages in trying to form connection with neighbours. At the same time, seniors who do speak Mandarin or Cantonese shared that they often face difficulties due to the limited availability of programs and information in their preferred language. Participants emphasized the need for more multilingual programming and communication, particularly in Mandarin, Cantonese, Punjabi and English to reflect the linguistic diversity of the community. Additionally, there was interest in beginner-level English classes tailored to seniors, as some participants found existing options too advanced or fast-paced. Participants also expressed a desire for more intergenerational and intercultural activities, as well as workshops focused on fall prevention.

While many cultural activities and events take place throughout Richmond and in Hamilton each year, the feedback from participants reinforces the value of continuing to support these types of inclusive activities. Feedback regarding culturally inclusive programming, intergenerational activities, opportunities for physical and social engagement, beginner-level English classes for seniors and interest in fall prevention workshops was shared with relevant City departments and partner organizations to inform future program planning.

Community Engagement and Employment

Age-friendly community engagement and employment allows seniors to maintain social connections, develop new skills and contribute to their communities in a meaningful way. This positively impacts their health and reduces age-related stigma, which in turn leads to seniors that are respected and engaged in their communities. Examples include opportunities to volunteer in the community, participate in local government meetings, find paid work suited to their skills and access clear information about available opportunities.

Participants recognized that there are various volunteer opportunities available for seniors in the Hamilton neighbourhood. However, some seniors expressed challenges in accessing these opportunities due to language barriers and a lack of awareness about relevant programs. In addition, some participants expressed a desire for more employment options for seniors who wish to remain active in the workforce, as well as volunteer roles that better align with their skills and interests.

Feedback regarding barriers to volunteering, such as language challenges and limited awareness of available opportunities, as well as the desire for more employment options and skill-aligned volunteer roles, was shared with and noted by relevant City departments and partner organizations, including RCRG, for future planning.

Communication and Information

Age-friendly communication and information about programs and services is accessible and easy to understand by all seniors with varying needs and abilities, allowing them to stay informed and actively engaged. This includes using clear and varied communication methods, ensuring information is presented in readable formats, improving access to technology and digital literacy support, and providing a centralized system for accessing information.

In the Hamilton neighbourhood, information about programs and services is shared through multiple communication channels. This includes online content available on the City's website, as well as outreach by the Recreation Leader at the Hamilton Community Centre, who regularly informs residents visiting the centre about upcoming activities and events. Hamilton Community Centre also provides a wide range of printed materials onsite to promote and raise awareness of programs and services for seniors, including the seasonally produced 55+ Program Guide, along with brochures, posters, pamphlets, and flyers.

Participants noted a strong preference for paper-based communication, as many seniors find online resources less accessible. There was an emphasis on the need for frequent distribution of flyers and mail-based communication to ensure that information reaches all residents. Additionally, participants highlighted the importance of translating materials into a variety of languages such as Chinese and Punjabi and of ensuring communications are available for a variety of accessibility needs (e.g. for those with sight loss).

Feedback regarding communication and information sharing was shared with relevant City departments and partner organizations. While the City's website includes an embedded translation feature, some materials require translation beyond what is currently provided. Feedback about the importance of accessible communications that accommodate a range of needs as well as seniors' preference for printed materials and frequent distribution of flyers and mail-

based communication was acknowledged, alongside the City's ongoing efforts to balance these with sustainability objectives. The City is actively working to enhance accessibility features through the various communication channels.

Community Support and Health and Wellness Services

Age-friendly community support and health and wellness services are accessible and available in a range of options for those with varying health conditions. This allows seniors the opportunity to remain in their communities and maintain their health and independence. Examples include a range of health services such as home care, nutrition advice, physical activity programs and the availability of adult day programs and residential facilities for people who are no longer able to live at home.

Many of the Neighbourhood Group participants had a family doctor and a relationship with a local pharmacist. They highlighted relying on the local health centre to meet their primary health needs and appreciated the accessibility of nearby pharmacy services, including access to flu shots. However, for those whose first language was not English, language was seen as a barrier to communication with health professionals. Some participants shared that although doctors are available at the local health centre, they are not all accepting new patients, making it difficult for seniors without a regular physician to receive timely care. In addition, access to specialists was noted as a challenge, with many seniors sharing that they travel to Vancouver or Burnaby for specialist appointments, which can be inconvenient and difficult for those with limited mobility or transportation options. Those living in the long-term care facilities noted a desire for more frequent physician visits.

All health-related feedback was shared with VCH and Richmond Division of Family Practice, and will be addressed through ongoing service planning.



PARTICIPANT REFLECTIONS AND EXPERIENCES

To assess the effectiveness of the Neighbourhood Group, pre- and post-program surveys were completed by all participants. These surveys provided insights directly from participants, enabling an evaluation of their expectations and experiences before and after the sessions. Participant feedback helps to inform the City's approach to facilitating future Age-Friendly Neighbourhood Groups in Richmond.

According to the surveys, the reasons for participating in the Neighbourhood Group (in order of frequency) were to contribute to positive changes in the neighbourhood, to learn more about programs and services available to support seniors in the Hamilton neighbourhood and to learn more about age-friendly planning.

Comparing responses between the pre- and post-program surveys highlighted the impact of the Age-Friendly Hamilton Neighbourhood Group on participants and showcased improvements in several areas. The most significant change was observed in participants' familiarity with the age-friendly concept and their awareness of and access to programs and services available for seniors in Richmond, which increased from 70 per cent before the program to

100 per cent afterward. This was followed by an improvement in participants' confidence in advocating for age-friendly changes in their neighbourhood (rising from 80 to 100 per cent) and an increase in feelings of belonging and safety within the community (both increasing from 90 to 100 per cent).

Additionally, 80 per cent of participants agreed that participation in the Neighbourhood Group provided them with an opportunity to learn more about available seniors programs and services in Richmond, learn more about their neighbourhood and engage in new experiences. Meanwhile, 60 per cent indicated that their participation contributed to positive change in their community and built connections with their neighbours.

Participants described their experience with the program as "eye-opening, excellent and resourceful." Many found it "well-organized, very good and variable." These results highlight the program's positive impact in enhancing awareness, confidence and community connections among seniors.

NEXT STEPS

While this report summarizes the Neighbourhood Group's feedback, detailed feedback has been shared with all relevant City departments and partner organizations to inform short- and longer-term planning, including updates to the City's Official Community Plan.

Additionally, these insights, alongside results from the pre- and post-program surveys, will help shape future age-friendly initiatives in Richmond, such as refining the Neighbourhood Group process by incorporating participant feedback related to Neighbourhood Group recruitment, session structure and ensuring each group is meaningful, inclusive and responsive to the needs of local seniors.

As the City continues to expand Age-Friendly Neighbourhood Groups across all neighbourhoods in Richmond, emerging trends will be monitored to support the broader implementation of Richmond's Council-adopted Seniors Strategy, particularly Strategic Direction 1, which focuses on creating age-friendly neighbourhoods that support aging in place. These efforts align with the Seniors Strategy's broader vision of ensuring that "all seniors living in Richmond are safe, respected, healthy, and engaged in their communities."

CONCLUSION

The City of Richmond recognizes the important role that age-friendly neighbourhoods play in building community and keeping people healthy, well-connected and able to participate in their neighbourhoods.

The Age-Friendly Hamilton Neighbourhood Group sessions offered valuable insights into the experiences of seniors living in the Hamilton neighbourhood. Participants highlighted key strengths, including availability of accessible community spaces, parks and recreational areas such as Hamilton Community Park and the variety of accessible programs and services provided at Hamilton Community Centre. They also acknowledged an overall sense of safety and feeling of social connection in the neighbourhood. Identified areas for improvement included specific segments of pedestrian infrastructure, availability of affordable and accessible housing options, additional volunteer opportunities, increased access to health care services and access to multilingual information and resources.



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