



THE HUB

Public Space and Transit Improvements
at Terminal and Commercial

Public Engagement Summary



APPENDICES

DECEMBER 2021

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TABLE OF CONTENTS



Appendices

Appendix A: Verbatim Comments from Input Questionnaire

Appendix B: Written Submissions

Appendix C: Display Board Comments from Public Event

This document supports the Public Engagement Summary for “The Hub” Public Open Space and Transit Improvements (separate document).

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APPENDIX A

VERBATIM COMMENTS FROM INPUT QUESTIONNAIRE

I: PROJECT PRIORITIES



Participants were asked to allocate dollars they had to spend on urban design improvements to the project area, and provide other ideas.

General Comments for this Section

- ▶ I do not support closing streets and limiting vehicle traffic Downtown.
- ▶ There's only \$55 available to set here, not \$100.
- ▶ There's only \$55 to allocate, not \$100.
- ▶ This does not even add up to 100.
- ▶ In my survey, I only had \$55 to allocate. I am an old white male; I am not used to being disenfranchised (LOL).
- ▶ Was only given 50 bucks.
- ▶ When do I get the other \$45? Someone needs to brush up their math. Regarding the bicycle connectivity from Terminal to the Albert Street bike lanes, it would be a big mistake to do this. This opportunity to make a pedestrian friendly square on this short stretch would be ruined by putting bike lanes. Bikes should be allowed through but travelling at pedestrian speeds.
- ▶ I don't think it makes any sense to use the Jean Burns area for transit exchange. Does it really need to move from current spot? We find it works well there. Anywhere that the bus exchange is located needs improved safety measures, including supervision.
- ▶ More high-rise condos to get people living and shopping Downtown.
- ▶ Transit hub is already in operation across from London drugs. That money is already spent. Until there is 1500 units mixed res. on the A&B site, a transit hub in that location won't improve service to anyone. How about a permanent market space? Covered but open air so people will still come in the rain, but taxpayers aren't heating it. Finally, if you want real input then to give me options to specify my own priorities for my tax dollars.
- ▶ Buttons don't work.
- ▶ An important priority not listed in this coin option is the need to make Victoria Crescent more pedestrian friendly and better integrated with Commercial Street. Of the 3 options, Option 1 is the least offensive as it does not destine Victoria Crescent to become a throughway for buses accessing the transit exchange. It's not a great option but it's the least offensive.
- ▶ We need lots more specialty and fun shops Downtown. The homeless/addict situation is way out of control and is really affecting everyone who uses the Downtown area (not for sleeping/camping/shooting up) - merchants, visitors. The #1 priority for Downtown is and should be finding solutions for the dispossessed and addicted. Full stop.
- ▶ This was fun. I would have liked to exchange two fives for a ten to further hone my spending allotments.

I: PROJECT PRIORITIES



- ▶ Safety – meaning a safe place to park and walk without concerns about theft, vandalism, and personal safety.
- ▶ I only support these priorities if Commercial Street is left open to vehicle traffic.
- ▶ Fix the Terminal at Esplanade intersection that you just made a mess of.
- ▶ Safe and functional retail and aesthetic space but critical that this hub plan includes a seamless connection to Commercial Street and the Downtown. If the vision does not include both sides of Terminal, they are both doomed to fail independently.
- ▶ While transit is an important PART of our future transportation plan, it should not be the highest priority for this location. Additional public space is not a priority when we have existing public spaces to be improved. Such as Dianna Krall, Pioneer Square etc. Investing in safety improvements should be considered high priority, even if public safety is good the perception is otherwise.
- ▶ I can't seem to enter numbers on this page. Not sure if mobile friendly page or an issue with my phone but can't get it to work.
- ▶ Do not put a bus exchange in that area and do not build another park for homeless camps.
- ▶ The present transit exchange on Front Street does need upgrades but moving it to Terminal Ave. is not pedestrian friendly. I've used the bus exchange at Gordon Street, Prideaux Street, and now Front Street. PLEASE don't move it again without real consideration for the ease of access for passengers and buses plus real integration with where people want to go Downtown.
- ▶ I have rated "New" Downtown Transit change lower than other priorities as I believe the present transit change needs upgrading rather than creating yet another location for Downtown.
- ▶ Other – keep transportation hub at 1 Port Drive.
- ▶ Do not put transit exchange there. Keep transit at east side of Harbour Park where new development will be taking place in the future.

II: DESIGN CONCEPTS



Participants were asked to rate their level of support for each of the three Public Space Improvement Concepts (Creative, Tideline, and Building). Participants could share additional comments to support their answers.

Creative Concept

- ▶ Diana Krall plaza is already underused – do we really need another plaza? This concept also has so much cement, and little landscaping – wouldn't be very inviting in our increasingly hot summers. I like the idea of acknowledging the arts community, but don't forget music's role in that as well! What about some interactive music installations as seen at some playgrounds, etc.? And possibly a small stage for music, plays, etc.?
- ▶ Keep Commercial Street...this is a mess.
- ▶ We don't want the bus terminal here. It will be noisy, and it will destroy the heritage and atmosphere of the adjacent China Steps and Victoria Crescent. Use the property for something else.
- ▶ Not in favour of the bike lane taking away from vehicle traffic to get to our local businesses. I am not comfortable parking my car at a distance and walking Downtown with the homeless situation. I would prefer availability of parking, and if adequate parking was not available, I would not shop Downtown.
- ▶ This will become a resting place for homeless, clean up other public spaces first!
- ▶ No. Sell the site for a building.
- ▶ I do like the idea for more plaza space within view of the main drag through town. Events need to be visible for the commuting crowd to see. The flip side is when the space is not busy with events, it needs to be activated in other ways so that it doesn't become an eyesore.
- ▶ I think there should be oriental design elements to bring awareness to the China town that used to be here. Even if the City goes ahead with the arts theme, I think a water feature would be important to drown out some of the noise pollution from the highway, so that the space is more enjoyable.
- ▶ Anyone coming from the south end of the City/ University District would have to go up and around Victoria Crescent in order to access Commercial Street. This design would also further burden parking for the Downtown area.
- ▶ If this space is not going to have buildings, it needs to be a destination park. I live in the south end and unless this public space has something to draw me there, I can't envision ever saying let's go hang out at "whatever you call it" park. It would only get used by people that work in the close vicinity when the weather is nice or people waiting for takeout food or vagrants/homeless. It needs some interactive features (chess tables, ping pong tables, outdoor piano etc.) to draw residents.
- ▶ I think it is a waste of that area and also will likely be hard to keep safe given the already existing street action just further up Victoria / Cavan. People in our household worry about having to wait for the bus there for that reason.
- ▶ This idea seems fine but lacks anything really inspiring.
- ▶ The bus exchange needs to go somewhere else.

II: DESIGN CONCEPTS



- ▶ No way should there be a bus depot in this location. Because a few of you at the City with zero planning degrees have decided this is what you want to see. Absolute joke.
- ▶ Leave the bus exchange where it is right now! It works fine.
- ▶ Please stop messing up the roads these are not improvements this City needs to be more realistic for everyone not just a select few.
- ▶ Too much open space with nothing around to make use of it. I agree with shutting down Commercial St. access to Victoria Cres. This does not put any eyes on the street and creates CPTED issues especially for those in the area after dark. Also, interactive public art is a waste of space and money 9 months of the year, I would rather not see a seesaw sitting Downtown. Get some local artists involved instead of cheap developer pitches.
- ▶ It looks fine but will quickly experience what other downtown parks have become, dirty areas populated by homeless.
- ▶ So many trees that cost a lot to maintain while brings in no observable economic benefits.
- ▶ This one is my favorites concept because it separates the bus depot from street traffic & the street plan is simple. However, it disconnects all of the businesses on Victoria Crescent which seems like a shame. Lots of great food and local businesses on Victoria Crescent that may see less foot and vehicles traffic because it is no longer connect to “Main Street” – Commercial Street.
- ▶ As long as homeless and drug users are not permitted to congregate there ... like they already do across from Salvation Army!
- ▶ Leave street open, close side in front of conference centre where parking is. These are access to area. And no parking. It will be years before enough people will be biking to Downtown. Businesses will be broke by then.
- ▶ The creative / interactive features would be great in a location that is already lively, like a university campus, but would not create such an environment on their own. In Nanaimo, this concept would likely elicit vandalism and misuse. Maybe this concept would better suit a future Nanaimo, after more business and foot traffic has already been drawn into Downtown.
- ▶ I like the overhead lighting idea for China Steps/ Lois Lane. Overall, however, I’m concerned that this will become another under used, overpriced plaza in Downtown Nanaimo that becomes a safety issue. Why would anyone want to sit around in a plaza next to a busy street with cars going by?
- ▶ Looks like a lot of green space – love it. But with this concept there must also be a plan for housing homeless and getting people off the streets. Otherwise, this will simply turn into another hot spot for homeless people.
- ▶ This divides the City and cuts off The Queens and other Victoria Crescent businesses from Downtown & new opportunities that arise from the new hotel & existing infrastructure Downtown.
- ▶ Love the idea of keeping Nanaimo green as possible.
- ▶ It’s a cool idea in theory, but in reality, it would get trashed. People would be sleeping on the seat walls, writing vulgar things on the chalk wall and stealing/wrecking the movable seating. Things like the see-saws seem unnecessary.
- ▶ The pocket park at Albert Street and playground in this concept are better than Tideline. Overall Tideline is better.

II: DESIGN CONCEPTS



- ▶ We need more cute shops and opportunities for shopping, not more open space Downtown. People prefer to go to one place/area to do their shopping (witness malls). We need to encourage more shopping and less loitering – while all these concepts are pretty, it’s really a lot of empty space that could be better utilized by having MORE shops. Make Diana Krall plaza pretty – and fill the rest of Downtown with shops – hopefully the old A&B Sound building too.
- ▶ Sell the property and get a building back on it with a business in it.
- ▶ We don’t need to move the transit exchange.
- ▶ Don’t see the need to move the bus shelter to Terminal Ave. – Not a feature that needs to be central to the City if adequate stops along the route. Unless security is greatly enhanced the public sitting areas are not of benefit as they will end up being fenced off.
- ▶ I like all of this concept. Except the bus interchange. Which I feel would be a traffic problem, unsightly, polluting the public places with bus fumes and take up space that would be better used as public gathering spots. Depending on what happens with the industrial land to the south of Port place the terminal could end up as in a more central location where it is currently situated.
- ▶ This option is very pleasant. Good combination of practical and aesthetic.
- ▶ Zero transit, just put bus stop keep roads open.
- ▶ I do not agree with moving the bus exchange, it would be better to make improvements to the location it is in now. As well as save some money.
- ▶ I don’t agree with moving the bus exchange. I believe it’s better to keep it where it is and just make improvements. It would also save the City some money.
- ▶ This is just an ignorant and lazy effort to fill a hole. You should go (expletive) someone instead.
- ▶ This is very hard to interpret, as seen on my smallish screen, but it looks like nothing is done at the Jean Burns area. More trees will not fix Downtown.
- ▶ So, we are going to build green space to provide more space for homeless to gather. Until we get a firm grip on dealing with the homeless crisis, perhaps hold off on this concept.
- ▶ Does not really make it much different than any other City.
- ▶ There is not a lack of park space in Downtown Nanaimo. How would this differ from the bus exchange next to Thrifty’s?
- ▶ NO Park or Open space, it will be taken over by thugs and not good people. This is all getting worse over the last 20 years not better. So, looking to the future, our public spots will be worse and scary. Will the province bring in laws or act on the ones now that can institutionalize the really mentally ill roaming our parks and streets, mandatory drug rehabilitation and crown prosecutors prosecute, and judges throw CRIMINALS in JAIL! Until all of that – forget parks and public spaces :(
- ▶ No room for bus exchange here just a stupid idea, the exchange is fine where it is.
- ▶ The proposed development will cement the dysfunction of the Wallace/ Albert/ Victoria/ Commercial intersection for the future. Replacing cars with bicycles and buses will drive commerce to other centers. The core, including China Steps will languish. Terminal cuts China Steps off from Downtown as it is. This development will widen that scar. Port Place and the Salvation Army will be the beneficiary of these changes.

II: DESIGN CONCEPTS



- ▶ Doesn't matter what the concept is if it's going to be an attractive nuisance for the homeless population.
- ▶ No stars. The Jeans Burns site should be re-built as a building using the same footprint as the original building. To do otherwise destroys the original fabric of this historic area. Destroying original street wall bleeds away the historic character of the original entry to Victoria Crescent. The open concept is not appropriate urban design.
- ▶ More bike parking space and better integration of cycle route with roads that meet at the intersection. Overall site seems more unified and focused toward the centre, rather than being split into zones.
- ▶ There is already so much congestion in that area, it's not safe at night for young women especially.
- ▶ Farmers markets and local shops are what I want, not buses.
- ▶ Concrete garbage like Diana Krall plaza.
- ▶ The concept of a Nuit Blanche type Hub is brilliant. Once again, seamless connectivity to the Downtown Commercial side is critical. It's an all for one success or fail. Pocket parks and space MUST be secure and safe, or people will not return to the Downtown to sit anywhere near a group of needle-using day sleepers. Sad but true. Mimic the cleanliness and safety of Singapore and it will be the most vibrant Downtown on the island.
- ▶ Why are you proposing less density in an area that should be used to increase the Downtown density? Let's look at now, as well as the future. The nice renderings of people utilizing a pocket park is an idealists' vision. It took a 'Red Zone' to clean up China Steps last time and now the area is back to what it was. Nothing that is presented here shows how the whole area won't become another run-down location. The connectors between Terminal and Victoria/Wallace can work with proper signage.
- ▶ The Downtown core needs new mixed buildings and residential units to increase density and business in the core. Currently there is an extreme homeless problem in the parks Downtown; adding more open space at this time would create more areas for loitering and homeless camps in the core. If you want to encourage new development in the area you have to be wary of proposed land uses that attract the homeless and crime, which will further discourage more beneficial development and growth.
- ▶ Remove the bus exchange!
- ▶ Unfortunately, with the Downtown homeless, this nice artist's rendition of the public space will actually become a camp or area for homeless to gather. We've all seen this happen in the area.
- ▶ Sadly, this sort of thing only works on paper, and does not take into account the homeless camps that will form here. Just see other spaces around this area for what will happen. It won't be welcoming for residents or tourists.
- ▶ Scrap the bus exchange. It's not a good idea.
- ▶ Putting a bus loop in prime Downtown location is a terrible idea; should be a totally pedestrian-friendly area with shops and added culture, that people want to hang out in. I have seen a lot of bus loops, but I have never seen a bus loop area accomplish any of those things.
- ▶ Not enough new buildings retail and housing for loading zones for businesses. We have plenty of parks.

II: DESIGN CONCEPTS



- ▶ Until homelessness in Downtown Nanaimo is eliminated open spaces are the worst idea. Diana Krall, empty parking lots, green spaces are taken over and become unusable for families or people just wanting to sit and eat lunch.
- ▶ NO open space or park. The City has egg on its face now for the out-of-control drug use and tents making all our Downtown parks filthy and filled with drugs. They all have to be fenced off because there is no way good law-abiding tax paying citizens can enjoy them because they get filled with undesirables, needles, garbage and crime. Do not put a park here!
- ▶ Some these elements could go into Tideline; amplify Chinese heritage (China Steps -- Imogene Lim) and First Nations elements.
- ▶ I'm assuming this "Creative Concept" aligns with Concept 1 elsewhere on the website. If so: the positive with this one is the larger, unified open green space replacing the present hole, emphasis on art, vertical planting to possibly reduce noise and fumes from Terminal. I oppose moving the transit Exchange to this location it is not pedestrian friendly to have to cross Terminal to get to and from the ferry, Port Place etc.
- ▶ Horrible concepts. Not want another fenced off park, so no parks at Jean Burns nor Tideline! Build a building with retail and condominiums. More people = more safety.
- ▶ Street level shops with homes above. Will bike shelters be theft proof? Not like the monstrosity at Diana Krall please.
- ▶ Great flow and good space.
- ▶ Too much road and space for zombies to congregate.
- ▶ We don't want the bus terminal here. It will be noisy, and it will destroy the heritage and atmosphere of the adjacent China Steps and Victoria Crescent. Use the property for something else.
- ▶ Would be concerned that the "homeless" people would use and then abuse the park like area.
- ▶ Stop the insanity! We have public spaces unsafe and fenced to keep vagrants out, why continue?
- ▶ I like the green aspect, but the Tideline theme doesn't fit the modern proximity to the sea. I think an oriental garden would be nice as a nod to the former China town that was here. I do really like the idea of having a water feature which could help to drown out highway noise. What if the area is made into a sunken garden whereby the wall would drown out the noise? Could have stepped seating or maybe even a stepped waterfall like the one at Versailles.
- ▶ Boring and will only become a homeless hangout.
- ▶ This one is equal to the Creative Concept, but the location of the public washroom is better here.
- ▶ I really appreciate many aspects of this concept. Especially if the pavement treatment marks the location of the previous shoreline (if applicable), much like Maffeo Sutton park. The water feature is lovely too. I think it'd be great to combine this with the Building Concept, except build only one new building instead of two, leaving more open space while offering some limited commercial space, especially for a coffee shop or restaurant.

Tideline Concept

- ▶ Diana Krall plaza is already underused - do we really need another large plaza? Is that really the best use of this area?

II: DESIGN CONCEPTS



- ▶ The increased accessibility is a good feature of this design.
- ▶ Again, CPTED issues and a poor use of the space. The Downtown doesn't need another plaza like Diana Krall Plaza that won't get used. The highway creates a lot of noise that will be a constant issue for anyone trying to enjoy the space, even with the trees.
- ▶ See last comment.
- ▶ So many trees that cost a lot to maintain while brings in no observable economic benefits.
- ▶ As an extension of the natural surroundings, this concept is a perfect choice for this location. With the seawall, the visual and natural aspects, and the recurring themes of water and seaside landscape, this would be ideal for the "Harbour City" and would certainly prove popular with residents and tourists alike.
- ▶ I have no feelings about this one. Feels the same as the Tideline Concept.
- ▶ I like the green space in this concept. Again, I am concerned that the plaza will only turn into another under used, barren, safety hazard in Downtown.
- ▶ None of these scenarios should waste much space for public use space as nearly none of the actual tax payers will be able to use, it will be overrun by the crackhead meth addicts ahem homeless...when will the City learn that we cannot have nice things until we stop incentivizing this behavior...give them free new place to live and food and let them steal and vandalize public and private property...only gonna get worse because you incentivize it with handouts when the rest of us work all day.
- ▶ Not sure what the difference between this and the first one. Looks like a lot of green space - homeless hot spot!
- ▶ I like the nature-inspired design, but the water feature seems unnecessary since the Italian Fountain is across the street.
- ▶ All these concepts put a bus exchange in the design, and I consider that a bad idea. The bus exchange should stay where it is and the emphasis for Victoria and Jean Burns should be on making the area accessible to pedestrian and reducing traffic. Having buses access a bus loop using Victoria Cres. is a bad idea.
- ▶ We need more cute shops and opportunities for shopping, not more open space Downtown. People prefer to go to one place/area to do their shopping (witness malls). We need to encourage more shopping and less loitering - while all these concepts are pretty, it's really a lot of empty space that could be better utilized by having MORE shops. Make Diana Krall plaza pretty - and fill the rest of Downtown with shops - hopefully the old A&B Sound building too.
- ▶ Do not need bus exchange here.
- ▶ Don't see the need to move the bus shelter to Terminal Ave. - Not a feature that needs to be central to the City if adequate stops along the route. Unless security is greatly enhanced the public sitting areas are not of benefit as they will end up being fenced off.
- ▶ I don't like the access road or the bus terminal. (See my response to Creative Concept).
- ▶ I find the design which includes curved features the most appealing.

II: DESIGN CONCEPTS



- ▶ I think concept is poor, so timeline does not matter. Leave Xchange where it is quicker.
- ▶ This would be my second choice.
- ▶ This is also stupid and lazy. Giving people three choices is not real public engagement. You are obviously incapable of doing urban planning and should consider doing something else preferably in some other city.
- ▶ Love the idea under the old way society used to live, but in today's day and age it creates policing problems. Sad but true!
- ▶ I like this as it is unique to Nanaimo. Ocean, mountains and forest are what make Nanaimo amazing.
- ▶ Again, keep the (expletive) bus exchange as is.
- ▶ No stars. While streetscape improvements would be very welcome, especially along Terminal Avenue, not replacing the Jean Burns building with a building of the same footprint bleeds away the original historic fabric of this area. The original street wall is critical to the original historic plan for this area. Please do street improvements but do not destroy the original fabric/concept of this lovely corner and entrance to Victoria Crescent.
- ▶ See comments in previous section. The area should not be used for a transit hub. It will crest more open space for homeless loitering, public mischief and crime. The area is currently not safe to walk in.
- ▶ Remove the bus exchange.
- ▶ Same comments as before. Sadly, any open space in Downtown Nanaimo will not be friendly or welcoming due to our sad state of homeless and addicted people.
- ▶ Homeless and addicted persons will just sit here all day long and in the end, it will be fenced off. Let's have more buildings and means to being in revenue Downtown.
- ▶ I don't like the bus exchange part of the idea.
- ▶ All of these concepts look the same and they all have a bus exchange which I do not believe is needed Downtown. I have worked on Cavan Street for 10 years and see the issues in that area daily. More business, residential, pedestrian only streets is what Downtown needs.
- ▶ Putting a bus loop in prime Downtown location is a terrible idea; should be a totally pedestrian-friendly area with shops and added culture, that people want to hang out in. I have seen a lot of bus loops, but I have never seen a bus loop area accomplish any of those things.
- ▶ Until homelessness in Downtown Nanaimo is eliminated open spaces are the worst idea. Diana Krall, empty parking lots, green spaces are taken over and become unusable for families or people just wanting to sit and eat lunch.
- ▶ Could incorporate some elements from Concept1 or focus artistic components on ecological themes. Like emphasis on green infrastructure and making people more aware of sustainable solutions.
- ▶ I really do not see where a "tide line" graces this concept. Positives: water feature, bio swale/ rain garden, accessible ramp, art, green space. From pedestrian point of view negatives: noise and pollution from Terminal and necessity to traverse Terminal and/or Commercial to access new transit station get to Port Place, ferry, Downtown library etc. Not an improvement on the present transit station on Front Street.
- ▶ How will this differ from the Italian fountain park? Will it be fenced off too?
- ▶ Love the greenery and flow.

II: DESIGN CONCEPTS



Building Concept

- ▶ Mixed-use building with residences above seems like a great use of this space. Diana Krall plaza is just up the street and already underused as far as a big cement open space is concerned...
- ▶ A building- something that could be used instead of more road and homeless camping.
- ▶ We don't want the bus terminal here. It will be noisy, and it will destroy the heritage and atmosphere of the adjacent China Steps and Victoria Crescent. Use the property for something else.
- ▶ It would be great to see one building (at least) at 3-4 stories. Residential on top would be A+ for Downtown.
- ▶ Waste, waste, waste.
- ▶ We don't want the bus terminal there. Will ALWAYS be a traffic nightmare.
- ▶ More business frontage is a plus Downtown, but the public space options are also great. Access to Lois Lane is a must for the businesses down here.
- ▶ More business frontage Downtown would be good, but it needs to be affordable for smaller businesses. Vehicle access to Lois Lane is very important to those businesses down there.
- ▶ Alright, but seems like a lost opportunity for outdoor living space. The City will only continue to density, and it will be nice to keep some areas for greenery/parks/creative spaces. Maybe some covered areas to get out of the rain in the winter could be nice.
- ▶ No stars- I don't think this concept works with the opportunities that the open space provides. The space is currently disjointed due to the hole and fencing, I think the proposal to have buildings would continue the feeling of disjointedness. I prefer concept Tideline or Creative Concept.
- ▶ This site should have buildings on it. Close Commercial from Terminal to Victoria (concept #1) and make it a pedestrian square but allow bicycles. This short stretch does NOT need a dedicated bike lane. The buildings should be directed toward the Commercial square and have patios facing the square.
- ▶ Why does every plan have a bus exchange?
- ▶ No buildings, a really nice public open/gathering space would be far preferable.
- ▶ Mixed used development is vital to the future of a vibrant Downtown core in Nanaimo.
- ▶ I think a building is needed to anchor the space and create opportunities for community and commercial space. There is a lot of park with no programmed space which sit unused. I think community space on the ground floor can be the compromise.
- ▶ This is a fine concept, but I think the Tideline Concept is better.
- ▶ The spaces without cars are essential for a community gathering place/places.
- ▶ Using the open space for more buildings for local businesses is the right move. I always love seeing small businesses thrive.
- ▶ This is the best option as it actually makes use of the space and the prime real estate. Maybe VIU would want to put a satellite location here, maybe one of the grad programs could make use of it? But yeah, I like this design, I think there's a missed opportunity to connect the A&B Sound building with one of the proposed

II: DESIGN CONCEPTS



buildings via a walkway which would create a covered area that the buildings could take advantage of (maybe there's a restaurant on the ground floor) since it rains 8/12 months.

- ▶ This plan gives people more reasons to actually be Downtown and builds in pedestrian continuity between the Commercial and the Victoria Cres. Areas of Downtown. DON'T add more 'plaza' space. Existing spaces (Diana Krall Plaza...) are basically empty, or occupied by panhandling, etc. These people are part of our community, yes, and need homes, but Downtown is the centre of Nanaimo, and should be built to foster ACTIVE civic, cultural, and economic engagement.
- ▶ This design gives people more reason to actually be Downtown and improves the pedestrian continuity between the Commercial and the Victoria Crescent areas of Downtown. DO NOT add more 'plaza' space. Existing spaces (i.e., Diana Krall) are mostly unused except for panhandling or loitering. Yes, these People are part of our community, but need housing and social support. Downtown should feel like a safe and vibrant core, and should be built to foster active civic, cultural, and economic engagement.
- ▶ Prefer this concept but really want City to work with VIU to bring a portion of their programming Downtown which would create a more vibrant Downtown.
- ▶ So many trees that cost a lot to maintain while brings in no observable economic benefits.
- ▶ More buildings? More retail development? Does Nanaimo really need more of that? Ugh, please, no. This piece of land represents an opportunity to do something magnificent for all the people of Nanaimo. Another stretch of concrete and retail outlets is not what we need.
- ▶ I don't think we need more buildings Downtown. Would love to see money into resurfacing/ helping existing buildings look better. There are empty buildings Downtown. We don't need more.
- ▶ As long as homeless and drug users are not permitted to congregate there ... like they already do across from Salvation Army!
- ▶ New multi-use buildings would provide a (hopefully) enticing opportunity for new businesses and give people a reason to frequent the new plaza outside of the bus exchange. Newer businesses might also improve the dynamic of the area, without having to eject seedier businesses already present (such as the multiple smoke shops). Seems the most likely concept to actually encourage park use from a diverse cross-section of Nanaimo demographics.
- ▶ Don't need any more buildings Downtown at the expense of potential green space. Exception would be public washrooms.
- ▶ Yes! Love this concept! Nanaimo has enough plaza space as it is. Spend money fixing up Diana Krall plaza and build mixed use buildings here instead.
- ▶ This makes sense. Get some business/housing options going. Pedestrian Overpass from Commercial Street to Victoria Crescent across highway is long overdue!
- ▶ We can't even fill the retail space Downtown-will more help at this point?
- ▶ It would be nice to bring more people Downtown. The water feature would not be missed.
- ▶ We need more cute shops and opportunities for shopping, not more open space Downtown. People prefer to go to one place/area to do

II: DESIGN CONCEPTS



their shopping (witness malls). We need to encourage more shopping and less loitering – while all these concepts are pretty, it’s really a lot of empty space that could be better utilized by having MORE shops. Make Diana Krall plaza pretty – and fill the rest of Downtown with shops – hopefully the old A&B Sound building too.

- ▶ Don’t do it and sell the site.
- ▶ We need more people spending money Downtown; if people live there, this will best support the Downtown businesses. Parks won’t attract revenue to the same extent.
- ▶ All of these concepts are terrible if they include a bus exchange at this location. How are the buses getting in and out when that part of Terminal is always congested and already quite narrow? What is wrong with the bus exchange being over on Front Street where it was just recently redone?
- ▶ Addition of bike shelter or lock up would be beneficial. Don’t see the need to move the bus shelter to Terminal Ave. – Not a feature that needs to be central to the City if adequate stops along the route.
- ▶ I like this one as long as the access road doesn’t have continuous traffic and was mostly usable for pedestrians. Nanaimo could use more outdoor cafes and busker venues. I still think the bus terminal part is a terrible waste of space.
- ▶ The inclusion of buildings is my least favourite concept.
- ▶ I would suggest some farmer market type stalls, garage door roll ups, put saved money into security and cleaning. Put back public toilet on corner and security office see pictures from 1940s.
- ▶ I don’t agree with moving the bus exchange from where it is, it would be better to make improvements to where it is located already.
- ▶ I am not a fan of this option.
- ▶ This would choke off beautiful Downtown and the historic Queens. There must be another option and take bus congestion away from this beautiful historic building.
- ▶ (Expletive) option number three. Yes, there should be a building on that site, but you need to get rid of your (expletive) irrelevant setbacks and your stupid parking regulations in order to build something viable and useful. Clearly, you do not have a clue when it comes to urban design. Just (expletive), you incompetent, lazy morons.
- ▶ I don’t get what “improvements” are made in any of these when you close access from Commercial to Victoria Cres. We don’t need more bike lanes crossing high traffic intersections. We need more affordable apartments and low-income housing.
- ▶ Creating building structures and updating the Downtown look is a move in the right direction. Far too many buildings in the Downtown core are wrecks and we should move forward. Of course, parking is of great concern too!
- ▶ I like that the Tideline Concept is retained.
- ▶ Better concept but bus exchange is still unnecessary. I would like to see bigger buildings with ground level commercial unit(s) and 2-3 storeys of residential units above.
- ▶ Again! Keep the bus exchange as is.
- ▶ All 3 concepts include the bus exchange. There needs to be at least 1 concept without a bus exchange.
- ▶ This is great. Nanaimo could use more local shops to enhance our Downtown atmosphere.

II: DESIGN CONCEPTS



- ▶ I'd like to see a food market/café/bakery in this location, something that brings more vibrancy and shoppers. Nanaimo has such a unique Downtown, let's keep it unique instead of coming up with these generic plans. I'd like to see inspiration taken from Montreal's Atwater or Jean Talon markets.
- ▶ I think there isn't a point in a transit exchange until Nanaimo improves its bus system. Most people I know have horrible feedback on the bus system so I'd rather mixed-use buildings that will be used more than a transit exchange. Fix the bus system before you start with exchanges.
- ▶ Maybe one or two stars... Again, re-build the original footprint of the JB building to retain the original historic fabric of this area. Street wall is VERY important. Please don't widen Wallace/Victoria Crescent. No bus exchange on Terminal please. Streetscape improvements are very welcome along Terminal (all the way to Comox please) and in front of the apartment building on Victoria Crescent which is currently a wasteland. Street trees tracing original street wall here would be a great start.
- ▶ Least favourite of the scenarios. There is a lot of unused commercial space already Downtown, pedestrian traffic would be more favoured in the scenarios with greater sidewalk width and setback from the highway. Bike path seems less connected to Albert and other intersections.
- ▶ At least this concept could create a draw- new businesses to encourage use of the Downtown area, instead of more green space the City will no doubt fence off instead of addressing our homelessness crisis. The other designs bring nothing to our Downtown.
- ▶ Farmers markets and local shops are what I want, not buses.
- ▶ The buildings are a nice addition, but again the whole development is using a transit exchange as the focus point. We should not be looking at Downtown improvements based around a transit exchange. I get it. There's probably funding available through the province and federal government that can be used for developing the site, but this is an extreme narrow vision. Why would the City purchase prime space and develop it? That is NOT what we need. They aren't good at it.
- ▶ Remove the bus exchange.
- ▶ There needs to be housing...build up!
- ▶ Increased customer and tourist traffic into the shops and cafes will bring better life into the area than an open space that will become a homeless and addicted persons area.
- ▶ I like this one.
- ▶ We need retail with rentals above. No more parks for the City to fence off. We need safety Downtown.
- ▶ I do not like the bus exchange component.
- ▶ Putting a bus loop in prime Downtown location is a terrible idea; should be a totally pedestrian-friendly area with shops and added culture, that people want to hang out in. I have seen a lot of bus loops, but I have never seen a bus loop area accomplish any of those things. Put it a few blocks back, away from the water.
- ▶ We need more density (housing) Downtown and shops to encourage people to come Downtown.
- ▶ We need more thriving restaurants and business Downtown and pedestrian areas to attract

II: DESIGN CONCEPTS



people to the Downtown area. Nobody is going to take a bus Downtown if there is nowhere to go so what is the point of a bus exchange is the area is quite and not lively. Areas with food and shops are what make a Downtown come alive. The art or fountains or whatever is just extra.

- ▶ Mixed-use building as it was before is the best option. Design small studios on upper levels to be rented out to musicians, practitioners and artists. There is a serious lack of studio space, and some artists have money. The arts council needs a home, but I am not saying it should be rent free. We need people Coming and going from the area. This is across from a conference centre and hotel. Do those visitors want a bus terminal? Or retail restaurants and venues for art and performances? NO TO BUSES.
- ▶ Don't displace CHLY, bike co-op, and studio. Don't focus on retail (we have enough already). Do, as Amanda Scott of The Vault suggests -- move the Bastion farmers' market to the plaza and allow for pop-up retail to incubate new small businesses. Don't make buildings sterile and boring like the Convention Centre. Retain the organic funkiness of the area.
- ▶ Doesn't pretend to be a truly open green space. Fills the hole in this area with the possibility for unique new retail/commercial spots and potential covered plaza space. Again, from a pedestrian viewpoint the idea that the Downtown bus exchange should be moved here is an "improvement" doesn't work for me. Increased noise and pollution from Terminal traffic, challenges crossing to/from bus exchange when shopping, visiting library etc. going to medical appointments is no improvement.
- ▶ Building might be useful but might block businesses.

General Comments for this Section

- ▶ You have to stop making the city ONLY accessible to bikes. There are a huge number of seniors and people who are mobility challenged yet not in a scooter, who are now unable to access many places in this City. I almost never go Downtown because there is no parking. Then there are the homeless. I and my friends don't feel safe. Please think of ALL your citizens and not just the young and fit. I don't feel like my city welcomes me and strives to be accessible for all.

II: DESIGN CONCEPTS



- ▶ Opposed to transit exchange being moved to this spot – in any scenario.
- ▶ If you want to revitalize the Downtown you need facilities that will bring people Downtown in the off season. Modern rents are too high for businesses to survive the off-season. Building another park isn't going to do it. There's already parks everywhere. Food and recreation.
- ▶ Dressing up a transit loop and then asking people to pick the drawing that pleases them deflects from the fact that this is a poor location for a transit loop.
- ▶ I do not like eliminating the short street between Terminal and Wallace. I think it cuts off access to the shops & services along Victoria Crescent. Address parking issues and make the WHOLE Downtown a "hub" for shopping. Put the transit exchange just outside Downtown within easy walking distance, not on prime retail space.
- ▶ It seems that a bus loop is already a given and I don't see the need to move the bus loop to Terminal Ave. Not a feature that needs to be central to the city if adequate stops along the routes. Unless security is greatly enhanced the public sitting areas are not of benefit as they will end up being fenced off. Increased vibrancy in terms of more retail space and possibly residential would be beneficial.
- ▶ Wrong place for a bus exchange. Regardless of how many trees or park-like setting, it will be a big hang out for the homeless and eyesore for people driving through Nanaimo, coming from the docks. Not to mention issues with traffic flow.
- ▶ I disagree with any concept that does not maintain Commercial Street for vehicles.
- ▶ Where is option 4? None of the above! Remember the pretty pictures the same design team had for Diana Krall plaza? Tale those pretty pictures and then look at OUR REALITY.
- ▶ There is no option which doesn't include the bus exchange!
- ▶ You have supplied options, but all options come with a bus exchange which is exactly what people are NOT wanting there. Why don't you tear down that old eyesore of a motel (don't know the name) that takes up space just as you come off the ferry and build it there. That would make more sense to have central access to all parts of Nanaimo and the ferries. NOT the Downtown area there is too much riffraff down there already.
- ▶ Not enough room here to comment. I sent an email to the Mayor and Council.



III: DESIGN PREFERENCES



Participants were asked to select their top 5 most favourite urban design improvements that could be considered for integration in the public open spaces at “The Hub”. Participants could also provide comments that supported their selections and share other ideas.

Cycle Amenities

- ▶ These are poor options to choose from- no taxpayer wants to pay for these items! Give your heads a shake and try again please!
- ▶ Covered cycling infrastructure is a must. Please consult cyclists on bike racks! They are not created equally.
- ▶ Along the highway/roads maybe, but do not use up potential plaza space.
- ▶ We don't need any more bike lanes. The only people riding bikes Downtown are homeless and are stealing things, using the bikes as transportation.
- ▶ This is a no brainer. No need for cars on Commercial St.
- ▶ It is not allowing me to put cycling amenities above the line.
- ▶ Secure bike parking would encourage Downtown shopping with green transportation.
- ▶ Really enjoy the Front Street track. Happy to see more coming.
- ▶ Cycling & walking paths that connect you to the Old City Quarter so all of Downtown is connected.
- ▶ Make the Downtown cycling friendly with safe and easy to access bike lanes and bike parking.
- ▶ Can't ride my (e)bike Downtown to use services if I have to park it outside...it'll be gone no matter my \$300 lock.

- ▶ Yes.
- ▶ Safe lockup for bikes.
- ▶ Water feature should take water shortages due to climate change into consideration.

Fun Interactive Plaza Elements

- ▶ This space should be used for retail and housing as an investment opportunity for taxpayers. A constant stream of income that contributes to the successful revitalization of Downtown.
- ▶ Focus on things that are durable and will stand the test of time. Items that blend in with the landscape seamlessly are my preference.
- ▶ Market spaces, and activity spaces.
- ▶ Without security guards it just becomes little houses for the homeless and addicted. Again, the highway is noisy, I don't see it becoming a destination. I feel we should spend wisely and create attractive spaces but be rational and realize they will be passed through rather than dwelled in.
- ▶ Some of the items on this list are really window dressing and are in no way central to good planning. Having lights, even if you call them upgrades, does not change the fact that if the larger goal and purpose of this area is not well thought out, it won't matter how many fountains and cool lights you install. It will not be a space that people use actively.
- ▶ Would be interesting.

III: DESIGN PREFERENCES



- ▶ Wish you could elaborate what this even means. I think creating a fun clean Downtown is vital for Nanaimo development, but don't want to put anything into the development that will invite the homeless drug addicted community to stay.
- ▶ This looks like a waste of money.

Green Stormwater Management

- ▶ Great idea. We see a lot of rain, and with climate change, it's only going to get worse...
- ▶ Not a priority but would love to see elements of this with educational signage.
- ▶ I think that pedestrians should be prioritized here, and no additional retail opportunities are needed as there are plenty of existing spaces, including vacant spaces, around here.
- ▶ Great opportunity for more green space.
- ▶ Would this include wildflowers for the native insects like bees?
- ▶ This item won't allow me to move it above the line. It is my #1 choice. Then, Cycle Amenities, then Water Feature, #4 Public Washrooms.
- ▶ Leave streets open to cars, or you will drive more people north and south. A limited few actually would bike down Albert or Old Victoria.
- ▶ And lots of trees!
- ▶ Would be a great move for Nanaimo to become more green.
- ▶ This would be a great opportunity for Nanaimo to go or more green.
- ▶ So important- this should not be an option but how we do all stormwater.
- ▶ Most of these ideas suck hard. I am picking them because I have to. Only think bathrooms and room for shops is a good idea.

- ▶ Sounds useful.
- ▶ We need sustainable water supply we are experiencing worse droughts every year.
- ▶ Native plants.

Lighting Upgrades

- ▶ Pretty lights. I did like the idea of overhead oriental lanterns. Or what about oriental style lamps.
- ▶ Software would not allow me to select lighting upgrades.
- ▶ This would dissuade theft and vagrancy.
- ▶ Multi-level lighting, also for safety in darker months.
- ▶ Maintainable high-quality lighting in this large space should be a priority if no buildings are put in.
- ▶ I wish to have the lightning upgrade as #1 but am not able to do it. Also, the only option allowed as one of the 5 is green stormwater management. Until Nanaimo gets out of the poverty pimp business all of this is for not. Perhaps if Nanaimo was less welcoming to vagrants and sheds its image of a welfare town Nothing will improve. But hey, you can tick a woke box.
- ▶ Lighting and publicly accessible cameras. Parents can check on their teens going to and from work for one example. In this age and going forward everything and everyone are already susceptible to filming with our phones. Cameras add a feeling of security.
- ▶ Overhead lighting with Chinese influence to commemorate the lost heritage of Chinatown in this location is a must!

III: DESIGN PREFERENCES



- ▶ I'm having trouble with this page – the choices shown do not represent my preferences. My preferences in order are seating, fun interactive elements, green stormwater management, public washrooms, cycle amenities.
- ▶ Brighter lighting, Instead of the yellow lighting the white lighting is better for visibility and security.
- ▶ I believe the City can use better lighting; white lighting seems to help with visibility and security.
- ▶ Safety for people supporting Downtown businesses.
- ▶ Absolutely.
- ▶ Let homeless people live.
- ▶ I want Commercial Street to be a safe space at night. Ample lighting would be great for foot traffic.
- ▶ Not LED streetlights. More of a softer light streetlight. In ground lighting around tree and in fountain.
- ▶ Opportunity for individuals and groups to interact with the landscape elements over displays of public art, which is so unique to personal preference. Art paying homage to our history is a safe bet.
- ▶ Revolving.
- ▶ Any opportunity for public art should be taken.
- ▶ I don't wish this in my top 5 but it won't return below the line and public washroom will not stay above the line.
- ▶ Your list thing didn't work so: 1 – Public Art (local art, not cheap dumb abstract stuff this isn't about subjectivity). 2 – Green water management (can be fun interactive plaza and be water management too). 3 – Something for dogs (I don't know but there's a lot of dogs Downtown all the time and I know y'all own some). 4 – Retail opportunities (it's already pretty good, keep it up. Try to keep it local only). 5 – Public washrooms (kids gotta pee and I'm tired of telling angry moms no).
- ▶ What happened to the art from Maffeo Sutton? Many of us loved that crab.

Public Art

- ▶ Keep it high end. Nothing too tacky.
- ▶ Software will not allow me to select public art.
- ▶ The chalkboard would just become a graffiti mess. Why not have space for real life artists to paint, draw, make pottery etc. With an opportunity to sell as well.
- ▶ There is enough at Maffeo Sutton.
- ▶ I am not able to order my top 5 above the line. So, I will write them here: public art, more seating, interactive plaza, retail, public washroom.
- ▶ I have enjoyed the art at Maffeo Sutton park and think it should be brought into the Downtown. Water art to support the Tideline.
- ▶ Public art is an expression of our community. Hopefully it won't be like the drug supporting mess that was financed last year. Mushrooms, supporting drug culture, it's awful.
- ▶ Supporting local artists, changing installations.
- ▶ I would go for a blend of community and public art or, if public art, have it be juried by community stakeholders so as to avoid some of the public art atrocities committed elsewhere.

III: DESIGN PREFERENCES



Public Washroom Building

- ▶ Yes, but something small and tidy. Maybe a self-cleaning one like they have in Europe. Should be kept clean of vagrants, not a place to loiter or do drugs.
- ▶ As nice as this would be, how would it be kept clean and safe. With the number of homeless folks with drug and mental illness issues it will just become a place where the general public would not go to.
- ▶ Be cautious putting in public washrooms. Homeless will take it over if it's not managed properly.
- ▶ Take it or leave it. Only include if cleanliness and maintenance is top priority.
- ▶ Would be great to see improvements for safety Downtown.
- ▶ This is my first choice but will not move above the line, so this survey is flawed. Build artist live workspaces and community studios on this land.
- ▶ Have you ever used the public washroom by the library? Have you brought your families and children to use it? I tried when I moved here. Never again. Junkies inside. Why give them more spaces to ruin?
- ▶ Nanaimo could use more public washrooms.
- ▶ Nanaimo is in need of more public washrooms.
- ▶ There needs to be safe, attractive and convenient public washrooms.
- ▶ Because we need to not step in pee on sidewalks.
- ▶ No! The cafes and restaurants will have washrooms.
- ▶ Let homeless people exist.

- ▶ Simple rectangular building with murals or scenes painted on the outside of the building.
- ▶ Welcoming, accessible, well lit, landscaped windows, art/planting to soften outer walls. Not anything like that at Library Plaza.

Retail Opportunities

- ▶ Absolutely needed. Mixed-use, with apartments above perhaps?
- ▶ Maybe a spot for some seasonal/temporary vendors.
- ▶ And fix up some of the other dilapidated buildings.
- ▶ Mixed use. Rental housing for retailer's staff.
- ▶ This is noted in my top 5 but should not be. Seating is more important.
- ▶ Mixed.
- ▶ We need more of this to attract people and create a lively Downtown core. A semi-permanent public market space could bring a lot of \$ to Downtown. Especially for pandemic shoppers. Also, it's another way to promote local artists and farmers etc.
- ▶ More retail. More retail. More retail. I can't say it often enough. Make the whole Downtown walkable with lots of little shops to attract people. Improve Diana Krall Plaza and leave that as the only open space. More open space is not needed. More cute and fun shops are, to attract more people for the purpose of shopping. Improve parking and signage for where to park. Skip the bike access - Nanaimo is too hilly for most bicyclists.
- ▶ Mixed use retail & above residential would be nice. Or room for artist studios like the ones that burned down.

III: DESIGN PREFERENCES



- ▶ Instead of another park in this location, which will only attract more undesirable groups and make it feel unwelcome to the public. Building more retail stores Would be a better use of the space.
- ▶ I think we need more retail space in this area.
- ▶ I noticed you didn't list commercial office space or affordable housing as part of the mixed-use opportunities for that site. Is that because you don't know how to do a real public engagement process or because you are too lazy to do these things. If you do want to do real planning, just (expletive). Why should we pay you to produce (expletive)?
- ▶ A continuation of businesses to bridge Commercial Street and Victoria Crescent would bring more of the right foot traffic to the area. Also, apartments up above to bring more density to the neighbourhood and Benefit those businesses. Anything else will just be another place for the homeless to congregate, further pushing people away from frequenting the local businesses.
- ▶ Many people, including myself, want to open shops Downtown. We need space to do this.
- ▶ Nanaimo desperately needs community meeting and performance space. Have these been considered?
- ▶ More retail, food, and housing options would be ideal.
- ▶ More shops cafes and housing of course!
- ▶ I'd like to see Nanaimo look to Montreal Atwater and Jean Talon markets for inspiration for this area. Some kind of food market would add interest and bring more people to the area. Combine with public art and street performers.
- ▶ How about affordable housing?
- ▶ People will not come Downtown just for plazas. There has to be vibrant retail opportunities. Also, what about parking? Some folks cannot cycle, and transit is limited for some parts of the area. I need parking in the Downtown as I live on Protection Island. This will be harder to find.
- ▶ Small businesses.
- ▶ Mixed use.
- ▶ More retail space of any kind. Coffee shops, restaurants, retailers etc.
- ▶ This will bring people Downtown. Transit simply creates more transient people. People moving through the area, more than spending time there. Checkout the area around any SkyTrain station in Vancouver.
- ▶ Mixed retail.
- ▶ Definitely do not put a washroom here or water feature or seating as it'll be taken over by the crazies and become a disaster zone like you created for Diana Krall Plaza. She should ask her name be removed!
- ▶ All retail on the whole Jean Burns footing and apartments and condos above.
- ▶ Retail at street level with homes above to bring customers and eyes and ears to Downtown at night.

III: DESIGN PREFERENCES



Seating for Groups or Individuals

- ▶ Perhaps purpose-built chess tables + stools? Neighbouring businesses could have chess sets. A cheap way to activate the space.
- ▶ Nice park benches, not those ugly ones.
- ▶ Would encourage vagrancy.
- ▶ This is supposed to be in top 5, but it will not let me move it.
- ▶ Benches and seating ledges should be incorporated picnic tables should be considered as well.
- ▶ Unless you are adding security guards this is almost useless to the taxpayers. Also, the highway is noisy.
- ▶ I would rank seating much, much higher if I was not concerned that it would become a new home for the homeless.
- ▶ A lot of concern about investing in public space that isn't safe for the average Nanaimoite. High concern that any investments will be overrun by transients, addicts openly taking drugs, or homeless citizens who require assisted living vs a new place to stay on the street. I don't feel safe or welcome Downtown. While parks and public art space are lovely to have, I don't think the majority of people will be able to enjoy them.
- ▶ Leave that to the cafes and restaurants, we want people frequenting the area that can afford to be there. Not giving the very real obvious homeless population a place to go. We want to push them out of the Downtown core.
- ▶ Let homeless people exist.
- ▶ Trees, flowers, seating.
- ▶ Wooden seating on different levels throughout the area for individuals and groups. Seating around trees and near the water feature.

Water Feature

- ▶ One with a waterfall or fountain to drown out the highway noise. Go big or go home with the water feature which should be a central point of the plaza/park. Maybe have some koi?
- ▶ Software would not allow me to select water feature.
- ▶ My concern about the open public space is that of safety. How would you keep the drug addicts and mentally ill homeless people out?
- ▶ For visual interest but also creates more sound to add a 'bustling' environment. Something that cannot be easily vandalized.
- ▶ I don't think any new water features should be considered in the Downtown core. The fountain in the casino's parking lot was abused and neglected and has now been fenced off for over a year. This water feature should be mended and maintained before adding new ones.
- ▶ The addicts will take over and destroy it. Like they did the fountain across the highway.
- ▶ The drag and drop functionality didn't work for me here. Priorities=Lighting, public washrooms, seating, cycle amenities.
- ▶ Fountain that shoots up would be really nice, with cool lighting.
- ▶ Who doesn't love a water feature?
- ▶ Feature should be delightful if it is going to be included.
- ▶ We live in a coastal community with natural water features all around. Do you want to create another public bathing facility for homeless?
- ▶ Colourful rainbow fountains.

III: DESIGN PREFERENCES



General Comments for this Section

- ▶ I do not support more bike lanes Downtown; this takes away from vehicle parking and our close access to local businesses.
- ▶ Provide a “do nothing choice”. We are not able to maintain existing. How about plant more flowers and have ongoing maintenance program for existing waterfront walkway and DB walkway?
- ▶ I would like to add Retail Opportunities as my first selection; however, it won't let me.
- ▶ I cannot drag public washroom building and fun interactive plaza elements up.
- ▶ People are afraid to go Downtown now because it's full of unsavory people. Fix that problem and the rest will improve. Ask the business owners that are there now what will help them stay alive.
- ▶ I could not move the items above the line and rank them. Really bad survey. Did anyone test this out? I wanted to rank cycle amenities, seating for groups, public washroom, and green stormwater, but it would not allow that.
- ▶ This thing doesn't work. 4 of the objects won't stick in the top list and you can't remove any objects after you bring them up. This is a fail. Please fix and don't use my responses.
- ▶ This site isn't working properly; can't move more items to the top of the page for order. I want to add Public Art, Cycle Amenities, Retail Opportunities, Seating.
- ▶ Do not wish this land to be used as a transit hub. It is a complete waste of this valuable piece of property.
- ▶ Not working right on my tablet. 1. Retail, 2. Lighting, 3. Cycling, 4. Public Art, 5. Green Stormwater Management.
- ▶ Clean up Downtown. Make it feel safe...too many druggies. I won't even walk Downtown. And I know a lot of people that feel the same way. I feel bad for businesses trying to survive dealing with such a sad depressing environment...
- ▶ The green storm water management system won't move up above the line. Nor will this program allow me to re-order selections. My choices in order: Green Stormwater Management, Cycle Amenity, Ecologically Sound Water Feature, Public Art. The other options are not on my list as important.
- ▶ Trees.
- ▶ I cannot get this to work. Top 5: Retail, Lighting Upgrades, Public Art.
- ▶ An urban concierge service center to attend to the people who are not able to contribute currently but take up all the “free” space in the community. Community comes in more forms than taxpayers and visitors don't enjoy fences around parks. Facilitate change by being it.
- ▶ I am unable to bring “Green Stormwater Management” or “Fun Interactive Plaza Elements” above the line! By order of preference, please note I would like the following: Lighting Upgrades, Retail Opportunities, Public Art, Fun Interactive Plaza Elements, Green Stormwater Management.
- ▶ How about this as an Urban Design Preference: Abandon the transit exchange (at the very least abandon options 2 and 3). Make Victoria Crescent pedestrian with retractable barriers to allow deliveries but not constant street traffic. Use the existing Jean Burns hole in the ground as the start of a subterranean pedestrian passage to Commercial Street, eliminating the need to cross Terminal Ave. which is a real barrier to having an integrated pedestrian space Downtown.

III: DESIGN PREFERENCES



- ▶ Public art is of no interest to me. Retail and restaurants would increase the amount of traffic Downtown and thereby create a more inviting atmosphere.
- ▶ This drag-and-drop “Urban Design Preferences” page doesn’t work. It only lets me put certain choices in the list and NOT the ones I want. So, the feedback you’re getting (at least from me) is NOT actually what I want.
- ▶ This page was a bit of a struggle because it wasn’t possible to re-sort items once they were dragged above the line.
- ▶ I STRONGLY recommend that you look at Bellingham Washington’s transit exchange. Last I knew, it had a building at the end with an indoor waiting room, a ticket sales window, washrooms, and a police presence. The bus bays were around a central COVERED platform, in the centre of which were a map of the entire system, all of the schedules, and a kiosk in which a person sometimes sat and answered questions. Bellingham has almost exactly the same population as Nanaimo.
- ▶ 1. Use the bus area to create a skate park for the kids. They’re going to use it for that any way. 2. Space for the homeless to access support facilities. 3. A permanent public market would also be a great replacement for the bus terminal.
- ▶ It is difficult to vote on these, since I strongly feel that this is the wrong place for a bus exchange!
- ▶ Commercial Street must be maintained for vehicles.
- ▶ You’re not serious! Public washroom – like Diana Krall? Seating – like at the fountain? Public art will be destroyed.
- ▶ No option to vote against the bus exchange! Very poor survey.
- ▶ Please no bus exchange here! Please replace the Jean Burns building on its original footprint to retain the integrity of the original street wall and entrance to Victoria Crescent. All the listed elements are great in and of themselves but not at the expense of the original fabric of the historic streetscape. The original street-walls need to be retained to retain the historic character of this area. Urban design starts with street wall... good open space is defined by strong street walls.
- ▶ A courtyard with a few small shops/cafes surrounding it, but with open access from all sides. Room for kiosks.
- ▶ These items are pathetic! Lighting, stormwater management, cycle amenities are all part of the MOESS and will be required no matter what. Fun interactive plaza? Sort of like Dianna Krall Square? Really? We don’t need another park unless it’s attached to a higher density housing development. The existing businesses need more residents Downtown. The rest of the fluff can be planned as part of the larger housing development.
- ▶ We can’t even have the classic Italian fountain operational. Do not put another one in the area.
- ▶ Housing!
- ▶ Idea: do NOT build a bus hub there. It needs to be out of the city centre with city buses that can take you into the city from there.
- ▶ Not a bus loop.
- ▶ In order to revive the Downtown, we need more people living there in a safe environment. Businesses will open. The dilemma, what to do with the homeless people? We may drive to a destination after dark, but we would not walk. People who live in million-dollar condos at Cameron Island will not walk around at nighttime. Every City has the same problems in their Downtown core.

IV: FINAL COMMENTS



Participants were asked to provide any final comments about the project.

- ▶ Prioritize transit exchange and public safety. I understand that homelessness is a provincial issue, but it is getting out of hand. Assault and unsightly incidents with known troublesome people (e.g., Linden) are a prevalent issue, even with security in the Downtown area. Lighting, security, video cameras, etc. will all need to be in place at a new transit exchange in this area to ensure the safety of those taking the public transit, as well as those working in the area.
- ▶ I don't not like the bus exchange going there, but I think if you don't put active uses there (stores, homes, etc.) the area will get misused. I understand this is a sticky subject to get into an I don't mean to sound coarse, but the Downtown is a huge problem, it's dangerous and something more creative than throwing money at useless security and toothless police need to be done. In closing, the Crescent is dangerous, walkway to A&B Sound is a missed opportunity, and I would like a dog park Downtown.
- ▶ Really excited that we're trying to improve Downtown.
- ▶ All the designs look great! I'd be happy with any of them. Very exciting to see this development.
- ▶ You need parking! Long term, green spaces are great. But with our homeless and drug problems, green spaces, public bathroom and a bus exchange are a waste of taxpayer dollars. Make this place safe. I don't go Downtown because I feel unsafe, always have a bad interaction with the homeless – spit on, hit etc. I do want a beautiful Downtown core. I believe in it. But right now, taxpayers need to feel safe.
- ▶ Looking forward to the improvements with great enthusiasm!
- ▶ Get real, these proposals are a waste of taxpayers' money.
- ▶ Cleaning up the area will make it more appealing and safer to be for those that currently have to be there and those that would like to visit/ explore and see improvements in their town. I currently avoid it as it is a "sketchy" area to be in. I think it will help tourism and local businesses.
- ▶ Keep Nanaimo quaint and appealing.
- ▶ DO NOT move transit there. Build an iconic type, old time, triangular building of 4 to 5 only stories with boutique type retail on ground level and apartments above. Make the exterior of the building historical looking to fit with others in the core. Traffic in the area is already complicated enough, let that go, and put housing in!
- ▶ Wasting this site on bus loop is the worst idea the City has.
- ▶ Look forward to biking Downtown more – using the Front Street upgrade – as my kids get a little older. Close Commercial Street to vehicle traffic!
- ▶ Connect the hub to bike lanes down Bowen please. it would be silly to build this without doing the complete street work that has been undertaken elsewhere in the City.
- ▶ Get rid of the Salvation Army and the vagrants that they cater to. Then let the city core grow organically without interference from City staff.

IV: FINAL COMMENTS



- ▶ Yes, to closing Commercial Street to traffic! Yes, to a fun water feature (UBC rainwater wetland, or Lonsdale splash pad)! Maybe an ice rink in the winter (Robson square)? Need lots of patio space and connections to surrounding retail. Beautiful paving bricks and stones. Lots of decorative lighting, murals. Retail beside China steps should be better integrated (fronting onto the plaza? Backs of buildings and grade of Lois Lane needs to greet the lane and be a new entrance for stores.
- ▶ A bus exchange would be a waste of a very valuable, keystone property. Bringing a portion of VIU Downtown would bring a great deal to the Downtown core.
- ▶ Your Cycling Infrastructure option wouldn't work for the urban design preferences. I want this to be the #1 priority since there are very few bike racks Downtown. We also need paths that link with the sea walk and other bike routes.
- ▶ Our family hardly go near Downtown, not even pass by it. Since the North have most of the service we need already. Any development in Downtown area has no benefit to us. Please stop putting trees and vegetation that need constant infinite maintenance. Especially trees in the middle of street as a divider. Please stop wasting taxpayers' money on things that cost more to run than the economic benefit it brings.
- ▶ God (expletive) put a bathroom there for people.
- ▶ This piece of real estate should be put to better use than a transit exchange. The public space will be full of trash from the homeless population that is in every public park Downtown. Please do better.
- ▶ Transit hub is colossal.
- ▶ I don't do anything in that area as there is no reason to go there. A transit exchange is a colossal waste of space and will not attract people to the area. It will be sparsely used as the vast majority of the population has absolutely no reason to go Downtown let alone take a bus Downtown. The proposed hockey arena from a few years back would've been a better investment in the community.
- ▶ Projects are fine but first thing that needs to be done is to take care of the drug addicts and homeless issue. All this does is give them more space to ruin and we still won't be able to use it.
- ▶ Focus on keeping homelessness out.
- ▶ Do not use Downtown area as much as I would like due to Downtown area overrun with drug addicted criminals. No enforcement of by-laws. Would walk. More but concerned of safety. We have enough bike lanes that are expensive and seldom used.
- ▶ I used to love Downtown Nanaimo, went there frequently. But now it feels so unsafe and depressing I do not want to go there at all. It needs to be cleaned up or it will just keep deteriorating. No one wants to see garbage all over the streets, druggies shorting up, or being accosted for no reason. Downtown Nanaimo is a very sad state—indeed. Businesses will not want to be there at some point, and it will get worse.
- ▶ I would prefer to see mixed use condos and retail space, leaving the bus exchange on Front Street. Nanaimo needs more people, living, working and visiting Downtown, I don't see a new bus exchange bringing more people if nothing else has changed. On Terminal Ave., from the old A&B sound building to the Bastion Street bridge, that is an ugly and underutilized space. If that was developed into mixed use, I'd be onboard with these bus exchange plans, if not, I vote mixed use at the Jean Burns site.

IV: FINAL COMMENTS



- ▶ Downtown revitalization needs to start with addressing the homeless and drug use issues. If these elements are allowed to maintain their status quo, people will continue to avoid Downtown Nanaimo.
- ▶ The City has the opportunity to make this area rich, vibrant, desirable destination for residents AND visitors, rather than a location that many people try to avoid. In making your determination, please try to consider the needs and desires of the entire population and not just those of specific groups or interests. Good luck, and thanks for the opportunity to provide input!
- ▶ I drive my car and cycle.
- ▶ Cyclist lanes would make me drive my car so much less!
- ▶ More trees please. Pedestrians not cars thank you.
- ▶ Just hopeful some of it happens.
- ▶ Less traffic and more spaces for walking and leisure.
- ▶ Playground at Sway-a-Lana.
- ▶ Do you have enough fencing to fence off all the proposed park and seating areas to keep out the homeless as you have done in other Downtown open spaces? Why is there no provision for living such as condos? What about the old A & B Sound eyesore which you have carefully avoided including in any of the plans?
- ▶ I think a plaza is a terrible idea. Look at the Diana Krall Plaza- so dead and under-utilized based on poor design. Downtown needs something better if you want this to be successful. I don't necessarily agree with "retail" but a boutique hotel, something to support night life or fun, cultural enrichment would be better than a plaza that sits lifeless and becomes a reason people DON'T come Downtown.
- ▶ Also don't agree with a bus exchange here. It's the best corner in the City- don't mess it up.
- ▶ Great concepts. It's time to get this going!
- ▶ As long as homeless and drug users are not permitted to congregate there ... like they already do across from Salvation Army! Public money spent for vagrants to camp out on...
- ▶ Do not put a transit exchange in this area!
- ▶ A note on the Urban Design top five: I dragged one item but couldn't do any others. My 1-5 choices are Cycle, Public Washroom, Lighting, Green Stormwater and Retail. A very interesting survey, and an exciting revitalization for Downtown. Bravo!
- ▶ I love what you're doing! Keep up the good work and don't let the haters get to you.
- ▶ Please try to make this area more friendly for pedestrians and bikes. People will always find a way to drive to Downtown, but they do NOT need to park in this core area. Would also love if Commercial St. was car-free too!
- ▶ Cycling infrastructure that increases safety getting to and from Downtown is more important to me than bike lockers at the transit hub.
- ▶ Sometimes, I bike Downtown. I really appreciate the improvements to Front St. now! I look forward to further upgrades to make cycling safer (separated from traffic) and bicycle parking easier Downtown and will use my car less often once those are in place.
- ▶ I just want this area to be upgraded as a beginning to getting our Downtown improved overall.

IV: FINAL COMMENTS



- ▶ Where is the 4th option? Why does the City of Nanaimo only feel it important that people choose esthetics over having a say in the actual repurpose? How many riders are accessing this transit?
- ▶ I park by vault or across street by eating. Closing streets will put me on Fitzwilliam turn at bank, down to cliff and on to highway. Do not like mess on Front Street, cannot turn left comfortably "or legally" to park under Bastion. Had guest inform out of town, considered it a nightmare. Got great ice cream from burnt honey at Country Club after driving by ocean.
- ▶ Bollards are a trip hazard. Nix the two bike lanes and keep Commercial Street.
- ▶ Do not provide more public parks for the homeless to hang out in!
- ▶ More street events e.g., flash mob, music, mime.
- ▶ Please consider not wasting space or money on public hangout areas that will just get destroyed and overrun by the drug addicts (homeless) homelessness isn't the issue...it's a side effect of doing drugs all day and not working any job... until we get rid of these "people" we cannot have nice things...everything gets destroyed (like the park in front of the firehouse grill and everything else gets graffiti etc....just making the road and cycle/transit upgrades and save money.
- ▶ This project is great, and I appreciate the overhaul. But people are more important than space. Let's get going on finding a space for the new navigation centre that will help solve the homeless issue. None of this matters if there are still people living on the streets. It's just another useless project geared towards urban gentrification but doesn't address help for homeless. These people must be cared for and can't simply be displaced by fencing, policing or temporary housing.
- ▶ This is a terrible idea. An open public space and closed street is the last thing Downtown Nanaimo needs. It needs people. It needs connections. It needs vibrancy. It does not need another blank space on the side of a busy road and bus exchange. This is the heart of connection of Downtown and the transit exchange right in the middle of it and closing off Commercial St. means you can't access it from the whole south side of Downtown is ludicrous. This is not Robson square. Get real.
- ▶ An open design at Commercial and Terminal would make this corner more open and welcoming as a gateway. No need for a new retail building. Fix up Victoria Cres. to attract better retailers. Do not add Bike lane into the mix as traffic is slow and minimal. Emphasize the pedestrian experience so that people want to cross over to Victoria Cres.
- ▶ Transit hubs (i.e., bus stations) have historically brought the ambiance of an area down. How is the City planning to upkeep the cleanliness & parklike setting described in these pretty projections?
- ▶ More plazas.
- ▶ The most important thing is to tame the through traffic on Terminal Ave. Any plan that results in hurried impatient drivers "just trying to get through" the area (and that includes bus drivers) will result in a poor experience for everyone else.
- ▶ Make Downtown a vibrant gathering area. Make leased commercial space beautiful and affordable to bring in a diverse selection of retailers and restaurants.
- ▶ I saw three plans for the bus terminal but could only comment on one. I don't like the one I was commenting on so maybe I don't fully understand this process.

IV: FINAL COMMENTS



- ▶ Looking forward to seeing this area revitalized.
- ▶ It is urgent that whatever happens that climate change is kept in mind for keeping Nanaimo sustainable and green. Infrastructure needs to be able to handle what weather may come and encouraging a move away from fossil fuels is vital. New buildings should be as passive as possible, trees should be everywhere to provide natural cooling shade in warmer months, etc.
- ▶ There was no opportunity to comment on the different concepts for the configuration of the bus exchange and roadways – I think that they are all preferable to what is currently there but the bus entry off Terminal is a much better idea than the bus entry off the Commercial/Victoria/Albert/Wallace intersection. Unfortunately, none of these upgrades will matter as long as the issues with homelessness persist.
- ▶ Please, we don't want another Diana Krall Plaza wasteland in this space.
- ▶ Volunteer at the Military Museum. Don't agree with the transit hub concept. Would rather see shops (cafes with outdoor seating etc.) with housing units (condos) above the shops.
- ▶ Bus routes need to be updated. The bus system here is not good.
- ▶ I ride a longboard to commute Downtown for work and pleasure, so some safe mixed-use trails for that would be so great! I know others that rollerblade, so it would be great for so many.
- ▶ The transit hub needs to be close to other forms of public transportation –ferries, inter-city buses, seaplanes, and the railway in order to meet our future transportation needs.
- ▶ It seems from your three concepts that this area is already earmarked as a transit exchange. So, really, this whole survey is asking how we want this to look. There's a need to step back and revisit the idea that this needs to be a transit exchange. The current transit exchange location is good and can be expanded in the future (if 1 Port Drive ever materializes into something). Victoria Crescent is already busy with traffic and needs quieting to make it more pedestrian friendly.
- ▶ The placement of the transit loop at the old Jeans Burns area, as opposed to #1 Port, is not a good one. Buses entering the Trans-Canada highway at an uncontrolled intersection at the base of large hill is truly dangerous. #1 Port offers better access for all. It is closer for visiting boaters, ferry users, and people shopping for groceries. It is also a much safer area for bus drivers and users alike.
- ▶ YES! Don't close the short street between Terminal and Wallace – closing it isolates the businesses on Victoria Cres. Instead, encourage MORE shops to take residence on Victoria, China Steps, the bottom of Wallace, and the stretch all along Terminal. I've said it earlier and I'll emphasize it again. We need MORE retail and more diversified retail (we don't really need four cannabis businesses within walking distance of each other). We need to attract more people to shop Downtown.
- ▶ N/a
- ▶ Stop screwing around with the Downtown and leave the bus exchange where it is!
- ▶ I prefer to leave the transit hub away from this area. Encourage more people to visit and spend money Downtown – shopping and restaurants rather than parks and art.

IV: FINAL COMMENTS



- ▶ It would be really unfortunate to see a transit exchange go in here. It makes zero sense. We already have one why do we need to live it? It would clog Terminal with more congestion. It takes space away from retail/residential/art spaces. The idea is to have more places people can walk/cycle TO, things to DO Downtown. Why not better connect the existing bus exchange to the rest of Downtown?
- ▶ I would like to see concepts that do not involve having the bus/transit loop in the project – the current location of the bus loop seems ideal and if there are adequate stops within the City core then it doesn't make sense to change locations (unless there is a need to vacate the current location due to lease, land ownership, etc.).
- ▶ The transit exchange is perfect where it is now and offers convenient access to the Downtown. Please don't move it to this new area that has so much potential. We need some retail to liven up this spot and attract people to the Downtown. A transit hub just wouldn't do that. I am thinking of using transit in the future to access Downtown and I'm quite happy with where it is now. I regularly access the library, banking, groceries, doctor, pharmacy and other businesses Downtown.
- ▶ I believe safety Downtown is key.
- ▶ Volunteer work in the area.
- ▶ We do not need another open public space, spend the \$\$ updating Diana Krall Plaza and go with the mixed-use building option at the HUB.
- ▶ I am concerned about the idea of the transit exchange, which in North American cities seems to result in dirty air, litter, and are generally uncomfortable places to linger. Also concerned that so many Downtown parks and open spaces are closed up or need to be avoided right now – how can this be different?
- ▶ The bus terminal is a terrible idea for this area. If a multi-use development is built south of Port Place the current location of the Terminal will be more central and closer to the Gabriola ferry for connections to Departure Bay. It's important to make it an area people want to go to, unlike the disastrous Port Theatre plaza which nobody uses. (The theatre entrance is on the wrong side of the building). Who wants to hang around a bunch of noisy smelly buses?
- ▶ Need 4 story buildings with top 2 floors for residents, main floor for business and second floor for professionals like lawyers, dentist, doctors, interior design etc. Put the transportation hub on the old CPR property that was purchased for that purpose by the City! Not the large hole in the ground on a busy corner called the old Jean Burns property!
- ▶ Better parking rates. Cranbrook had free parking for 65 plus.
- ▶ Why can you guys just not use the large lot across from port place for the transit exchange? I feel it would be much much more affordable. The Old Island Highway should still be treated as a highway as it is a main artery for traffic and the City should be trying to improve the traffic flow instead of impeding it with busses and bicycle/pedestrian crossings. Putting in an overhead crossing for pedestrians would be a most excellent choice as well.
- ▶ The hub with the transit exchange is possibly the worst idea City Council has proposed yet. There are so many better options that could be built in that spot that this is almost disappointing to see.
- ▶ Do not put a bus exchange in this location. Create parking for families that will actually spend money and time Downtown.

IV: FINAL COMMENTS



- ▶ This is a bad place for a bus exchange! It will be a visible eyesore, homeless hanging out in the park, drug use, and safety issues. Traffic flow issues with vehicles and pedestrians. People crossing the road to get to the mall and the waterfront. Also, people who take the bus will not feel safe, currently my staff can hang out in the mall or go to one of the coffee shops while waiting for their bus. The bus exchange with all the green space will be the new hangout for the homeless.
- ▶ This whole public engagement exercise is a sham. It does not deal with the broader issue of how buses from VIU for example actually get to Terminal. There is no opportunity to discuss the closing of Commercial Street which would be a disaster to businesses west of Terminal.
- ▶ Just an overall bad idea.
- ▶ Include artists from Nanaimo!
- ▶ Definitely get rid of the street between Victoria Crescent and Terminal. Leave the bus hub at Front Street. Do not need another plaza for the homeless, they have Diana Krall already.
- ▶ The same designers as Diana Krall – drop by and look at the reality. Trying to mix cyclists and big buses is a recipe for disaster. You are strangling the Downtown. Prime real estate – used as a parking lot? REALLY?
- ▶ I think moving the bus exchange is a really bad idea. It should be kept in the location is that I just upgraded/improved. As for adding a bike clean this isn't the right area for that and with affect the businesses in that location.
- ▶ If you say you want green space, putting a bus terminal is not the highest and best use. Leave the bus terminal where it is and develop the studied area as pedestrian friendly with perhaps limited vehicle or no vehicle traffic.
- ▶ My biggest concern is investing so much into this area only to have it immediately taken over and destroyed by the addicted and homeless. Regardless of how many fences are erected Downtown, they Always find a new place to destroy with garbage, shopping carts and drug activity. I wish I could be excited about these plans as the area could be so beautiful and desperately needs this, but I know deep down it will be taken over and trashed immediately.
- ▶ Concerned about this plan. Will it be a mess like the new bike route project? A waste of money and confusing to drive on. Where do the ideas come from?
- ▶ Not really sure we need another plaza when the Diana Krall plaza sits unused a couple blocks away. More green spaces for the City to put fencing around, to keep out homeless. A bus loop on a road with corners everywhere- hello safety concern – site lines.
- ▶ No bus terminal. Clean up the homeless people as they are wrecking our City core.
- ▶ I do not want a bus terminal as proposed.
- ▶ I weekly at CHLY, attend the Terminal and the Queens. This area is in need of a cleanup but that doesn't mean bike lanes and buses. It means functional and logical businesses for people to use, an apartment for people to live in that is affordable for lower/middle classes as those are who work in this area but Can't afford to live there and we need to offer social supports for the homeless and addicted. As putting up a water feature and transit hub won't help the City with the real issues we have.
- ▶ Your public engagement process is just a pile of (expletive). You are incompetent. The options you present are born of lazy, indifference with a high degree of ignorance. Obviously, you

IV: FINAL COMMENTS



don't understand what planning is for, you don't understand the basic principles of planning and the mechanisms that allow planning to succeed. You need to do something else with your miserable life and get the (expletive) out of here.

- ▶ I don't see any attempt to make it safer Downtown. I no longer go Downtown at night because it's scary and deserted, and at this point, all the green areas are being fenced off. I think there needs to be a kind, safe place for the homeless before any of these improvements are made. At this point, it seems only those on bicycles have been considered, and I wonder how much the extensive bike lanes cost and if that money could not have been used to help with the homeless.
- ▶ I am OK for the bus terminal location but wonder why it has to take up that much space. In other cities Downtowns the depot is often very small. I.e., Oxford England and many others.
- ▶ Terrible location for a bus depot. Keep the buses away from the new hotel, conference area. Pick another location further away from the Downtown waterfront area.
- ▶ The Downtown core definitely needs to be brought into the modern world, tastefully of course! Parks & Greenspaces are not conducive to today's society. This is an extremely complex problem and I do not believe it is within the realm of possibility to expect local governments to have the will or the tools to tackle it. Almost no matter what approach is taken it is doomed to failure, other than keeping things more commercially orientated. Although that presents other issues too!
- ▶ I had hoped for more gentrification of the area to improve the Downtown experience.... not necessarily noise and air pollution from a transit hub as I feel this will be detrimental to the Downtown experience.
- ▶ Due to covid not using area as often. However, (I) think this is an amazing idea for our Downtown and will definitely be using.
- ▶ Leave the bus exchange where it is, the City shouldn't waste taxpayers' money on frivolous projects.
- ▶ Great, waste taxpayers' money to build another park for the crackheads in Downtown. Way to go City of Nanaimo. Do something with Diana Krall plaza, Fountain at Port Place, Cappy Yates and park beside the Firehouse Grill.
- ▶ Landscaping is very important & Nanaimo has done a very good job with this element around the major box stores and shopping precincts.
- ▶ Listen to the residents and business owners. More little shops, markets, things to do to bring people together.
- ▶ I really don't want to see this become another eyesore full of drug addicts etc. Also, I really don't think it's a good spot for a transit hub. Downtown isn't going to attract more people until it is cleaned up and open drug use etc. is dealt with. People are tired of the lawlessness around Nanaimo.
- ▶ PLEASE! Do not put a bus depot in this area. It would be completely the wrong location, leading to people hanging around, crime etc. We have enough of that as is in the Downtown area. I used to walk along the sea wall and Downtown frequently but hesitate to do so in last few years as so many street people with mental health issues acting out there and we feel very unsafe there now and miss the freedom and joy of enjoying our Downtown amenities.
- ▶ Clean up Downtown.
- ▶ I would love for there to be a significant green space to feel close to nature Downtown!
- ▶ Retail at street level, condos/residential above.

IV: FINAL COMMENTS



- ▶ There are already enough traffic issues in the area, adding buses in the mix is ridiculous! There is no room for it, and this is prime real estate, which the City had no business buying in the first place, the City should govern, not be a slum lord.
- ▶ The Downtown should connect to the waterfront. It should be easy and safe to walk or bike from one area to the other.
- ▶ I never take the bus anywhere because my closest stop is almost a kilometer away. But I don't think that that is a good spot for bus loop. All those big buses won't add anything to that area. Highway traffic is bad enough without adding more buses.
- ▶ I strongly believe a bus exchange is not an appropriate use of this space. I would love to see more retail and commercial units Downtown. I do agree though with turning the intersection into a three-way. It is a nightmare trying to watch people navigate it as is.
- ▶ Given the homeless people that infest the area, building another space for them to take over, cause more crime, and generally give anyone who enters Nanaimo the impression that it's overrun by homeless drug addicts, and to have the gall to use OUR tax dollars to buy 3 local businesses is beyond the pale. City Council should be ashamed of themselves for even thinking this is a wise idea. Absolutely deplorable and I sincerely hope this issue gets the entire lot of you, turfed out of office.
- ▶ Make the area comfortable and welcoming to pedestrians and public transit users and kid friendly.
- ▶ I love art but not necessarily the ideas you have here. How about adding a sculpture walk...? check out Corvallis, Oregon or instead of the ivy wall make it a screen wall for evening projections that highlight a variety of art forms and invite people Downtown in the evenings to watch and dance and celebrate together.
- ▶ New businesses and residences will revitalize the area. A transit exchange will bring crime and rough sleepers. Something we really don't need more of. Most people drive in this town because it's so poorly laid out and inaccessible to walking (highways, lack of sidewalks). A transit exchange in that spot isn't going to change that.
- ▶ DO NOT like any of the 3 Hub projects! Forget park and greenspace, forget a bus exchange and DO NOT close the street! Build a couple floors of retail (street level and second floor); cafes, restaurants, club, stores. Above them put 2-4 floors of condos/apartments, whatever is doable. NO extra space that vagrants and druggies and criminals can camp and do their crap on/in/around. Do your homework on this! People are afraid to be Downtown now. Do not add to it. Please!
- ▶ I also enjoy walking there often. I would spend more time there if the area were improved.
- ▶ The bus depot is a stupid idea. No room for multiple busses. Why not use the land that you are using now at the rail barge terminal. A much better location for bus exchange and helps the Gabriola foot passengers to catch a bus for work and shopping in Nanaimo.
- ▶ Don't cut off the businesses by closing Victoria Cres. down. That is cruel. They already struggle.
- ▶ We need safety. Nowhere has there been mentioned how unsafe people feel coming Downtown. This area should stay retail as it has

IV: FINAL COMMENTS



always been. If you implement a bus exchange or an open interactive space, without security, it will turn into another drug hang out. If it is retail, the owners take care of their own little area.

- ▶ Remove the homeless people; we don't feel safe having to worry about theft from our car or being hassled by homeless people. Wife won't go Downtown by herself for anything. More Parking, safe and close to restaurants. Parking should be free for patrons of Downtown businesses. Forget about parks Downtown until the homeless people are relocated.
- ▶ The safety issues need to be addressed first and foremost. Open drug use and erratic behavior make people avoid the area.
- ▶ The bus exchange is the worst place to have it and too small for future expansion. The planning department needs to come up with better ideas to get people Downtown. In the 38 years I have lived in Nanaimo every improvement in the Downtown area has driven people away. Instead, we have more crime, areas fenced off and traffic restrictions.
- ▶ What's wrong with where the bus loop is now this proposal to move it to Terminal is just not a good idea.
- ▶ Always drive because safety is compromised to walk or ride a bike(theft). Why wasn't there an opportunity to comment on the transit exchange portion of the project? I might be more supportive if I understood more about why the City wants it along Terminal Ave. vs. the current location. How will people get across Terminal Ave. safely from the proposed exchange?
- ▶ I would feel safer walking there with increased lighting at night.
- ▶ Revitalize Downtown with cafe's, restaurants, mixed housing, businesses, vegetable and flower gardens, entertainment, family inclusive areas.
- ▶ I think that the transit exchange is perfectly suited behind port place where the bus stops are. Having them where they have been proposed is a waste of key Downtown area, will destroy traffic flow as well as invites more homeless problems.
- ▶ Get rid of the crime and mental people walking our streets FIRST! Mandatory lock down mental health and addiction facility FIRST!
- ▶ This is not appropriate use of property. Just another place for homeless to congregate.
- ▶ A transit hub is a terrible idea. Please bring high density housing with retail below and better bike lanes. NOT buses...
- ▶ The bus loop is fine where it is. If turned into a park, the homeless will soon find their way to it and once again you will find people like me with young children avoiding the area because I hate walking with my children and have to actively turn their heads from people shooting up. We need a market type place with fresh produce, butcher and bakery so that we can truly connect with our local vendors all year round. Lighting, security, and parking needs a bit of revamping as well.
- ▶ I don't think this is the best location for a bus exchange. It's the core of our Downtown and we should prioritize retail space with affordable family housing above it. The City needs more high-density housing where people can walk to access their daily needs.
- ▶ The transit building is a terrible idea for that location.
- ▶ Appointments.
- ▶ This is a good project. You won't hear much from people in favour, but lots from those not in favour.

IV: FINAL COMMENTS



- ▶ I think the existing location of the bus terminal is perfect!
- ▶ Safety is a huge concern because of all the people with addictions.
- ▶ Get the homeless situation under control by developing the area with retail, cafe, restaurants and urban high-end living, turn it into Yaletown where people who have money to spend will go. This City needs to grow into the future, we don't want to become the haven for homeless we want people to invest and want to be here.
- ▶ It would be nice to see something uplifting and creative in that spot, it is such a well-traveled and visible place. I would like to see something that people are proud of and can gather there because it's attractive.
- ▶ Please hire some of the street people to power wash, sweep, paint & clean up what is already Downtown.
- ▶ Existing public spaces Downtown are not successful and haven't been properly designed, programmed and funded, and I'm wary of the City adding more public space. transit exchanges are typically not a Place where people want to hang out and area transitory space. I am concerned it will further divide Downtown rather than extend Commercial and make it vibrant and I wonder if urban designers, architects and landscape architects have been involved to the extent they should be.
- ▶ Do not turn this area into a bus exchange - leave it where it is - it's time the City Council and staffers listen to the taxpayers of Nanaimo - I thought when this Council was elected, they would do well for the City all they have done is built expensive bike lanes!
- ▶ I have lived and worked in this area for 14 years, the best location for the transit exchange is already by Port Place and the Gabriola Ferry. We need Shop's to replace the A&B sound, ACME Foods, and the several businesses that used to reside in the old Jean Burns Building. With half the shops closed down on Commercial due to covid, there needs to be new spaces & more viable leasing opportunities for businesses to move back into the Downtown core. Don't continue planning an unnecessary exchange.
- ▶ I worry the bus exchange idea may not meet future needs of expansion. I think Downtown should be a mix of more local business and larger businesses to attract more people Downtown. We need a department store type business. What about lululemon? Or more outdoor covered spaces like the old City Quarter has. If COVID has shown us anything it's that we need to take advantage of our outdoor spaces.
- ▶ Urban features intense human activity. Dead spaces are dangerous. Every point needs a reason to be there and not just a path between interesting points. Those reasons must be coherent to achieve intense functionality - a vibrant city core.
- ▶ Turning the space into a transit hub or park will encourage homelessness.
- ▶ I think revitalization of the area is necessary. Nanaimo needs to create an area that attracts its population to the Downtown core. We need more shops, restaurants, sidewalk café.
- ▶ Downtown needs business and density.
- ▶ Until you address the homelessness and drug.
- ▶ All ideas are great, however, with the current state of Downtown crime/homelessness issues,

IV: FINAL COMMENTS



people aren't interested in coming Downtown to enjoy it. With current outdoor spaces closed for safety issues, creating another, that will require a huge investment is daunting. We need to create a space that people WANT to come Downtown to shop, eat, & enjoy (Victoria!). I work Downtown & walk there daily but never go on weekends. There is so much potential – I am very excited for the improvements

- ▶ Priority of pedestrians, not cars first.
- ▶ Just not a transit connector! We need Downtown to be a nicer space with more for people to see and do in order for people to want to spend more time down there.
- ▶ I really like the idea of promoting public transit in the area.
- ▶ Residential on top of retail and restaurants is what I can see is needed. Open greenspace is not viable until the homeless/lawlessness situation is resolved (mandatory treatment or incarceration vs warehousing and free drugs/needles). Bus depot would also be the wrong fit.
- ▶ Take a more aggressive stand against the homeless people that gather here. Otherwise, this will just become a dumping ground for strung out people. Arrest them for their petty crimes so that they can serve some real time. If they are not from Nanaimo, give them a ferry voucher to go back where they came from. Being "nice" does not work, need to take a harder stand. Help the elders and mental illness that re homeless. Lock say the criminal drug addicts.
- ▶ Move the Sally Anne building from the Downtown core. You can't make the Downtown area look nice or feel safe for tourist or pedestrians if that's still there.
- ▶ Bus station is a horrible idea, we all know what that will bring to it We need to live in up the Downtown core, more restaurants, shops, brewery's etc.
- ▶ I love walking through town, stopping for lunch, ice cream or coffee if there were more stores, would spend more time there in stores.
- ▶ This survey is terribly set up. All options included a bus loop. This is not the location for a bus loop.
- ▶ I prefer not to see a bus exchange at this location. It will further cut off the Crescent part of Downtown from Commercial Street, will be busy and noisy with vehicles. Bus exchange is better located on Gordon St, or further NW along Terminal Ave. under the Bastion St. bridge (next to Galaxy motors). The Jean Burns site is on a prime corner and should be redeveloped with a mixed-use project, respecting the fine-grained development pattern of this area including pedestrian access paths and lanes.
- ▶ Please no opportunity for encampments, focus on revitalization.
- ▶ Stupid idea! Figure out the traffic congestion in this town.
- ▶ I think Nanaimo has a great opportunity here to really help our Downtown area. By adding local shops, cafes, and seating areas our Downtown could change for the better.
- ▶ Stop building areas that homeless people can take over. I was attacked Downtown by a drugged out homeless man who tried to steal my purse.
- ▶ Fix the bus system before upgrading infrastructure for a bus system that isn't being utilized as much as it could be.

IV: FINAL COMMENTS



- ▶ We don't need another fenced in green space, open drug market and tenting area. Develop safe and secure areas where business can survive, instead of an area most people avoid. Stop limiting transportation infrastructure and making roadways narrow and confusing and causing congestion that frustrates motorists. How much traffic congestion is going to be created by having many large vehicles stopping and turning on a main artery in an already congested traffic area.
- ▶ Find a solution to help homeless addicts around Downtown.
- ▶ I love the idea of an exchange; it will most likely slow down the traffic through that area which is great! However, keep in mind, adding this will want to bring down more residence to see the new park and its amenities, it's already a problem trying to find parking. Instead of a bike lane, could you do one way parking like Fitzwilliam? I love it all though, good way to clean it up down there. Adding bathrooms could create an issue with the homeless though. No bathrooms needed. Thank you :)
- ▶ Downtown Nanaimo has such a unique layout and architecture. It could be a real destination. There are some great restaurants and shops. I think a food/art market similar to those in Montreal would add a lot to the vibrancy. People in Nanaimo are passionate about shopping and supporting local if you give them options.
- ▶ My fear of more greenspace or water feature is it ends up just like the fountain across the street. Fenced and unused.
- ▶ Stop spending money on consultants.
- ▶ Putting a bus exchange here is a terrible idea- there isn't enough space for that to be useful without further impacting traffic. Open spaces will likely end up being fenced off. This should be commercial space at ground level with housing or commercial space above. The bus exchange would be better placed on the municipal land that housed "discontent city". There's enough space there to allow for an effective exchange.
- ▶ IXNAY to the bus transfer station. Use the space for Downtown housing, which will help revitalize the area.
- ▶ Keep up the great work! Love seeing people using the new bikes lanes this past weekend :)
- ▶ Most European towns of similar size to Nanaimo have Downtown bus exchanges, but these are for busses coming and going to other towns. Local buses are not in the exchange, but simply loop around their routes. No need for an exchange in Nanaimo.
- ▶ This area will sadly become like Pigeon Park in Vancouver if open plaza concept used. Nobody wants that. I don't know how to stop that. It will not be used as a park by anyone not in drugs unless it is quiet and peaceful. Bus stops and busy traffic routes mean this is impossible. You could build up on the Hwy side and create space on the opposite side and it might be enjoyable, but you still have rampant street problems. Nobody is Downtown because it doesn't feel safe, and it is disgusting.
- ▶ As a family we very often bike Downtown to library or harbour park. Safe and well-connected cycle route is critical. A more central bus exchange will hopefully encourage people to bus more. Adding nighttime weekend rides may enable people to bus to entertainment.
- ▶ Please no bus exchange here! Streetscape improvements are very welcome but please replace the JB building with one fitting its original footprint in order to retain the historic

IV: FINAL COMMENTS



fabric of the original design of this area. The original street wall is critical to retaining the original character of the area and defines the open space of the street. Open space is great, but too much can bleed the character out of the area. Street walls are critical for pedestrian scale environments.

- ▶ A bus loop is the last thing we need. The best thing would be an event center.
- ▶ Please do not put a bus terminal on site. The community deserves better. Make the area vibrant, a people place to visit and use, not a place to be dropped off at with little else new to attract tourists and more so, the community.
- ▶ Don't use these changes to ostracize or remove the homeless. They have the right to comfort and space same as the rest of us.
- ▶ How about affordable housing? A much better option than anything suggested.
- ▶ No transit hub there! Instead, put coffee shops, restaurants, small trendy stores, green space, public art, clean washroom, picnic tables, etc.
- ▶ The transit exchange is a nonsense use for this space. Ditch it. You already have ample, easy to access space in use. Bring business & community & vibrancy back to our Downtown, & for god's sake, address the issues that have driven so many away. Until we create housing and find real solutions to help with drug addiction and homelessness, every space that is created will soon be unusable and filled with desperate folks who have nowhere to go. DEAL WITH THAT INSTEAD OF REARRANGING BUSES.
- ▶ There definitely "should not" be a bus exchange included in the design concept for the area.
- ▶ For the next 15-20 years, Nanaimo needs to build a beautiful, vibrant Downtown area for its residents and tourists. Planning has been neglected for that area. People will always...
- ▶ With the homeless problems, I feel very unsafe to walk through the area. I go in the afternoon, never at night. The place smells of urine and there is so many bricks on the sidewalks loose that its unsafe to walk. Feel sorry for business, they have the homeless sleeping in front of their shops, I don't know why we allow them to take over. Businesses are peoples' livelihoods and it's time to clean it up and allow Businesses to survive again. Homeless should be chased away.
- ▶ Anything but a bus exchange!
- ▶ Please do not make it another area that homeless people will congregate.
- ▶ Do not move the buses. It's a good spot, second how many times are you going to move the bus loop. Since I have lived here in Nanaimo, it has been moved four times. That's enough. It's a waste of time.
- ▶ Yes, do something about the street people hard to beautify when they vandalize and destroy our City coming here in droves because the government supports crime!
- ▶ We no longer eat in the area due to the state of the homeless. Any facility you put there would be a gathering place. I do not even like the facility in Maffeo Sutton park. You never know what you will find hanging around there. You need more retail space and it to be monitored to encourage new entrepreneurs and shoppers.
- ▶ Farmers markets and local shops are what I want, not buses. Increase the walkability, the green spaces, the art, and the local vendors. Embrace the beauty and joy of our paradise and work with nature to bring happiness and connection to our community.
- ▶ No parks for the homeless and drug addicts to take over. Support business and high-density apartments/condos.

IV: FINAL COMMENTS



- ▶ I don't think they should build a new bus loop Downtown. I like the bus loop by the police station. Downtown, build a new mall Downtown and a new Walmart so that people don't have to travel all the way to Woodgrove Mall. Thanks – a longtime resident of Nanaimo, BC.
- ▶ Walk the dog.
- ▶ More affordable housing for homeless, stricter enforcement of criminal laws and jail time for criminals.
- ▶ The Downtown does not need more open space. It needs buildings to support businesses and housing. Do not put the transit exchange in this location. The current location of the transit exchange is a better location.
- ▶ Parking is becoming more scarce in the Downtown. Where is the parking for the new hotel? I need a place to park in that area as I live on Protection Island. Think about all age groups, not just young, fit cyclists.
- ▶ I really don't like going Downtown due to the drug use/junkies. Too much theft/panhandling/unacceptable behavior (public urination etc.) associated with that lifestyle. That needs to be sorted out before you can hope to attract more people Downtown – don't waste taxpayers' money until you can fix the existing issues.
- ▶ The bus exchange in Downtown Nanaimo is good where it is! Close to a grocery store. The priority in Nanaimo should be building more LOW-INCOME housing BUILDINGS. Nanaimo has a major shortage of LOW-INCOME Buildings. I've been waiting for years for moving into a LOW-INCOME housing! There is NOT enough lower-income housing in Nanaimo.
- ▶ It needs to be easily accessible with parking nearby. Bus is already close enough and walkability is fine, maybe crosswalks on Commercial and Albert and at Terminal could be improved.
- ▶ Bussing.
- ▶ I'm on repeat. Make it safe and pedestrian friendly. The MOST critical aspect of this Hub project is it must support and integrate with the Downtown Commercial side. If crossing Terminal Avenue feels like taking your life in your hands, then choosing which side to visit instead of both will be detrimental to success.
- ▶ I would love the park/water feature, but I'm worried it would turn into Nanaimo's version of Pigeon Park, Vancouver. It would be a constant battle to keep drug addicts, tents, graffiti, drug paraphernalia and litter out of it. Sadly, it would be an eyesore. Therefore, fill it with buildings.
- ▶ Please put more thought into the development of this site. I applaud looking at different modes of transportation but don't use provincial and federal funds that might be immediately accessible (for a transit exchange) to form the vision of this site. The current Exchange site is fine for now, even if part of land claims. The jewel of our City is the waterfront. If the public wants an improved public space, there are lots of opportunities near the water.
- ▶ Blowing money on parks isn't gonna do (expletive) without cleaning up our homeless population. Oh, and since they catch and release how about a new City prosecutor instead.... one with balls.
- ▶ How many times does this City plan to move and rebuild the bus hub Downtown? We need low-income housing and public bathrooms at a huge scale not more restrictions to traffic flow.

IV: FINAL COMMENTS



- ▶ We still need a bus exchange – also a feature that would draw tourists to the centre but safely. Also consider grandchildren draw.
- ▶ Overall concern is bringing crime to the area with a bus exchange. No water feature, the water feature at park place is already boxed off. I already feel uncomfortable walking alone Downtown at night from the Old City past the existing bus exchange (I try to avoid it) with the amount of people that make me feel unsafe hanging around there and general Fitzwilliam upper area.
- ▶ Visit my hairdresser.
- ▶ Not in favour of bus exchange.
- ▶ The site is noisy. A public open space may suffer the fate of little use (i.e., Krall Plaza). As stated earlier, the site is a gateway to other parts of town, perhaps an area for shops. Green space for visual aesthetic.
- ▶ This is the last place we need a bus exchange. The area is not large enough. You sincerely need to trust the community on this one, the people in charge of running this town, I sincerely doubt they're utilizing public transport often, they do NOT understand.
- ▶ Using that space would be a missed opportunity to really improve that area. It's an eyesore in Nanaimo and putting a bus depot there wouldn't improve the area at all. There would be no incentive for other businesses to improve their buildings or make their buildings more attractive and welcoming. It just doesn't feel safe on Victoria Crescent. Putting a bus terminal in there would make that space feel even more uncomfortable. It would do nothing to make me want to spend time there.
- ▶ Unfortunately, I couldn't enlarge the plans in earlier sections so I couldn't see what the options were. Also, on my mobile Samsung I was unable to use the \$55 dollars to indicate my choices so had to leave blank. I feel strongly as many others do that the transit exchange is a missed opportunity to truly turn the Downtown into a safer, more interesting place to visit. I feel that it will just become another haven for inappropriate uses (drugs, sleeping, crime). Something we do NOT need more of.
- ▶ Put some nice multi-functional buildings in the area and leave the buses out of it except for the general transit service. Do not build a park in the area with the current homelessness issues.
- ▶ Need to bring people to Downtown to live and to work.
- ▶ Many worried about the homeless but this is not the only concern. I would love to see a welcoming Downtown with improved safety because a lot of friends from north Nanaimo are avoiding the Downtown because they are needlessly fearful. Most people that would come Downtown to shop or eat are coming by car, few I know would use the bus. Parking and safety while walking is a concern. Loitering is a big issue which should be banned. I realize there is a delicate balance with discrimination.
- ▶ The Downtown needs to have specialty businesses to attract people it is run down nothing there to draw people.
- ▶ Retail, housing and public spaces are my preference.
- ▶ This is NOT a good fit for Nanaimo. We have to think ahead but this is divisive. Better use mixed affordable housing and retail.
- ▶ Strongly feel Jean Burns site is too small for bus station, would be very congested with buses.

IV: FINAL COMMENTS



Much better to keep bus turnaround where it is, big open area to south of Port Place Mall. And allows long distance bus to Victoria to pick up and drop off passengers. Like to see pleasant mixed indoor and outdoor development of site next to China Steps. I live on Gabriola and frequently visit, walk and catch buses from Downtown. Thank you.

- ▶ This would be a very poor location for a bus exchange. Vehicular transportation through the area is already difficult with a 5-way intersection with a 4 way stop. Adding in bus traffic and increased pedestrian traffic would be unsafe for all parties involved. Beyond that, that section of Downtown has felt barren and wasted since the fire, a space that could be utilized to revitalize the Downtown core just left to rot.
- ▶ N/a
- ▶ Would love to feel safe again walking Downtown as a woman. When Commercial Street and much of Downtown was cleaned up, I used to come down several times a week. Now businesses are less varied, and it doesn't feel safe or inviting. As a multi-generational Nanaimoite I find that sad. Thank you for putting this survey out.
- ▶ Without a sense of security any moneys spent is a waste. Perhaps if Nanaimo wasn't so welcoming to vagrants, druggies, criminals and stop reinforcing the image of a welfare city things might improve. It's the Vancouver east side of the island now.
- ▶ Closing and narrowing roads is getting RIDICULOUS. How are people to spend money Downtown in the shops if they can't drive there to get their stuff home? They don't! The shop at the mall. YOU ARE KILLING SMALL BUSINESS IN NANAIMO. Cyclists don't spend money. And we don't need MORE PARKS FENCED OFF SO DRUGGIES DON'T SHOOT UP AND PASS OUT!
- ▶ No options offered to vote out the bus exchange. We don't need to spend more money on lawns and watering systems that end up behind temp. fences or worse!
- ▶ I love the thought of another corner restaurant playing live jazz similar to the lamented Acme.
- ▶ The bus depot is exactly where it should be right now, and I feel that the new space should be used as an entertainment Outdoors as well as shops.
- ▶ I think you need to consider the safety of people using the space as well as address the housing concerns (I know that housing is not the same for everyone). There needs to be supports for people so that they can make it once they find housing, or they will return to sleeping in doorways and find safety in numbers though out the Downtown core. There needs to be safety patrols, community police, engagement from community members that allow the beautiful City of Nanaimo to flourish.
- ▶ The only choices involve a bus exchange. Also, there are no residential/commercial options for the top five. Lighting? Water features? C'mon.
- ▶ I used to spend a huge amount of time Downtown for leisure and work, but it's become so unsafe that it takes away from how beautiful the Downtown used to be. We need to look at the open spaces and fountains etc. now and how misused and destroyed they are becoming and not add extra spaces for a similar situation to happen. Add something to this space that would benefit all of the other shop owners that are working really hard to make the Downtown core great again.
- ▶ There really needs to be some housing in this, in case I didn't drive that point home already. AFFORDABLE housing.

IV: FINAL COMMENTS



- ▶ It a horrible idea. It would be a nice change if the planners could actually plan for the people and the needs of the Downtown. Also, your “survey” only gives options for what other things do you want around The HUB- So clearly you are forcing The Hub on us but asking what should go around it? What kind of democratic planning is this? It’s a complete whitewash and you all know it.
- ▶ I don’t believe that moving the bus exchange and adding a public green space to this location is the best idea. Our current water feature at port place has been fenced off and yet you want to install a new one? Narrowing the highway in such a precarious intersection to allow for a bus exchange is not the best idea. Ample seating? Will it be fenced off when it’s finished too because of the crowd it’s attracting?
- ▶ Transit centers do not create a pleasant area. They simply create transient people: passing through. Create a neighbourhood! Places for people to live, shop and relax.
- ▶ Closing off Commercial Street during daylight hours to encourage tourism with more cafes, bistros and restaurants available in the street.
- ▶ I think small cafes with outdoor seating areas and green space with retail would be the best solution for this space giving shoppers more time to visit the Downtown and enjoy it instead of just going from store-to-store kids have a place to enjoy as well.
- ▶ I think the bus exchange works fine where it is and there are many better uses to incorporate into that spot.
- ▶ Making Downtown bottlenecked to cars has been detrimental to business. People on bikes don’t typically shop all that much. Downtown, between the lack of street parking, the illogical bike lanes and street people everywhere has become a place to avoid. I’ve lived within walking distance of the harbour for 13 years but drive north to shop as a way to avoid town. The bike lanes built for an incredibly small percentage of the population make things more dangerous for bus riders as well. Poorly done.
- ▶ I’d visit the area much more frequently if there weren’t so many scary drug addicts. Deal with them first or this will just end up being their new hangout and getting ruined. No one will want to work/open shops where people will break in all the time and steal things.
- ▶ Make it user friendly and a great place to take the kids for a break from the chaos of shopping!
- ▶ It is so close to the homeless shelter and grotty casino that it never attracts me to walk through there. I prefer the north end of Commercial Street.
- ▶ I think we should be using this are for small businesses. We already have a bus exchange, and it works. There’s so much traffic in that area already. It would be wild for busses to be going in and out around that area.
- ▶ Deterring the homeless from gathering here needs to be top of mind. Businesses and people will help keep the homeless from setting up camp. Things like public washrooms attract the homeless and then we will end up with yet another space fenced off and ruined for everyone. People don’t want to go to places where they are frightened by open drug use, seriously mentally ill people and garbage.

IV: FINAL COMMENTS



- ▶ Don't put a transit station here. Build shops and apartments on top.
- ▶ My opinion is that retail space at street level with housing above would be a much better use of the space. The location behind Port Places Mall is a much better location for a transportation hub than the Main Street of Downtown.
- ▶ Best use would be mixed business/residential units! We very badly need new rental units for all classes, not just lower class. Need retail as well, give us a reason to actually shop Downtown, it's been pretty sad for years. Last thing we need is another park/fountain that has no real use and just gets fenced off due to homeless.
- ▶ As much as I love parks, we don't need more right now when the City keeps fencing them off. We also can't lose parking. I carpool, I don't feel safe taking the bus Downtown (and I've been bussing and spending time Downtown over half my life). We need rental housing Downtown with retail space below. The Downtown core is a ghost town at night, except for unhoused people. We need more people to live in the area, bringing \$ and community.
- ▶ Hospital area, or central Nanaimo should definitely be on your 'what area do you live' list.
- ▶ Please don't put a bus exchange at this location. The current bus exchange on the other side of the mall is better suited for now.
- ▶ What is the point of taking a bus Downtown if there are no businesses or restaurants thriving and no public spaces to walk? I think that needs to be the focus before buses.
- ▶ Leave the bus loop where it is... perfect location now for busses, travelers, and passengers. Burns site s/b vibrant Downtown place for locals & tourists to gather, shop, eat & drink, socialize, meet, enjoy small venues & be outdoors.
PLEASE.
- ▶ I like the idea of transit right beside Terminal Ave. Transit exchanges, while really necessary, are never the most sightly part of a city. This keeps the noise and unsightliness to a restricted area.
- ▶ No transit hub.
- ▶ Including a public washroom and drinking fountain is critical. Consider building space for public/social purpose use.
- ▶ I would like to see focus on safety and revitalizing the area before a bus exchange.
- ▶ Putting a bus loop in prime Downtown location is a terrible idea; should be a totally pedestrian-friendly area with shops and added culture, that people want to hang out in. I have seen many bus loops, but I have never seen a bus loop area accomplish any of those things. Put it a few blocks back, away from the water. Make the core of Nanaimo a nice/enjoyable place for locals and visitors to spend time (and money). I do not want to hang out in a bus loop, no matter how nice the shrubbery is.
- ▶ I did the Nanaimo census and not one of the homes interviewed in the HB / departure bay area use the bus or share a ride to work. Really quite sad. So parking is needed, and I drove for Skip the dishes and there are zero loading zones for businesses or restaurants.
- ▶ There is no room for a bus exchange in this design. The bus exchange by Port Place is fine. Or put it back on Prideaux. Seriously no room off Terminal!
- ▶ Too much emphasis in the project on use as a transit centre which eats a lot of land for which there are more important uses.
- ▶ Clean up the Downtown. It feels very unsafe...it used to be beautiful. Now it is just scared.

IV: FINAL COMMENTS



- ▶ In order for Downtown to thrive we need to bring more people down there. Putting in housing and businesses through a building is the way to go!
 - ▶ Don't build another Diana Krall Plaza!
 - ▶ The retail or residential options are presented like the third option that will never be chosen. A mixed-use building can also be beautiful and creative. Jean Burns building used to be full of working artists, and they added vibrancy to this area.
 - ▶ Do something we can be proud of.
 - ▶ Please revitalize the business that are Downtown. Having restaurants and shops to go to brings people Downtown. We need to bring that back. As it stands everyone just goes to chain restaurants and Woodgrove Mall because the Downtown is dirty, unsafe, no pedestrian streets with shops, limited parking, and businesses keep closing. We already have Maffeo Sutton Park for a nice walk/bike ride. We need thriving business! Look at Downtown Victoria such a Government Street for a model.
 - ▶ The intersection here is dangerous for pedestrians because cars are so focused on their turn to go, they forget about pedestrians. Buses will add to the chaos. Buses will bring increased air pollution to the patios and Nana Sushi and the Vault and the 60-unit apartment building across Victoria Cres. Green space will be taken over by the homeless population as every open area does. Downtown is becoming intolerable. A mixed-use building encouraging healthy activity such as music, art, shopping, food.
 - ▶ Having buses exchange on and off of a major highway is ludicrous. Why isn't this being planned adjacent to the shopping mall and Gabriola ferry and cruise ship/heli-pad area.
- This entire project is in the wrong location and will look like the Italian fountain area that is protected from homeless junkies. A residential/commercial building should be built at the old Jean Burns building site, not this.
- ▶ No bus terminal, its good where it is behind port place! Would be stupid to have to right on main highway.
 - ▶ The Downtown core should be accessible, friendly and safe for people living in Nanaimo.
 - ▶ The housing issue in Nanaimo needs to be dealt with before these improvements are put in place. The proposed designs have many places for people to loiter and I'm concerned that the under-housed population will take over the new open spaces. Retail space is a must in Downtown. We need to encourage businesses, so people are drawn to come Downtown instead of the malls. Transit exchange should be put in a low traffic area.
 - ▶ I would really like to see a safe place where I can enjoy time with my family and wander around and do some shopping. I also love the idea of fun overhanging lights they add such a fun dynamic to outside! A warm and inviting place is what Nanaimo needs.
 - ▶ Put a building on the whole Jean Burns site like there used to be; retail, boutiques and restaurants on the first and second floors and condominiums as high as you can go above!
 - ▶ I often spend time at The Vault. Don't do anything to damage the integrity of that 'third place' establishment...
 - ▶ I go to the project area for medical appointments and access to the library. Depending on weather and what I need to carry I use transit in addition to walking.

IV: FINAL COMMENTS



- ▶ I take transit to/from this area as well as walking (depending on the weather conditions and how much I'm carrying). I would like to see green space, creative space, opportunity for different small retail /commercial in the area to replace the "hole". I do NOT agree that after moving the transit exchange from Gordon Street to Prideaux to Front Street that moving it to the location indicated is an improvement.
- ▶ Not enough room. Emailed comments to Mayor and Council.
- ▶ This consultation is a parenting technique. You can do anything you want, says the parent. Read a book and go to bed at 9. Watch tv and go to bed at 9. Play a game and go to bed at 9. So much choice! Every option includes a depot. What about an option in which the focus is put on community cohesion rather than the primacy of cars and buses? Why not link up Commercial and Victoria Crescent? Density, street safety, a place for locally owned businesses. Why not build to face in from the highway?
- ▶ Leave the public transit hub out of this space.
- ▶ No more parks. Downtown is a mess with crazies already everywhere. It is not safe. A park at Jean Burns or Tideline is beyond stupid, it is dangerous. The City will be sued and held accountable for injuries/deaths. build residential above where Burns is so more people are Downtown living, working, eating, shopping. Don't be a Debbie Downer by putting in a bus depot, too! More madness and crime will come.
- ▶ We purchased 1 port drive with the intention of providing a "transportation hub". Get off a sea plane, cruise ship or fast ferry and get right on a bus or train. What happened since that purchase? What benefits will the Steiner's (A & B building) reap from all this taxpayer investment? Canadians own 650 cars/100 ppl,

check the facts. Kids take buses until they can buy a car. Bus depots are NOT parks!

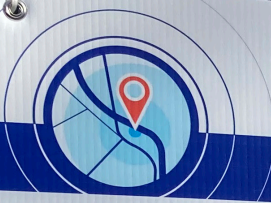
- ▶ Would love to see a design with greenery like closing the road to vehicles. Concerned that if a building goes in it will really block existing building further hiding businesses like the sushi and Hub City Cycle.
- ▶ I don't want to see the road shut down.

General Comments for this Section

- ▶ I support transit improvements for buses, not for bike lanes. The Front Street bike lane ends suddenly (in front of the Swy-a-lana entrance) creating unsafe roads.
- ▶ You guys do some stupid stuff, but I feel you aren't told good job enough, so thanks for not burning the City down, keep up the good work, and I'll keep telling you when I think what you're doing is dumb. But thanks for doing what you do.



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PRINTING PURPOSES.



THE HUB PUBLIC SPACE AND TRANSIT IMPROVEMENTS

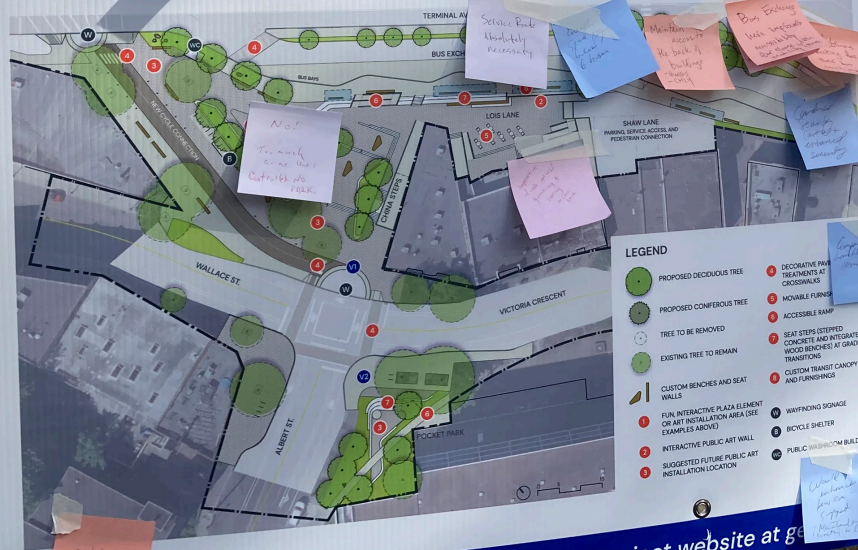
At the Heart of it All

CREATIVE CONCEPT

The design approach reflects the downtown landscape's urban character and celebrates the site's creative history at the Jean Burns building, which was previously home to a vibrant arts community.

CREATIVE CONCEPT ELEMENTS

- ▶ Opportunities for public art integration in plaza areas and on vertical walls. Retention and relocation of the Spindle Whorl at the Victoria / Albert / Wallace pocket park.
- ▶ Integration of informal "play" elements that encourage public interaction (e.g. movable / adaptable furnishings, decorative lighting, or interactive art elements)
- ▶ Integration of decorative pavers, and artistic sidewalk coatings and bollards
- ▶ Retention of heritage elements at China Steps including the decorative handrail and restored and repainted brick walls for individuals and groups to connect with the site's history.
- ▶ Integrated landscaping including mature trees
- ▶ New cycle parking amenities including racks and covered parking
- ▶ New public washroom facility, self-cleaning, exact model TBD)



- #### LEGEND
- 1 PROPOSED DECIDUOUS TREE
 - 2 PROPOSED CONIFEROUS TREE
 - 3 TREE TO BE REMOVED
 - 4 EXISTING TREE TO REMAIN
 - 5 CUSTOM BENCHES AND SEAT WALLS
 - 6 FUN, INTERACTIVE PLAZA ELEMENT OR ART INSTALLATION AREA (SEE EXAMPLES ABOVE)
 - 7 INTERACTIVE PUBLIC ART WALL
 - 8 SUGGESTED FUTURE PUBLIC ART INSTALLATION LOCATION
 - 9 DECORATIVE TREATMENTS AT CROSSWALKS
 - 10 MOVABLE FURNITURE
 - 11 ACCESSIBLE RAMP
 - 12 SEAT STEPS (STEPPED CONCRETE AND INTEGRATED WOOD BENCHES AT GRADE TRANSITIONS)
 - 13 CUSTOM TRANSIT CANOPY AND FURNISHINGS
 - 14 WAYFINDING SIGNAGE
 - 15 BICYCLE SHELTER
 - 16 PUBLIC WASHROOM BUILDING

POCKET PARK AT VICTORIA / ALBERT / WALLACE INTERSECTION

PLAZAS LOOKING NORTH FROM VICTORIA CRESCENT

dnanaimo.ca/thehub



APPENDIX B

WRITTEN SUBMISSIONS

WRITTEN COMMENTS RECEIVED

Hello,

Thank you for sharing the plans for the current concepts for the HUB. Below are a few of our thoughts as you move forward with the project:

- ▶ We strongly support the building concept as we feel the other options create large public spaces without the drivers to make them active destinations and a success. Using well designed buildings to add residential units at this location and at grade micro commercial to activate the ground level will create a much more vibrant and successful public realm;
 - ▶ We encourage increasing the plantings and green spaces within the transit exchange and the public realm. Perhaps green roofs would be a good feature within the transit exchange similar to the visitor center near Northfield;
 - ▶ We encourage working to create an access to future underground parking under the proposed buildings. As downtown continues to build out, critically placed, and well concealed public parkades will be very difficult to achieve after the fact. This will also help support the new buildings;
 - ▶ We prefer the Tideline option for the pocket park, however have a few thoughts:
 - » If there is an opportunity to using the natural grades to create more access routes to and through the park, it may increase the porosity and individual pockets of seating;
 - » A driving factor of the original design was to include a strong vertical element that would draw pedestrians from Commercial St across Terminal Ave. We had use lights, but we strongly encourage this same concept be integrated into the overall HUB design as improving the porosity across Terminal Ave is a key piece of integrating to two halves of our downtown; and
 - » It would likely be better to use a different name for this concept to avoid any confusion with our original design.
 - » Please do not hesitate to reach out to discuss any of the above,
-

I am not in favour of bus exchange here, too much cement, multiple buses coming, waiting, leaving, shelters benches needed. Noise engines look at back of country club and Woodgrove. For people traveling through town the view is transits station, yuk!

Do not close this end of commercial, Albert and old Victoria are access street to area.

Want something to attract people, a little green space and some permanent stall space for a "farmers market".

WRITTEN COMMENTS RECEIVED

Hello,

I think that the location of the location of the proposed bus exchange should be put to waaaay better use. This is part of the main downtown strip and should be used for shops and restaurants and cafes.

This city needs more small businesses to ignite some sort of spark in the downtown area. A bus exchange would destroy all the current businesses around it- whoever proposed this idea should seriously think about another line of work.

Nanaimo could be such a vibrant city, but the people making the decisions seem to be out to lunch.

Shaking my head,

Hi,

I firmly believe that the suggested location for a bus exchange downtown is a very poor choice and given any opportunity I would vote against such a project at this location.

Sincerely,

Would like to see retail/cafes to tie both sides of Terminal together. Definitely not a bus exchange in that location

Thanks

Thanks for this follow-up and for inviting us to participate yesterday.

Your presentation was well put together and your team mediated the meeting well, despite some of the more vocal parties (me being one, at times). These types of personalities will always attend and hog the air-time. Their lived experience is valid, but it is only one of many considerations when working on plans of this nature. It's difficult to balance the small picture, with the big picture and to get everyone's buy-in.

As developers, we are acutely aware of the challenges for coming up with "the perfect plan" that satisfies everyone's wish list. As property managers, we also understand the importance of things like parking, public washrooms, site accessibility and security. We appreciate you working to evolve the concepts from these paradigms.

We agree that there is ample parking in the area and its provision should not be a driving force in the design for this particular piece of land.

In general, we believe that while downtown Nanaimo has a real challenge when it comes to its at-risk demographic that is predominant in the area, we're of the mind that when you invest in an area, revitalize it and commit to it for the long-haul, the new energy and infrastructure is what creates the lasting change you need. Thoughtful new buildings, public spaces, retail, housing and other amenities will draw the right kind of people there and this is what will ultimately bring more balance to the area.

We support you and appreciate you keeping us apprised of your progress and plans in the coming months.

Best,

WRITTEN COMMENTS RECEIVED

I agree that area needs improvement, but having it turned into a bus exchange is not really a good idea.

Where the bus exchange is now, is a perfect place for it at Port Place Mall.

I was thinking it would be a perfect spot for food vendors and other vendors.

I am sure the City of Nanaimo would and could make money as well.

Would bring more people downtown as well.

Just a thought.

I am writing as a representative of the Nanaimo Lions Club, which has been active in Nanaimo since 1946, in response to the proposed development regarding Commercial Avenue between Victoria Crescent and Terminal Avenue.

Development Proposal for Commercial Street: Terminal Avenue to Victoria Crescent

For many years the Nanaimo Lions Club has organized parades for the City of Nanaimo using Victoria Road as the staging area and Victoria Crescent and Commercial Street as the parade route. I do not know if these events were taken into account in the planning of the proposed changes to the area. I feel that the width of Commercial Street on the up-Island side of Terminal Avenue is the minimum safe width for a parade, given that the spectators include many children, especially for the Christmas Parade.

If the section of Commercial Street between Terminal Avenue and Victoria Crescent is reduced or closed I do not know if a parade can continue to be held in the downtown area

The Christmas Parade was not held in 2020 due to Covid19 but it is my understanding that the Chamber of Commerce and the DNBA are planning Christmas events and the Lions Club has committed to staging the Santa parade on November 27, assuming that Provincial and City regulations permit this.

The parades traditionally finish at Front Street, with the walking groups turning right and the large trucks and floats turning left and disbanding at Maffeo Sutton Park. I assume that all the changes made to Front Street in the past year will still permit this. My records show that the longest entry in 2019 was the VIU float which was a long flat bed trailer and tractor.

Thank you for opening so many of your initiatives to the public for feedback. I would like to know how the city could be planning a 'vibrant' area in that relatively small area and also have it become a transit hub? I've seen it in Japan and other large cities but not on such a small footprint.

I hope you get something happening there, a series of closed buildings and a pit at our main intersection are by no means conducive to a vibrant downtown.

All the best.

WRITTEN COMMENTS RECEIVED

Wonderful! The more green space, trees, space for pedestrians/walkers and cyclists the better. The fewer roads/traffic the better.

The weather station says that tree canopies will help slow down our over heating planet. So let's have more of those!

I think safety is one of the main reasons many people avoid downtown, so security and enforcing bylaws is vital.

Years ago in Victoria I believe the city and province helped the Streetlink Shelter in China Town (Fisgard) become subsidized housing, and the emergency shelter moved to a more industrial area (Rock Bay Landing on Ellice). It would be expensive but I wonder if the same could be done with the Nanaimo Salvation Army? i.e., buy the building,

Turn some of it into subsidized housing, provide land and subsidies to build a more modern facility in an industrial area? i.e., the industrial park south of town, perhaps lease/purchase some of the military land near VIU and perhaps have health and community support students assist marginalized people there with life skills, employment skills, housing placement, assessing for substance use counseling, etc.

Just a thought!

Cheers!

I look forward the changes with Hub.

But I wonder how long it will be until it becomes the daily hangout for people who are shooting up.

The green space across from the salvation army is now a permit version of Vancouver's Hastings Street. Will the unfinished low incomes homes even get finished?

Some have not been touched in over a year. New people come from out of province. I cant even go downtown anymore and feel safe.

When I moved back from Vancouver after 7 years I didn't expect that Nanaimo downtown is now the new Hastings. 7 years ago I barely ever show someone who was in such a sad state that there not even aware of the world.

Now they are the majority downtown. After millions spent will it just become a place for them to shoot up and sit there all day?

The homeless will swamp the open space causing the erection of ugly construction fences. People will see it as a beautiful waste of money. Fix the homeless issue get them out of downtown. We are tired of seeing crackheads on the streets.

Thanks

WRITTEN COMMENTS RECEIVED

Dear City of Nanaimo,

We categorically oppose the proposed development of this prime real estate as a transit hub. It is a total waste of taxpayer dollars. The parking lot across from Port Place Mall is already ideal for transit and buses. What's needed to create a vibrant downtown is more artists, more affordable live work spaces and galleries, cafes, affordable studios, the kinds of amenities which were destroyed in the fire. Perhaps a farmer's market or craft centre.

The questionnaire you provide is ridiculous. Instead of asking what kind of downtown we the taxpayers want you presume we want buses and transit in the heart of our downtown and only ask questions about what kind of amenities we want built around it. This should go to a referendum before more dollars are spent on this kind of presumption and survey.

How short sighted our City has been to tear down small businesses and shops to waste money on a convention center and cruise ship terminal that are rarely used, don't pay their way and bring nothing for the locals. The Shaw Auditorium was supposed to be an affordable community amenity, which it certainly is not.

Stop spending our tax dollars on futile attractions for tourists and actually spend money on those of us who live here. Turn the convention centre into a community space, art school, affordable rental space for residents, make it part of VIU. Convert the A&B Sound building to live work and art studios. We have already chased away many of the small businesses that used to thrive, now our local print shop Inprint is also vacating. Why would anyone want to come to a downtown that is like a ghost town at night?

Our oceanfront is our big attraction, the Harbour City, yet we continue to squander our waterfront with commercial enterprise rather than turn it into a place for people. Build the proposed amenities around a transit hub there.

Mount Pleasant east of Main in Vancouver used to be the wrong side of the tracks until it was rezoned for live work studios in the 1990s which transformed it into the most vibrant, desirable neighbourhood where there are now a dozen of live work buildings, galleries, restaurants and cafes. Let's have that kind of vision in Nanaimo.

Sincerely,

Age 70+, male and female, folks who love this town

THANK YOU!

YOUR PARTICIPATION IN THIS PROCESS IS APPRECIATED.

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PRINTING PURPOSES.



THE HUB PUBLIC SPACE AND TRANSIT IMPROVEMENTS

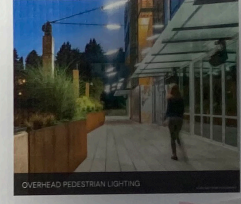
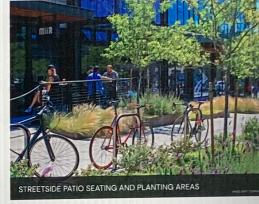
At the Heart of it All

BUILDING CONCEPT

This concept integrates a mixed-use development on the former Jean Burns building site to offer a range of retail opportunities and continue the neighbourhood character along Victoria Crescent.

BUILDING CONCEPT ELEMENTS

- ▶ The public open space elements include those listed in the Tideline Concept, plus:
 - ▶ Space for one to two mixed-use buildings that integrate with neighbourhood character and scale, with ground-floor commercial and retail opportunities to support local businesses (note: final siting and design would be determined in future phases and pending further technical review)
 - ▶ Potential for covered exterior plaza space between buildings
 - ▶ Upgrades to China Steps with opportunities to connect the steps to the new building entries and new overhead lighting
 - ▶ Smaller plaza spaces with fixed and movable furnishings
 - ▶ No water feature due to reduced plaza spaces
 - ▶ Public washroom facility integrated into building



APPENDIX C

DISPLAY BOARD COMMENTS FROM PUBLIC EVENT

DISPLAY BOARD COMMENTS



Transit Exchange Location

- ▶ Leave bus depot where is!
- ▶ Leave the bus exchange where it is located
- ▶ From people I have spoken with, the reason there is pushback is because people are now used to the Port Place location and are frustrated that it has yet moved again – all the concepts are great, but the exchange needs to be at the right location
- ▶ Complete waste and disgrace
- ▶ Enough space for buses? Constrained site
- ▶ Exchange is fine – where is it? Expensive and useless
- ▶ Concerned about the noise from buses impacting the enjoyment of Albert / Wallace intersection
- ▶ More buses here would be a terrible idea with all the noise and exhaust – how is that more green/sustainable?
- ▶ Leave the bus exchange where it is

Space / Configuration Concerns

- ▶ I prefer concept 1, my one concern is whether there is adequate space for the whole bus loop currently behind Thrifty's
- ▶ The project will not work – there simply is not enough space to accommodate 6 buses and a park
- ▶ Consider configuration – would this make more traffic?

Land Use

- ▶ There are already plaza spaces downtown – how will this be different?
- ▶ Diana Krall already exists – and it will be the same
- ▶ No new park

Public Space Improvements

- ▶ Busy and inviting – integrate exchange design with art/murals, Instagram worthy
- ▶ Nice dreams not reality
- ▶ A balance of three concepts (creative, building, tideline)
- ▶ Supportive of safe spaces / gathering of people
- ▶ Would enhance tourism – need to consider that for Nanaimo's economy – must give tourists something to do to build our City
- ▶ Area needs TLC so good concept
- ▶ Love the concepts

Public Open Space Improvements – Concept 1

- ▶ I like concept 1 – a small stage for street performers would be nice
- ▶ I prefer concept 1
- ▶ The idea is wonderful – I really like the plaza concept (like Europe) where there is potential for restaurants and cafes to be added for public gathering – that would really add to the neighbourhood and perhaps address the current issues here
- ▶ In option 1 – the large space would allow for more events
- ▶ The plaza would be great for buskers, events, and other entertainment which is really needed to make this area better so people will come downtown
- ▶ Love the open space idea
- ▶ Support the creative concept – want to see more trees and planting areas and greenspace downtown

DISPLAY BOARD COMMENTS



- ▶ Creative concept is the best – we need more open space downtown – water feature to buffer noise on Terminal
- ▶ Really like Option 1 – provides large public space and good flow
- ▶ Pavement – not so much concrete in the plaza – don't want a large concrete pad – need more green
- ▶ Like open space for seating for “visible” activities (housing okay)
- ▶ More patio space = more business

Public Open Space Improvements – Concept 2

- ▶ I like the Tideline concept especially with its emphasis on green infrastructure. No buildings we have enough retail and housing downtown although low-income housing is needed but not on this site – some possible room for art wall

Public Open Space Improvements – Concept 3

- ▶ This project would be good for local businesses but please ensure that any new development does not bury/hide existing businesses i.e., with a building etc.
- ▶ Option 3 – people would be very bad at following a new one way
- ▶ Lots will business benefit from visibility
- ▶ One building and more public space
- ▶ Larger scale – mixed use development
- ▶ Maybe just one building
- ▶ Concerned about one way

Development Ideas

- ▶ None of 3 – retail/condo
- ▶ Would prefer not to see exchange at this location – mixed use development instead
- ▶ Agree something needs to be done with the hole – I would like to see retail, mixed use development
- ▶ Social housing should go in this location to address the current issues
- ▶ Would prefer multi-use development – close Commercial leg, retail/market ground level, small bus exchange, and residential on top
- ▶ Mixed use
- ▶ Don't like the bus idea/design
- ▶ None of the 3 concepts – retail downstairs and condo upstairs – bring people downtown – keep the parking lot by Queens and don't close Commercial Street
- ▶ None of these options – Commercial on first two levels of housing
- ▶ Retail offices, residential
- ▶ Retail main level and condo apt above
- ▶ Low-income housing
- ▶ This site needs to be a large (2 storey) 4-star restaurant
- ▶ None of the three concepts – prefer social or affordable housing instead



Access / Accessibility

- ▶ Just ensure the project works for those with mobility issues
- ▶ Service route absolutely necessary
- ▶ Maintain access to back of buildings – Queens, CHLY
- ▶ Bus exchange have improved accessibility for those with mobility issues

Active Transportation

- ▶ Cyclists spend money and take up less space
- ▶ Why would they put a bike lane here – it is a hill which will be challenging for people
- ▶ Closing Commercial Street is welcome – I would even like to see if extended to a Pedestrian only street
- ▶ Love to have green transportation (more buses and bike lanes)
- ▶ Support measures for active transportation – so many people drive so good to have another option
- ▶ Bus exchange is great – more pedestrians in buses than cars
- ▶ Love it – I use the bus everyday and live downtown
- ▶ Love to have a bus lane at Commercial Street (have Commercial closed)
- ▶ Improve pedestrian connections
- ▶ Ensure universal accessibility

Social Issues / Public Safety

- ▶ Homelessness is a massive challenge – these issues need to be addressed first
- ▶ I really worry about safety to my business and if the issues would intensify with this project
- ▶ People do not come downtown due to safety issues – why would this change?
- ▶ Consider security cameras / enhanced security for crime management
- ▶ Need to engage the homeless community
- ▶ Support for concept but concerned about homelessness issues and safety
- ▶ Safety should be a priority
- ▶ No! Too much crime until controlled – no park
- ▶ No – what kind of fencing – not a crime park!
- ▶ Concern about timing with COVID situation – more funds spend on homelessness and recovery

Traffic / Routing

- ▶ Closing Commercial is a bad idea as there needs to be a route north – many people use this route for that purpose
- ▶ Close Terminal
- ▶ Make 2 lanes (both directions)
- ▶ But traffic in the area already sucks
- ▶ More appropriate closing Commercial for traffic concerns
- ▶ The intersections at Commercial are dangerous – especially Commercial / Victoria / Wallace so pleased to see improvements
- ▶ Making a bus pass a part of VIU – student fees would allow more money for the transit system to establish better and more extensive routes
- ▶ It's already a busy intersection – how will it be after the new bus exchange? Traffic nightmare



Green Space

- ▶ Provide shade trees
- ▶ Consider different types of trees – why are they all deciduous
- ▶ More trees along Terminal

Amenities

- ▶ Lots of benches and places to sit
- ▶ Integrate artwork
- ▶ Sit-friendly installation
- ▶ Washroom is important
- ▶ Washroom
- ▶ Please include public toilets in all options
- ▶ Don't like the fountain – there is already one across the street and it is not maintained – waste
- ▶ Love this – overhead light installations

Preferences – Sticky Dots

- ▶ General support for:
 - » Integrated planting areas
 - » Covered outdoor plaza areas
 - » Movable furnishings
 - » Food trucks and pop-up retail
 - » Public washroom



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