



Nanaimo Downtown Mobility Hub Project

linking it all together



CITY OF NANAIMO

DOWNTOWN MOBILITY HUB PROJECT



PHASE I COMMUNITY INPUT SUMMARY

SUMMER 2019

NANAIMO.CA/GOTO/DOWNTOWNMOBILITY

AT A GLANCE...



➤ COMMON THEMES



COMMERCIAL / WALLACE / ALBERT INTERSECTION

CONSISTENTLY IDENTIFIED AS A TOP ISSUE
LOCATION FOR DOWNTOWN MOBILITY



PEDESTRIAN-
ONLY STREETS
COULD
WARRANT
EXPLORATION

//////////////////// TERMINAL / NICOL AND FRONT STREET

ARE WIDE, VEHICLE-DOMINATED STREETS
THAT FORM BARRIERS TO WALKABILITY

WALLACE, GORDON, FRONT & ALBERT



ARE CYCLE ROUTE PRIORITIES, ALONG
WITH A FEW OTHER SUGGESTED IDEAS.
SEPARATED ROUTES THAT ACCOMMODATE ALL
AGES AND ABILITIES ARE GENERALLY PREFERRED



FRONT STREET

IS GENERALLY SUPPORTED AS A
TRANSIT EXCHANGE, PROVIDED
THAT SAFETY, AMENITIES, FUTURE
DEVELOPMENT, AND CONNECTIONS
ARE CAREFULLY PLANNED



FINDING PARKING IS RELATIVELY EASY

EXCEPT IN A FEW LOCATIONS LIKE
COMMERCIAL ST AND THE OLD CITY
QUARTER. BETTER SIGNS COULD
DIRECT PEOPLE TO AVAILABLE PARKING

KEY CONSIDERATIONS FOR PROJECTS:

- 1 PEDESTRIAN ACCESSIBILITY & COMFORT IS A HIGH PRIORITY
- 2 KEY DESTINATIONS SHOULD BE LINKED BY HIGH-QUALITY WALKWAYS AND CYCLE ROUTES
- 3 AMENITIES AND BEAUTIFICATION WILL SUPPORT WALKING AND TRANSIT
- 4 SAFETY AND SECURITY SHOULD BE ENHANCED
- 5 WAYFINDING & SIGNAGE SHOULD BE IMPROVED





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NANAIMO

DOWNTOWN MOBILITY HUB PROJECT

PHASE I COMMUNITY INPUT SUMMARY

April to June, 2019

I | BACKGROUND

In early 2019, the City of Nanaimo initiated the Downtown Mobility Hub Project. This project is advancing a number of key ideas that have emerged in previous studies to improve the downtown mobility hub – the heart of Nanaimo's transportation network.

Focal points for the study include:

- » Improving pedestrian facilities
- » Identifying short-term bicycle network improvements
- » Confirming a permanent transit exchange
- » Improving key intersections for all modes of travel
- » Preparing a downtown parking strategy

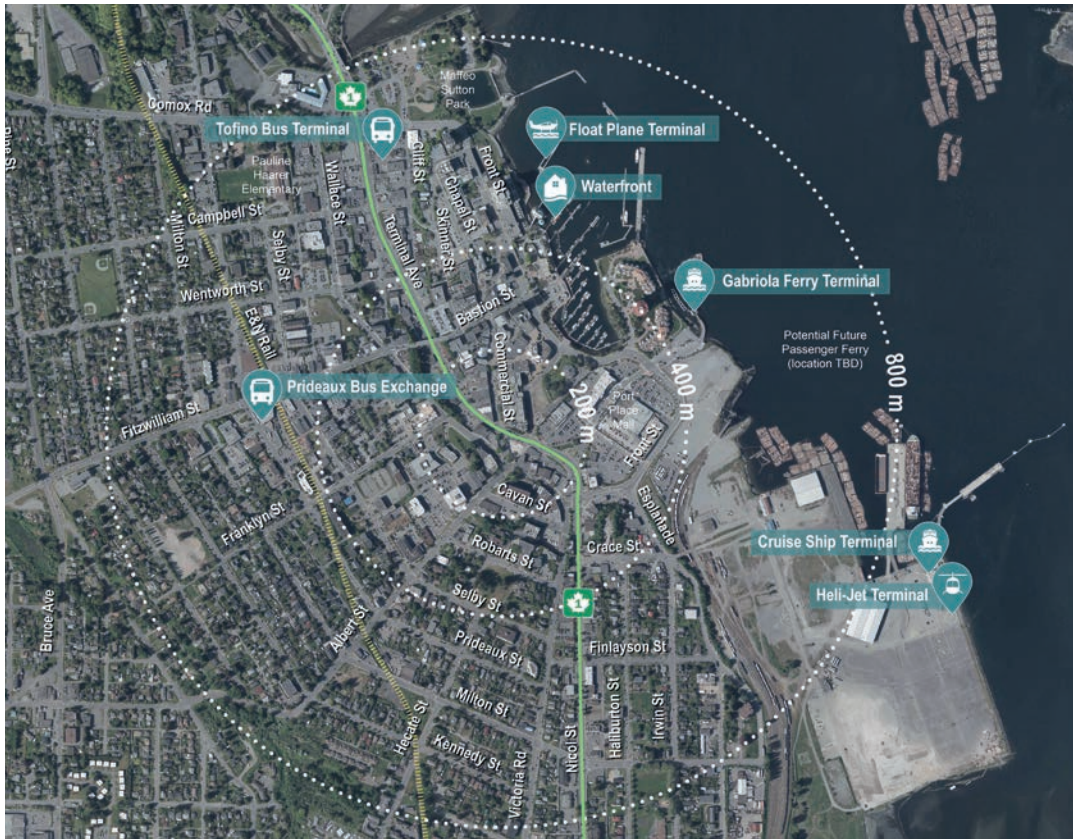
The first phase has been focused on confirming priority issues and opportunities through review of previous initiatives, data collection, technical analysis, and public input. The information obtained during this phase will be used to identify priority locations and issues to be addressed through this project as well as future initiatives.

WHAT IS A MOBILITY HUB?

A mobility hub is a concentrated area of activity including employment, housing, recreation, and shopping interconnected with multi-modal transportation options. Complete, compact communities focused around mobility hubs increase sustainability by reducing reliance on personal vehicles. The 2014 Nanaimo Transportation Master Plan identifies seven mobility hubs in the City, including downtown. Making these spaces walkable, bikeable, and attractive for transit is an essential goal.

NANAIMO DOWNTOWN MOBILITY HUB PROJECT

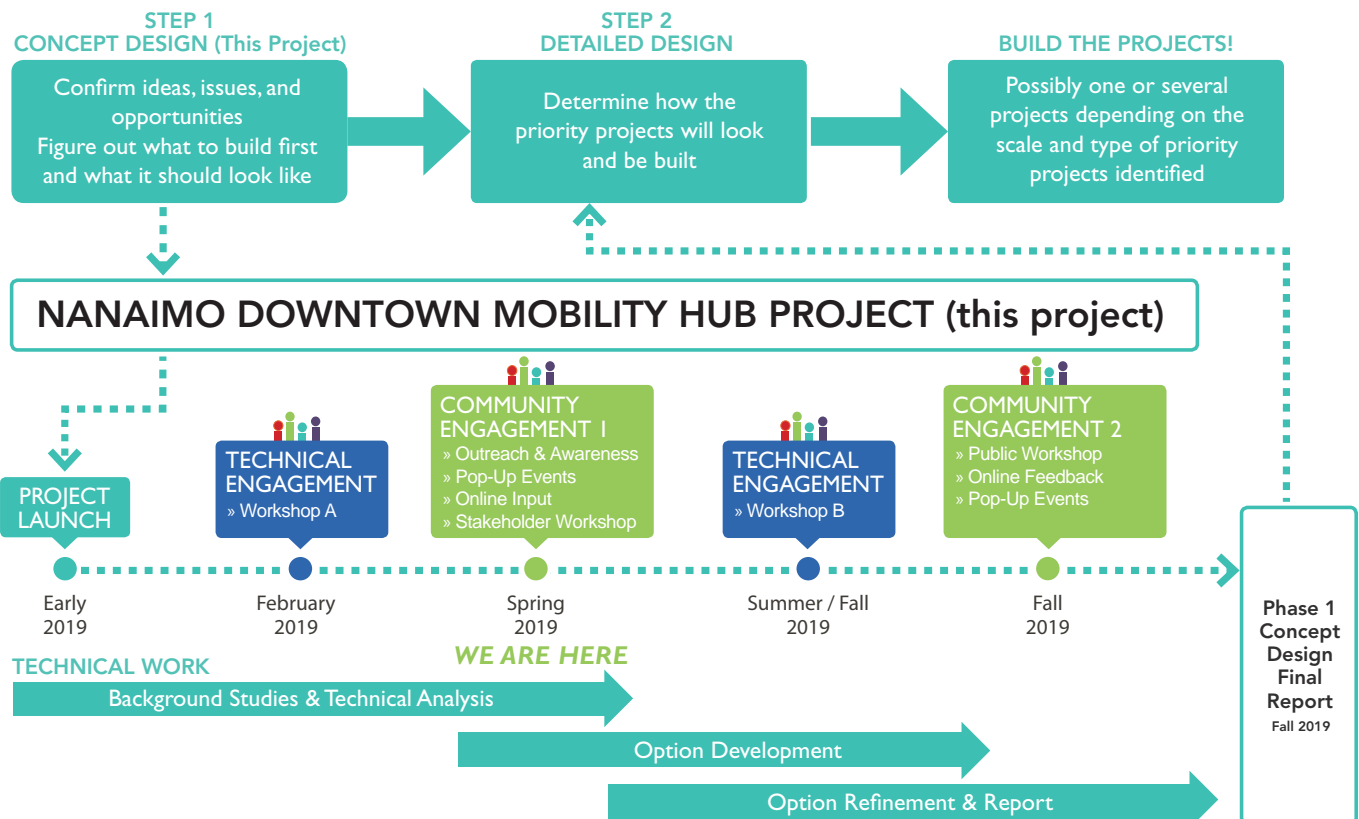
Phase I Community Input Summary - April to June 2019



PROJECT AREA

The Downtown Mobility Hub focuses on an 800 m radius around the intersection of Terminal Ave and Commercial St.

OVERALL PROJECT PROCESS



NANAIMO DOWNTOWN MOBILITY HUB PROJECT

Phase I Community Input Summary - April to June 2019

2 | ENGAGEMENT ACTIVITIES

Engagement for the Downtown Mobility Hub Project includes two phases:

- **PHASE 1** (current phase) is focused on building an understanding of participants' perceptions of the downtown mobility hub – identifying the ideas and issues that are most important to help prioritize projects to build in the coming years.
- **PHASE 2** (planned for fall 2019) will table a number of emerging transportation improvement options that are under consideration, to gain feedback on preferred directions and identify refinements or alternative options.

2.1 PHASE I OUTREACH

The following outreach tools were employed to inform community members about this project:

- **Project Website:** Development of a project page at nanaimo.ca/goto/downtownmobility.
- **Facebook:** Posts on the City of Nanaimo's Facebook page and Twitter feed.
- **Community Group Emails & Phone Calls:** Targeted emails and calls to approximately 30 local community groups, businesses, and individuals, with requests for participation and support to build public awareness.
- **Downtown Businesses Letter:** Distribution of a letter to businesses in the project area to inform them of the project and opportunities to participate.
- **Public Emails:** Creation of a project email list for notifying interested participants in upcoming engagement opportunities.
- **Project Cards:** Small cards with project website details handed out at public events.
- **Pop-up Events:** Booths at key events or locations around the downtown to encourage people to talk about the project.

WHY IS A MOBILITY STUDY BEING CONDUCTED?

Over the years community members have shared their thoughts about how they want to walk, cycle, take transit, drive, or park in the downtown hub. In 2014, the Nanaimo Transportation Master Plan was developed to define an overall future for transportation in Nanaimo. Now we're working to link these ideas together and set priorities to get improvements into the ground. The Downtown Mobility Hub Project will confirm the issues and ideas that are important for our downtown and plan and design priority projects to be built in the short-term.

ENGAGEMENT OBJECTIVES FOR THE DOWNTOWN MOBILITY HUB PROJECT:

- Raise awareness about the project and invite participation from a broad cross-section of the community;
- Build on previous initiatives and communicate that this project is focused on advancing the ideas heard to date towards implementation;
- Confirm the issues, opportunities, and visions that have been collected so far, and identify gaps or new issues that also need to be addressed;
- Introduce viable options for downtown mobility network enhancements and determine which options may or may not have community support or how an option could be improved so it would have community support;
- Consider potentially-competing community values and develop a process for fairly evaluating options;
- Undertake an inclusive, transparent engagement process that addresses emerging issues and helps develop supported outcomes; and
- Continue building relationships with partners, stakeholders, and the public to advance projects into implementation.

2.2 PHASE I ENGAGEMENT ACTIVITIES

Pop-up Event Series

The project team organized pop-up booths in various locations to build awareness about the project and discuss downtown mobility with interested participants. The pop-up booth featured large scale display / activity boards, handouts, and questionnaires. In addition, the team participated in the 2019 Jane's Walk along Nanaimo's waterfront to introduce the mobility hub project to approximately 70 walk participants.

Earth Day Event

DATE Saturday, April 27 @ 10:00 am - 3:00 pm

LOCATION John Barsby Community School
550 Seventh St., Nanaimo

Port Place Mall Pop-up

DATE Tuesday, April 30 @ 11:00 am - 2:00 pm

LOCATION Port Place Shopping Centre
650 Terminal Ave., Nanaimo

Maffeo Sutton Park Pop-up

DATE Saturday, May 4 @ 10:00 am - 2:00 pm

LOCATION Maffeo Sutton Park
100 Comox Rd., Nanaimo

Jane's Walk Nanaimo

DATE Saturday, May 4 @ 11:45 am - 12:45 pm

LOCATION Nanaimo Waterfront

Active for Life Expo

DATE Saturday, May 25 @ 10:00 am - 2:00 pm

LOCATION Maffeo Sutton Park
100 Comox Rd., Nanaimo

WHO PARTICIPATED?

350+

Views to the project website on
nanaimo.ca/goto/downtownmobility

~200

Participants at Pop-up Events
between April 27 and May 25, 2019

30

Participants in the Stakeholder
Workshop on May 16, 2019

94

Questionnaire Submissions

Multiple

Phone calls or email submissions

Stakeholder Workshop

The project team led an introductory presentation and facilitated a collaborative discussion with local business owners and stakeholders to share background for the project and undertake an interactive discussion on mobility in downtown Nanaimo. The workshop included a presentation, small group discussions, and group reporting on key findings and themes.

DATE Thursday, May 16 @ 5:00 pm - 7:00 pm

LOCATION Coast Bastion Hotel, Benson Room
11 Bastion St., Nanaimo

Questionnaire

The questionnaire presented a number of issues and opportunities being explored in the project. The goal was to confirm the ideas and issues that are most important to help prioritize locations to be explored further and to identify gaps or ideas that may be missing.

DATE Friday, April 26 through Friday, June 14, 2019

LOCATION Online @ nanaimo.ca/goto/downtownmobility
In Paper @ Pop-up Events & City Hall

Written, Phone, or In-Person Submissions

Some participants provided input through the project email, other written submissions, by phone, or in person.

DATE April through June, 2019

LOCATION Via Email @ downtownmobility@nanaimo.ca
By Phone or In Person @ City of Nanaimo

INPUT CAME FROM:



Online or email submissions



Questionnaire submissions



Collaborative discussions at events



Written submissions



Phone or in-person meetings



3 | SUMMARY OF KEY THEMES

During Phase 1, questions about five mobility topics – pedestrian network, bicycle network, transit, key intersections, and parking – were asked to gather community input and identify priorities.

The following summary of key themes outlines frequent comments gathered from participants. Input ranged from general directions that could be applied throughout the project area to mobility enhancement ideas at specific locations. Each key theme summary includes a written description of overall themes as well as a map showing specific locations where participants documented issues or opportunities.

This information provides guidance to the project team for determining which ideas to advance into concepts. The developed concepts will be reviewed and refined with the community during the next phase of the Downtown Mobility Hub Project.

To see all submitted comments refer to the **Appendices**.



3.1 PEDESTRIAN NETWORK



PEDESTRIAN SAFETY: Participants expressed concerns about pedestrian safety in the downtown mobility hub. Safety issues are barriers that limit walkability. Several general measures were suggested to enhance pedestrian safety in the downtown overall:

- » Reduced speed limits / narrower streets
- » Enhanced accessibility for all ages and abilities
- » Safer, pedestrian-oriented intersections
- » Enhanced lighting
- » Better separation between pedestrians and vehicles (e.g., trees and boulevards)
- » Elimination of right turns on red lights
- » Separation between pedestrians and cyclists
- » Better pedestrian crossing indicators (e.g., flashing lights)
- » Wider sidewalks, removal of impediments (e.g., hydro)
- » Elimination of slip lanes, reduced turning radii to slow vehicles



WAYFINDING / SIGNAGE: Input suggests a lack of wayfinding and signage in the downtown mobility hub. More pedestrian-orientated wayfinding would enhance the pedestrian experience.

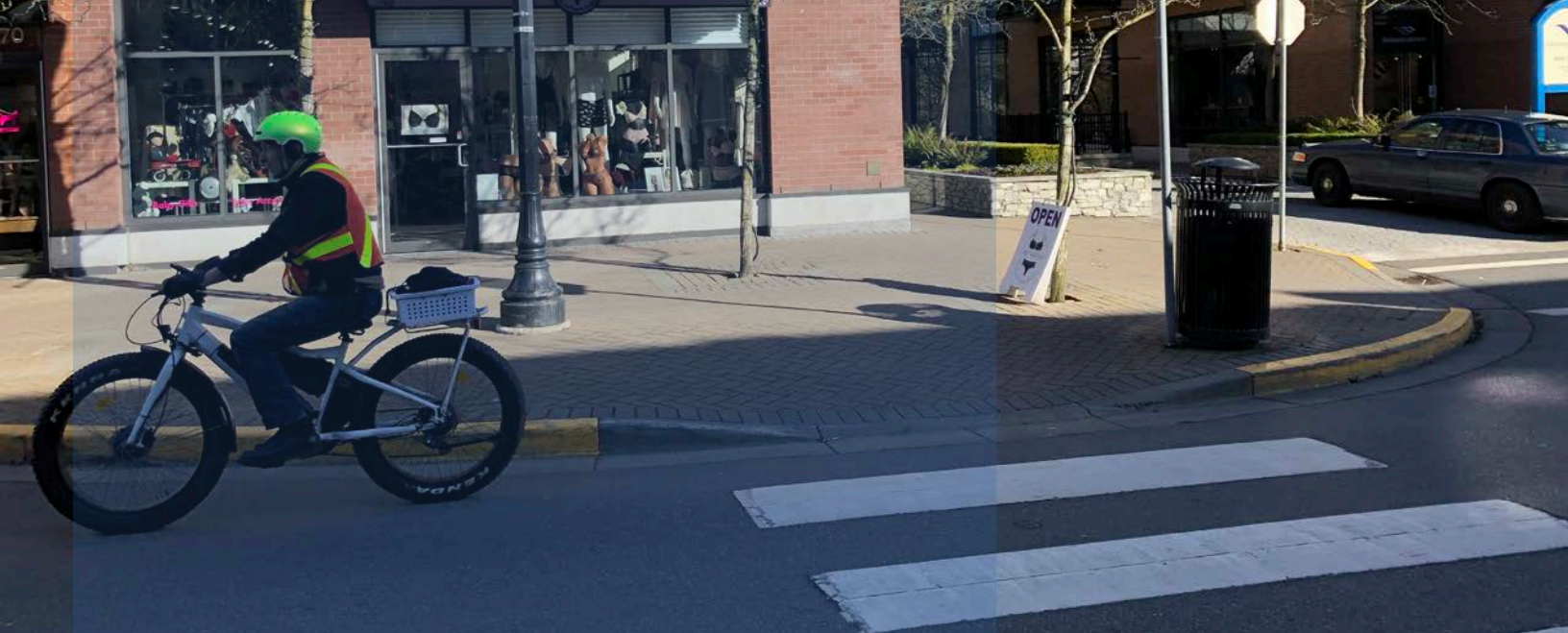


IMPROVED WALKABILITY: The current downtown transportation network is often perceived as unaccommodating and inconvenient for pedestrians. Input suggests that community members support measures to enhance the pedestrian experience and encourage pedestrian mobility, such as:

- » More crosswalks at intersections and frequent mid-block crossings
- » Pedestrian scrambles
- » Closure of Commercial St / Church St / Victoria Crescent to vehicular traffic
- » Weather protection (e.g., awnings)
- » Longer / more frequent pedestrian crossing times
- » Removal of pedestrian-activation buttons
- » Attractive streetscapes (e.g., frequent street trees)

MAP: IDENTIFIED PEDESTRIAN ISSUES & IDEA LOCATIONS





3.2 DOWNTOWN BICYCLE NETWORK



SECURE BIKE PARKING & STORAGE: Secure bicycle parking / storage facilities (including bike lockers, safe lock-up points, rental lockers, e-bike charging stations, etc.) are an important component of a successful bicycle network that encourages people to bike more often. A person needs a safe place to store their bike when visiting downtown. Key locations for lock-up included ferry terminals, waterfront, shopping areas, and connection points for Island residents (i.e., from Protection or Gabriola Island). In addition, bike share programs could support more people choosing to cycle.



WAYFINDING / SIGNAGE: Improved and additional bicycle route signage would enhance the overall cycling experience and decrease bicycle / vehicle / pedestrian conflicts.



CYCLIST SAFETY: Enhancing cyclist safety is a top priority. Suggestions for safety improvements included dedicated and protected cycle lanes or tracks, vehicle and/or parking lane reductions (e.g., Front St, Albert St), removal of slip lanes, lighting, cyclist traffic signals, and painted lanes. Public input suggests that protected bicycle routes are likely preferred over shared / painted road lanes.

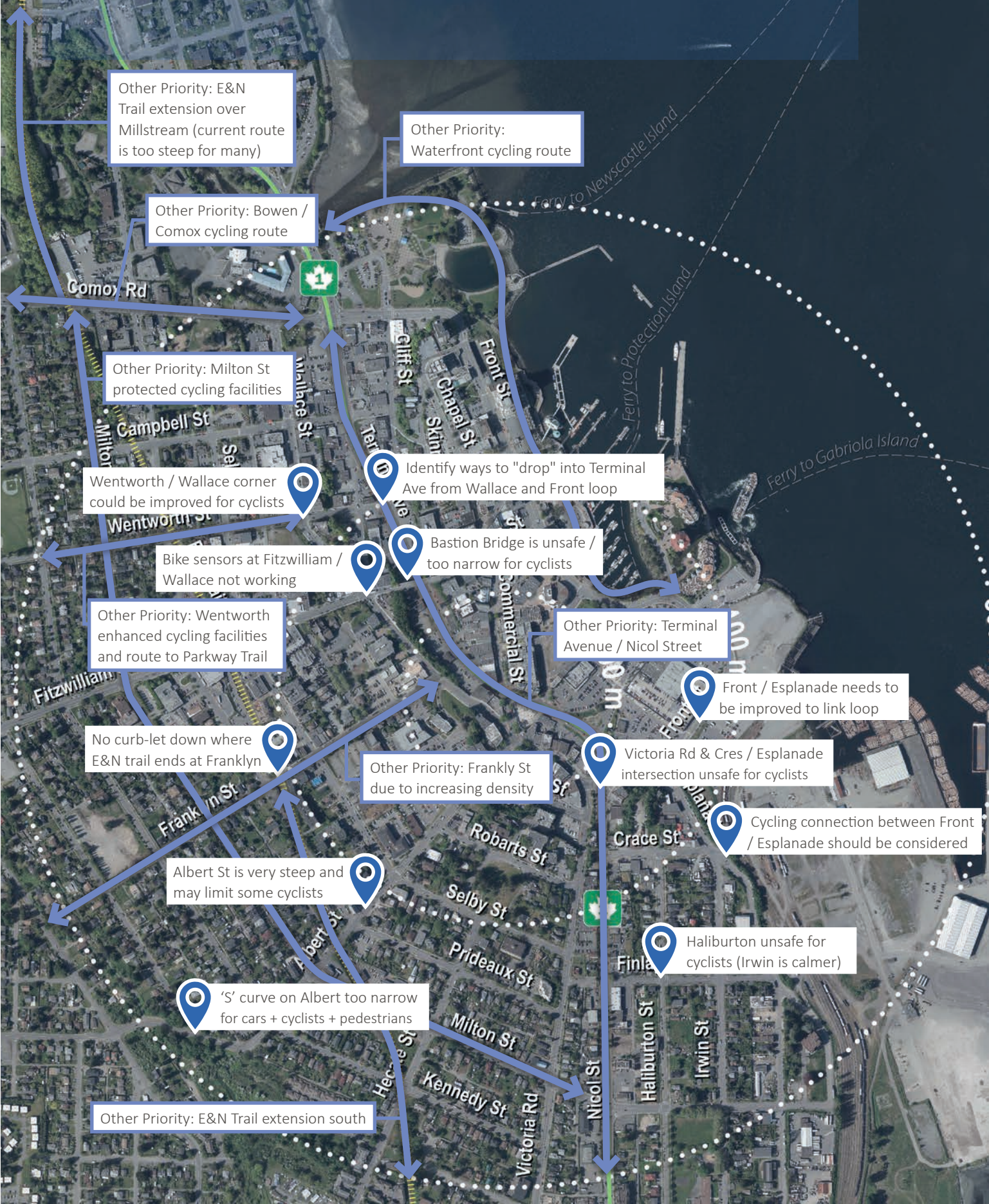


CONNECTIVITY: Connecting existing and future bike routes is a critical step towards providing a bicycle network that better serves the community. Feedback indicated support for the four priorities identified to date: Wallace Street, Front Street, Gordon Street / Museum Way, and Albert Street. Additional priority connections suggested included: improved E&N Trail over the Millstream to downtown / waterfront walkway; extension of E&N Trail south; Victoria Crescent area; improved Bastion Street / Bridge cycling accommodation; a bike route along the waterfront / Maffeo Sutton Park; bike accommodation on Terminal Avenue; safe, protected routes to schools (e.g., Ecole Pauline Haarer); and better capacity for buses to carry bikes.



ENFORCEMENT: Some participants noted that cyclists using the road network do not follow rules of the road and more education / enforcement is needed for both motorists and cyclists. Some concerns that increased cycling activity will impact other modes of travel.

MAP: IDENTIFIED BICYCLE NETWORK ISSUE LOCATIONS & OTHER POTENTIAL PRIORITY BICYCLE ROUTES





3.3 TRANSIT



LOCATION: General community support for a transit exchange on Front Street. Some concerns that it is a too far from the downtown core (i.e., Commercial / Terminal area). Mixed opinions on if it should be an on-street or off-street exchange. Desire to ensure expansion can be accommodated and to consider incorporation of other transportation links (e.g., Tofino Bus and Island Link).



CONNECTIVITY: Connecting the transit exchange to other modes of transportation and destinations is considered vital to creating a successful public transportation network. In particular, input suggests a strong desire to add / improve / time buses to efficiently link the transit exchange to/from the Duke Point and Departure Bay ferry terminals and to provide walkable routes to the seaplane terminal, future fast ferry, Gabriola ferry, Helijet, and other downtown transportation connections. Desire for bus routes to destinations like VIU, Old City Quarter, and the north end to have efficient transfers and greater frequency.



PUBLIC AMENITIES: Public amenities such as washrooms, bike lockers, shelters, and benches are important assets that should be provided at a transit exchange to enhance the overall user experience. In addition, improved signage that indicates wayfinding, schedules, and real-time information could be considered.



SAFETY & ACCESSIBILITY: The environment around the transit exchange needs to feel safe with full accessibility, good sightlines, lighting, security presence, and a well-maintained, attractive, and comfortable environment. In addition, the circulation design must be fluid and reduce potential conflicts between pedestrians crossing the street to get to buses and motorists on Front St, at Port Place Mall, going to/from Gabriola ferry, etc.



QUALITY, INTEGRATED DESIGN: Desire for integration with future development so the bus exchange is not a large parking lot on the waterfront, but a vibrant, pedestrian-oriented transit hub.

MAP: IDENTIFIED TRANSIT ISSUE & IDEA LOCATIONS

Location: General support for permanent exchange on Front St

Key Concerns:

- Safety, especially at night
- Potential conflicts between pedestrians and Port Place Mall parking lot users
- Pedestrian activity increases when Gabriola ferry disembarks

Common Improvement Suggestions:

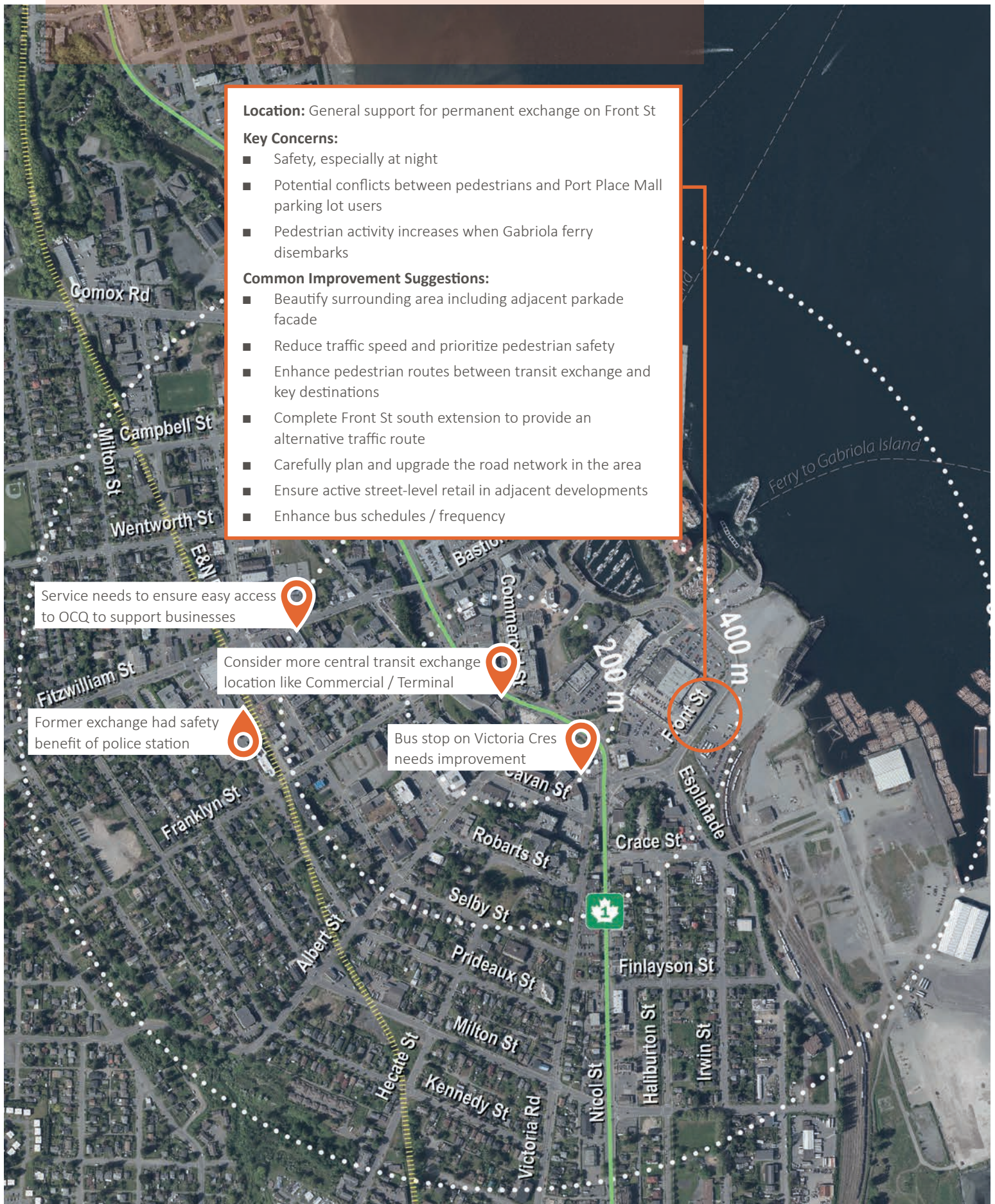
- Beautify surrounding area including adjacent parkade facade
- Reduce traffic speed and prioritize pedestrian safety
- Enhance pedestrian routes between transit exchange and key destinations
- Complete Front St south extension to provide an alternative traffic route
- Carefully plan and upgrade the road network in the area
- Ensure active street-level retail in adjacent developments
- Enhance bus schedules / frequency

Service needs to ensure easy access to OCQ to support businesses

Consider more central transit exchange location like Commercial / Terminal

Former exchange had safety benefit of police station

Bus stop on Victoria Cres needs improvement





3.4 KEY INTERSECTIONS



ALBERT ST / WALLACE ST / COMMERCIAL ST: Consistently identified as the highest priority intersection due to the confusing stop procedure and insufficient pedestrian accommodation. Consensus that actions are needed to address safety. Public ideas included closure of Commercial St (Terminal to Albert), four-way stop, lights, realignment, or a roundabout.



VICTORIA CRES / NICOL ST / ESPLANADE: Input suggests this is a higher priority intersection for improvements to enhance pedestrian comfort and reduce a confusing traffic confluence. Public suggestions included converting Victoria Crescent to one-way or pedestrian only, considering a roundabout, incorporating cycle routes, and reducing vehicle dominance.



FRONT ST / CHURCH ST: This intersection is considered a lost opportunity due to the amount of space dedicated to a low-volume road element. There is support for improvements that would convert road area to public space, expanding space around Dallas Square Park.



BASTION ST / WALLACE ST / FRASER ST: While the five-way intersection can be confusing, this intersection was a lower public priority than others. Ideas for changing traffic flow on Fraser (e.g., partial closure, conversion to one-way) were identified.



BASTION ST / COMMERCIAL STREET: Public input suggests that changes to this intersection are a lower priority. If changes are considered, input suggests that there is interest in improvements that prioritize pedestrians such as a pedestrian scramble or four-way stop procedure.



INTERSECTION ENHANCEMENTS: A number of suggestions were identified for improving pedestrian comfort at intersections including audible crossings, improved accessibility considerations (smooth, gentle let-downs, textured pavement, easy to use buttons), addition of pedestrian scrambles, removal of pedestrian buttons (e.g., downtown Vancouver), wider sidewalks / waiting areas, and beautification.

MAP: IDENTIFIED ISSUE LOCATIONS & OTHER KEY INTERSECTIONS





3.5 PARKING



AMOUNT: Most participants felt there is sufficient downtown parking, with limitations in key areas. Suggestions to convert excess parking to bike lanes, bike parking, sidewalk widening, or public realm enhancements. Some concerns from business-owners that parking limitations could impact customers.



COST: Most participants felt parking is relatively inexpensive (some mixed opinions). Suggestions for free parking and/or longer free parking windows (e.g., 3 to 4 hrs) to encourage economic development, possibly balanced with programs that discourage workers from taking up retail parking.



WAYFINDING: Participants felt people have difficulty finding existing parking garages and lots. Enhanced wayfinding to direct people to underutilized parking areas would improve use.



ALTERNATIVE OPTIONS: Participants suggested a need for more electric charging facilities, parking for motorcycles / electric scooters, and bicycle parking to encourage alternative modes.



SAFETY: Concerns about safety and break-ins or feeling unsafe, notably in parking garages.



SPECIAL EVENTS: Participants suggested that strategies to increase parking for special events should be considered (rather than addition of parking), for example, signage or volunteers to direct people to parking areas, temporary parking zones, shuttles, online information, etc.



FUTURE DEVELOPMENT: Potential opportunities to incorporate public parking within future private development and encourage accommodation of public parking within buildings, rather than building more stand-alone parkades or lots.



PARKING ON THE PERIPHERY: Some suggestions to provide lower-cost or free parking on the periphery within walking distance of downtown.



OVERSIZE PARKING: Some suggestions to accommodate RVs and trucks near the downtown and provide wayfinding to these areas.

MAP: LOCATIONS WHERE PEOPLE FIND IT DIFFICULT TO FIND PARKING



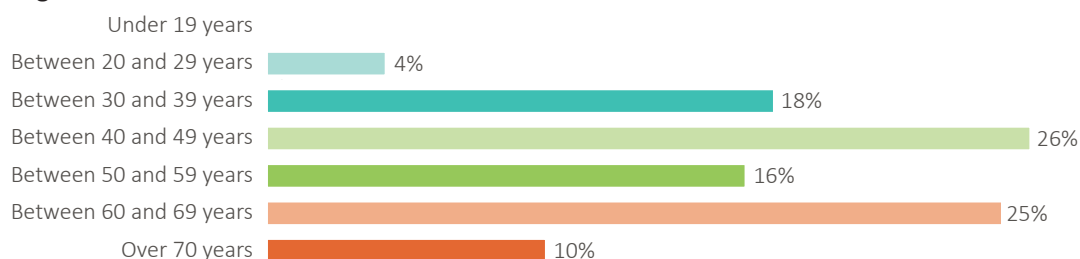
4 | COMMUNITY QUESTIONNAIRE RESULTS

The following summary outlines the numerical findings from the community questionnaires submitted at events, online, or by mail / drop-off. To see all comments recorded in questionnaires refer to **Appendix B**.

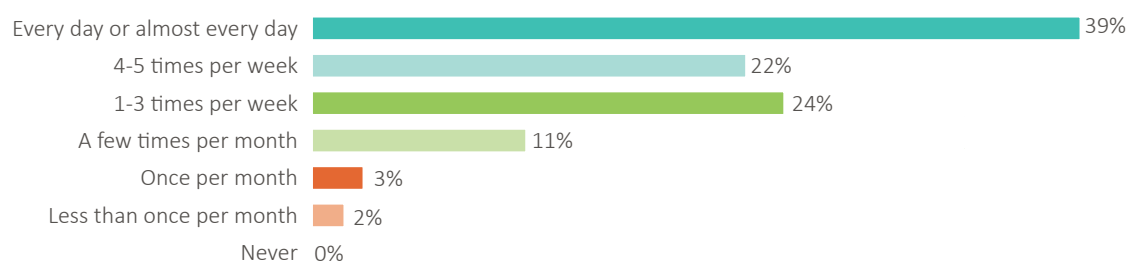
PART I: ABOUT YOU

Six questions were asked to understand who participated in the questionnaire.

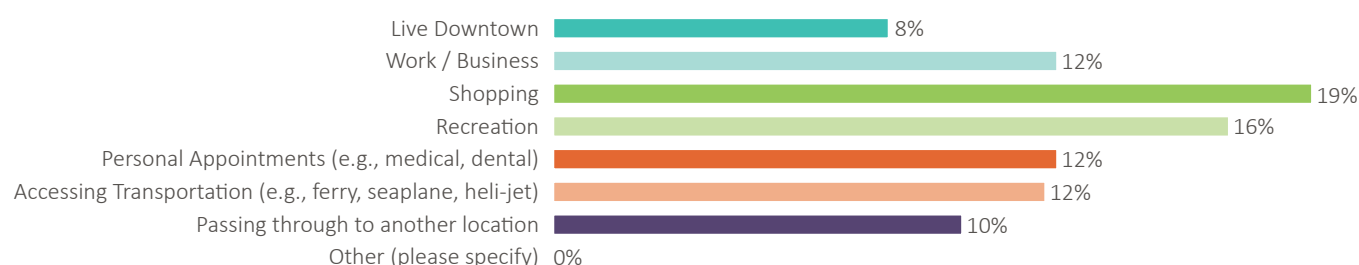
Q1. What is your age range?



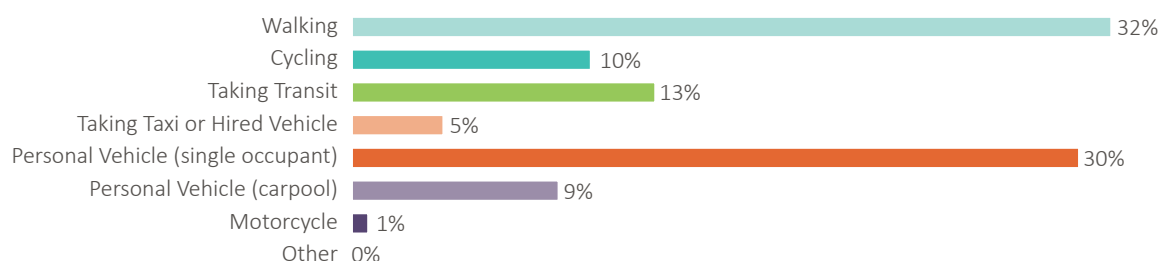
Q2. How frequently are you in Downtown Nanaimo – living, working, shopping, or playing?



Q3. What are your primary reasons for traveling downtown? *Please select all that apply.*



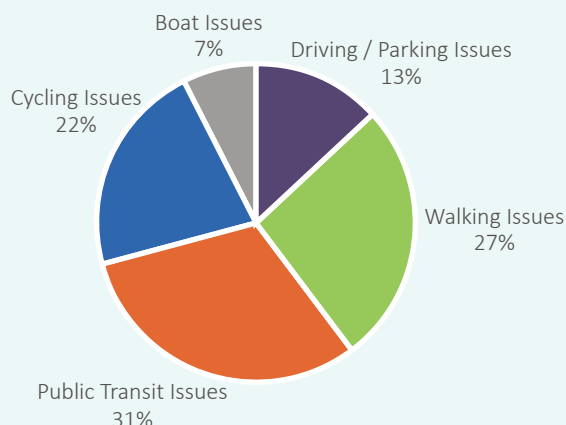
Q4. What modes of transportation do you typically use when traveling to, from, and within the downtown? *Please select all that apply.*



Q5. What, if any, mobility issues ever deter you from traveling downtown? Please explain.

Mode Distribution of Mobility Issues

The pie chart illustrates the proportions of mobility issues pertaining to the different modes of transportation identified.



Walking

Key Issues:

- Walking considered unsafe due to social issues
- Walking considered unsafe due to vehicle traffic
- Walking surfaces are inaccessible or unsafe (uneven, slippery, steep, no let-downs)
- Crosswalks are unsafe or infrequent

Other Issues:

- Lack of seating, public restrooms
- Many businesses are not wheelchair accessible

Public Transit

Key Issues:

- Bus routes do not include desired start and end locations
- Insufficient frequency of buses
- Accessibility issues at bus stops (location, shelters)

Other Issues:

- Buses do not run at desired times
- Safety concerns on buses and at bus stops

Cycling

Key Issues:

- Cycling considered unsafe due to vehicle traffic
- Bicycle network does not meet users' needs (not connecting to destinations, safety, accessibility)
- Lack of secure bike parking

Other Issues:

- Lack of bicycle-activated traffic signals
- No long-term bike storage

Driving / Parking

Key Issues:

- Parking (cost, availability, location)

Other Issues:

- Lack of available car-share vehicles
- Lack of parking for motorcycles / motor scooters

Boat*

Key Issues:

- Protection Island ferry is not wheelchair accessible

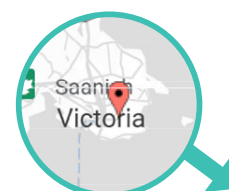
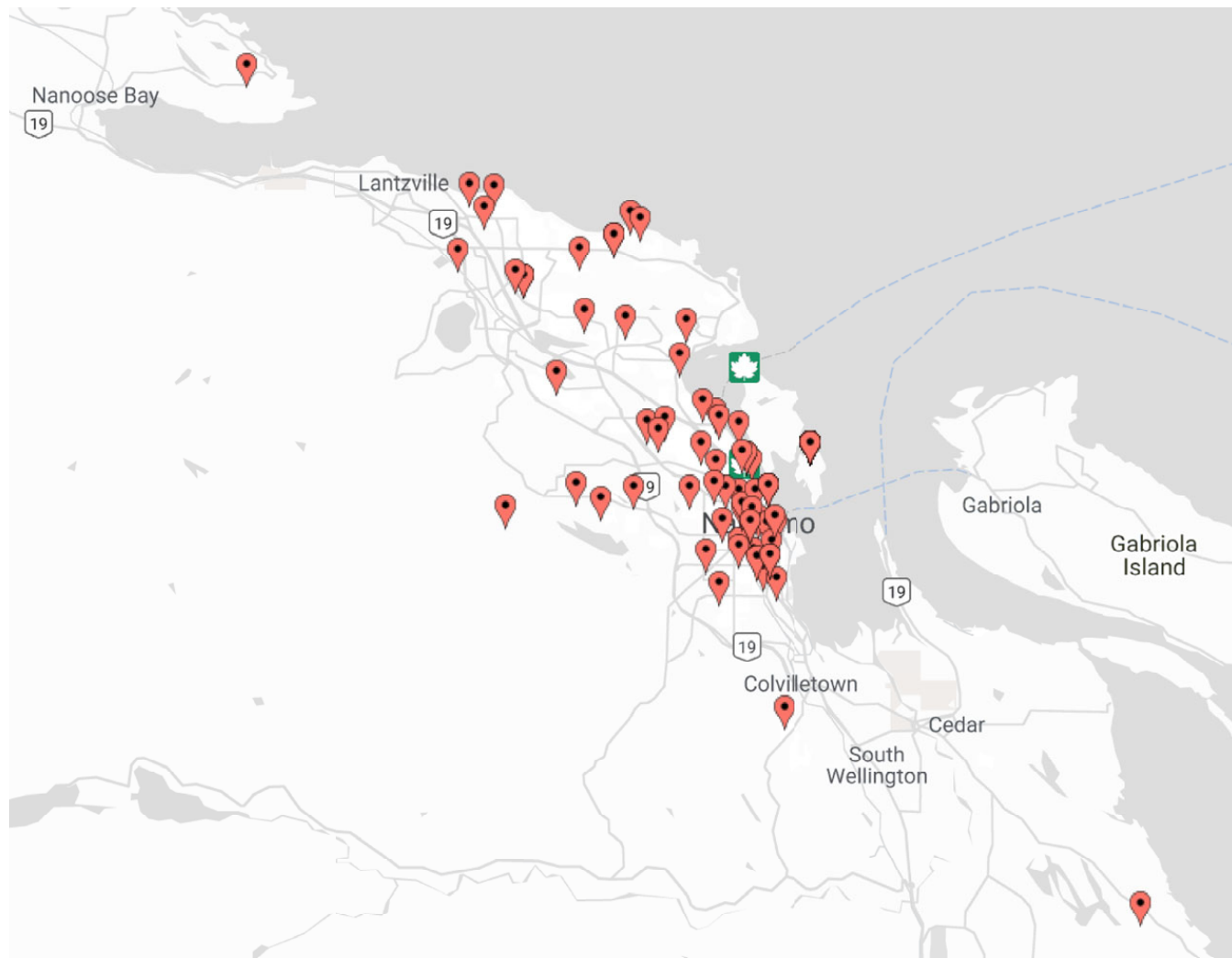
Other Issues:

- Accessibility issues at mooring areas, lack of storage for mobility devices / bicycles
- No public boat ramp and limited available private moorage

* While water-based connections are not part of the Downtown Mobility Hub Project, issues are recorded here for future planning and connectivity.

Q6. What is your postal code?

Postal codes were collected to understand the locations of participants. The majority of people who participated in the questionnaire live in or near Nanaimo downtown, although most Nanaimo neighbourhoods had some representation, along with a limited number of participants outside the City boundaries.



PART II: ISSUES & OPPORTUNITIES

Part II focused on confirming priority issues and opportunities in the downtown for all modes of transportation.

PEDESTRIAN NETWORK

Q7. Of the potential future pedestrian improvement ideas shown on the map, which would you prioritize?

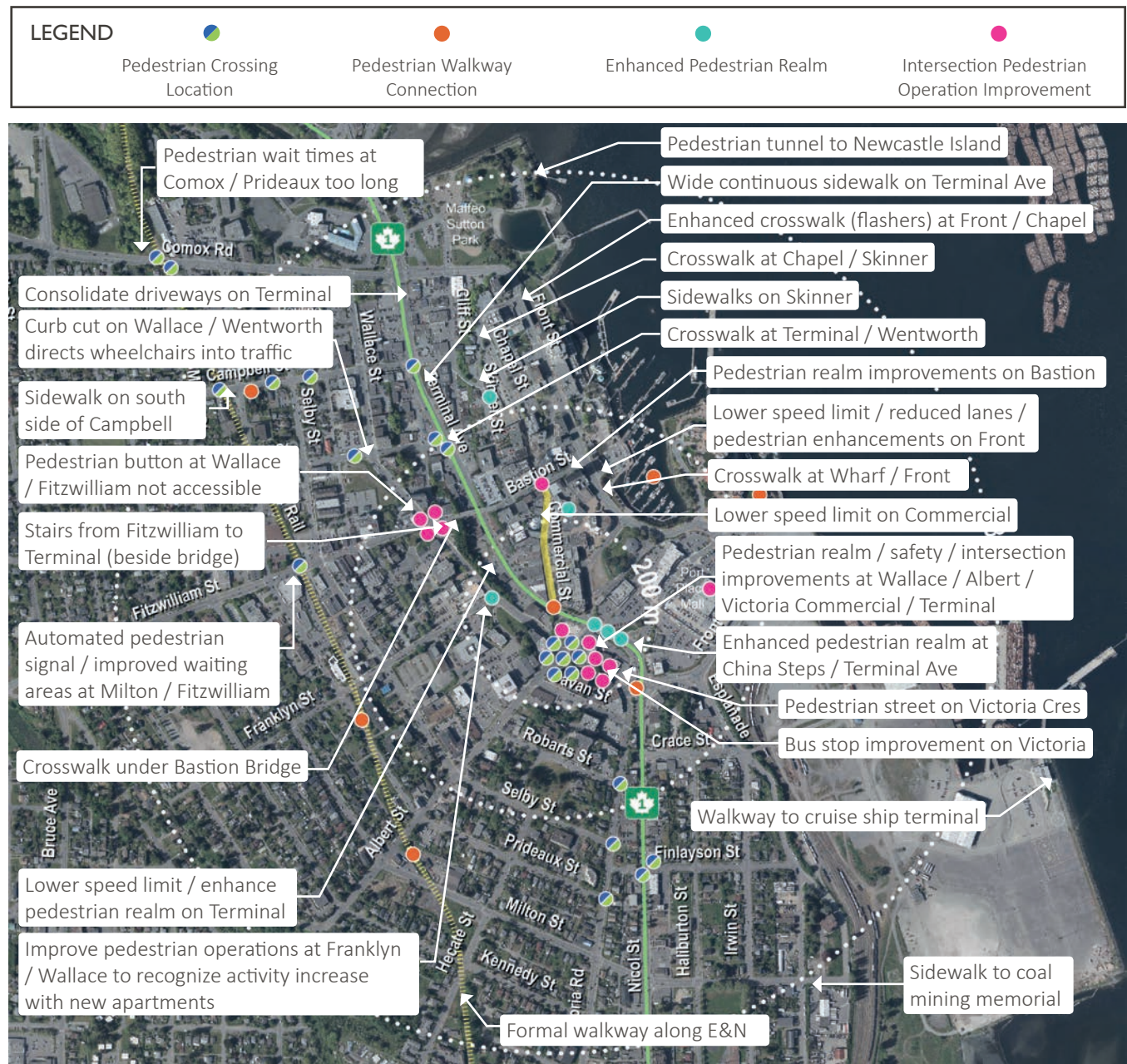
The chart below indicates the category or type of pedestrian improvement people identified most frequently as their top priority.



Q8. Are there priority pedestrian improvements not shown that you think should be considered? Please describe the issue including where it occurs and why it is a priority.

The map below indicates:

- A relative priority of specific improvement locations using dots (more dots = higher frequency of mentions)
- Specific ideas for future improvements.



Other improvements identified by participants that are outside the study area:

- » Departure Bay waterfront walk
- » Crosswalk at Stewart / Rosehill
- » More pedestrian crosswalks on Stewart
- » Sidewalk on Island Hwy Rutherford to Woodgrove
- » Kennedy / Wentworth roundabout is a challenge for pedestrians / large vehicles
- » Fitzwilliam / Kennedy intersection pedestrian safety issues
- » Rutherford, Mostar, Hammond Bay, Uplands missing pedestrian walkways
- » Waddington Road / Terminal Ave intersection is confusing

DOWNTOWN BICYCLE NETWORK

Q9. What is your level of agreement that each of the four corridors identified are priorities for short-term bicycle facility improvements in the downtown?

Wallace Street



Front Street



Gordon Street / Museum Way / China Steps



Albert Street



■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree

Q10. Are there other downtown bicycle network improvement projects or connections that you feel are a high priority?

Most Frequently Suggested Improvements:

- More bike parking (secure lockers, rain protection)
- Protected bicycle routes connecting to the E&N Trail
- Convert existing painted bike lanes into separated / protected lanes
- Extend E&N trail from Fitzwilliam St to Comox St and from Franklyn St to South End
- Improve / add traffic signal bicycle sensors
- Increase traffic law enforcement: signaling, speeding, red light violations
- Increase cyclist traffic law obedience through education and enforcement
- Extend Bowen Rd bicycle lane along Comox Road

Other Suggestions:

- | | |
|--|---|
| ■ Bicycle infrastructure on Milton St | ■ Cycling route through Maffeo Sutton Park |
| ■ Improve curb letdowns at ends of E&N Trail | ■ Eliminate on-street parking on bicycle lanes and cycling routes |
| ■ Bicycle lanes on highways for longer-distance commuters | ■ Use low-traffic roads for bike routes (e.g., Irwin St rather than Haliburton) |
| ■ Improve safety for cyclists at Victoria Rd and Esplanade | ■ Bicycle infrastructure on Franklyn St |
| ■ Secure long-term bike parking at ferry terminals | ■ Avoid steep roads for cycling routes |
| ■ Improve wayfinding to the existing bicycle network | ■ Bastion Bridge is too narrow for bicycles and cars to share |
| ■ Implement bike share program | ■ Improve safety on curved roads (e.g., Albert St) |

TRANSIT

Q11. Based on initial assessment of transit exchange location options, a preliminary recommendation is to locate a permanent transit exchange on Front Street with multi-modal connections to this site. How strongly do you agree or disagree with this recommended location?

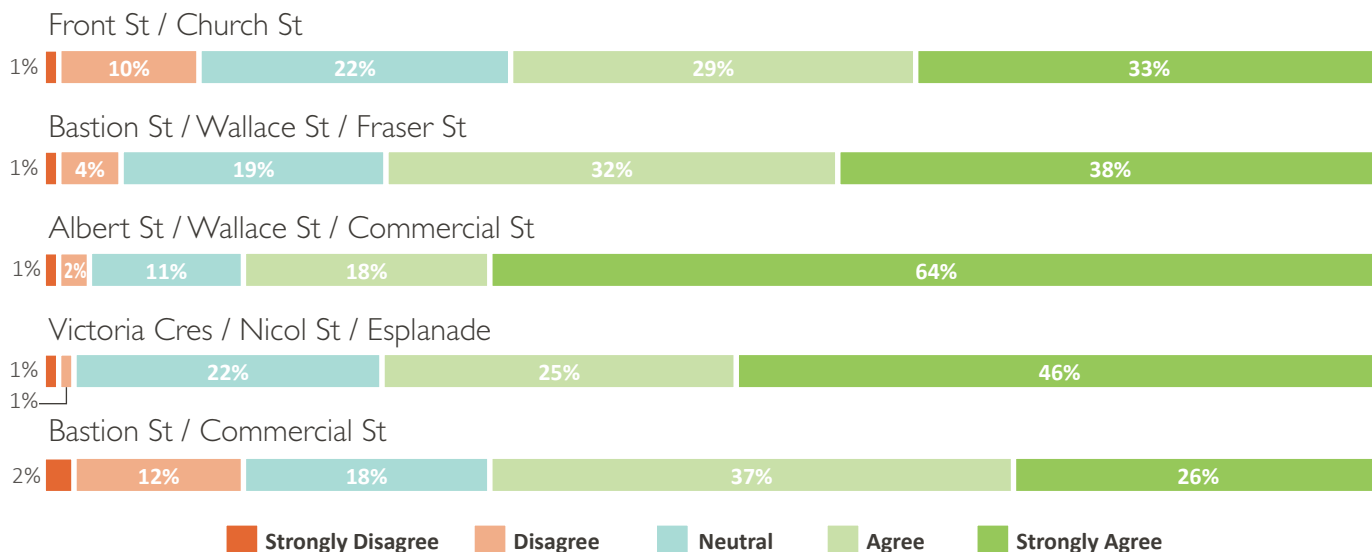


Comments

- Transit exchange may increase jaywalking across surrounding roads, which is a safety concern
- Location feels unsafe when few people are around
- Gabriola ferry traffic may obstruct bus movement along Front St

KEY INTERSECTIONS

Q12. How strongly do you agree or disagree that each of the FIVE intersections identified are priorities for multi-modal transportation improvements?



Q13. Are there other intersections that you believe should be priorities for multi-modal improvements? Please name the intersection and explain why.

INTERSECTION	REASON
Wallace St / Franklyn St	Poor sight lines due to cars parked in front of new development Pedestrian activity will increase significantly when new development is opened
Wallace St / Wentworth St	Dedicated bikeway needed on Wentworth Significant bicycle activity at intersection Mobility limitations (e.g., problematic curb let-down), missing crosswalk
Wallace St / Comox Rd	Very busy intersection
Terminal Ave / Comox Rd	Dangerous for pedestrians and cyclists accessing Maffeo Sutton Park Unfriendly / uncomfortable for pedestrians
Terminal Ave / Wentworth St	Strong pedestrian desire line Consider pedestrian signal or traffic light for safer pedestrian crossing
Albert St / Pine St	Consider pedestrian signal or traffic light for safer pedestrian crossing

PARKING

Q14. How would you describe the conditions of the following parking components in the downtown area?

Proximity of parking to desired destinations



Availability of parking / ease of finding parking



Parking costs / rates



Parking time limits (e.g., 2-hr parking)



Safety



■ Very Poor
 ■ Poor
 ■ Fair
 ■ Good
 ■ Very Good

Most Frequent Comments:

- All parking should be free to support economic development
- Parking is inexpensive relative to other cities
- Underground parking feels unsafe, even with security cameras
- A secure parking area near the boat basin would help residents from Protection and Gabriola Islands
- Extend public surface parking lots from 2 hour to 3 or 4 hours to accommodate longer downtown visits

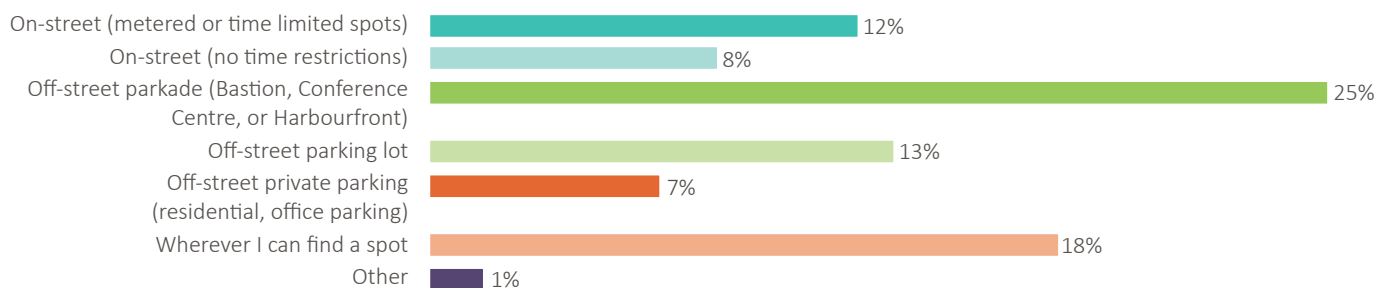
Other Comments:

- Consider varied parking pricing based on location (i.e., closer more expensive)
- Safety concerns for cyclists traveling beside parked cars
- Social issues in downtown can contribute to parking areas feeling unsafe

Q15. Are there specific locations that you find particularly challenging to find parking? Describe the location and time when you experience difficulties.

LOCATION	TIME
All of downtown	<ul style="list-style-type: none"> ■ Daytime hours ■ During special events
Near Boat Basin	<ul style="list-style-type: none"> ■ Overnight parking for Protection and Gabriola Island residents, Harbour Air travelers
All on-street parking	<ul style="list-style-type: none"> ■ Daytime hours
Commercial Street	<ul style="list-style-type: none"> ■ Daytime hours
Old City Quarter	<ul style="list-style-type: none"> ■ Daytime hours
Area around Law Courts	<ul style="list-style-type: none"> ■ Daytime hours

Q16. Question 14: If / when visiting downtown with a motorized vehicle, where do you typically park?



PART III: GENERAL COMMENTS

This section of the questionnaire asked participants to identify additional issues or opportunities for downtown for mobility. Themes are documented below. See **Appendix B** for a complete list of comments.

Q17. Do you have any general comments about transportation (walking, cycling, taking transit, driving, parking) in the downtown?

General:

- Make it easier for people to communicate mobility issues and quick fixes as they arise (other cities have 311 apps where people submit photos and GPS pins)
- Design mobility to meet the needs of people with mobility limitations
- Active transportation infrastructure is a priority to help address climate emergency
- Prioritize beautification of downtown, including ensuring new development contributes positively to the area

Downtown Bicycle Network:

- Increase education on safe cycling and traffic laws
- Increase enforcement of both cyclists and motorists to support safe sharing of the road
- Improve all ages and abilities connections from South End to E&N trail
- Build new cycling infrastructure to a higher standard than existing bike lanes (i.e., protected lanes, better demarcation, bike sensors / lights)

Pedestrian Network:

- More amenities – benches, waste receptacles
- Remove or move elements (signs, hydro poles) that obstruct pedestrian movement
- Add an accessible route from Diana Krall Plaza to the Port Theatre
- Improve downtown wayfinding with maps at parking lots showing walking / biking routes to key locations
- Clear snow off sidewalks in winter
- Improve pedestrian crossings to ferry terminals
- Promote physical and mental health benefits of walking
- Implement measures to improve motorists yielding to pedestrians (e.g., flashers at crosswalks)
- Improve safety at night (e.g., increase security patrols, add lighting, encourage positive activity)

Transit:

- Several route schedules do not meet needs of south end commuters
- Match bus schedules and ferry departure and arrival times
- Connect downtown to Duke Point and Ladysmith
- Increase bus frequency mid-day
- Add late night transit service to downtown and major transit hubs
- Have normal service hours on Sundays and holidays as many people rely on transit to get to work
- Improve transit stop signage to communicate routes and connections
- Consider free public transit for youth and seniors to encourage use

Vehicle Mobility:

- Time traffic lights for efficiency
- Increase penalties on repeat traffic law infractions
- Increase off-street parking and reduce on-street parking to limit conflicts between parked cars and cyclists / pedestrians

5 | NEXT STEPS

Public input will be used in the identification, development, and review of potential concepts for improving downtown mobility. We will share these concepts with you at upcoming engagement events later this year.

Stay tuned to the project at:

nanaimo.bc.ca/goto/downtownmobility





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APPENDIX A

STAKEHOLDER WORKSHOP COMMENTS

PEDESTRIAN NETWORK

QUESTION: What do you believe is the primary barrier to Nanaimo being a very walkable downtown? What would improve this?

- Accessibility issues: visual impairment, curb barrier to walkers / wheelchairs, inaccessible crosswalk buttons
- Crosswalks across all sides of intersection – not currently in downtown but look at St. George and Terminal
- Access to transit – wait areas near facilities
- Signage / maps
- Narrow points – e.g., corner above Swy-A-Lana (Front/Comox). Should add viewing platform near Swy-A-Lana (steps/ramp)
- Crossing Terminal
- Disconnected networks
- Key connections and wayfinding signage
- Too many streets with lights that stop people from walking – longer pedestrian crossing lights
- Scramble walks
- Safety
- Lack of wide sidewalks
- Need wider sidewalks close to crosswalks
- Signage / wayfinding, pedestrian maps, colour-coded connections
- Safety, well lit trails
- Poor wayfinding
- Lack of safety creating uninviting walking space – reduce car speed, widen sidewalks, add signage
- Create safer downtown
- Add additional modes of transportation
- Add crosswalks at bottom of steep hills
- Remove all pedestrian activated lights
- The topography, hills, Terminal, and layout are barriers to Nanaimo walkability
- More density and safety
- Sidewalk scale could be more pedestrian friendly
- Better separation from the street edge – treatment trees, shrubs, other
- Prioritizing pedestrian friendly streets vs. cycling and car
- Places to pause, wayfinding, signage
- Connectivity between blocks – mid-block crossings
- Lighting – considering evening, winter
- More landscaping and shade trees on boulevards
- Access to downtown core – more crossings needed, connections to downtown
- Dangerous crossings
- Wayfinding
- Road diet and traffic calming and roundabouts
- Hills / railroad tracks provide some walking barriers for some from track to downtown and Fraser up/down to Terminal

QUESTION: Are there potential improvement ideas not shown on the pedestrian network map that should be considered?

- Strong, visible, easy connection between Front St / waterfront walkway and Commercial.
- Close off Commercial (totally) but also between Terminal and Albert – make it pedestrian only and put a park there. Would get rid of awkward intersection.
- Fitzwilliam from Prideaux to Bastion Street Bridge – cars back and forth to Highway often do not obey pedestrian right of way at all locations – especially Fitzwilliam and Wesley. Traffic control enhancement should be considered.
- Pedestrian crosswalk from Wharf across Front St to seawall / boat basin.
- Complete closure of Commercial St from Terminal Ave to Church St and Church St to Chapel.
- Add rest stops and separation of pedestrians from cars / bikes.
- Crosswalk at Wentworth at Terminal or Bastion.
- Periodic pedestrian use only on Commercial Street.
- Reduce Front St to two lanes and make the streetscape beautiful.
- Commercial / Terminal intersection needs to be safer.
- Street closures – e.g., trail closure of Commercial in summer.
- Pedestrian crosswalk at Port Place.
- Continuous sidewalk at Port Place.
- Multiple pedestrian crosswalk locations along Terminal and Nicol to stitch both sides of downtown together.
- Better access from waterfront walkway to downtown.
- Covered pedestrian walkway from public transport hub, ferry terminal, and port theatre.
- Commercial Street pedestrians only.
- Reduce vehicle speed along Terminal / Nicol.
- Improve pedestrian experience along Terminal / Nicol.

DOWNTOWN BICYCLE NETWORK

QUESTION: Four routes are identified as short-term priorities for improving cycling in downtown Nanaimo. Are there any other routes you believe are higher priorities?

- E&N to downtown via Maffeo Sutton
- E&N trail to south end
- Waterfront walkway and E&N
- E&N to downtown bike connector
- Bastion St – bridge to Bastion
- Connect E&N to downtown
- Connect Maffeo Sutton to downtown – need a bike route along the waterfront
- Connect Parkway Trail to downtown
- E&N Trail to downtown
- Improve Esplanade / Front to help cyclists connect to Victoria Cres and Terminal Ave
- E&N connection to downtown
- Wallace, Comox, Albert
- Shift the bike route from Wallace to Terminal

QUESTION: What elements or features do you think are key to encouraging more people to choose cycling?

- Make Front Street two lanes so traffic slows down
- Safety
- Bike lockers and safe lockup points
- Wayfinding needs improvement
- Stop building slip lanes
- Bicycle monthly rental lockers downtown
- Need to provide secure bike parking
- Clear signage indicating safe cycling routes
- Move big industry out of the waterfront and make room for cyclists
- Route signage
- Bicycle lanes
- Secure bicycle parking
- Need designated cycle tracks
- Need safe bike lockers
- Painted bike routes
- Well lit separate bike lanes, signage, bike lockups/storage downtown
- A path dedicated to cycling – training, etiquette and safety
- Bike routes need to be connected
- Remove parking from south side of Albert St for bike lane
- Victoria Cres and Haliburton need to connect downtown to south
- No two-way bike paths. Keep on each side of the street
- Separation of road between cyclists and cars as long as this does not prevent pedestrians from having space and being safe
- Remove the hills and the city being so long north to south
- Place to charge e-bikes
- Increased capacity for buses to carry bikes
- Safety: car/people separation, secure parking
- We need to improve cycling, walking, and transit equally to encourage less vehicles

TRANSIT

QUESTION: The emerging recommended location for the future long-term home of the transit exchange is at Front Street. Do you support this location or not? Either way, why?

- In general, yes.
- I do not support a single place for all buses to gather. Space is not available
- Yes location is fine, but area needs improvement.
- Yes great location.
- Yes but Esplanade / Terminal needs to change. Off-street exchange.
- Yes.
- Yes I support the location. Central, easily accessible and walkable.
- Yes.
- Yes but can we work buses, seaplane terminal, fast ferry, Gabriola ferry, train all together for connectivity? Is Gordon Street parkade not more central to downtown?
- Support Front St.
- Ok, as long as connections regularly "up the hill" for business / residents in old city quarter.
- Support. Helps to connect the regional routes.

QUESTION: What is needed to make Nanaimo's downtown transit exchange a great experience?

- Transit connections to other transit modes – e.g., Duke Pt. Ferry.
- Front St is wide enough to make transit only lanes on both sides with cars limited to second lane.
- Need to coordinate bus schedules / routes for efficient transfer.
- Nicer environment.
- Connectivity with other transportation options. Safety. Comfort.
- Exchange needs to be condensed. Small space.
- Signage: how to walk to stops, what lines, colour coded?
- Designing for the pedestrian experience scale should be considered.
- Comfortable and multiple modes.
- Need washroom, shelter, proper information for transfer, bike parking.
- Keep transit exchange off road at Front Street and security.
- Public amenities.
- Closer to other modes of transportation.
- Wide open spaces and not too long a walk between various bus connections on the street with public washroom etc.
- Transit exchange needs washrooms.
- Bus pull out with platform or separate land for transit – off street.
- Need bike lockers at transit exchange.
- Transit exchange need to have buses to ferries – Duke Point and Departure Bay.
- Needs amenities like shelters, benches, lockers.

KEY INTERSECTIONS

QUESTION: Five intersections have been identified as candidates for improving multi-modal transportation. What issues / opportunities have you observed at these intersections?

Front St / Church St

- Take away right turn lane in front of Dallas Square.
- Turn Church into a one-way from Chapel. Close top end of Commercial to traffic (up to Modern cafe).
- Awesome opportunity to redesign for public space.
- Use land for another purpose.
- Large space for signage to indicate points of interest at Front St and Church St.

Victoria Cres / Nicol St / Esplanade

- Make Victoria Cres one-way north.
- Northbound one-way.
- Roundabout.
- Roundabout.
- Allow bikes to turn west to get back into Victoria / Terminal.
- Victoria Cres becomes a parking lot.

Bastion St / Wallace St / Fraser St

- Close Fraser St.
- Make Fraser two-way or uphill one-way to increase access to Old City Quarter from highway.
- Roundabout.

Bastion St / Commercial Street

- No change.
- Close Commercial Street.
- Add pedestrian scramble.
- Criss-cross walkway. All cars stop, all pedestrians walk.
- Turn to a 4 way stop.
- No change needed.
- No changes required.

Albert St / Wallace St / Commercial St

- Roundabout.
- Close Commercial Street.
- Roundabout.
- Roundabout.
- Stop right turn from Terminal southbound onto Commercial.
- Traffic circle.
- Close Commercial Street permanently.
- Roundabout.
- Close off Commercial to vehicles – keep 3-way stop.
- If you are putting in a roundabout, put a fountain in it to beautify. Make the side of the roundabout low so when cars hit it, it won't kill the car and passengers. Put décor in the centre of all roundabouts.

QUESTION: Are there other key intersections where you experience problems? Where and what problems?

- Fitzwilliam from Selby to Wallace St. Heavy business / resident / church pedestrian crossings. Traffic often blowing through the crosswalks, making it unsafe.
- Every one.
- Commercial / Terminal is more dangerous.
- Another pedestrian crossing over Terminal.
- Commercial / Terminal is more dangerous than Bastion / Commercial.
- Narrow Terminal, Front, Nicol.
- Priority: 1. Albert / Wallace / Commercial; 2. Bastion / Wallace; 3. Victoria / Nicol ; 4. Front / Church; 5. Bastion / Commercial

Other Comments about Intersections

- Audible crossings signals for visual impairment.
- Better ramps for walkers / wheelchairs. Wider, no bumps or steep hills, buttons easy to use.
- Audible signals at all crossings (for blind / partially sighted).
- After a vehicle makes a full stop who goes? Pedestrians always have priority. Where do cyclists fit in?
- Safety.
- Make scramble intersections.
- Pedestrian buttons for signals.
- Wayfinding opportunities – cultural identity.
- Move out industrial from Haliburton.
- Have intersections designed for everyone's safety. Well maintained walk, textured tiles, controls so all can reach, gradual stepdown, bollards around corners on steep areas.
- Need wide sidewalks that can accommodate multiple people.
- Scramble crossings at intersections.
- One way streets.

PARKING

QUESTION: Generally how well do you feel downtown Nanaimo is served by parking – is there enough / too much, is the cost too high / low, etc?

- Enough parking downtown. Cost is okay. The parkade is sometimes scary to use due to location / light.
- Adequate quantity for now, likely not sufficient for a decade from now.
- Too much parking – except for people with mobility issues. Make people walk.
- Can't find parking. Cost is reasonable. Need safe bike storage.
- Enough parking. Should be no parking on Commercial Street.
- There is enough parking. Price is reasonable. Finding parking is easy once one becomes familiar with the area.
- Too much parking. Too cheap. No additional parking needed.
- Too much parking. Make it more difficult for cars to access downtown.
- Lots of parking. Cost is too low. Not easy to find.
- Everyone wants to park on the street – nearest to where they want to go / shop. Needs to be free and approx. 2 hr limit with friendly reminder if goes over.
- There is enough parking.
- RV parking is needed, safety of parking.
- Where is parking for larger vehicles e.g., trucks and overheight RVs?
- Far too much parking and it's laughably cheap. Taking up valuable real estate. Parking should be on periphery of downtown with a lane for commercial vehicles or park at rear of business.
- As a business owner it is one of the major complaints. People complain about paying, that it is hard to find and that they do not feel safe where they park.
- Parking is cheap. Why change?
- Current parking is adequate for space and price. May not be enough parking in the future, but with bike parking and pedestrian improvements should be okay.
- There is enough parking. Price is reasonable.
- Improve sidewalks for cycle space. Less parking.
- I have never looked for parking downtown more than 5 minutes.
- Reduce parking as it is a waste of valuable space.
- Parking is cheap – prices should increase.
- There is ample parking downtown.

QUESTION: Are there specific locations where it is particularly challenging to find parking? Describe the location and time when you experience difficulties.

- Change timing from 8:30-4:30 at Commercial and Bastion.
- Hard to find parking on Commercial, in the parkade during events.
- Commercial Street area is challenging during the week. Weekends are great. Need overflow parking for events.
- Parking is challenging on Commercial Street during the daytime.
- Not enough on the street / accessible parking to support businesses on Fitzwilliam St in the Old City Quarter.
- Challenging on Fitzwilliam / Wesley / Franklyn. Need secure parking for shoppers, deliveries. Should be short walking distance.
- Need secure 24 hour parking for use of float planes.

Other Comments about Parking

- Explore partnering with private developers to create underground public parking as part of developments.
- Make parking safe and secure. There is a reputation for break-ins.
- Nobody knows where parking is. Need signage. Carpooling options. New buildings should be required to build public parking not only for residents / tenants of the actual building.
- Biking should be priority on Commercial Street.
- Parking enforcement hours do not match parking restriction hours.
- Electric charging facilities very limited.
- Parking shuttles for special events.
- Cheaper parking the further from waterfront. Create premium and free zones.
- Make enforcement more inviting for visitors (out of town).
- Need signage.
- Use extra parking spaces for bike park spaces.
- Use extra parking space for sidewalk widening or for cafes outdoors.
- Make it easier to get downtown by walking or cycling
- I don't usually park downtown.
- Downtown car free 8am- 6pm except Front or Wallace? And parking on periphery.
- Parking enforcement hours do not match parking restriction hours.

GENERAL IDEAS

QUESTION: If you could complete ONE project in Downtown Nanaimo now that would improve multi-modal transportation, what would it be?

- Sidewalk ramps.
- Terminal-Nicol corridor.
- Make the new bus terminal customer friendly with benches, sun / rain shield, and proper info at bus stops and on buses.
- Make Commercial St. a pedestrian only enclave.
- Waterfront walkway.
- Move Coastland Mill to Duke Point for more room for bicycles and boating.
- Shut down the section of Commercial or Albert between Terminal and Wallace. Buy the land, make a combination Park and bus exchange.
- Shut down Commercial to cars and trucks.
- Bus lanes, RV parking, pedestrian street.
- No car street.
- Bike lanes and more bike friendly lockups etc.
- Front St. Esplanade to Comox / Terminal.
- A & B, Jean Burns, Nicol Street.
- Improve our entire transit movement around our downtown – better coverage with free 90 minute transfers.
- Bicycle lockers.
- Signage to assist with knowing where you are, distance to points of interest and some history.
- More safe off-road cycling away from cars.
- Port Theatre. Adequate parking and bus service.

QUESTION: Think of a downtown that inspires you. Name it and tell us what is notable about the transportation network there.

- Duncan. The downtown is condensed and easily accessible on foot or bike.
- Nagoya, Japan. Wide level sidewalks, trees, wayfinding, seating. It's walkable, charming with its curved streets.
- People on the roads.
- Harbour – planes, boats, walkway.
- Ottawa. A great network of bikeways out to Rideau and Nepean. Downtown has nearly all one way streets. Sparks St is a pedestrian only enclave. Byward Market has bus only roads through centre.
- When I was growing up I remember going to downtown Calgary, which had a pedestrian only mall / street.
- Burlington, ON. One can safely walk, bike, take a bus, or drive safely and mostly separately.
- Walkable, bikeable, carpool options, safe.
- Victoria. Clear bike lanes, good pedestrian infrastructure, fewer cars, excellent wayfinding.
- Brussels.
- My downtown is vibrant, walkable, beautiful and supports local businesses and arts and culture. It has wide sidewalks on both sides, cycle tracks and excellent transit.
- Nanaimo. We are unique unlike any other. Our transportation network is free flowing and needs minimal improvements until we see greater use.
- Very pedestrian friendly. Sidewalks with flower pots, shrubbery. Ample bike lock up areas. Easily accessible via bus. Lots of walking traffic.

PEDESTRIAN NETWORK

QUESTION: Are there priority pedestrian improvements not shown that you think should be considered? Please describe the issue including where it occurs and why it is a priority.

- Bike lanes, more pedestrian crosswalks, more benches put for elderly to sit on.
- Yes, there are. First, the signal change at Prideaux and Comox takes way longer now than last year. Not sure why the delay was increased, but I jaywalk now instead of waiting for so long. Secondly, a legal walkway along the E&N trail would be nice since everyone walks there anyways. Then I wouldn't have to get scared of a trespassing ticket every time a police car drives by while I am walking there. Thirdly, stairs from west side of Bastion Bridge down to Terminal. It would make Terminal Ave businesses more accessible to OCQers. Fourthly, a crosswalk at Wharf St across Front St would be nice so that people aren't tempted to jaywalk to get to the waterfront.
- No walkway behind Finalyson where the coal mine sign is erected.
- Clearly marked crossings with flashing lights.
- Departure Bay to the Bastion. Continue the seawalk and create a separated bike lane on the sea wall promenade.
- Connect Saysutchen (Newcastle Island) with a pedestrian tunnel / coal mining museum.
- Enhanced safety such as LED Lighting and thoughts about walking with a dog – so maybe wider paths and garbage cans along the route?
- Stewart Ave and Rosehill crosswalk. Very busy intersection accessing the beginning of the seawall walkway and bike path..would like to see pedestrian controlled intersection or at the very least a lit up crosswalk.
- Victoria Crescent...buses need a workable bus stop.
- Lower the speed limit on Front and Commercial. They are NOT speedways for cars or bikes. Keep the bike riders away from cars and pedestrians. Bikes should use their bells when overtaking pedestrians. Many are hard of hearing and need warning.
- More crossings on Stewart Avenue.
- Stewart Ave at Rosehill and Townsite needs pedestrian controlled crosswalks that light up at night.
- Crosswalk UNDER Bastion Bridge needs to be reinstalled.
- Enhanced pedestrian realm at crossing Port Place / Commercial by the tattoo shop, intersection pedestrian operation improvement at crossing Port Place / Commercial by the tattoo shop.
- Walk all the way to the ferry. Better walkways for the cruise ships.
- At Wallace / Fitzwilliam intersection, I cannot reach the pedestrian button from a wheelchair or mobility scooter on the one side where it is up a steep rise.
- Also, at Wallace and Wentworth beside Bees Knees cafe, the curb cut forces me out into traffic when I want to continue along Wallace using the crosswalk across Wentworth.
- Roundabouts are confusing and feel dangerous because no one knows who has the right-of-way and I am very short when using a mobility device. I prefer sidewalks or some way of ensuring drivers will see me and give me right-away.
- Franklyn and Wallace NEEDS to be included for consideration – about to be a high density residential section when Cardea Apartments open in September. That intersection will also have commercial units, currently very risky for pedestrian use because vehicles barely stop but, rather, do a running stop and pay no attention to pedestrians whatsoever...
- Improvement to the crosswalk at Commercial and Albert Street. The number of pedestrians that almost get hit makes it unsafe.
- All stop lights should automatically include pedestrian signals at the appropriate time. Pedestrians shouldn't have to arrive at the intersection in time to use the buttons just to be considered valuable enough to receive a walk signal. It makes walking downtown super annoying compared to other places (like Vancouver) where pedestrians do not need to use buttons to be allowed the privilege of safely crossing the street.

- Please build a sidewalk on south side of Campbell St from Milton to Selby. This is a priority for children walking to / from Ecole Pauline Haarer. Also, the new traffic circle at Kennedy and Wentworth is a real challenge for both pedestrians and emergency vehicles.
- The Island Highway from Rutherford to Woodgrove ...no sidewalks!
- Highway 1 fronting Port Place Mall – work with MOTI to slow the traffic through this area. Perhaps remove the highway designation entirely!
- Nanaimo needs to take back Nicol and Terminal Avenue. No more Highway 1 in our downtown core – it has destroyed the charm and recognition of Nanaimo as one of the best cities on Vancouver Island.
- 1. Crosswalk crossing Commercial at Wallace / Albert / Victoria Cres intersection 2. Improved pedestrian access to the downtown Canada Post Office at 140 Terminal Avenue from Commercial Street.
- No. It's been dealt with. Move on.
- Crosswalks WITH flashing lights. Most crosswalks, not just downtown, drivers don't seem to want to stop when someone is waiting to cross.
- Traffic calming on the Terminal / Nicol corridor: two lanes, 30km/hr speed limit. This road is unpleasant and dangerous for pedestrians and cyclists.
- Walkway by the shore
- A walkway south starting near harbour but avoiding Highway 1. There are a lot of pedestrians who walk south. Currently we privilege those who live north. Also, plant trees or bushes between road and sidewalk. Make it pleasant to walk.
- Some streets do not even have sidewalks!
- Chapel / Skinner crosswalk. Sidewalks both sides of Skinner.
- Road diets everywhere. In particular the highway cutting downtown in half should be narrowed to 2 lanes and Front Street should be narrowed and otherwise calmed significantly.
- Milton across Fitzwilliam uses the beg buttons and very short time to get across the intersection. The sidewalks or sidewalk waiting sections by the light are very small and feel very unprotected.
- Walkway extension between cruise ship terminal and town.
- Even out the pavement on the sidewalks so it's not a tripping hazard.
- Priority needs to be given to water access and modes of transportation such as kayak, canoe, and small boat.
- My suggestion concerns the length of Front Street that runs between Cameron Island's Promenade Dr. to Bastion St. is a prominent pedestrian area, especially before and after events at the Port Theatre. Marking the entire length with white cross hatching to highlight that stretch of road as pedestrian along with flashing yellow "slow" lights at Bastion and Promenade.
- Victoria Crescent, like Commercial St and Bastion St, should become entirely pedestrian focused. It should also be blocked off to vehicle traffic by the gas station, and Esplanade connected directly to Victoria Rd. As well, the intersection of Victoria / Wallace / Commercial / Albert needs to be reworked entirely. Make the portion of Commercial St that connects to Vic Cres pedestrian only, no vehicles whatsoever, and connect Wallace directly to Albert (put a traffic light allowing vehicle traffic to flow, then stopping vehicle traffic to allow pedestrians crossing from either side of what is currently Commercial or Victoria to the corner of Wallace / Albert).
- Many pedestrian crosswalks are unsafe considering the increase in traffic and many blind spots.
- Fitzwilliam / Kennedy. The cars come over the hill very fast from Bruce and they are blind to pedestrians.
- An improved connection, way finding and visibility between Commercial Street & Waterfront.
- A wide consecutive side walk along Terminal.
- Creating advance pedestrian crossings at lights, so pedestrians can get a headstart (Nanaimo crossing signals are often very short).
- The pedestrian crossings at Albert, Wallace, Commercial and ? where the Vault Cafe is, are dangerous. Buy the land where the building burned down and where the abandoned A&aB Sound building is and make a nice park for all users.
- Rationalize the number of streets / driveways along Terminal / Nicol. Close some so that it is safer for pedestrians.
- Crosswalk, intersection safety + time to complete.

DOWNTOWN BICYCLE NETWORK

QUESTION: Are there other downtown cycling improvement projects or connections that you feel are a high priority?

- More places to park your bike, lock it, and leave it for a short time.
- Yes, there are. First, E&N trail is the ideal world-class linkage for south end commuters to get downtown. Second, Milton Street should be a priority for protected facilities. It is less hilly than some of the other priorities listed (I think Albert St is too steep for most Nanaimoites). Third, do you know where the existing E&N trail ends at Franklyn? There is no curb letdown here. Cyclists need a curb letdown here to transition from road onto the trail. Please do this ASAP as it is easy low-hanging fruit. Fourth, please make the Victoria Rd and Esplanade intersection safer for cyclists. I almost died here twice because trucks turning left from Vic Cres to Esplanade failed to yield to me as I traveled straight from Vic Rd to Vic Cres.
- E&N trail should continue behind Ramada into downtown and a bicycle lane should be running parallel to it. Another option is a proper bike lane on Island Highway and parkway.
- Please don't turn Nanaimo into Vancouver where major roads and arteries are overtaken by bikes!
- Departure Bay should have a safe bike lock up at the ferry terminal for commuting.
- Protected routes into downtown that connect with the E&N would be good. And more bike parking.
- Bikes should have license and insurance and pay road tax.
- Identified bike routes / safe suggestions for folks wishing to bike to and from schools. Like through Buttertubs there is no cycling but I'd like route ideas suggested to take young kids to school safely on bikes.
- More cycling, all over.
- Connections to E&N trail are not obvious.
- Ensure that E&N trail connects to bike route from downtown. As it is right now, one has to find a safe ride area to get to the trail. Access is only given via Holly Avenue.
- Secure bicycle lockers.
- Need a cycling route through Maffeo Sutton park.
- Until cyclists start to follow the rules of the road and can be held accountable for their actions on their bicycles they shouldn't share the road with vehicles.
- Comox, and ultimately, Bowen are corridors connecting a large chunk of Downtown / Departure Bay / Labieux. I think they're underserved in regards to bikes, and to people with diverse mobility needs. Bikes need to come off sidewalks and there should be room for a pedestrian and a wheelchair to pass.
- A bikeshare program similar to the SoBi bikeshare program in Hamilton, ON. I lived in Hamilton and it was amazing for getting around and attending events in the downtown core. I used it all the time.
- Cyclists tend to use Irwin over Haliburton. People speed like crazy on Haliburton and they always think Haliburton and Finlayson is a four way street so there's constant near accidents. If you are directing cyclists to Haliburton something should be done about the traffic.
- Cycling improvements are great.
- Townsite Road connects us to downtown and cars are parking along it so bikes must veer into traffic. Youth riding to school as well or go on sidewalks which is not allowed.
- Franklyn – due to increasing residential density (although something really needs to be done about the Wesley Street nuisance issues).
- Fix the street lights so that they recognize a cyclist and the signals will change for them, particularly the lights at Fitzwilliam and Wallace.
- Until traffic laws are better enforced, increasing cyclist travel would put them in extreme danger. The amount of jay-walking in high traffic and people not signaling, speeding through yellows and reds, turning when it's not safe (or prohibited) and general poor driving needs to be addressed!
- We need proper, separated bike lanes on every street. A painted lines that hasn't been repainted in decades is useless.
- No. But I would like to see road rules enforced on cyclists. I have no issue sharing roads with cyclists, but too many ignore rules of the road.

- Albert is a difficult uphill cycle. I always chose Wentworth instead.
- Bike lockers / crime reduction. I wouldn't leave my bike locked downtown in the open. It would be gone in 60 seconds.
- Safe, lockable, theft-proof bike racks. Storage lockers with keys that take coins for pedestrians and cyclists who wish to buy locker space by the hour.
- Re-claim Nicol Street and Terminal Ave.
- No. Every city that has tried this in North America wastes money, disrupts car traffic flow, p****s everyone off except rabid bicyclists, and results in a new city council at the next election. Did I mention wastes money? If bicyclists ever decided they need to obey traffic laws in the same way as vehicle traffic, I might ease up on that opinion a bit. Further, police should be directed to target bicyclists for infractions, as currently they seem to have a free ticket to drive any way they want.
- As a non cyclist I cannot say which would have a higher priority.
- Safer / more secure places to park bikes – always considering the bike won't be there later.
- All routes need to be protected from vehicles.
- It would be great to extend the E&N trail along the railway tracks all the way to Comox. My kids would ride to school but they can't get up the hill by the bridge over the Millstone on the current bike route.
- I feel biking in the downtown, and everywhere in the city, is totally lacking. Starting in the downtown with real protected biked lanes, and bike paths that connect you through the downtown. Segmented sections and paint on a road do not even count as cycling improvement.
- Cycling not a priority. Most people use cars. Priority should be vehicle traffic flow.
- If you are going to do it, do it properly. A painted line that stops and starts is not a bike lane.
- Waterfront walking path extension.
- Improving access to downtown for commuters coming to and from the north via Wall Street. Prideaux or the rail trail as the end of the route is hilly or unsafe.
- Many people from Protection Island want to cycle from the water's edge to destinations, but have no safe place to store their bicycles on the downtown side.
- This map is complicated to understand in this format.
- What I would like to see is safer roadways for cyclists, with wider shoulders and dedicated lanes. Bike storing facilities would also be key for those of us traveling from islands.
- Bike lanes around Comox Rd as well as Nicol and Terminal Ave. Safe and accessible places to lock up bike that are covered when it rains!
- Need a bike lane for crossing the Bastion Street bridge.
- We need to focus on complete streets in general. The four priority areas are a good start.
- I would just like to say that the roadway between Albert and Fourth Street (the S curve and hill) is not wide enough for cyclists and cars and the visibility is bad. As a pedestrian I see folks biking on the sidewalk already. Can you widen the road without harming pedestrian access?
- More attention from drivers of fuel powered and pedal powered.

TRANSIT

QUESTION: Do you have any comments about the proposed Front St. location for the future transit exchange?

- Nanaimo has a very poor public transport system. You need more buses running more frequently to downtown and North Island.
- Problem with current bus exchange on Front St is that people from Port Place are trying to cross Front St to get to buses from the back of the mall (where the cars leave by the covered / underground parking) instead of using the pedestrian crosswalk where the buses used to stop. Dangerous as traffic is coming from both sides.
- Makes the most sense.
- I would prefer a location more central to downtown, but as you said, Terminal & Commercial is just too constrained. Front St is not perfect, but is probably for the best.
- Current location is perfect. Right in the heart of downtown easily accessible. Perfectly in line with other downtowns of other cities.
- Increase the number of bays from 6 to 12 (although there is option of 10 of terminal commercial option.
- Much better location Terminal.
- Have this location include Tofino Bus and Island Link.
- Having stood at the Prideaux exchange late on a snowy night felt reasonably safe across from the RCMP station. Curbside on Front St isn't very populated or busy late at night.
- Will take up parking spots.
- The experts who count the number of riders know where the popular destinations are – I trust their decisions and just hope they are kept clean, lit and as safe as possible for all people wishing to ride transit day and night.
- Transit needs a permanent home that is in close proximity to services as well as other modes of transportation.
- Must do road improvements along waters edge – make streets bus friendly.
- This new location is perfect as a transit hub.
- There needs to be a transportation hub built downtown at Front Street getting the buses off the street and a safe area for pedestrians to cross the street.
- This location has been preferred since the 80s.
- That whole Port Dr area should be a transportation hub.
- Yes!!! Nanaimo definitely needs this. I am surprised a city of its size does not have a more established transit exchange station.
- Tourists tend to be in this area and can see more of the city and outer lying areas if they see the buses and destinations of interest.
- It's a great hub for downtown!
- Although clear accommodations need to be considered for future residential / commercial development in that particular region.
- This makes way more sense. Located near multiple other modes of transport (Gabriola Ferry, Protection Island, Harbour Air, Newcastle), this location is much improved. Its wide open plan is much safer as well for travelers at night or in the early morning as they can see in all directions.
- Transit exchange should be near shops and services... it's great near Harbour Park Mall!
- If this requires a bus parking lot, I don't support this use. The waterfront should be developed for highest and best use with a combination of commercial and residential development and I would like to see an iconic public building on the waterfront rather than a parking lot.
- Well lit, safe, and ergonomically designed for real people use, please.
- Re-claim Nicol Street and Terminal Ave.
- Based on the initial assessments provided for the three sites, Front Street has the least negatives.
- You've got to be kidding. Curb-side exchanges only add to traffic and pedestrian congestion. Off-street only for this please. As the city grows it will only get worse.
- And why is the last selection on this list "Strongly Agree"? Is this an old trick to show everyone who Strongly Disagrees (like me) to show up as Strongly Agree because they've been reading too fast and therefore check the wrong box? Cheap trick. You should be ashamed.
- I am not currently a transit user but that will probably change, therefore the Front Street exchange would be most useful for me.

- I have no opinion one way or another.
- I do like the exchange by the police shop as it's so close to the Old City Quarter with an easy walk down the hill into downtown. I would see myself not visiting OCQ as much if there were no bus exchange there.
- The exchange belongs downtown, period.
- Cliff / Terminal a non starter.
- Front Street direct to NDSS / College.
- The area proposed seems like a natural choice but we might be better served to find a location less riddled with addicts and homeless people. I've lived in big cities all my life and am unbothered by these things but many Nanaimo natives seem quite put off by having to see or be near homeless people. It will likely further discourage them from taking transit.
- Front Street is a key street in the downtown core and is the perfect location for a permanent transit exchange / multi-modal transportation hub. Please ensure that when constructing such a hub that it is in fact traffic friendly. Put dedicated bus lanes on the west side of the street. Run the buses solely northbound with a dedicated bus lane and proper pull-outs. Officially and meaningfully consult the bus drivers instead of throwing it together and then ignoring their input. Design it so that vehicle traffic, particularly that emanating from the Gabriola ferry or Port Place mall, can safely and efficiently leave the area.
- Timed with the ferries to allow for connections.
- Off-street at Terminal & Cliff better. Good location, edge of downtown with potential for expansion, but not spoiling Front St or Commercial with sight, sound and exhaust fumes of buses.
- The Front Street exchange makes sense for a city that is developing its downtown core and cares about the future of planning. This will create more security in the Port Place Mall, makes sense for major transit connections including ferries, and makes way more sense than having it on the outskirts and not accessible.
- Nanaimo is like a piece of spaghetti strung along the shore. It's already slow and cumbersome to drive through town with a stop light every other block. Transit is okay if you like sitting on a bus for an hour instead of a 15 minute drive. Bike lanes will increase congestion on streets and this isn't Europe. There's no central mass of people to warrant blocking streets so a few dozen cyclists can cruise at leisure while everyone else fulminates.
- The area near Terminal and Commercial seems ok too, especially if car traffic is stopped on Commercial. Not sure if there is enough space for an exchange though. It's more central than Front Street. Perhaps both?
- Proximity to future passenger ferry seems key.
- There seem to be some good reasons for all locations...I'm not really clear exactly where these are going to be located.

KEY INTERSECTIONS

QUESTION: Are there other intersections that you believe should be priorities for multi-modal improvements? Please name the intersection and explain why.

- I think you got the main ones, but I just wanted to mention that there is a bad blind spot at the Franklyn and Wallace Intersection. It is very hard to see eastbound traffic traveling down Wallace St when turning left from Franklyn onto Wallace because of on-street parked cars on the Wallace. Maybe remove the parking stall closest to the intersection to open up the sight line. This is pretty close to the SARC building so please go down and take a look. It's really quite dangerous. Also FYI, the bike sensors at the Wallace Street and Fitzwilliam intersection do not work. They never give a bike a turn signal (from Fitz left onto Wallace) unless there is also a car waiting in the turning lane. It has been like this for a couple years now. Please fix it. Then I wouldn't have to use the Franklyn / Wallace intersection with the bad blind spot all the time.
- Rutherford, Mostar. Bicycle lane is missing no proper pedestrian walkways under Hammond Bay Road. Moving to Hammond Bay from Departure Bay there are no pedestrian walkways at all even further on Hammond Bay as well. Further up on Uplands near Vanderneuk there is no pedestrian walkway at all making walking extremely uncomfortable.
- Make Commercial St pedestrian only (very little cost), and then think about more major, expensive changes.
- Comox / Island Highway into Maffeo Park – many pedestrians and bikers coming to events at Maffeo Sutton Park and it sometimes feels scary crossing there as it's a busy intersection.
- Wallace and Wentworth. I prefer Wentworth as part of our cycling network over Fitzwilliam or Campbell or Comox. Linking Wentworth from Pine to Wallace is best.
- Again, Franklyn Street – particularly Franklyn and Wallace – needs to be prioritized due to higher residential / commercial density that's starting to occur in that area.
- Albert and Pine Street just before downtown on the edge of Harewood. Needs a traffic light or at least a pedestrian crossing. It has limited visibility and is a high-traffic by-pass to Bruce Ave for getting to and from South Harewood / Bowen.
- Every major intersection should be a priority. Enough with the car infrastructure already.
- Re-claim Nicol Street and Terminal Ave.
- There should be a traffic light at the corner where the post office is located – or move the post office to a better location.
- Cannot think of one at the moment – do not know all of the area.
- Albert / Wallace / Commercial is not fun to go through when driving. Even as a passenger as the hill is a big blind spot. Walking it as well is not fun because you never know who will or won't stop.
- Fitzwilliam and Wallace.
- Esplanade / Front. Wide turning aisle for vehicles. No north-south pedestrian crossing.
- Waddington & the Old Island Highway... confusing and dangerous.
- Comox and Wallace.
- What you have identified looks good. As a pedestrian, scramble crossings would be great, particularly at Nicol, Victoria Cr and Esplanade.

PARKING

QUESTION: Do you have any comments on the parking components listed above?

- Underground parking unsafe even with security cameras.
- Car parking is difficult. Parkades are unsafe, full of junkies and thieves and often overloaded during community and Port Theater events. My kids see activities that they should never have had to witness. We should have safe parking and a prioritized parking area near the boat basin for the Protection Island neighborhood. I don't mind paying but there is no safe / convenient option. This should be part of the community plan.
- With the large parking garages, downtown seems to have a lot of parking. Nanaimo has pretty cheap parking rates compared to other cities.
- More parking spots near Church Street, Commercial, Cavan, Robarts. Current parking space is very limited not at all safe and with lesser time limit.
- I find the parking availability downtown to be in abundance and little to no cost. I challenge anyone complaining about parking and parking fees downtown to try parking in downtown Vancouver!
- Overall safety downtown is questionable – parking on the street I worry about my car being broken into but I also worry about walking to and from my car in the parkade at night as a single woman. Just doesn't feel safe.
- The downtown core is not large and most places of interest to me are within easy walking distance of parkades. Compared to other cities the parking rates are very reasonable.
- Need multi-floor (6-10) levels parking.
- Motorcycle, moped and motorscooter parking lock up charge of 25 cents per 2 hours or parking pass monthly.
- All parking should be free downtown. This could help revitalize our downtown core.
- Free parking in areas immediately outside the retail areas would help rather than hinder. I would like Cavan, Wallace and Selby lots to be free 4 hour lots. Two hour limits are not enough.
- Appreciate disabled parking. I think parking fees downtown should be low / free to encourage people to come downtown.
- After living in Toronto, I found parking in Nanaimo to be so cheap and haven't had issues finding parking. But I always look for a parkade as I don't typically find available street parking.
- Too many business owners and employees take on street parking and I think it should cost more to park in prime parking areas and cheaper in the parkades. Meters like that are on Commercial and other streets should be put in where all the old parking meters were.
- Downtown parking should be free. Front Street has limited parking.
- I might use a parkade if finding free parking became difficult. More likely I would avoid downtown if I couldn't ride my bike or walk. As it is I like the walk from Port Place Mall parking.
- Sketchy and don't typically stay very long...worry of car / self – safety always a concern.
- Three hour time limits, and more off-street parking for cycling safety reasons.
- With the price of gas and limited transit to and from the lower income areas of Nanaimo, the cost of parking is prohibitive. Last year, we were downtown almost every day. This year, since January, we've been there less than a dozen times.
- Parking in this city is cheap and common. Don't waste any more public money on it.
- I can always find a free spot and walk.
- Nanaimo includes Protection Island, and those 380+ commuters must leave their family cars overnight 365 days of the year. These people need parking, including all of our neighbours.
- 75 cents for two hrs in the parkade is good value. Make Commercial Street one-way and no-parking except for deliveries only on one side of the street.
- Safety is a problem because of all the street people. No other reason. Deal with it.
- There is lots of choice as far as I am concerned.
- Biggest problem is signage. Most people do not understand how to get into parking under conference centre and how inexpensive it is.
- More security sweeps in parkade. Central camera monitoring.

- Unless the City can justify pay parking as a source of revenue, all downtown parking should be free, including the public parking garages.
- Don't agree with metered on-street parking. It is discouraging the use of downtown businesses.
- Protection Island residents park their cars in the downtown area, as they cannot drive them home. Seriously, almost everyone has had their car broken-into several times. Downtown is not a safe place to permanently park cars.
- Metered parking downtown generally dissuades me from going there.
- Parking should be free to encourage people coming downtown.
- There is already way too much parking downtown. Some cities are only allowing parking in the off hours and not allowing it during the day. This increases people walking in the inner city core. Accommodation would have to be made for folks with mobility challenges however.
- I don't feel that there is enough parking, especially where the proposed new condo tower is going to be built on Skinner. I don't think people are willing to walk to businesses, they expect to be able to park close by or they will go elsewhere. I also feel that all of the condos being built should be providing lots of parking for their residents. A minimum of two stalls per unit and extra for visitors. As it is inadequate parking is provided and therefore it puts extra strain on the street and parkade parking because it is occupied by the people living in the nearby condos. Also Maffeo Sutton park was reconfigured with much less parking so that whenever there is an event they have no parking. The spill off for this goes for blocks and makes attending anything there prohibitive.

QUESTION: Are there specific locations that you find particularly challenging to find parking? Describe the location and time when you experience difficulties.

- Daytime anywhere downtown.
- Port Place doesn't allow parking to those not using the mall.
- Maffeo Sutton, Selby lot, Dunsmuir lot.
- If I want to park right on Commercial Street, I tend to have issues finding a spot.
- I avoid parking in areas where those with mental health issues are known to gather. Don't want to get my car smashed or keyed or broken into.
- Maffeo Sutton Park can be a hard place to find parking in and the alternatives are not close by so there is a fair bit of walking to and from that park from those suggested parking locations.
- Victoria Crescent.
- Commercial St and Wesley St
- Commercial and Bastion and Church Streets. Prohibit commercial delivery parking behind Flying Fish on Adam Grant Horne to stop them from blocking access.
- Conference Centre parkade can be a bit overloaded, but generally have no problem finding alternate parking at the waterfront. I don't even try Bastion Street parkade on a weekday, anymore, and prefer to park by the courthouse.
- Wallace St near City Hall – All day / Albert St – 9-4 / Victoria Cres – all day / Dunsmuir St – 9-2 / Franklyn St – 9-4 / Wesley St – all day.
- Commercial, Bastion area.
- Front Street parking is limited and often need to walk farther from appointment location.
- Along Commercial St.
- Floatplane drop offs and pick ups. Daytime.
- Can be challenging to get a disabled parking spot on Commercial St., or any spot at times. Difficult to drop off/pick up on Commercial St.
- Port Place Mall – which is likely to worsen with the Urgent Care Facility.
- Commercial street anytime. Waterfront area when events take place.
- Overnight parking for Gabriola, Protection Island and other gulf islanders who commute to Nanaimo for work / shopping.
- No parking on Front Street – co-ordinated traffic lights and more pedestrian crosswalks to take-up the increased flow from the re-vamped Commercial Street & Nicol / Terminal Ave.
- Parking is only a problem during high school graduation when, for some reason, schools use the Port Theater instead of their own high school gymnasiums. It was good enough for us. Why isn't that good enough for them? Why should we have to suffer a lack of parking just because they want a better venue? How about we all slip into their parking spots at lunch when they're away so they have no place to park in the afternoon?
- I do not attempt on the street parking unless it is very early in the morning or later in the evening. I will park in a parkade or on a lot and then walk.
- I know where to park. Many people don't. A simple parking sign at the top of Museum Way with the hourly rate would do wonders.
- Commercial Street area during daytime.
- Commercial St.
- It would be more convenient if the Nanaimo Port Authority allowed long term parking in the Boat Basin car park for Protection Islanders, who berth at the Boat Basin.
- I find the courthouse area most difficult. With the upcoming building of the tower condos the private parkade structure and the Robbins flat top lot will be removed. The loss of all of that parking will be felt in all areas while the folks with permanent parking spaces scramble to find another. Wherever they go it will be taking away from existing parking. This leaves the whole courthouse area with no parking available to a facility that requires a lot of parking.

GENERAL COMMENTS

QUESTION: Do you have any general comments about transportation (walking, cycling, taking transit, driving, parking) in the downtown?

- Need transportation hub at 1 Port Place for city and island buses, Commercial Street from Terminal to Fitzwilliam as pedestrian-only "mall"; with street "courtyard" down the middle.
- Transit is a disgrace how it connects to other areas, the waits, etc. Benches to sit on to rest.
- Better visibility of signs and better signs indicating bus stops; maps that show intersections of route along with a map and the direction they are going; buses that stop at the same bus stop in both directions (ie. #50 does not return at the same locations). Address cleanliness: more garbage bins and more collection of garbage, especially in downtown core – I want a clean travel space. Store owners (especially on Fitzwilliam and Commercial) are taking up a lot of pedestrian space with their board signs advertising stores; maybe use banners instead.
- Thanks for doing this study. As Councilor Tyler Brown once said, downtown is the heart of Nanaimo. You can't have a healthy heart unless the blood (aka the people of Nan) can circulate through it. Once again, I'd like to re-iterate the low-hanging fruit of the curb let-down at the E&N Trail and Franklyn St, and fixing the bike sensors at Wallace & Fitz. I would have mentioned these years ago, but I wasn't sure who to talk to. Some cities have a 311 app where people can snap a photo type a short description and drop a GPS pin to quickly report easy-to-fix issues. Nanaimo could benefit from an app like this. Also some bike lanes need more bike symbols painted so people know they are bike lanes. And maybe some no parking signs since people on Wentworth park in the bike lane. Also, more painted arrows in bike lanes because I often see homeless people biking on the wrong side of the road. Also, FYI this survey took way longer than 10-15 minutes to fill out (I've been here for almost an hour now). Thanks again and I look forward to the next survey.
- More more more runs. We need a bus that runs after 12:00 am to downtown.
- Have stronger presence of police out and about from 5pm to midnight so businesses and their staff and customers feel safe.
- Another option would be doing a longer run Parksville express only stopping at Parksville exchange, then Country Club, then downtown then south gate so accommodate that midnight run towards the sound end of city.
- Universal access across DK plaza isn't great – the library side is good, but then there are only stairs by the theatre. A long way to go around. Not sure pedestrian controls are situated (of a type) that works for all.
- I think there is a myth that there is no parking downtown. I think there is no parking directly outside the store or park you might be trying to go to. I think if maps were available with safe pedestrian and bike routes identified and clearly marked for people they would be used. People sometimes need to be shown clear routes from parking lots to businesses or to the park with walking distance times (like google map).
- Make downtown streets bus friendly.
- I reinforce my previous comments re bikes as being hazardous are real and apply to other areas. Departure Bay hill is another. Overtaking on the inside while going over the speed limit occurs all too often.
- More transit in the afternoon please.
- I think there should be more information on safe cycling that is publicly available. And helmets should be mandatory, if they aren't already.
- Need additional foot patrols and security near parkades and on Commercial Street.
- We need the buses to be more frequent and the no / limited service on Sunday / holidays needs to be abolished. People still work on these days and on the three days transit doesn't operate. Employers are not very sympathetic to a person who relies on transit and can't get to work.
- Bigger penalties for repeat violations.
- A bikeshare program!!
- Downtown south is isolated from the E&N. If there was a connection between our neighbourhood (Finlayson and Haliburton) to the E&N that was safe / reasonable to ride with a baby in a trailer we'd be thrilled!

- Public transportation is critical. I am very happy it is going to be improved. In particular increasing bus service to move away from the car-centric ideas / practices Nanaimo-ites have now.
- Please emphasize walking and cycling; a reducing in vehicle use / access would actually be welcomed – accommodate same by allowing / providing more off street parking at fair rates.
- Parking should be free downtown. Courteney downtown is booming and they have free parking.
- I think this is a great project and am excited to see what comes!
- When will RDN and City Council listen to the people who need the transit service the most and add more stops and more buses to the 5, 6, & 7 routes? Many of us can not maintain steady employment due to employer's reluctance to hire someone who is transit dependent. The buses do not reach people's homes within 30-40 minutes of walking! Nor do they service the area frequently enough. The 40 keeps having additions to its route when many of us walk 30 minutes to catch a 40 because of our bus stop 10 minutes from our house or even right in front of our house, won't have a bus for another 80 minutes.
- Time for the City to really focus on active transportation. No more empty talk, we need action. And that means making sure sidewalks are plowed in winter.
- I don't think a transit hub is necessary downtown just transit access. Put the hubs away from our beautiful downtown. The need for transit is most for areas away from downtown. Ferry terminals, airport, hospital, college. No need to route through downtown.
- Bus connections that meet with the ferry at Departure Bay especially on Sundays! Transit to Duke Point Ferry terminal and to Ladysmith.
- Need to deal with the vandalism, theft, drugs, discarded needles, etc. In order to make downtown more pedestrian friendly.
- There have been many near-accidents where Gabriola and Protection ferries unload passengers who then cross Front Street on foot, and cars are speeding around the loop by the ferries, or turning into Port Place Mall. This is a priority for safety.
- Re-claim Nicol Street and Terminal Ave.
- Quit wasting money on stupid social issues that only benefit a few people. Spend the money, collected from the majority, on the majority. Make Nanaimo beautiful. It could be gorgeous downtown. Along the walkway it already is. Expand that to the rest of downtown. The recent work on Museum Way is a perfect example of what can be done to beautify the downtown area (keep up the great work, btw). Make ugly building illegal. Don't approve developments unless they really (and I mean really) enhance the beauty of the neighbourhood. Square flat roofed buildings are crap, look like crap, and are only built because they're cheap. And they also look cheap. Stop allowing it, just stop.
- I do not see many cyclists on the routes that I drive regularly and suspect that they are not well accommodated.
- I want to walk but this city makes it hard. Please do better.
- Lower all core speed to 20 km.
- Transit should be simple in Nanaimo but it's not for some reason. I live downtown and either bike or bus to the north end for work each day. When I bus I'm never sure when I'll get to work. The buses do not seem to run on schedule and frequently just don't show up. They also do not run often enough to be useful for regular commuting. Cycling and walking could be enhanced significantly by narrowing all roads significantly. Providing separated bike lanes and double wide sidewalks.
- I would like to see a high priority placed on not using single use cars in our downtown. I think improvements in walking / cycling / transit infrastructure would be extremely important to the longterm well being of our city.
- The intersection at Albert and Wallace is bad for vehicles, bikes and pedestrians. The 3-way stop is chaos. Could they block traffic from entering off Terminal Ave (at A&B sound bldg)?
- Cities need to change their perspectives from "car first" to transit, pedestrian and cycle first. Long term we need to release private cars as a privilege, money should prioritize other modes.

NANAIMO DOWNTOWN MOBILITY HUB PROJECT

Phase I Community Input Summary - April to June 2019

- The City should consider making downtown a pedestrian-only zone, with free parking around the perimeter of the zone.
- Some accommodations should be made for Protection Island residents who must use city parking if they own a car, or use public transit if on foot. Provide discounted parkade parking for instance since that is their equivalent of neighbourhood street parking which other Nanaimoites are entitled to or, those on foot better connections to Protection Island Ferry or the issuing of transit transfers to ferry users.
- Crossing Terminal Ave anywhere between Commercial and Comox is difficult and dangerous.
- Wallace / Commercial / Albert intersection upgrade needs to be immediate short-term priority. Currently does not work well for any road users.
- Think like a senior and take a look at all the obstacles for walking if balance and mobility are sub-par.
- Motorists do not respect pedestrian right-of-way at the entrance to Port Place Mall opposite Gabriola Ferry terminal. Better policing may solve this problem.
- There needs to be more security at Port Place Mall, especially when the mall closes and people are commuting. I don't feel safe cycling in this city and that is a major problem. I also don't feel safe at most pedestrian crosswalks.
- There's far far too many traffic lights in Nanaimo. Here's an idea from about 50 years ago.... synchronize the lights to the speed limit to keep traffic flowing, easing tempers and wasteful idling times.
- Bus out to Departure Bay would be very helpful!
- Wide enough roads and bike lanes on all streets would make things much safer!
- Free public transit for those under 25 would go a long way to making things green.
- Let's turn these ideas into action, and start building more complete streets that will encourage more active transportation in Nanaimo. Moving to Nanaimo from a larger city five years ago, we were shocked to see the lack of cycling and pedestrian infrastructure. Let's turn the corner and start building a modern city.
- Kudos for undertaking this study! Please remember that we have a climate emergency and a focus on active transportation in the city now and we should try to start accommodating vehicle traffic so much.
- Please select the permanent home for the transit hub. It's a decision that is needed.
- More time for seniors from one side to other. Driver abuse of pedestrian flow.
- I love walking downtown and at the sea walk and parks. It is very important to my health and well-being. I moved to Prideaux St so I could do this. I look forward to positive changes to crossings.

APPENDIX C

WRITTEN SUBMISSIONS

The following written submissions were received related to downtown mobility during the engagement period.

Please provide flashers for the crosswalk at Chapel St. and Front St. It is very unsafe for pedestrians when people come around the corner.

I did ask for some info thru the mobility hub email but didn't get a reply. No one's monitoring that email now I guess. My own view is that public engagement doesn't keep office hours and shouldn't have a deadline but that's not the purpose of this email.

I live within the 800m zone, the focus of the Downtown Mobility Hub Project. My wife and I have lived on Selby St for over 15 years. Almost everything I need on a daily basis is available within a 15 minute walk. We are well situated to age (too rapidly!) in place. So I'm something of an expert I guess on the downtown pedestrian network. And I've been thinking...

If the completed mobility hub plan mirrored pretty closely the Transportation Master Plan's inverted pyramid of priorities showing at the top the pedestrian, what would one expect to see?

- One would expect that at every intersection in this zone the sidewalk on all four sides would be lined across and zebra crossings would be frequent and
- That mid-block zebra crossings would appear on every long block in this zone most of which are currently about 600 ft . 200 ft intervals are ideal and 300 ft would be the maximum length before a pedestrian had an opportunity to safely cross the street and
- That when we drive into this zone the design of the built street environment sends us the message that this zone is different than others. This would include 40 kph max speed posted throughout and more importantly narrow travel lanes (max 11ft wide) and
- That Front St and Wallace St would be put on road diets to narrow all lanes and eliminate some lanes with frequent safe pedestrian crossings at max 200 ft intervals.
- That vehicle right turns on red lights would not be allowed and
- That turning radii (often simply with paint a planter and fixed pylons) would be increased to slow traffic and make especially t-intersections safer and
- That pedestrians would never have to seek permission to walk on green. "Beg buttons" would be eliminated and
- Trees. Dozens and dozens of street trees for so many reasons all of which I know you are fully aware of.

This 800m zone is an opportunity not to be missed to refocus the downtown core's urban design to the human scale mobility that's an essential element of Nanaimo's ongoing and critically important urbanization. Next chance we get will be in 5 years or more.

Let's seize the opportunity and do something visionary and inspiring here! Let's make it mirror the inverted pyramid of priorities. The pedestrian first.

Now that the Bastion St. viaduct is closed to traffic, a problem appears to have developed at the intersection where Wallace, Albert, Commercial and Victoria Cres meet, due to the increase in traffic volume resulting from the closure coupled with the fact that this intersection is a 3-way stop. I feel it is now time to change this to a 4-way stop intersection. There was certainly an argument to be made for the 3-way intersection back in the days prior to the Nanaimo Parkway when Terminal Ave was the only highway through the city. Traffic volume at that intersection has reduced due to the Parkway, such that there is no longer a concern with traffic backing up and potentially impacting the intersection of Commercial and Terminal Streets.

I thank you in advance for considering my suggestion.

I am writing to you today to consider directing the city to do something about this complicated intersection at the best of times (and at the worst of times dangerous) intersection at the bottom of Albert Street. The three-way stop with uncontrolled traffic coming off Terminal.

This intersection is going to get someone killed. It is a very busy pedestrian area, and twice this week I was almost injured due to the negligence of inattentive drivers blowing stop signs (coming down Albert) or speeding through the intersection up Albert street double the posted speed limit. While I am usually on my bicycle, both of these occurred while I was a pedestrian.

This is only further complicated by the number of people who every day ignore the “no left turn” sign coming off Wallace, to turn left to get to the Terminal/Commercial intersection.

Something needs to be done to calm traffic in that area and make it safer. Perhaps a small traffic circle – anything to slow traffic coming off Terminal or down Albert. A traffic circle would also allow those on Wallace who wish to get to turn left to be able to do so after proceeding through it.

I hope you take action before someone is injured, or someone perishes. Thank you.

PDDN – Mobility Committee

Planning Design & Development Nanaimo

Meeting Notes

Project: Downtown Mobility
 Location: #201-890 Grace St, Nanaimo, BC
 Meeting Date: 31 May 2019, 7:00-9:00am

Attendees:

Committee Members

Darren Moss	(DM)	<input checked="" type="checkbox"/>	
Russ Irish	(RI)	<input checked="" type="checkbox"/>	
Renee Lussier	(RL)	<input type="checkbox"/>	(Comments included from subsequent meeting)
Monica Briggs	(MB)	<input checked="" type="checkbox"/>	
Dave Lawrence	(DL)	<input checked="" type="checkbox"/>	

Technical Advisors

David Edgar	(DE)	<input checked="" type="checkbox"/>
Mike Davidson	(MD)	<input type="checkbox"/>

Guests

None

1. General Discussion

- | | Action By | Date |
|---|-----------|------|
| 1.1. Met to information and questions from Downtown Mobility workshop to prepare high level commentary for City review; | Info | |
| 1.2. Committee believes that the functional design for Terminal Avenue and construction of the curbing along Terminal is the highest priority for mobility in the downtown and recommends that this be added as one of the questions to the public; | City | |
| 1.3. Committee recommends considering infrastructure and projects to support water traffic (Commuters, visitors, etc) such as bike storage near harbor, defined boat parking for commuters, etc | Info | |
| 1.4. Scooters and electric bikes should be considered as modes of mobility; | Info | |
| 1.5. Committee recommends choosing a few priorities and focusing adequate effort and resources to “knock them out of the park” rather than trying to stretching resources a bit thinner and achieving moderate success; | Info | |

1.6. Committee supports prioritizing pedestrian/cycling experience at a moderate cost the speed of vehicle movements;	Info
2. Transit	
2.1. Committee supported the curb side Front Street location as the preferred location for the transit exchange;	Info
2.2. Careful thought should be given to through traffic and effects on future roundabout including analysis of increase in all modes of transportation with the development of #1 Port drive and ongoing Port operations;	Info
2.3. Committee recommends moving forward with southern connection of Front Street extension as soon as possible to provide an alternate route for traffic to improve function of transit exchange;	Info
2.4. Careful thought should be given to reducing traffic speeds and creating an environment for safe pedestrian crossings at the exchange;	Info
2.5. Encourage active retail/commercial presence at the ground level to improve user experience and safety;	Info
2.6. Care should be taken to improve the effect of the adjacent parkade on the exchange;	Info
2.7. Committee has heard good feedback from ridership on temporary location of transit exchange;	Info
2.8. Improved schedule and more frequent/reliable service will be critical to improving ridership, especially in off peak hours;	Info
3. Cycling	
3.1. Committee supports the loop based approach to cycling access to downtown;	Info
3.2. Carefully consider what road ways will function better as protected bike lanes as driveways, intersection and parking is overlaid on the routes;	Info
3.3. Consider multiple drop in connections to Terminal Ave to the future multi use sidewalk;	Info
3.4. Consider choosing parallel roadways to have cycling prioritized over vehicles if existing roads do not allow adequate width for strong cycling lanes in the short to medium term;	Info
3.5. Bike security and storage throughout downtown will be critical to improving the number of cyclists;	Info
3.6. Consider improving connections to and from the EN Trail;	Info

3.7. Consider how Esplanade connects into cycling loop at Front St; Info

4. Intersections

4.1. Front/Chapel:

4.1.1. Committee supports re-work of this intersection to improve function for modes of mobility other than cars; Info

4.1.2. This should be considered as part of a re-design of Front Street as a whole; Info

4.2. Bastion/Wallace/Fraser:

4.2.1. Committee supports re-work of this intersection to improve function for modes of mobility other than cars; Info

4.2.2. Consider closing Fraser at the top of the hill and maintaining access to businesses from bottom of hill; Info

4.3. Albert/Wallace:

4.3.1. Committee supports re-work of this intersection; Info

4.3.2. Any re-design of this intersection needs to be completed as part of a larger analysis of traffic within a 500m radius. Particularly, the function of this intersection is linked to that of Commercial/Terminal, Victoria/Terminal, potential new intersections; Info

4.3.3. Pedestrian experience and safety needs to be a very high priority in any new design; Info

4.4. Victoria/Terminal:

4.4.1. Committee supports re-work of this intersection; Info

4.4.2. Any re-design of this intersection needs to be completed as part of a larger analysis of traffic within a 500m radius. Particularly, the function of this intersection is linked to that of Commercial/Terminal, Albert/Wallace, potential new intersections; Info

4.4.3. Very high traffic volume and pedestrian safety a concern with larger vehicles trying to stop at base of hill; Info

4.4.4. South end connection of Front St would help alleviate some of the heavy truck traffic; Info

4.5. Bastion:

4.5.1. Committee believe this intersection performs adequately in its current form; Info

4.6. Gordon Street:

4.6.1. Committee believe this is a low priority intersection unless its function changes are part of the larger traffic analysis; Info

4.7. Other:

- | | |
|---|------|
| 4.7.1. The bottom end of Fraser where it connects with Terminal offers a good opportunity to improve pedestrian experience along Terminal and reduce confusion; | Info |
| 4.7.2. Terminal/Commercial is an intersection that needs to be considered as part of a larger traffic movement analysis to develop a strategy for all intersections and roads within 500m of this intersection; | Info |
| 4.7.3. Consider overhead connection possibilities for stitching across Terminal as part of redevelopment; | Info |

5. Pedestrians

- | | |
|--|------|
| 5.1. Committee believes Terminal Ave is a priority for improving pedestrian facilities and experience, including multi-modal sidewalk to allow cycling along Terminal; | Info |
| 5.2. Fitzwilliam cross walks on hill struggle with traffic speed and visibility. Consideration of traffic calming, and signage would help improve pedestrian safety and build on the success of the OCW; | Info |
| 5.3. Pedestrian facilities along Port Place Mall's frontage needs significant adjustment for continuity and safety; | Info |

6. Parking

- | | |
|--|------|
| 6.1. Committee believes there is currently adequate parking to meet current demands, however, as downtown redevelops, there will be a need for additional parking to support commercial uses and visitors; | Info |
| 6.2. Suggest exploring public private partnerships to purchase additional parking stalls in private developments rather than building stand alone parkades; | Info |
| 6.3. Safety in parkades and routes to parkades needs improvement to increase use of off-street parkades. Suggest reviewing routes and improving lighting and activity along routes; | Info |
| 6.4. Improvement of wayfinding (Traditional and digital) would help use of off-street parkades; | Info |
| 6.5. On street parking should be prioritized for short term use: | |
| 6.5.1. Discourage staff from using on-street parking (OCQ runs a program to accomplish this) | Info |
| 6.5.2. Encourage use of off-street parkades through rate structure; | Info |
| 6.5.3. Encourage use by visitors by lightening fines and replace with reminders; | Info |

- 6.6. Education of how the parking in downtown designed to be used is necessary to help re-train Nanaimo as it transitions into a more active downtown.

Info

End



[NANAIMO.CA/GOTO/DOWNTOWNMOBILITY](https://nanaimo.ca/goto/downtownmobility)