



HOSPITAL AREA PLAN – ISSUES AND OPPORTUNITIES

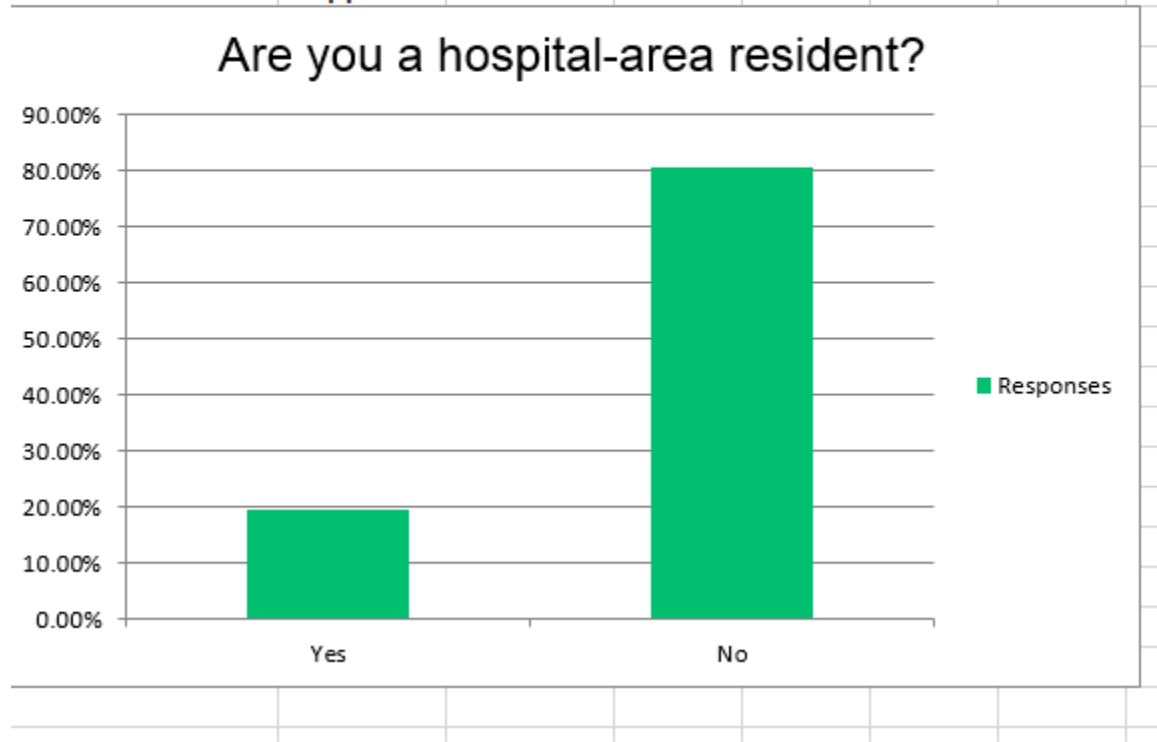
ONLINE SURVEY – CONSOLIDATED COMMENTS

SURVEY PERIOD: June 22nd to August 25th, 2017

TOTAL RESPONSES: 505 (NOTE: Not all respondents answered all questions)

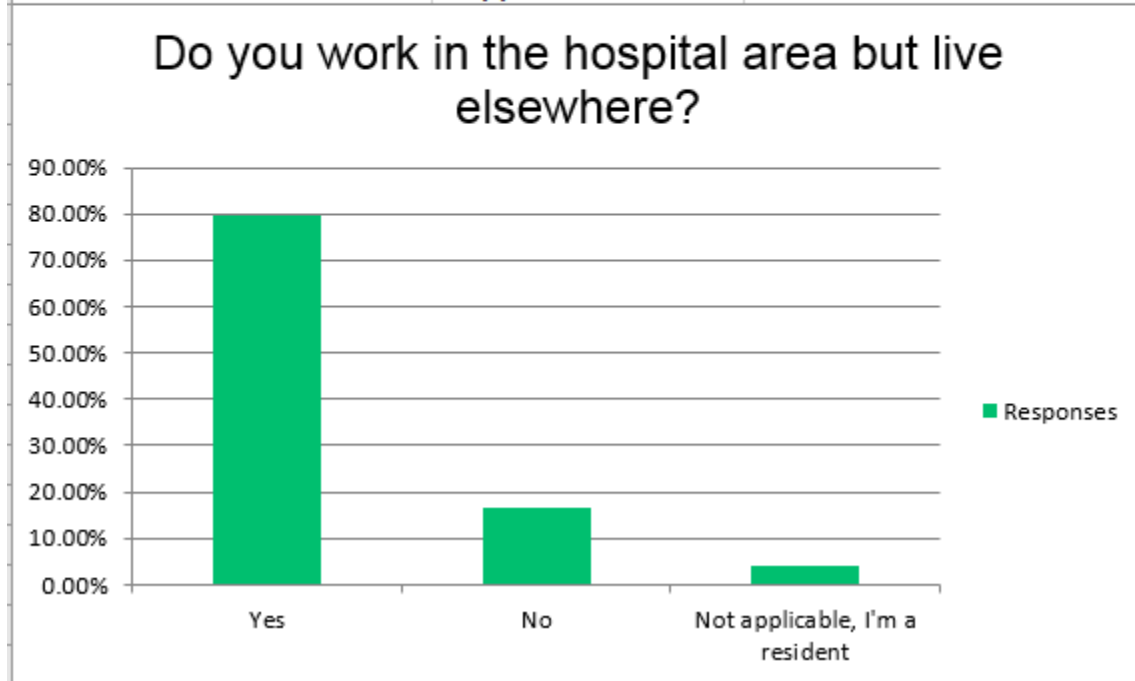
Q 1. Are you a hospital-area resident?

Answer Choices	Responses	
Yes	19.40%	97
No	80.60%	403
	Answered	500
	Skipped	4



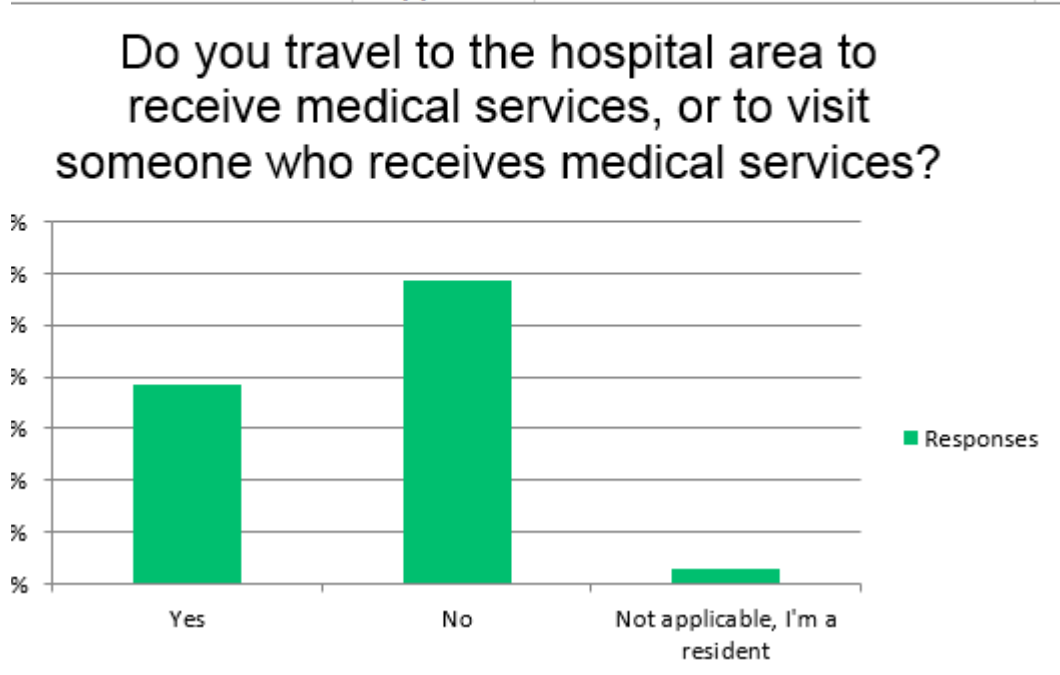
Q 2. Do you work in the hospital area but live elsewhere?

Answer Choices	Responses	
Yes	79.56%	397
No	16.43%	82
Not applicable, I'm a resident	4.01%	20
	Answered	499
	Skipped	5



Q 3. Do you travel to the hospital area to receive medical services, or to visit someone who receives medical services?

Answer Choices	Responses	
	38.52%	188
	58.61%	286
Not applicable, I'm a resident	2.87%	14
	Answered	488
	Skipped	16



Q 4. What are three things you like most about the hospital area?

Answered 336
Skipped 168

RESULTS	
TOPIC	Number of mentions
Central	140
Greenspace	71
Access	64
Trees	52
Amenities	50
Quiet	47
Hospital	46
Parking	39
Walkable	27
Shopping	26
Medical	24
Residential	14
Bus	12
Neighbourhood	10
Safe	10
Buildings	9
Mix	9
Bikeable	8
Growth	8
View	5
Affordable	4
People	4
Clean	3
Flat	3
Family	2
Snowplow	2
Friendly	1
Lighting	1
Off leash	1
Pickleball	1
Sunny	1
Housing	1

Q 5. What are three things that you would like to improve in the hospital area?

Answered 500
Skipped 5

RESULTS	
TOPIC	Number of Mentions
parking	292
greenspace	60
traffic	57
restaurants	39
safety	38
intersection	26
crosswalks	23
access	22
speeding	21
litter	19
bikeability	18
sidewalks	18
transit	16
smoking	16
walkability	16
visibility	13
congestion	12
lighting	12
services	9
stores	9
benches	7
business	6
crime	6
healthcare	6
enforcement	5
neighbourhood	5
accommodation	4
homelessness	4
affordability	3
roads	3

development	2
noise	2
cleanliness	1
ditches	1
graffiti	1
landscaping	1
overbuilding	1
poverty	1
washrooms	1

Q 6. How would you describe the character of the hospital area?

Answered 336
Skipped 168

RESULTS	
TOPIC	Number of Mentions
Older	72
Run Down	71
Residential	37
Mixed	30
Unsafe	30
Hectic	27
Congested	25
Good	20
Growing	18
Plain	17
Charming	16
Quiet	16
Friendly	14
Traffic	12
Commercial	10
Dense	10
Family	10
Healthcare	10
Community	9
Development	9
Parking Issues	9
Working-class	9
Low income	6
Apartments	5
Crime	4
Noisy	4
Retro	4
Secure	4
Confusing	3
Dirty	3

Inaccessible	3
Industrial	3
Lack of Greenspaces	3
Rentals	3
Unfriendly	3
Affordable	2
Bike lane problem	2
Organized	2
Schools	2
Seniors	2
Services	2
Characters	1
Conservative	1
Crowded	1
Deteriorating	1
Greenspace	1
Metropolitan	1
Poor transit	1
Poverty	1
Retail	1
Unplanned	1
Walkable	1

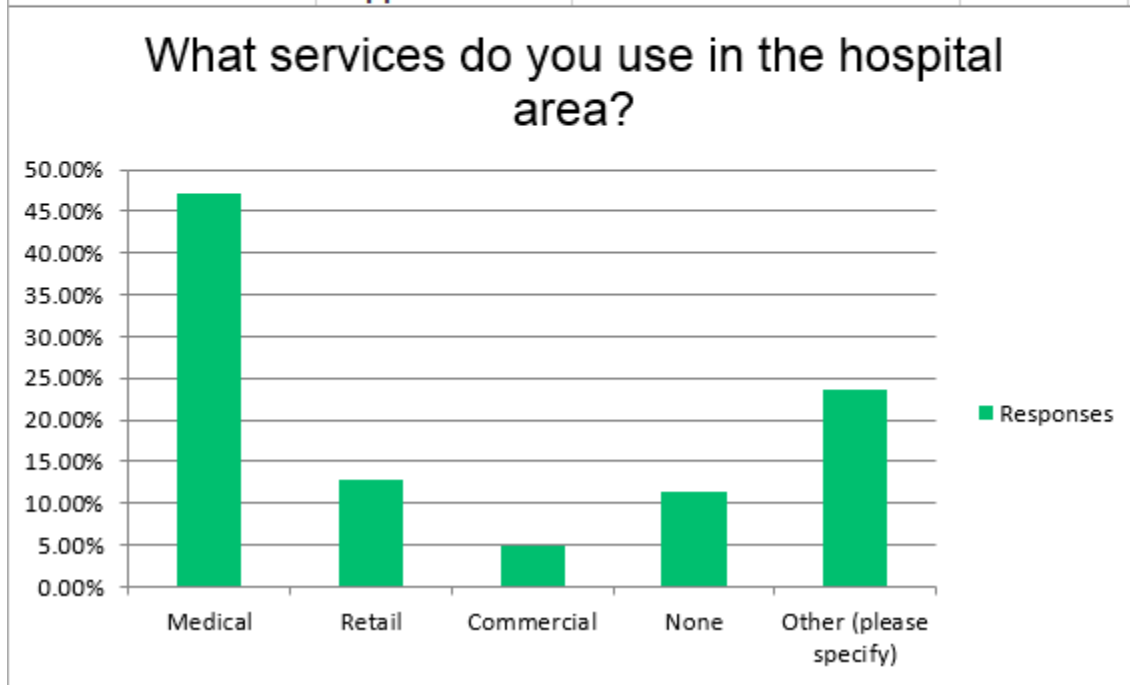
Q 7. As the neighbourhood grows, how would you like to see the character of the hospital area change, if at all?

Answered 311
Skipped 193

RESULTS	
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Walkable	27
Shopping	26
Medical	24
Residential	14
Bus	12
Neighbourhood	10
Safe	10
Buildings	9
Mix	9
Bikeable	8
Growth	8
View	5
Affordable	4
People	4
Clean	3
Flat	3
Family	2
Snowplow	2
Friendly	1
Lighting	1
Offleash	1
Pickleball	1
Sunny	1
Housing	1

Q 8. What services do you use in the hospital area?

Answer Choices	Responses	
Medical	47.21%	186
Retail	12.94%	51
Commercial	4.82%	19
None	11.42%	45
Other (please specify)	23.60%	93
	Answered	394
	Skipped	110



RESULTS	
TOPIC	Number of Mentions
None	43
Medical	26
Retail	23
All of above	19
Commercial	1

Q 9. What additional services are needed in the hospital area?

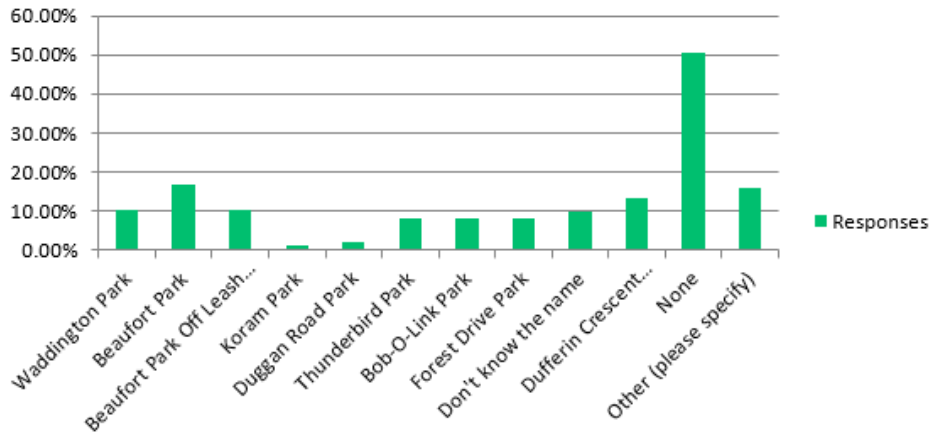
Answered 242
Skipped 262

RESULTS	
TOPIC	Number of mentions
Restaurants	101
Parking	52
Hospital improvements	27
Retail	16
Healthcare services	15
Greenspace	12
Daycare	10
More frequent transit	10
Patient/family/worker accommodation	10
Health food grocery store	8
Sidewalks	7
Wellness/Recreation	6
Banks	5
Bylaw enforcement	4
Speed control	3
Playgrounds	3
Schools	2
Family areas	2
Walkability	2
Garbage cans	2
Community police station	1
Density housing	1
Better signage	1
Library	1
Gas station	1
Post Office	1
Fully fenced offleash park	1
Bikeability	1
Public washroom	1
Lecture theatre	1
Intersection improvements (Northfield & Boundary)	1

Q 10. Which hospital-area parks or open spaces do you use?

Answer Choices	Responses	
Waddington Park	10.22%	37
Beaufort Park	16.57%	60
Beaufort Park Off Leash Dog Area	10.22%	37
Koram Park	1.38%	5
Duggan Road Park	1.93%	7
Thunderbird Park	8.29%	30
Bob-O-Link Park	8.29%	30
Forest Drive Park	8.29%	30
Don't know the name	9.94%	36
Dufferin Crescent Elementary School	13.26%	48
None	50.55%	183
Other (please specify)	15.75%	57
	Answered	362
	Skipped	142

Which hospital-area parks or open spaces do you use?



RESULTS	
TOPIC	Number of Mentions
Woodlands	8
Not applicable	8
Hospital Grounds	6
None	6
Don't know locations of parks	5
1680 Dufferin Greenspace	5
Grant Avenue	4
Chinese Cemetery Trail	3
Dufferin Crescent	2
Bowen Park	2
Grant Avenue Health green space	2
Quarterway School	1
Mansfield Park	1
St. Andrews	1
Nightingale Crescent	1
Dufferin Elementary	1
Sunderland Street	1
Crescent Road Path to Bowen	1
Trails behind Pharmasave	1
Millstone River	1
Davie Lane Park	1
Latimer Park	1
Tennis Courts	1
Nelson Street	1
E&N Trail	1
Beban Park	1
1125 Dufferin Greenspace	1

Q 11. What could be done to improve hospital-area parks?

Answered	216
Skipped	288

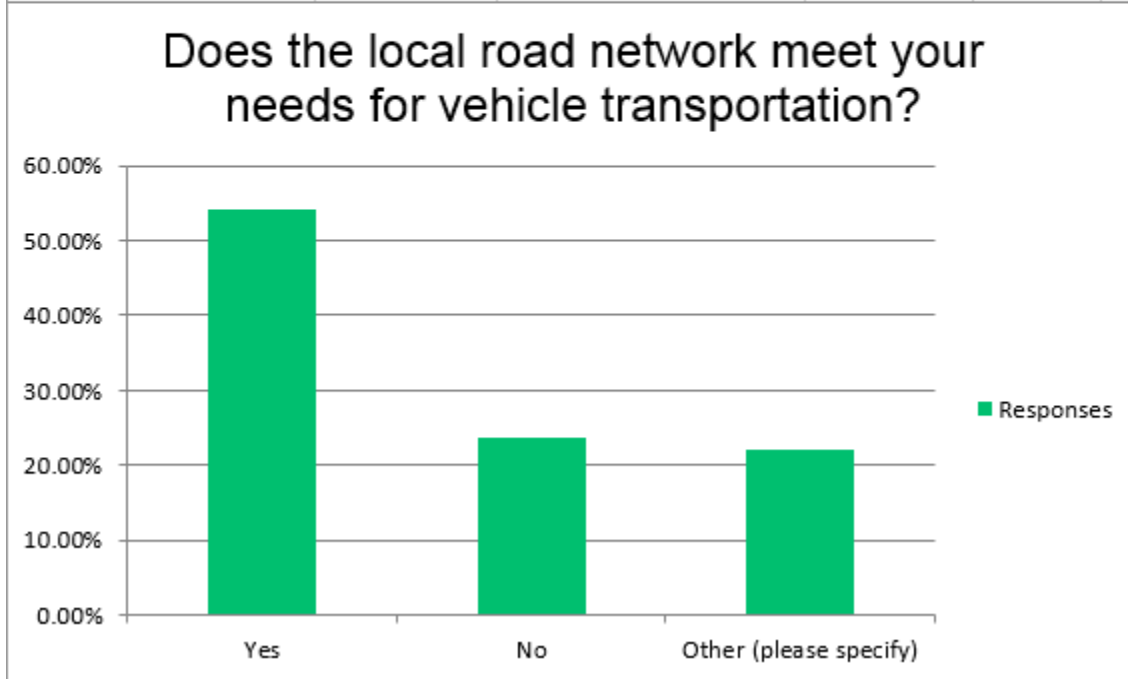
RESULTS	
TOPIC	Number of mentions
Benches	26
Playgrounds	23
Clean up	20
Walking Paths/Trails	19
Signage	18
Make safer	18
Picnic tables	17
Garbage cans	16
Maintenance	15
More parking	15
Better equipment	12
More trees	12
Lighting	11
More greenspace	11
More dog off leash areas	8
Police/Security presence	7
Wheelchair accessible	7
Modernize	7
Use empty space (Woodlands etc.)	6
Shade	6
Dog poop clean up	4
Waterpark	4
Bike Paths	3
Fewer street people	3
Covered areas	3
Needle pick up	3
Improved visibility	3
Drug and alcohol free	2
Artwork	2
Fountains	2

Sports events	1
Reduce noise	1
Basketball courts	1
No dogs allowed	1
Barbecue pits	1
Festivals	1
Remove bike lanes	1
Make parks larger	1
Community garden	1

Q 12. Does the local road network meet your needs for vehicle transportation?

Answered 389
Skipped 115

Answer Choices	Responses			
Yes	54.24%	211		
No	23.65%	92		
Other (please specify)	22.11%	86		
	Answered	389		
	Skipped	115		



RESULTS	
TOPIC	Number of mentions
Northfield/Boundary intersection dangerous	28
Poor visibility caused by parked cars makes road access unsafe	15
Traffic too busy and congested	14
Yes	10
Bike lanes are confusing and dangerous	8
Traffic control needs improvement	5
Difficult highway access	5
Need more bike lanes	5
Worried high density will cause congestion problems in future	4
No	4
OK	3
Need more/safer crosswalks	3
Roads are in need of repair	3
Poor transit service	2
Don't drive	2
Not applicable	2
Need more parking	2
Shopping centre exit unsafe	2
Need more sidewalks	1
Need wheelchair accessible sidewalks	1
Need better out-of-town transit	1
Good access from Parkway	1
Waddington/Terminal Road intersection dangerous	1
Dufferin/Waddington intersection	1

Q 13. What could be done to improve the vehicle transportation network in the hospital area?

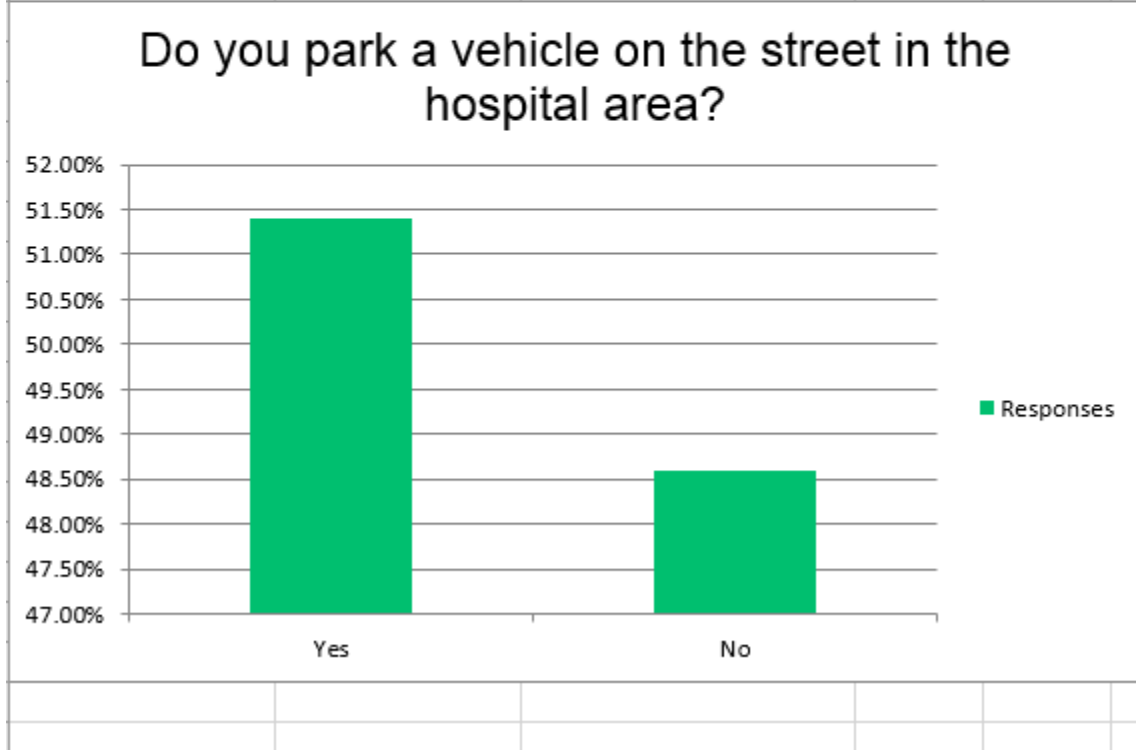
Answered 294
Skipped 210

RESULTS	
TOPIC	Number of mentions
Island Highway-Northfield-Boundary intersection	67
Hospital parkade	31
Transit improvements	30
More parking	25
Road network	17
Crosswalks	16
Island Highway-Waddington intersection	14
Cycling lanes	12
Intersection improvements	10
Sidewalks	9
Don't know	9
Boundary-Dufferin intersection	9
Cycling network	8
Free parking	7
Nothing required	6
Traffic signs	5
Pedestrian safety	5
Park-and-ride	5
On-street parking	5
Bowen-Dufferin intersection	5
Traffic calming	4
Restrict parking	4
Residents' only parking	4
Reduce speed limits	4
Reduce Dufferin speed limits	4
Free hospital parking	4
Express bus	4
Dufferin volume	4
Bylaw enforcement	4
Boundary cycling lane dangerous	4

Turning lanes	3
Transit integration	3
Traffic enforcement	2
Road maintenance	2
Relocate hospital	2
Reduce on-street parking	2
Okay	2
Hospital entrance bus stop	2
Dufferin Safety	2
Crescent View	2
Congestion	2
Wider roads	1
Westhill-Dufferin intersection	1
Upset residents	1
Turning lights	1
Transit shelters	1
Traffic circle	1
Townsite volume	1
Townsite	1
Street lighting	1
Strathmore	1
Stephenson Point	1
Restrict parking at curves	1
Restrict on-street parking	1
Remove cycling lanes	1
Pedestrian network	1
Pedestrian intersections	1
Parkway access	1
New residential developments	1
Manage on-street parking	1
Light rail train	1
Improve cycling network	1
Hospital turning lanes	1
Hospital taxi stand	1
Hospital signage	1
Hospital drop-off parking	1
Hammond Bay	1
Enforce speed limits	1
Dufferin-Waddington intersection	1
Divert traffic	1
Departure Bay	1
Cycling safety	1
Car pools	1

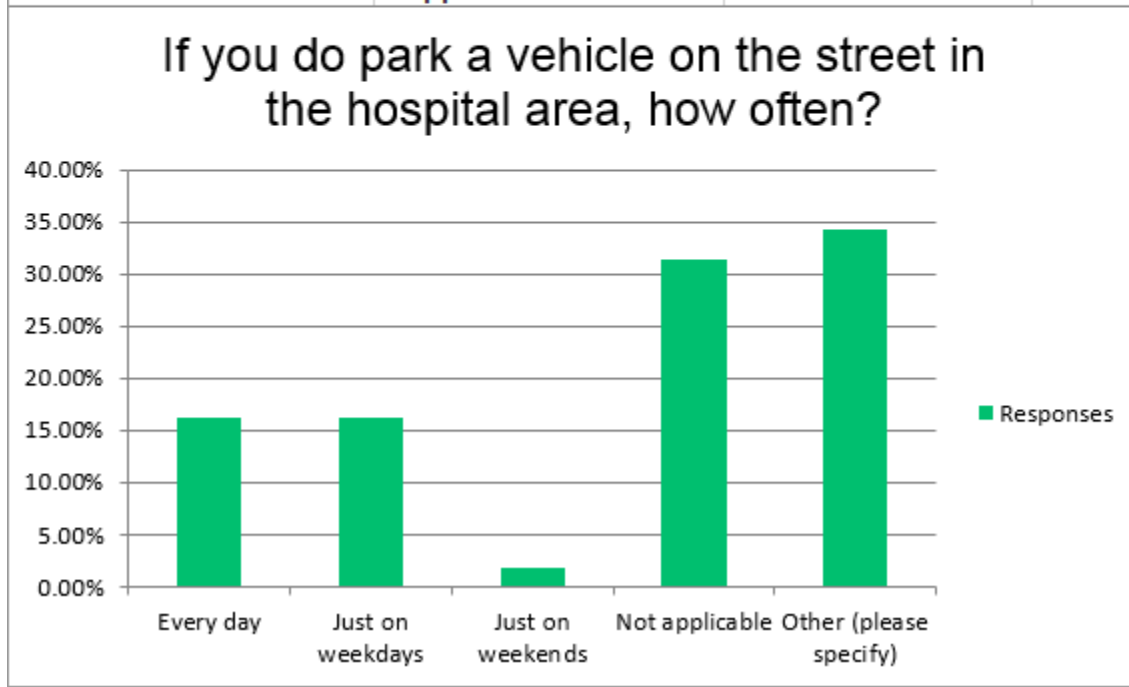
Q 14. Do you park a vehicle on the street in the hospital area?

Hospital Area Plan - Issues and Opportunities		
Do you park a vehicle on the street in the hospital area?		
Answer Choices	Responses	
Yes	51.41%	200
No	48.59%	189
	Answered	389
	Skipped	115



Q 15. If you do park a vehicle on the street in the hospital area, how often?

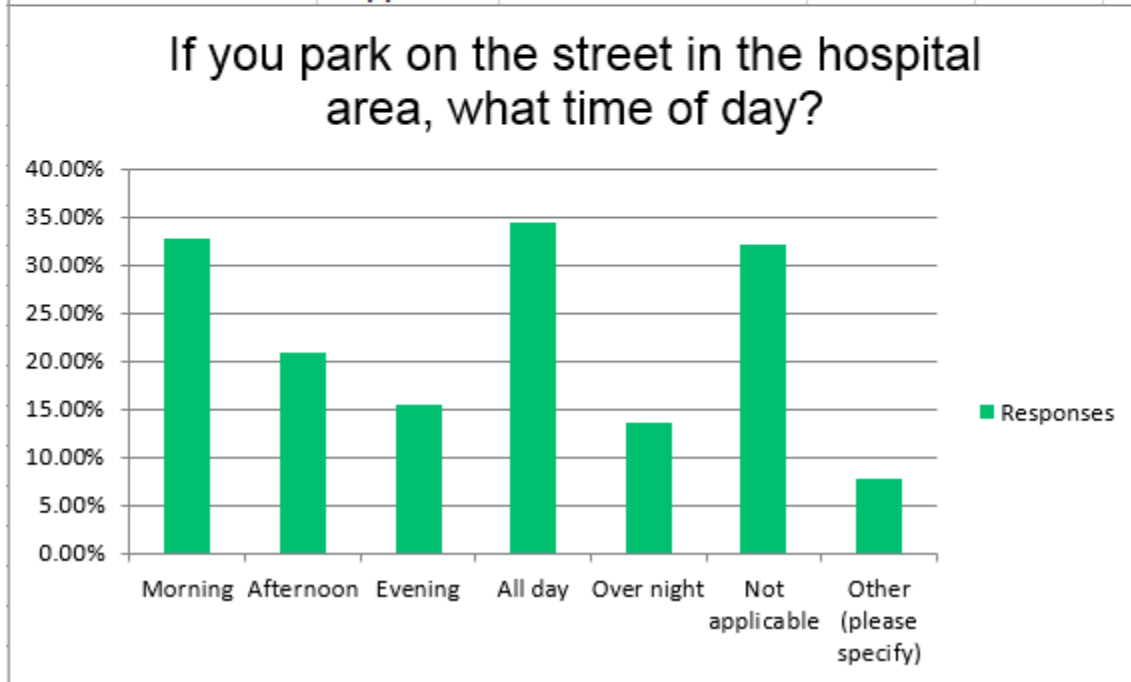
Answer Choices	Responses	
Every day	16.27%	55
Just on weekdays	16.27%	55
Just on weekends	1.78%	6
Not applicable	31.36%	106
Other (please specify)	34.32%	116
	Answered	338
	Skipped	166



RESULTS	
TOPIC	Number of mentions
Anytime - frequently	97
Anytime - Infrequently	57
Never	12
Every Day	3
Weekdays	3

Q 16. If you park on the street in the hospital area, what time of day?

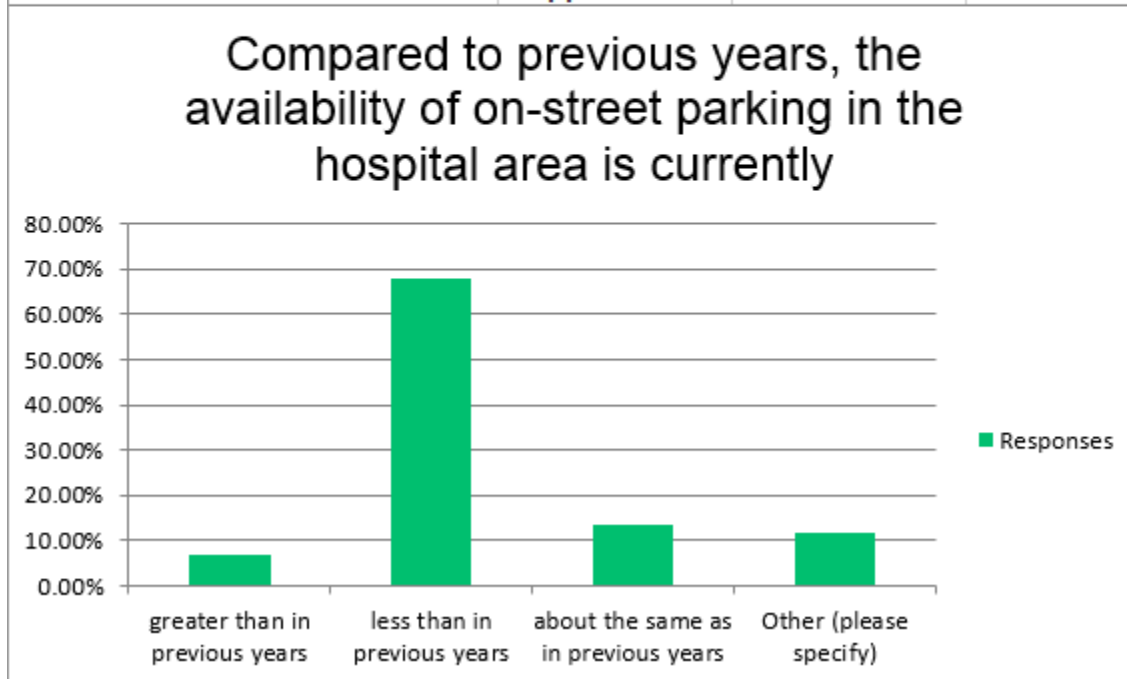
Answer Choices	Responses	
Morning	32.62%	106
Afternoon	20.92%	68
Evening	15.38%	50
All day	34.46%	112
Over night	13.54%	44
Not applicable	32.00%	104
Other (please specify)	7.69%	25
	Answered	325
	Skipped	179



RESULTS	
TOPIC	Number of mentions
Shift work: (day or night)	12
Not applicable	6
Morning	3
Afternoon	3
All day	3
Evening	1
Overnight	1

Q 17. Compared to previous years, the availability of on-street parking in the hospital area is currently:

Answer Choices	Responses	
greater than in previous years	6.82%	24
less than in previous years	67.90%	239
about the same as in previous years	13.64%	48
Other (please specify)	11.65%	41
	Answered	352
	Skipped	152



RESULTS	
TOPIC	Number of mentions
Unknown	15
Less than in previous years	14
Not applicable (don't park on streets)	6
About the same as in previous years	3
Greater than in previous years	2

Q 18. Do you have any specific concerns about on-street parking in the hospital area?

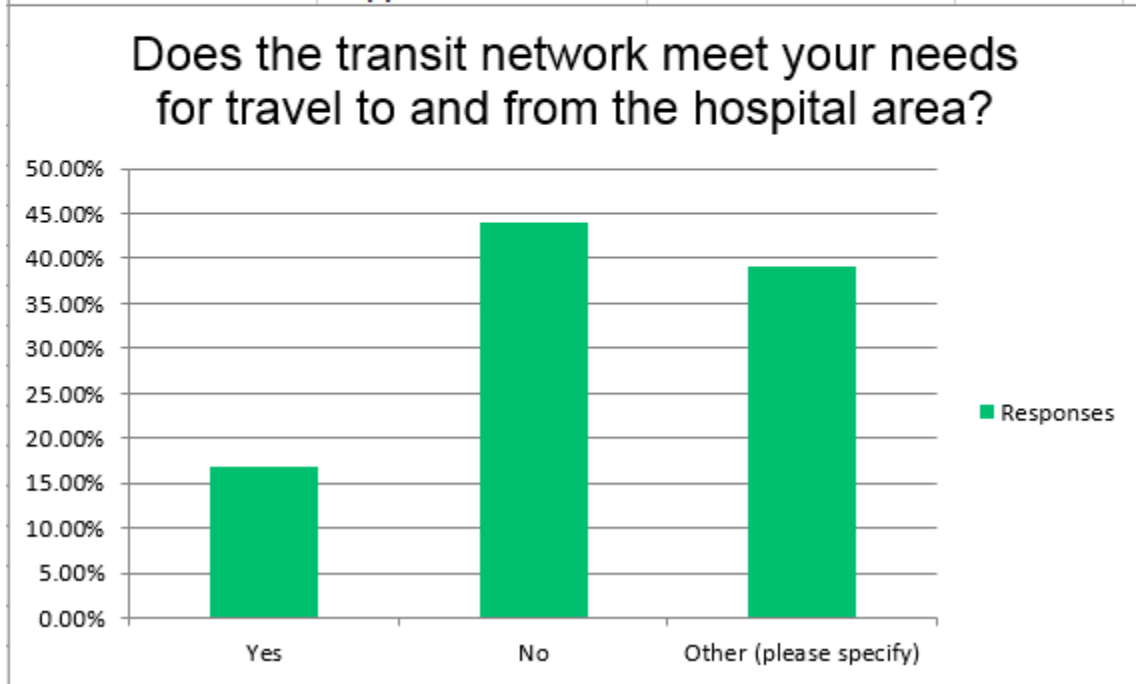
Answered 300
Skipped 204

RESULTS	
TOPIC	Number of mentions
Insufficient on-street parking	70
Reduced visibility	33
Insufficient hospital parking	29
Respectful of residents' concerns	26
Vandalism	25
Pedestrian safety	22
Bylaw enforcement	20
Driveways	18
Free parking	17
Street lighting	17
Break-ins	16
Intersections	12
Parking infrastructure	12
Residents-only parking	11
Safety and Security	10
Upset residents	9
Congestion	8
Fearful of city controls	8
Fender-benders	8
Narrow road	8
Frustrating	6
Boundary cycling dangerous	5
Crescent View	5
Dufferin	5
Snow removal	5
Cycling safety	4
Grant Avenue	4
New residential developments	4
Crime	3
Forest Drive	3

Parking controls frustrating	3
Pedestrian infrastructure	3
Theft	3
Too expensive	3
Collisions	2
Dangerous Roads	2
Insufficient clinic parking	2
Parking meters	2
Replacing parking with cycling lanes	2
Transit	2
Angled parking	1
Bicycle parking	1
Bowen	1
Car pool	1
Controls required	1
Corners	1
Cycling infrastructure	1
Going to get worse	1
Hit-and-runs	1
Honeysuckle	1
Local businesses	1
Nelson Street	1
No NRGH employee street parking	1
Off-peak hours residents-only parking	1
Personal security	1
Reduce speed	1
Residents' barricades	1
Residents' exempt from price controls	1
Shared off-street parking	1
Signage	1
Signs	1
Time restrictions frustrating	1
Traffic enforcement	1
Waste of public space	1

Q 19. Does the transit network meet your needs for travel to and from the hospital area?

Answer Choices	Responses	
Yes	16.91%	58
No	44.02%	151
Other (please specify)	39.07%	134
	Answered	343
	Skipped	161



RESULTS	
TOPIC	Number of mentions
Don't use transit	59
Not applicable	40
No - Infrequent schedule	9
No - too slow	8
No bus service from outside Nanaimo	8
No - earlier and later schedule for shift workers needed	8
Yes	4
No - Stop too far away	2

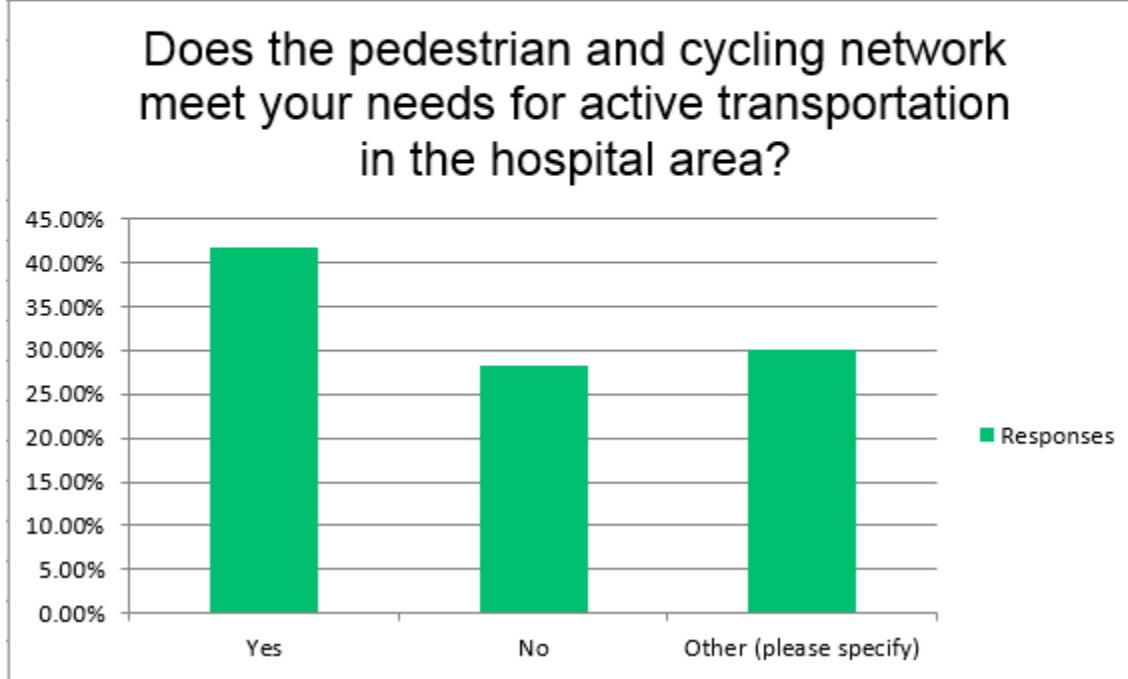
Q 20. What could be done to improve the transit network in the serving the hospital area?

Answered 214
Skipped 290

RESULTS	
TOPIC	Number of mentions
Increase the frequency	58
Increase the service hours	34
Match transit schedule to hospital staff schedules	30
Improve routes	21
Create a hospital express	20
Improve the service	10
Expand network	8
Park-and-Ride	7
Hospital stop	6
Good as it is	4
Improve the road network	4
Train	5
Transit incentives	4
Improve cycling infrastructure	3
Smaller buses	3
Bus stops	2
Reliability	2
Bicycle parking	1
Make transit free	1
Hospital shifts	1
On time	1
Service	1

Q 21. Does the pedestrian and cycling network meet your needs for active transportation in the hospital area?

Answer Choices	Responses			
Yes	41.67%	140		
No	28.27%	95		
Other (please specify)	30.06%	101		
	Answered	336		
	Skipped	168		



RESULTS	
TOPIC	Number of mentions
Not applicable	25
No: Need more sidewalks	15
No: Bike lanes are confusing and dangerous	13
No: Dangerous drivers	9
No: Need more crosswalks with lights	9
No: Need more bike lanes and amenities	6
No: Cycling Unsafe	3
Yes	2
No: Dangerous intersections	2
Yes: Good bike lanes	2
OK but still needs improvement	3
No: Gravel on roads is dangerous	1
No: Parking congestion creates unsafe conditions	1

Q 22. What could be done to improve the use and safety of the pedestrian and cycling network in the hospital area?

Answered 232
Skipped 272

RESULTS	
TOPIC	Number of mentions
Cycling lanes	62
Crosswalks	35
Sidewalks	31
Dufferin	23
Intersection safety	20
Boundary cycling dangerous	13
Street lighting	11
Bylaw enforcement	10
Good	8
Traffic enforcement	8
Bike parking	5
Bike storage	5
Reduce speeds	5
Education	4
Limit cycling	3
Meredith	3
Personal safety	3
Traffic calming	3
Traffic signs	3
Widen roads	5
Crescent View	2
Grant	2
Island Highway	8
Nelson	2
Northfield	2
Park trails	4
Pedestrian signs	2
Waddington	2
Beaufort Park	1
Bowen	1

Clean underpasses	1
Control traffic	1
Cycling infrastructure	1
Free hospital parking	1
Hammond Bay	1
Hospital parkade	1
Hospital paths	1
Hospital skywalk	1
Improve transit	2
Maintenance	1
New pedestrian underpass	1
Police	1
Residents' parking	1
Seafield	1
Slower speeds	1
Townsite	1

Q 23. Are there any issues or opportunities in the hospital area that you would like to identify?

Answered 215
Skipped 290

RESULTS	
Topic	Number of mentions
More parking	116
Safety	16
Hospital growth/ improvements	14
Use empty space in area	13
Busy traffic	11
Social problems (substance abuse/mental health)	10
Intersection (Northfield/Boundary), others	9
Sidewalks	8
No smoking/ Designated smoking areas	8
Crosswalks	7
Reduce crime	6
Speeding control	6
Healthcare services	6
Police/security presence	5
More greenspace	5
Establish a good plan	4
Roads	4
Walkability	4
Community police station	3
Retain community feel to neighbourhood	3
Signage	3
Restaurants	3
Food trucks	2
Wheelchair accessibility	2
Improve relationship between residents and hospital	2
More trees/protect trees	2
Improve visibility	2
Bike friendly	2
Parks/trails maintenance	2

Keep schools from closing	1
Rats	1
Limit density	1
Remove bike lanes	1
Condo development	1
Snow removal	1
Wellness services	1
Monitor scooter users	1
Public washrooms	1
Emergency services (fire/earthquake)	1