



## 9.9 BROADMOOR NEIGHBOURHOOD SERVICE CENTRE GUIDELINES

Bylaw 8579  
2010/05/17

*The intent is to enhance the design, character and function of the Broadmoor Neighbourhood Service Centre.*

### 9.9.1 GENERAL

- a) Redevelopment in the Broadmoor Neighbourhood Service Centre shall meet all applicable OCP design guidelines.

### 9.9.2 SPECIFIC

- a) The following supplementary design guidelines shall apply to redevelopment in the Broadmoor Neighbourhood Service Centre and should take precedence over the more general OCP guidelines.

### 9.9.3 CENTRE VISION

Vision for the Broadmoor Neighbourhood Service Centre

The guidelines will contribute to the Centre Vision which is:

*“A vibrant, accessible and sustainable mixed use hub where people will be able to live, work and meet their daily needs.”*

- a) The Neighbourhood Service Centre is envisioned to become:
  - A vibrant, compact mixed used hub with a mix of housing, shops and services;
  - The “heart” of Broadmoor where people will be able to live, work, and meet their daily needs;
  - Pedestrian oriented with public spaces where people can meet and pedestrian paths that link to adjacent neighbourhoods and parks; and
  - Will reflect the principles of sustainability with a contemporary design that integrates durable and natural materials.

### 9.9.4 FORM AND CHARACTER

- a) In the Master Plan concept, buildings are arranged to create a functional commercial node with a more urban character and respond appropriately to the adjacent neighbourhood context. Buildings vary in height from two to six storeys and contain a variety of commercial spaces and residential units.



- The Master Plan area exemplifies a sustainable, durable and contemporary design character;
- Buildings are placed along the perimeter of the site, close to the property line along No. 3 Road and Williams Road to reinforce building frontage continuity, especially along No. 3 Road;
- Large open surface parking areas to be partially screened from direct views from the street (using a combination of landscaping and lattice/arbour structures);
- Building frontage building heights vary between 2 and 6 storeys;
- Density is greatest along the main arterial of No. 3 Road and the northeast corner of the site at Williams and No. 3 Road, where a public urban space and architectural features would establish a landmark at this neighbourhood intersection and key gateway;
- Residential units are located above commercial uses and townhouse forms are at ground level when adjacent to existing residential areas;
- Residential units above commercial uses along No. 3 Road and Williams Road to be setback from the edge of the commercial/parking floors so that the streetwall is perceived to be not higher than 4-storeys;
- Buildings of various heights and massing create identifiable nodes and interest, particularly along No. 3 and Williams;
- Commercial retail units (CRU's) at ground floor to have direct pedestrian access from the public sidewalk;
- Decorative pavement to extend from public sidewalk to the building face where there is no substantial grade difference;
- Building facades are animated by views into active retail space;
- If no fenestrations provided, housing forms wrap around otherwise blank edges of internally oriented commercially space;
- An identifiable mass and/or landscaping feature will be created at the entrance to Dunoon by incorporating a feature "ending" to the last and northerly townhouse block on the Williams Road portion;
- there will be residential units suitable for all family types, including opportunities for ground-oriented housing, and upper level apartment/condominiums with access to useable roof space;



- Where the street frontage is comprised of residential development at grade (e.g. along Dunoon), buildings will:
  - have their major entries onto Dunoon or the perimeter of a privately-owned publicly accessible areas;
  - be developed with entry transitions and semi-private outdoor spaces; and
  - will include steps and changes in grade, fences, gates, low walls, hedges and other plantings.
- Where buildings are located immediately adjacent to existing residential areas, upper storeys are stepped back to reduce overlook concerns and minimize massing;
- Residential windows and balconies overlook common areas and public streets, providing “eyes on the street”;
- Ground-oriented commercial units front internal surface parking areas, front No. 3 Road and portions of Williams Road providing an active streetscape with direct pedestrian access from the street sidewalk;
- Large buildings blocks are architecturally broken down into an expression of smaller street-fronting retail with varied frontages;
- Building and landscape design at the corner of Williams and No. 3 Road is distinctive and welcoming;
- Continuous weather protection is provided along commercial building frontages in the form of relatively continuous canopies and awnings;
- Commercial units provide proportional and abundant glazing at street level to contribute to an active and interesting streetscape;
- There will be no extensive blank walls or obscured windows along the street frontage, at grade or on upper levels;
- Streetscapes (defined by building heights and setbacks, sidewalk and landscaping) are consistent with a more urban overall character and compatible with the general character of the master plan area, and are complementary to the existing neighbourhood context;
- Terracing and building setbacks on upper levels of taller (over 4 storeys) street-wall buildings are employed to create interest, improve access to light and to reduce bulk;
- Height and massing are varied on street buildings to create a diverse and well-articulated shopping area;
- Building articulation, glazing and a variety of materials are used to prevent long, featureless facades;



- Awnings and overhangs provide shade in the summer and weather protection along pedestrian routes, at the entrances of shops and residences;
- Materials, colours and elements such as light standards, benches, fences and trash receptacles, contribute to a sustainable, durable, contemporary design character;
- Local and sustainable products are used wherever possible (e.g., wood, recycled or renewable materials).

#### **9.9.5 FLOOD PLAIN CONSTRUCTION LEVELS**

- a) Protruding retaining walls necessary to meet flood elevation levels are screened from view with landscape planting or banks (Note: for direction on treatment of road frontages, Section 2.10.2 (a) “*Attractive, Accessible Street Frontages*”, pages 2-116 and 2-117 of the City Centre Master Plan (CCAP) will be referred to. See pages 3-29 and 3-30 of the CCAP for direction on concealing parking below grade).

#### **9.9.6 KEY GATEWAYS, NEIGHBOURHOOD NODES AND PEDESTRIAN CORRIDORS**

To create a Neighbourhood Service Centre that invites and welcomes the community, a series of pedestrian connections, neighbourhood nodes and gateways have been defined. As shown on the Master Plan, two landmark gateways are identified: one at the key access to the commercial centre from No 3 Road and the second anchoring the corner at the intersection of Williams Road and No. 3 Road. One neighbourhood node (A) provides an internal gathering and heart for the Service Centre and a second neighbourhood node (B) serves as the key pedestrian access from Dunoon.

The neighbourhood node (A) internal to the site is situated near the centre of Master Plan area. The node is well connected by pedestrian corridors to help to achieve seamless integration with the adjacent neighbourhood. The central node also serves to organize the interior parking area into two smaller parking clusters and is large enough that it could include a light retail/structure (e.g., coffee, convenience kiosk, floral cart).

Four vehicle entries and various pedestrian corridors are identified in the Master Plan. Pedestrian routes run through the site and become an extension of the adjacent neighbourhood circulation network through the Neighbourhood Service Centre and link to the city sidewalks along its periphery.



### 9.9.7 GENERAL PRINCIPLES

- a) The Master Plan area is permeable, safe, welcoming and accessible to people of all ages and abilities;
- b) Prominent corners and entry points are designed as gateways that identify access points to the commercial area and routes into the neighbourhood;
- c) A neighbourhood node internal to the site is designed as a place to gather and interact with residents and visitors;
- d) The Broadmoor Master Plan identifies primary and secondary pedestrian corridors through the site and into the neighbourhood to connect to the surrounding neighbourhoods and Maple Lane Park;
- e) The pedestrian routes are direct, universally accessible and can accommodate a range of uses (e.g., wheelchairs and strollers);
- f) Sidewalks and pedestrian corridors are well-defined through a combination of surfaces, landscape features and human-scale lighting;
- g) Transit stops are visible and easily accessible by pedestrians and cyclists;
- h) Buildings adjacent to transit stops integrate transit shelters into building and/or urban design with weather protection (e.g., awnings, overhangs and spaces for waiting);
- i) Stairs and ramps are provided to access above grade entrances to residential and commercial units from the public realm;
- j) Elements such as lamp standards, benches, fences and trash receptacles within the public realm are consistent in design and contribute to a sustainable, durable, contemporary design character;
- k) Trees and other landscape features contribute to an attractive and comfortable public realm
- l) Trees, shrubs and appropriate landscaping frame pedestrian routes, reinforce the alignment of the pedestrian corridors through the site and add colour, texture and interest around the site;
- m) Seating (seating walls or benches integrated to planters, or other) are provided along all pedestrian routes and in the central neighbourhood node;



- n) Primary pedestrian corridor routes through the Master Plan area will be identifiable by pavement colour and texture, and will be separated, where feasible, from parking areas, and driveways;
- o) Public art will contribute to the overall character and vibrancy of the service centre.

### **9.9.8 GATEWAYS & NEIGHBOURHOOD NODES**

There are two landmark gateways and two neighbourhood nodes envisioned for the Master Plan area. These serve as a welcome to the service centre and provide an opportunity for social interaction or seating. They are envisioned to enhance the quality of the urban environment for the benefit of land owners, tenants and residents. Key features of each gateway and node are identified below.

#### **Williams and No. 3 Road Gateway**

- a) The gateway at Williams and No. 3 Road will integrate an identifiable landmark feature consistent with the general character of the Master Plan, which could include a unique building design or landscape feature;
- b) The gateway will integrate site signage that identifies the service centre and provides directional information to key focal points in the community or at the service centre;
- c) The gateway functions as the welcome to the 'heart' of Broadmoor;

#### **No 3 Road (south) Gateway**

- d) This gateway provides the primary vehicle access and pedestrian corridor to the service centre from No. 3 Road; the primary pedestrian corridor extends further to the east and provides access to the adjacent neighbourhood from No. 3 Road;
- e) This gateway will be designed to open up the entrance to the shopping area (to views) from No. 3 Road and highlight the beginning of the main pedestrian route and connection to Dunoon Drive and Petts through the neighbourhood center;
- f) Integration of all modes of transportation, safe and accessible design are the primary organizing principles for the design of this gateway;
- g) The gateway will be predominantly hardscape complimented by vegetation and corner architectural feature on adjacent buildings;



- h) Opportunities for gathering and informal interaction through the integration of landscape or architectural elements should be explored;
- i) The gateway will integrate site signage that provides directional information to key focal points at the service centre;

**Central Plaza Node (A)**

- j) At the centre of the service centre this node is also an anchor associated with the neighbourhood and is 800 m<sup>2</sup> in size;
- k) Is internal to the site and it is the organizing space within the central surface parking area;
- l) Provides a central space/structure as a node in the middle of the central parking area to break the extent of paved parking surfaces into two smaller, friendlier parking clusters and organizes the parking area vehicular circulation;
- m) Contains a distinguishable feature such as a light structure retail/kiosk and associated plaza with seating, designed to facilitate gathering as well as green landscaped areas to create a buffer to the surrounding parking areas and vehicular circulation;
- n) will include benches, waste receptacles and could be the place for a public art piece as a tall vertical element that serves as a landmark that identifies the service centre.

**Dunoon Drive Node (B)**

- o) Located along Dunoon Drive across from Petts Drive, this space identifies the western entrance to the Primary Pedestrian Corridor to No. 3 Road through the neighbourhood service centre;
- p) Encourages pedestrian connectivity between Maple Lane Park and the service centre, and offers a key connection between park/neighbourhood and No. 3 Road;
- q) Establish a break along the continuous built frontage along Dunoon Drive and is 800 m<sup>2</sup> in size;
- r) Adjacent buildings will be designed to ensure good access to sunlight and will front onto this area;
- s) Reinforce safety by implementing “eyes on the street” principles with clear overlook from any adjacent commercial or residential buildings, with individual residential units oriented towards and having direct access to the open space; where possible individual front doors should open along the gateway edge sidewalks;



- t) Signage provides directional information and identifies the service centre;
- u) Benches, lighting and waste receptacles are provided.

### **9.9.9 PRIMARY PEDESTRIAN CORRIDORS**

#### **No. 3 Road to Dunoon Drive E-W Pedestrian Corridor**

- a) A centrally located, landscaped pedestrian spine that extends parallel to the vehicular access route and provides a direct connection from No 3 Road to Dunoon Drive and Petts;
- b) Includes decorative pavement and a double row of trees to highlight the east-west primary pedestrian corridors through the Master Plan area;
- c) Will include a 2.5 m wide paved path with a 1.5 m wide boulevard for tree, shrubs or other vegetation on each side;
- d) Integrate coloured pavement (contrasting with asphalt on parking/drive aisles) and pedestrian scale lighting;
- e) Integrate paved bump-outs with landscape features and seating areas along the drive aisle of this corridor, if feasible integrate parallel parking or another design solution to ensure pedestrian feel protected from the drive aisle at this edge;
- f) Ensure a vertical element (signage, gateway feature) is provided at the termini (No 3 Road (south) and Gateway B discussed above) to draw people through the corridor;
- g) Should be designed to be durable and include shade trees.

#### **E-W Access Pedestrian Corridor**

- h) This is a primary pedestrian corridor to the internal neighbourhood node (A) from the northern access on No. 3 Road, and links to the internal north-south pedestrian corridor network;
- i) The corridor will be a paved 2.5 metre wide sidewalk allowing a 1.5 metre wide boulevard for trees, trees grates and seating along the edge of the commercial parking areas;
- j) The corridor will extend along the internal storefronts or active building facades and will include raised crossings where vehicles cross its path.

#### **N-S Internal Pedestrian Corridor**

- k) Provides a direct internal corridor between Williams and the two main E-W Primary Pedestrian Corridors connecting through the site with the internal commercial services;



- l) Includes decorative or coloured pavement and a row of trees to highlight the north-south primary pedestrian corridors through the Master Plan area;
- m) Is located along commercial frontages to the east of the development, where possible, and connects Williams to the internal node and the two east-west pedestrian corridors;
- n) Facilitates the integration of the service centre with the pedestrian network and connecting to surrounding residential areas;
- o) Provides pedestrian scale lighting, signage, waste receptacles and seating along the pathway.

**N-S Pedestrian Corridor on Dunoon from Petts to Maple Lane Park**

- p) An enhanced pedestrian realm is desirable to extend along Dunoon from the Dunoon Drive node at Petts to the south portion of the master plan area to highlight and reinforce the linkage to Maple Lane Park;
- q) Integrates with Maple Lane Park by incorporating strong and well identifiable public use pedestrian corridor along Dunoon, toward Maple Lane Park;
- r) Encourage linkages to Maple Lane Park and Petts Roads so that residents can easily access the service centre via pedestrian friendly corridors rather than through parking and loading driveways, or by using the car;
- s) Facilitate and allow views to the site that can be seen from Maple Lane Park; therefore providing a highly integrated pedestrian corridor connected with two gateways to access the shopping area, from Dunoon and the southern portion of the site.

**Secondary Pedestrian Corridors**

- t) These corridors are extensions of the Primary Pedestrian Corridors and complete the pedestrian circulation network. They extend along the internal and external frontage of the residential and commercial buildings and include City sidewalks along the periphery if not identified on the Master Plan concept;
- u) Pedestrian crossings will be enhanced to be safe and highly visible at No. 3 Road and Williams Road to facilitate strong linkages to the Service Centre and to the surrounding neighbourhood to the north and east.



### **9.9.10 INTEGRATION WITH MAPLE LANE PARK**

The Broadmoor Neighbourhood Service Centre will:

- a) Integrate with Maple Lane Park by incorporating public use pedestrian corridors and extending walkways through the shopping area and open spaces to the south along Dunoon Drive, toward Maple Lane Park;
- b) Provide linkages to Maple Lane Park and Nevis and Pett Roads so that residents can access the shopping area via pedestrian friendly corridors rather than through parking and loading driveways.

### **9.9.11 PARKING, LOADING AND ACCESS**

Surface parking is limited to convenience parking for retail shops, while most commercial and residential parking is located within the building envelope on the first or second level.

The Broadmoor Neighbourhood Service Centre will:

- a) Provide parking organized in small clusters, contain the parking areas within the centre of the site and minimize the amount of exposed surface parking;
- b) Surface parking exposed to views along Williams Road frontage will be partially screened from views (incorporating a combination of landscaping, low lattice fence (4 ft.) and trellis/arbours structure);
- c) Provide a balanced supply of parking that meets the residential and commercial needs of the development, while supporting and encouraging alternative modes of transportation;
- d) Provide ways for commercial loading and service vehicles to enter and exit the shopping area from No. 3 Road and Williams Road and ultimately not from Dunoon;
- e) Utilize trees and landscaping to separate sidewalks from parking areas to protect people from vehicle traffic and create a pleasant pedestrian zone;
- f) Provide clusters of small car parking spaces combined with full size parking spaces to introduce landscaping islands with trees and other appropriate vegetation to facilitate natural drainage in the parking area, and to provide shade and visual relief of the parking surface;
- g) Bicycle parking facilities are provided at all residential and commercial building entrances;



- h) When vehicle parking is located within a building, the parking structure will be screened from view, either by wrapping the parking with residential or commercial units, or through the use of architectural features such as louvers;
- i) Loading areas integrated as part of the building(s) provided with appropriate visual screens and/or gates;
- j) Parking lots and structures are well lit and designed according to CPTED principles;
- k) Surface parking lots are landscaped with trees;
- l) Parking areas, building entrances, sidewalks and public spaces are designed to be safe and accessible to people of all ages and abilities.

### **9.9.12 GREEN BUILDINGS AND SUSTAINABLE INFRASTRUCTURE**

The Broadmoor Service Centre developments will incorporate innovative approaches for green infrastructure and green buildings. Developments will flexibly achieve comprehensive green building and infrastructure strategies that address on-site rainwater management, energy efficiency and renewable energy production, potable water conservation and waste minimization.

At the minimum, the buildings in the development will meet Bylaw 8385, “Green Roofs and Other Options Involving Industrial and Office Buildings Outside the City Centre”. Other approaches to green buildings will be considered such as those required in the City Centre Area Plan (e.g., LEED rating system and credits), or LEED Silver Certification or equivalency.

The Broadmoor Service Centre will design buildings and site infrastructure that:

- a) Minimize the use of energy and reduce Greenhouse Gas Emissions;
- b) Use less potable water;
- c) Use resources efficiently and incorporate sustainable building materials;
- d) Mitigate, manage, and clean as much rainwater onsite as possible;
- e) Reduce the generation of waste through careful design and construction practices;



- f) Incorporate ways to improve indoor air quality, noise, noxious emissions and dust;
- g) Consider opportunities for urban agriculture on the site.

