

DOWNTOWN URBAN DESIGN STRATEGY

Community Engagement Summary

INTRODUCTION

Community engagement for the Downtown Urban Design Strategy was rolled out in four phases:

Phase One – between April and June, 2016 the City and the project consultant hosted stakeholder and community workshops, as well as a presentation of ideas at the Capitol Theatre.

Phase Two - throughout July and August, 2016 a series of pop-up events and static displays took place in the downtown. Staff were available at the pop-ups to discuss concepts and ideas, and to answer questions. A survey was available at the pop-up events, as well as on-line.

Phase Three – from September, 2016 to March, 2017 staff worked with the project consultant to prepare the final draft Strategy.

Phase Four – between April and June, 2017 stakeholders and the public were invited to review the Final Draft Downtown Urban Design Strategy online and at an open house. Council committees, including the Cultural Development Committee – Public Art Working Group and the Advisory Planning Commission were asked to comment/make recommendation on the draft strategy.

The purpose of these phases was to share information and to collect feedback from stakeholders and the public on the vision for the public realm in the downtown, as well as the key urban design elements such as street furniture, lighting, amenity areas, sidewalk cafes, landscaping and signage.

In total, the Urban Design Project Team and City of Nelson Staff consulted with an estimated 300 residents and visitors in person, and through online surveys and email.

Community engagement events for stakeholders and the public (residents and visitors) included:

PHASE/METHOD	NUMBER	TOTAL PARTICIPATION
Phase 1		
Workshops (stakeholder breakfast and two community workshops)	3	150+ people
ENGAGEMENT TOOL - DHATA WORKSHEET		
Presentation	1	20 people
Phase 2		
Pop-Up Events (four pop-up events on Baker Street)	4	n/a
Static Displays (3 static displays around the downtown)	3	n/a
ENGAGEMENT TOOL - ONLINE AND HARDCOPY SURVEY		
Phase 3		
Comment Period (Online survey &/or comment form)	1	128 surveys 104 comment forms
Public Open House	1	150+ people
ENGAGEMENT TOOL - ONLINE AND HARDCOPY SURVEY		

Figure 1 – Community Engagement Events

Strategies used to communicate with stakeholders and the public throughout this process included:

METHOD		DESCRIPTION
Face to Face Meetings	May-July, 2016 One-on-one meetings with stakeholders	Nelson and District Chamber of Commerce; Cultural Development Committee and the Heritage Working group; Advisory Planning Commission; Nelson and Area Economic Development Partnership; Nelson Business Association; Nelson Street Culture Collaborative; Community Energy Association; Osprey Community Foundation.
	Mar-Jun, 2017	Nelson and District Chamber of Commerce; Cultural Development Committee (Public Art Working Group); Advisory Planning Commission
	May-Jul, 2016 Presentations to stakeholder groups	Nelson and District Chamber of Commerce; Cultural Development Committee; the Heritage Working group; Nelson and Area Economic Development Partnership.
Direct Mail	May, 2016 Hand delivered 400 letters to businesses and building owners in the downtown	
Website	Jun, 2016 Website launch	www.nelsonurbandesign.com). The website included background information, important dates, documents, media links and contact information. It was updated throughout the process & it was used as a tool to gather feedback.
Email	Apr, 2016 – Apr, 2017 Emailed stakeholders and members of the public with information, updates and event invites throughout the project	Sent email invites to stakeholders before every event. Also sent an update email in August 2016 with a summary of the survey responses from the pop-up displays. Sent email updates and invites to members of the public who provided their addresses at workshops and events.
Newspaper	Apr, 2016 - Apr, 2017	2 ads and 3 press releases in the Nelson Star newspaper
Radio	Apr-Jun, 2016 - Apr, 2017	4 radio interviews on Kootenay Coop Radio and Juice FM
Jostle	Apr, 2016 – Apr, 2017	Posted information & updates for staff, including important dates for public engagement
City of Nelson Facebook Page	Jun, 2017 to Apr, 2017	Posted information & updates throughout the project

Figure 2 – Communication Strategies

PHASE ONE – APRIL TO JUNE 2016

At a Glance

- Over **170** people participated in phase one.
- **42** Downtown Health Action Tool Assessment (DHATA) forms completed.

- The **majority** of respondents believe that Nelson’s Downtown has a distinct character and an identity that represents the heart and values of the community. The rich architectural heritage in the downtown also contributes to its uniqueness.
- **68%** of respondents think that Nelson currently has a rich and diverse mix of social activities in the Downtown on a regular basis including a farmers’ market, festivals, music and events.
- **59%** of respondents think that there is a clear central point or ‘heart’ in the Downtown. When asked to identify the ‘heart’ of Downtown, the majority of residents identified the intersection of Ward and Baker Streets.
- **62%** of respondents believe that navigating the Downtown is working, but that wayfinding could be improved.
- **81%** of respondents think that the pedestrian realm is somewhat safe and accessible for all people. Suggested improvements include wider sidewalks and/or less clutter on sidewalks, reduced vehicle traffic and greater priority on pedestrians, more greenery, a public washroom and water fountains, more seating, holiday lighting, and a play space for children.

Summary of Emerging Themes

- Emphasis on **multi-modal transportation** – downtown improvements should facilitate better opportunities for transit, walking and biking. Also create better linkages to the downtown from other parts of the city. Reintroduce an electric street car on Baker Street, or a shuttle bus in the downtown.
- **Electric charging stations** are needed.
- **Vehicle traffic needs to be reduced.** Introduce a no-car zone on Baker St and/or re-introduce a streetcar on Baker. Less priority on cars and parking, more priority on pedestrians and the environmental benefits of fewer cars (e.g. reduce GHGs, improve air quality and public health).
- **Landscaping** should consider stormwater management. More green space is needed Downtown.
- **Parking** - difficult to find; concern that the time limits are too short/too long; more parking is needed; provide parking on the periphery of Downtown (e.g. in Railtown); discourage parking downtown, especially during the summer months; organize parking on the perimeter of the downtown; build a parkade; more parking for motorcycles.
- Downtown businesses need to take responsibility for improvements and upkeep of their frontages. **Awnings** need to be maintained. Hire a coordinator/development officer to help coordinate property maintenance, programming and marketing in the Downtown. Partners play an important role in downtown events and markets. Create incentives to improve downtown business frontages.
- Introduce an **Adopt a Block program** or competitions for the cleanest block.
- Need **public washroom(s) and water fountains** in the downtown.
- More **seating** is needed. **Moveable chairs and benches** should be considered.
- Need **waste and recycling** containers downtown.
- Greater representation of **First Nations** is needed.
- **Public fireplaces** would be nice.
- **Heritage** buildings and elements (e.g. light standards) are important. Recast the light fixtures from the original forms.

- Improve existing **amenity areas** – add lighting and seating, and include weather protection. Make amenity spaces welcoming for all people and add more amenity areas in the downtown.
- More **bike facilities** including bike lanes and dedicated parking throughout the Downtown are needed.
- Improve **holiday lighting**. Year-round decorative lighting would be nice. More evening lighting.
- Safe **places for kids** to climb/play/rest outside would be beneficial.
- **Accessibility** can be challenging. Things like curbs, broken or heaving pavement, poor visibility, a lack of night/winter lighting, and poor wayfinding signage are issues.
- **Corner bulb-outs** create more space and reduce congestion on sidewalks. Bulb-outs cause traffic congestion and are dangerous (e.g. corner of Hall and Vernon Streets).
- Extend the closing time for **outdoor patios** and don't allow heaters – they are a waste of energy.
- A **central 'town square'** is needed. Be cautious when using paving stones, as they can be slippery when wet. Also consider winter snow removal when looking at paving stones.
- **Public art** including murals in the back lanes and mosaic tiles on the social steps in the Hall St. plaza are needed. Employ local artists in public art. Reduce the amount of graffiti.
- Enforcement of regulations for **sandwich board signs** is needed. **Wayfinding signage** is also needed to help people navigate the downtown. The sign at the **west entrance sign to Baker Street** needs improvement.
- Increase the amount of **amenity space** and include more seating.
- No net loss of **parking** in the downtown.

PHASE TWO – JULY TO AUGUST 2016

At a Glance

- **118** surveys completed.
- **61%** of the completed surveys were filled out at the pop-up events. **Seventeen percent** of the surveys were completed at the static displays and **22%** were completed online through the project website.
- **64%** of respondents support a more pedestrian oriented intersection at Ward and Baker Streets and **56%** support a pedestrian scramble. Concerns with the scramble intersection include impacts to traffic flow, issues for delivery trucks, compromised pedestrian safety, and congestion. Several respondents indicated that they were concerned that these impacts would result in fewer people coming downtown to shop.
- **70%** of respondents support the creation of more open space for sitting in the downtown and **44%** support the use of movable chairs in these spaces. In terms of amenity space, some respondents expressed concerns with movable chairs being damaged or stolen, and the potential for these spaces to be dominated by one group.
- **71%** of respondents support enhancements to existing bulb-outs as a way to create additional amenity space. **60%** of respondents support creating new corner bulb-outs in the downtown and **62%** supported creating a bulb-out at the corner of Ward and Victoria Streets. Concerns raised about the bulb-outs include disruptions to traffic flow, safety for pedestrians, and difficulties for delivery trucks.
- **77%** of respondents support enhancing Victoria St. by adding trees along the north side of the street.

- **57%** of respondents support creating angle parking on Ward St., but they caution that it should only be on one side to avoid collisions.
- **53%** of respondents are somewhat supportive of the use of sandwich board signs in the Downtown. Concerns regarding clutter and obstructed pedestrian movement were discussed, as were safety concerns. Respondents suggested fixed signs might be better, or regulations for the size, design and placement of sandwich board signs might be necessary.
- **85%** of respondents indicated that they would like to use the back lanes for walking or biking. Suggestions for what would make the lanes more appealing included creating green spaces, incorporating trees and planters, decreasing or managing garbage (and odour), improving lighting, adding storefronts and street food, incorporating public art, using special paving treatments, reducing the number of vehicles, and adding seating.
- A number of respondents expressed a desire for a **car free zone on Baker Street and/or throughout the downtown.**
 - Roughly **12%** of respondents throughout the community engagement process indicated their support for permanent pedestrianization of Baker Street (e.g. turning individual blocks, or all of Baker Street into a car-free zone). They talked about closing Baker Street to through traffic, but allowing delivery and emergency vehicles.
 - Businesses will benefit from more pedestrian traffic. Europe has streets that are pedestrian only.

Summary of Emerging Themes

- **Bulb outs** should be designed to ensure pedestrian safety, to allow traffic to flow smoothly, and to add inviting amenity spaces. They are not the ideal solution in all cases – consideration must be given to their location. Bulb-outs must allow for loading zones. They can't impede deliveries for businesses in the downtown. Bulb-outs could improve pedestrian safety at the intersection at Ward and Vernon Streets.
- **Landscaping/greenery** - is important in the Downtown. The wooden planter boxes have reached the end of their lifespans and should be replaced with appropriately designed planters or large pots. Planted flowers are an important to the beautification of the downtown.
- **Heritage** - maintain the heritage character. Keep the heritage light standards.
- **Bike Facilities** - make Downtown more bike friendly. Add bike racks and lanes.
- **Parking** – parking downtown is a challenge. There is more demand for parking than there is available supply. Add more parking for bikes. Driving and finding parking close to the Downtown is important for seniors. Create parking on Ward St. when the transit station is moved.
- **Electric Vehicles** - create electric vehicle charging stations on Baker Street.
- **Transit** - Move the transit stop from Ward and Baker Streets. Move it to the corner of Victoria and Ward Streets.
- **Loading/Deliveries** - schedule loading (delivery) times e.g. 6-8am. The loading zone in front of the Capitol should be maintained.
- **Amenity Areas** – are an opportunity to build community and they should include more gardens and cafes. Some commercial use of the amenity areas is good to reduce loitering, but they should also be available for public use. A consistent flow of people will help keep the amenity spaces vibrant, diverse and safe.

- **Moveable Chairs** – will create a better Downtown experience. General support for movable chairs, but issues related to their use must be considered including who uses them and for how long, the care and maintenance of the chairs – who will be responsible and will they do a good job, and the location of the chairs and the potential that they might block the pedestrian corridor. Chairs should be colourful and funky. No metal.
- **Lighting** – the overhead string lights are nice for special events. There needs to be more consistent lighting downtown – some blocks are darker and they don't feel safe.
- **Signage** – it would improve the pedestrian experience if sandwich boards were eliminated. Consistent enforcement of the regulations for signage is necessary.
- **Surface Treatments** – ensure that paving stones in the intersection at Ward and Baker Streets are safe and that it is possible to clear snow.

PHASE FOUR – APRIL 2017

*At A Glance*¹

- **124** online surveys received
- **104** comment forms received
 - **6** comment forms completed at the Nelson Public Library
 - **98** comment completed at the open house
- **Approximately 150** people in attendance at the public open house

Summary of Support for the Strategy

- It is good to see that the City is thinking about a vision for the future of the downtown.
- The downtown is a valuable asset and it is important to think about the changes that will take place in the future.
- The downtown is run down it needs updating and improvement. The strategy is an opportunity to make improvements that will benefit residents and tourists.
- Improvements and changes should be authentic and sensitive. They should respect the existing character of the downtown.
- Aging infrastructure needs to be replaced.
- Respecting and maintaining the heritage character should be a priority.

Summary of Concerns with the Strategy

- The designs are cookie-cutter - they look like designs found in other communities. They are artificial.
- The downtown will gentrify over time and the soul of Nelson will be lost. The designs don't reflect Nelson's unique character.
- More consultation is required with the cycling community and individual businesses. There should be more input from local designers.
- Designs do not consider the realities of winter and poor weather. Concerns that key elements won't withstand winter and they will not be maintained or they will be costly to maintain.

¹ See Appendix 1 for full survey and comment form results

- Concern that the City is taking on too many projects. Respondents would like to see the plans for Railtown and Hall Street completed first.
- The City should be directing resources (staff and money) into more immediate concerns such as potholes, water and sewer infrastructure, street paving and snow clearing.
- The City should be focusing on other priorities such as affordable housing and social issues.
- The Strategy is a waste of money.
- Concern that implementation of the Strategy will cost too much and that taxes will go up to pay for it.
- The Strategy caters to tourists, not residents.

Summary of What People Would Like to See Incorporated into the Strategy.

- People are concerned about the cost to implement the strategy. They would like more explanation of where the money will come from for implementation.
- People would like the strategy to reflect Nelson’ unique character. It should ensure that Nelson stays ‘real’. The heritage character of Nelson should be maintained.

Summary of Emerging Themes

- **Local Businesses** – the Strategy doesn’t help/support local businesses. Demand for parking is a concern and people may choose to shop in other communities because they can’t find parking in Downtown Nelson. Construction will place a burden on businesses and there are no provisions for the businesses near the waterfront.
- **Homelessness, Panhandling and Loitering** – many respondents expressed concern about the number of homeless people in the downtown, and the fact that they are engaging in activities such as panhandling and smoking. People do not feel safe and they are concerned that these activities are keeping residents and visitors away from the downtown. Some respondents believe that the strategy will encourage more loitering and panhandling.

Respondents indicated that they would like the strategy to discuss solutions to these problems. They would like plan to deal with the homeless population downtown.

- **Transportation** - the focus on pedestrians is positive and respondents liked the idea of wider sidewalks and sidewalk zones. People also like the improvements to cycling infrastructure including bike racks, covered shelters and shared bike lanes. A number of respondents indicated a desire to see separated bike lanes and more infrastructure for electric bikes.

Some respondents felt that the strategy did not go far enough to support more cycling in the downtown.

Some respondents wanted to see more emphasis on pedestrians, including full closures to some of the blocks on Baker Street. Others felt that pedestrian infrastructure is fine and that there are not enough bikers to warrant more investment in cycling facilities.

Making the downtown more accessible to people with mobility issues, parents with strollers, seniors, and people with disabilities received positive support. Some respondents indicated that more could be done for kids (and families in the downtown).

The idea of an electric street car was popular. A number of respondents requested that the City explore adding a street car on Baker Street that would connect to areas and parking on the periphery of the downtown (i.e. Railtown and the Waterfront). People also recommended that the City explore bike rental programs to encourage more biking in the city.

→ **Traffic** – a number of respondents expressed support for the addition of lights at the intersection at highway 3A and Baker Street.

Many respondents expressed concern about traffic in the downtown and recommendations for corner bulb-outs, a town square at Ward and Baker Street, and a scramble intersection at Ward and Baker Streets received negative support because of their potential to create more traffic congestion. People expressed concern that the Ward and Baker Street intersection is already busy and the proposed changes would make it busier because they would slow traffic down.

Respondents recommended that there be further analysis of traffic in the downtown and more emphasis on strategies to solve traffic problems. Some respondents supported the idea of making the downtown multi-modal as a way to reduce vehicle traffic.

→ **Deliveries** – several respondents raised concerns about how the changes would impact deliveries. The proposed changes (i.e. bulb-outs, lane improvements, traffic flow, etc...) would have a significant cumulative impact. They would make it difficult for deliveries to continue in the downtown.

→ **Parking** – respondents indicated support for more angle parking and they liked the commitment to ‘no net loss of parking’ in the downtown. Some respondents indicated that they liked the provisions for electric vehicle parking.

Most respondents expressed concerns about parking in the downtown. People are concerned that it is difficult to find parking and they are afraid that the strategy will result in more parking challenges (i.e. the loss of parking stalls). Many people believe that there are not enough stalls to meet current and future demand.

Some respondents were concerned that the strategy doesn’t consider Nelson’s role within the region, or the fact that many people drive to Nelson from areas outside the city.

Angle parking in the 400 block of Victoria Street would negatively impact the Capitol Theatre.

People would like the City to address parking concerns before they proceed with changes to the downtown, as proposed in the strategy. A number of respondents indicated that they would like to see a parking plan. A number of respondents recommended construction of a parkade.

- **Bulb-outs** – there was some support for the bulb-outs at intersections, though the majority of respondents expressed dislike for bulb-outs for the following reasons:
 - Create traffic congestion (15)
 - Eliminate right turn, which causes traffic to back up (5)
 - Unsafe (5)
 - Don't work (2)
 - Encroach into bike traffic lanes (1)
 - Bulb-outs at Vernon and Hall Streets are dysfunctional (2)
 - Impacts to delivery trucks (3)
 - Are confusing (1)
 - Concerns about maintenance (i.e. snow removal) (3)
- The bulb-outs at the intersection of Hall and Vernon Streets are a concern for many people. They make it difficult to travel safely in a vehicle, or on foot or by bike in that intersection. Some respondents requested that the bulb-outs be removed.
- **Amenities** – there was support for a range of amenities including improved and/or additional greenery, more seating, upgrades to lighting (including increased lighting), water fountains, and patios. The addition of public washrooms downtown received strong support.
- **Amenity Areas** – Respondents indicated support for changes to the amenity areas and specifically the addition of a mid-block crossing and making the spaces functional for more people.

A few respondents cautioned that that mid-block crossing was removed for a reason and it would be wise for the City to remember the reason before reinstalling the crossing.

A number of respondents did not support the idea of more amenity areas or improved amenity areas (i.e. more seating) because they believe that these changes will result in more homeless people on the streets. Some respondents believe that the amenity areas should be public space and that businesses should not be allowed to use them for sidewalk patios.

- **Furniture** – Some respondents were concerned about the mix of furniture types. They would prefer to see one furniture style throughout the downtown. Some thought that the furniture would become dated and the styles are too generic.

Concerns with the movable chairs in the amenity areas included:

- Responsibility for managing the chairs (1)
- Vandalism and theft (2)
- Likely to attract street people (1)

- **Signage** - there was general support for the elimination of sandwich boards. However, some respondents were concerned that removing sandwich boards would make it difficult for local businesses' to advertise.

Respondents support the idea of wayfinding signage, but several people expressed concern about the proposed design (it looks too much like a resort community and/or it doesn't reflect Nelson's heritage) and the potential negative impacts to businesses (i.e. becoming less visible).

A number of respondents indicated support for the idea of matching grants for signs and awnings.

- **Town Square** – received some support, as did the raised intersection at Ward and Baker Street and the introduction of a 'scramble' intersection.

Respondents recommended consideration of other intersections/areas for the town square. Some suggested locations included the Hall Street plaza.

- **Public Art** – there was support for the inclusion of arts and culture in the downtown. Respondents indicated that they like public art and murals, and they would like to the City to support local artists and craftspeople first.

- **Lanes** – there was strong support for improvements to rear lanes such as lighting, public art (murals), and greenery.

Some respondents are concerned that improvements to the lanes will remove employee parking and they will make it difficult for deliveries and waste management.

- **Landscaping** – some respondents expressed concern about the removal of mature trees. Others requested that urban agriculture be considered in the strategy. Some people requested that streams be 'daylighted' in the downtown and there should be an effort to remove hard surfacing in light of what we know about climate change and the increases in precipitation.

- **Transit station** – there was strong support for moving the transit station to Victoria Street and respondents liked the idea of redesigning the space to include amenities such as a washroom and bike parking.

A number of respondents indicated that they did not support moving the transit station to the 400 block of Victoria Street because it would disrupt operation of the Capitol Theatre.

Those opposed to moving the station indicated concerns about the ability of transit users to easily access the station. Seniors and individuals with mobility issues may find it difficult to climb up to Victoria Street from Vernon Street or Baker Street.

Some respondents were concerned that more pedestrian and cycling use in the lanes would conflict with their use to service businesses, provide space for waste collection, and to provide access for utility companies.

- **Use of Pavers on Streets and in Intersections** – some people indicated support for the use of unique paving on streets and in intersections. Others were concerned that pavers would be expensive and difficult to maintain, especially during the winter snow clearing is a regular occurrence. Some respondents were concerned that the pavers would make it difficult for cyclists and people with mobility issues to move around.
- **Accessibility** – designs should consider accessibility throughout the downtown. There could be more focus on accessibility in the Strategy.
- **Nelson’s Character** – design changes should honour the eclectic nature of Nelson. They should be organic and funky, but also respectful of the City’s heritage character.
- **Implementation** – a number of respondents expressed support for the adopt-a-block program, as well as incentive programs (i.e. matching grants) to encourage local businesses and building owners to upgrade their awnings. Some respondents recommended partnerships with local organizations to help activate the downtown through programs and education.
- **Enforcement of City Bylaws** – the City should be doing a better job of enforcing its bylaws for dogs, smoking and signage. The City should have bylaws for maintenance of awnings and canopies, loitering, panhandling, and noisy vehicles.

TOP 3 PRIORITY FRAMEWORK ELEMENTS	NUMBER OF VOTES
Respect for heritage	93
Multi-modal transportation system	82
Pedestrian priority	79

Figure 3 – Top 3 Priority Framework Elements Voted on by Survey Respondents

APPENDIX 1 – SURVEY AND COMMENT FORM RESULTS

WHAT DO YOU LIKE ABOUT THE DRAFT STRATEGY?

General

- Plan to clean up Baker Street (5)
- Plan recognizes downtown as a valuable asset in our community (1)
- Plan is consistent with European cities (1)
- Making the area more user friendly (2)
- The focus on safety (1)
- Strategy builds on a philosophy of authenticity and building on Nelson’s strengths as a city (1)
 - Strategy will allow the City to progressively plan for the future of this character town (1)
 - Highlighting heritage without being a ‘theme’ town (1)
- Priority on Baker Street (1)
- Public involvement – consideration of diverse voices (2)
 - The concerns of businesses and residents have been heard and considered (2)
- Consideration of many issues – parking, panhandling, business needs, sustainability, etc... (2)
- Fixing infrastructure (4)
- Strategy presents a plan with goals (1)
- A number of consistent elements (4)
- Baker Street needs an overhaul and this is a good start (7)
 - A sensitive makeover would improve the downtown experience for residents and tourists (1)
- The strategy is creative (1)
- Plan has the potential to make the downtown comfortable and modern (1)
- Strategy is on the right track to allow investment in the city and to allow Nelson to stay current (6)
 - It’s a good starting place for discussion (1)
 - It’s allowing discussion on a successful 35 year old strategy to make the downtown a draw for community and visitors (1)
- Renewing old things and looking to improve maintenance (1)
- Adopt a block program to hold business owners accountable for maintenance (1)
 - Businesses should keep their premises’ clean and in good repair (1)
- Like the idea of eliminating outdoor retail displays (2)
- Like the blend of heritage and contemporary (1)

Transportation – How People Get Around

- Vehicles
 - Limiting car use on Baker Street (1)
 - Liked the reduced speed limit (1)
- Active Transportation
 - Emphasis on pedestrians (19)
 - Emphasis on pedestrians and cycling (5)
 - Unified design that facilitates walking and cycling (1)

- Makes the downtown safer for pedestrians and cyclists (1)
- Increasing accessibility for wheelchairs and assistive devices (1)
- Encouraging biking (5)
- Bulb-outs (3)
- Electric tram (1)
- Proposal for lights at the Highway 3A and Baker Street intersection (2)
- Seasonal closure in 400 block of Baker St (1)
- Traffic calming measures (e.g. raised town square) (1)

Amenities for the Public

- Town square (5)
 - Use of paving stones (3)
 - Scramble intersection (5)
- Changes to the amenity areas (4)
 - Mid-block crossing (2)
 - Making the amenity areas more functional spaces for people (1)
 - Amenity areas give space to restaurants (1)
 - More amenity space (2)
- Increased planters and greenery (3)
- More open pedestrian space (2)
- More public amenities:
 - Washrooms (30)
 - Places to sit (7)
 - Heritage benches (1)
 - Patios (6)
 - Water fountains (5)
 - Increased lighting (12)
 - Proposed lighting options (1)
 - Option #1 for all three styles (1)
 - Heritage light standard option (4)
 - LED lighting (3)
 - Improved lighting (4)
 - Catenary lighting (5)
 - Winter lighting (2)
 - Sheltered space (2)
 - Green space (4)
 - Outdoor eating areas (2)
 - Shared bike lanes (2)
 - Bike racks (5)
 - Bike shelters (3)
 - Wider sidewalks (3)
 - Improved crosswalks (1)
 - Sidewalk zones (1)
 - Street trees (4)

- Updated awnings (1)
- Car share and electric vehicle charging stations (1)
- Parking patios (1)
- Movable chairs (1)
- Seating (2)
- Overall more amenities on Baker Street (1)
- Balancing pedestrians and cars (1)
- Improvements to awnings (1)
- Beautification of outdoor space (2)
- Good mix of elements with much thought put into each (1)
- Patios are open and not obtrusive (1)
- Enhancing existing features (1)
- More accessibility in the downtown (1)
 - Better curbs for strollers and wheelchairs (3)

Signage

- The recommendations on controlling sign clutter may eliminate messiness and clutter, which are indicators of vibrancy and artistic communities (1)
- Limits on business signage (1)
- Wayfinding (8)
- Like the welcome to nelson signage (3)
- Improvements to signage (3)
- Remove sandwich boards (12)
- Standardized sign area (1)
- Like matching grant idea for signage and awnings (4)
- Awning and canopy recommendations (1)

Murals and Public Art

- More murals and thoughtful street art (4)
 - Like public art (3)
 - Emphasis on arts and culture (1)
 - Using local artists and craftspeople (4)

Lanes

- Enhancements to lanes i.e. murals, seating, etc... (13)
 - Encouraging more businesses in the lanes as an affordable alternative (1)
 - Better lighting (1)
 - Changes to encourage more use (2)

Transit Station

- Transit station
 - Moving transit station (11)
 - Redesigning transit station (3)

Heritage

- Maintaining heritage (6)
- Refreshing what is aging, but not committing to a specific time period - not becoming obsessed with the heritage theme (1)
-

Furniture

- Like Baker Option #2 (1)
- Vernon Option #1 (1)
- Victoria and Cross Streets Option #1 (1)
- Unique furniture and feel on Vernon St (1)

Landscaping

- Container plantings/baskets (1)
- Flowering trees (1)

Parking

- Adding angle parking (3)
 - Commitment to no net loss of parking (2)
- Electric vehicle parking (2)
- Car share parking (1)
 -

WHAT DO YOU LIKE LEAST ABOUT THE DRAFT STRATEGY?

General

- City can't maintain what it already has (2)
- Plan is cookie cutter – mimics designs in other communities (16)
 - Plan takes away historical appeal and replaces everything with modern bland (1)
 - Looks like a mall design (1)
 - Looks like forced, artificial disneyfication of downtown (3)
 - Gentrification (5)
- The loss of the soul of Nelson (3)
- Strategy doesn't reflect Nelson (2)
- Strategy is long and hard to digest (2)
- Lack of vision in recognizing Baker Street as a commercial/retail area and not a park (2)
- Strategy requires more engagement
 - With the cycling community (1)
 - Open house should have included a Q&A (2)
 - More local design input into the Strategy (1)
 - More input (1)
 - More consultation with individual businesses (3)
- Feeling that Baker Street is already in good shape. It doesn't need to be 'fixed' (3)

- Plan caters to tourists, not residents (2)
 - Plan doesn't consider needs of downtown residents (1)
- Designs don't consider impacts of winter – snow piles, plowing, etc...(7)
 - Doesn't consider the impacts of poor weather – rain, snow, cold (1)
 - A lot of the design ideas focus on our short summers. What about the rest of the year (1)
- This is not a priority. Low cost or affordable housing is the priority in Nelson (5)
 - Social issues are the first priority (2)
 - Strategy doesn't affect real issues (1)
- Plan lacks common sense (1)
- The City needs to space out projects (1)
 - Too many projects underway (3)
 - Finish Hall Street first (11)
 - Finish Railtown (11)
- Concern that work will be done poorly, if it's rushed (1)
- Strategy is trying too hard. It ignores the potential for organic change (1)
- Don't like the different themes on each street. There should be one theme (2)
 - The combination of heritage and contemporary is disjointed (1)
- City should focus on other areas that are in more need of repair (e.g. Perrier Road) (1)
 - Focus on other expenses such as sewer/water infrastructure, street paving, snow removal (4)
 - Focus on maintaining what we have (1)
 - Lack of thought about maintenance (1)
- The design details are wrong. They feel fake, faux heritage, not authentic (1)
- Design focus on leisure living and not on practical needs (1)
- Plan doesn't take climate change seriously – hard surfacing will not work anymore (1)
- Plan only focuses on businesses and building owners – what's in this for residents (1)

Costs

- The plan is unnecessary – a waste of time and money (16)
- Cost to implement the plan is too high (22)
 - Nelson is unaffordable already (6)
 - Not enough staff and dollars to accommodate (1)
 - How will plan be paid for (1)
 - Plan will result in tax increases (3)
 - Tax increases will be passed onto businesses by building owners (2)
 - Implementation of the strategy will take money away from necessary projects (10)
 - Who will pay to maintain all the upgrades (2)
 - Plan will result in more policing costs (1)

Local Business Concerns

- Plan doesn't help local businesses (6)
 - Plan doesn't tie into the 'lakeside' businesses (1)
 - Parking demand will burden local businesses (1)

- If parking is removed and the downtown is congested then Nelson will lose business to other communities in the area (1)
- Construction phase will place a burden on local businesses on Baker St (1)

Ward and Baker Streets Intersection

- Not enough pedestrian use to warrant a scramble intersection (1)
- No Scramble intersection (11)
- Not enough information about how a scramble works (2)
- Don't like the Town square concept (7)
- No to washrooms in this location (1)
- Don't like sidewalks and road being level – prefer curbs to delineate space (1)
- Emphasis on this intersection when other ends of Baker street could potentially be more of a draw in the future (1)
 - What about the 'plaza' on Hall Street (1)
- Pavers at key intersections
 - Pavers are expensive and make it difficult for wheelchairs (2)
 - Pavers are expensive to install and maintain (2)
 - Durability of pavers with snowplowing & heavy snow (4)
 - Pavers are not historic to Nelson (1)
 - They will heave and cause a liability issue (1)
 - Don't like (2)
 - No raised intersection (1)

Furniture

- Mix of contemporary and heritage furniture (1)
 - There should be one style throughout the downtown (3)
- Movable chairs – who will be responsible for them? (1)
- Movable chairs will get stolen or vandalized (2)
- Movable chairs will attract more street people (1)
- Flat glass panel (covering for table) will get covered in pigeon poop (1)
- Many of the ideas will be dated and furnishings will be dated in 5-10 years (1)
- Victor and Stanley bench and Knight Bench – both discourage people from laying down (1)
 - Benches with dividers (1)
- Generic furniture choices (3)
 - Don't use off the shelf – should be locally designed and built (1)
- Don't like the heritage and transitional furniture styles (1)

Lighting

- Lighting options are generic (1)
- No contemporary/modern lighting (1)

Transportation

- Plan still envisions a car centred downtown (5)
- Doesn't address cycling (1)
 - Shared use lanes are inadequate for commuters (1)

- Doesn't consider ways to increase bike commuting (1)
 - No designated bike lanes in downtown (2)
- Plan seems to favour pedestrians and makes vehicles the 'bad guys' (1)
 - Too much focus on pedestrians (4)
 - Pedestrian use in the downtown is not an issue right now – people can walk around easily (1)
 - Too much priority on bikes – they have a short season and there aren't a lot of bikers (1)
- Don't like the plans to change 400 block of Victoria to one-way with angle parking (1)
- Making Victoria St one-way will cause traffic problems throughout the rest of the downtown (1)
- No evidence of research into pedestrian patterns (1)
- No more one way streets (1)
- No mid-block crossing – it was removed for a reason (2)
- Be consistent with speed limit – 30km/hr or 40 km/hr (1)
- The cumulative effect of the proposed changes (upgrades to lanes, bulb-outs, shared bike lanes, parking changes) will have an impact on delivery trucks (1)
- No to wider sidewalks (1)
- Need to improve safety at the Hall and Vernon St intersection (1)
- Strategy should recognize that Nelson is a small community and people drive here. It is also a service town for people who live outside the city. They drive to Nelson and they need to get around and find parking (1)

Traffic and Parking

- Parking
 - Lack of parking/loss of parking (20)
 - Reduced parking in summer – where will parking be gained (1)
 - Bulb-outs take away needed parking (1)
 - Already a lot of bike parking – no need for more (1)
 - No need for covered bike shelters (1)
 - Need for more parking (6)
 - Alternative modes of transportation will not work for people from out of town, unless there is somewhere to park before using local transportation (1)
 - No plan to address parking demand for customers and employees (7)
 - No plan to address parking for seniors or people with disabilities (1)
 - No solution to parking (6)
 - Parking patios will be unsafe for pedestrians (1)
 - Don't like reserved parking for electric vehicles, which are non-existent (2)
 - Don't reserve parking for car share vehicles (1)
 - Parking is important for tourists (1)
 - Angle parking in front of the Capitol Theater will impact loading/unloading (1)
- Bulb-outs
 - Create traffic congestion (14)
 - Eliminate right turn, which causes traffic (5)
 - Don't like (29)

- Unsafe (5)
- Don't work (2)
- Encroach into bike traffic lanes (1)
- Slow traffic down (1)
- Bulb-outs at Vernon and Hall Streets are dysfunctional (2)
- Impacts to delivery trucks (3)
- Crosswalks don't line up with sidewalks – ramps are in the wrong spot (2)
- Are confusing (1)
- Snow removal blocks the bulb-outs – saw this this winter (1)
- Plan will result in traffic congestion – making a bad situation worse (7)
 - No plan to deal with traffic (2)
 - Scramble plus bulb-outs will result in traffic backing up (1)
- No need for traffic calming. Baker Street is quiet (1)
- Concern that fire trucks need access through Ward and Baker Streets intersection (1)
- Concerns about ability of delivery trucks to make deliveries (1)
- Shared bike lanes should be bike only lanes (1)
- Bike lanes are a waste of space, especially given the number of people who bike (1)
- There shouldn't be reserved parking for carshare vehicles (1)
- Traffic congestion (1)
- Improvements don't solve traffic issues (1)

Lanes

- Lanes are for deliveries - more thought needs to be given to how commercial delivery vehicles will be affected by the proposed designs (3)
- Lanes are for employee parking (1)
- Lanes can't support amenity areas and benches. How will trucks get past (1)

Panhandlers and Homelessness

- No solutions for panhandlers/street crowd mentioned in plan (16)
 - Panhandlers detract from a positive retail environment downtown (2)
 - They make the downtown feel unsafe (1)
 - Panhandlers/street crowd make Baker Street unwelcoming for tourists and residents (2)
 - Plan seems to be friendly to panhandlers/street people (8)
 - Plan creates opportunities for loitering (1)
 - How will panhandling work with the sidewalk zones (1)
- Strategy doesn't consider social inequities – changes cater to wealthy residents and tourists, but not to everyday people (1)

Transit

- Concerns about how the transit station will impact residents on Victoria Street (1)
 - Relocation of the transit station is a waste of taxpayers money (1)
- Concerns about how the changes on Victoria Street will affect traffic flow (1)
- Moving the transit station will make it difficult for seniors who can't walk up hills (2)
 - Moving the station will make it more inconvenient for transit users (2)

- Don't move the transit station (6)
- Don't put transit in front of the Capitol Theatre (6)
 - Concerned about noise and parking/drop offs in front of the Capitol (2)
- Transit needs to be more efficient in order to support the downtown (1)
- Plan carefully (1)
- Moving transit station will be too expensive (1)

Signage

- Sandwich boards should be allowed (3)
 - Don't like switching sandwich boards for blade signs(3)
 - Sandwich boards offer current, up-to-date info on businesses (1)
- Wayfinding signage isn't needed in Nelson (1)
 - Doesn't reflect Nelson's heritage (1)
 - Won't accommodate all of the businesses – there are too many (2)
 - Cost is too high (1)
 - Looks too much like a resort style (3)
 - Who will manage the blade signs (1)
- Retail businesses are losing outdoor display space (1)
- Sign requirements are too onerous for businesses (2)
- Signage requirements stifle creativity – will look 'cookie cutter' (1)

Landscaping

- Landscaping
 - Removal of street trees & planting of new ones (2)
 - Concern that trees will not be replanted because businesses complain (1)
 - Existing garden installations are not taken care of (1)
- Plantings should be native species (1)
- No so may grasses (1)

Public Amenities

- Giving up prime real estate for washrooms downtown (1)
 - No to washrooms at corner of Baker and Stanley (1)
 - No to washroom on corner of Baker and Hall (1)
- No to expanding outdoor patios (1)
 - No parking patios (1)
 - No patios that bump out (e.g. Finley's) (1)
- Amenity areas
 - No to the idea of bigger amenity areas (3)
 - Too many amenity areas already (2)
 - No need for more amenity areas (1)
 - Concern that proposed changes will limit future commercial use of space (1)
 - Improvements to amenity spaces will invite more street people (12)
 - Don't like the table cover (2)
- Don't like the bright coloured murals in lanes (1)
- Lanes should be for access and deliveries not 'lanes alive' (5)

- Amenity areas being used for cafés (privatizing public amenities) (2)
- Concern about who will enforce designated pedestrian zone on the sidewalk (1)

WHAT IS MISSING THAT YOU WOULD LIKE TO SEE INCORPORATED INTO THE DRAFT STRATEGY?

General

- More consideration of how different seasons will impact the urban design elements (1)
- Turn Baker and Victoria from Ward Street into one-way streets (1)
- Show how the strategy will help businesses (1)
- Better budgeting of tax dollars (2)
 - Better explanation of where money will come from (3)
- Discussion on housing (1)
- More connection to Railtown (1)
- Input from First Nations (1)
- Daylight streams in the downtown (1)
- Changes need to be authentic so that Nelson doesn't get a 'theme' makeover (4)
 - Changes must keep Nelson real (5)
 - Respect for the organic, eclectic nature of downtown (1)
- Emphasis on residents not tourists (1)
- More input from local business owners (1)
- Heated outdoor spaces for tourists (1)
- Adopt a block program could include panhandlers who are given incentives to participate (1)
- Strategy needs to reflect the needs of residents in the downtown (e.g. 800 block) (1)
- Balance beauty with practicality (1)
- A plan to address pot dispensaries (1)
- More emphasis on sustainability (1)
- Better use of Railtown for market and parking (1)
- Protect heritage buildings (1)
 - Do a heritage assessment of buildings downtown and recommend upgrades where needed (1)
 - Keep the funk, but heritage feel (1)

Accessibility

- The downtown should be accessible for children and seniors (2)
- Different surface material need to be appropriate for all ages and abilities (1)
- More focus on accessibility (2)
- More lighting around the City Hall and Courthouse to improve safety (1)

Landscaping

- Daylight streams in the downtown (2)
- Remove hard surfacing (2)
- Add urban agriculture (3)

- Need green space in the downtown (1)
- Use native plants (1)

Traffic and Parking

- Traffic analysis (1)
 - A way to address traffic (2)
 - More emphasis on transportation solutions that include other modes of transportation (1)
 - A strategy to minimize traffic downtown (2)
- Lights at the corner of Victoria and Stanley (1)
 - Improve intersection at Victoria and Stanley (1)
- Parking
 - Parkade on Vernon St – with mini town square on top (2)
 - A parkade (7)
 - Clarity on how City is going to deal with parking downtown (9)
 - Plan for more parking (12)
 - Parking for people coming from outside of Nelson (1)
 - Taxpayers to subsidize a parking garage to encourage commerce downtown (1)
 - Create parking zones (see downtown Banff) (1)
 - New angle parking should be back-in only (1)
 - Parking areas that encourage walking rather than driving (1)
 - A drop off space in front of the Capitol Theatre (2)
- Redo the bulb-outs at the intersection of Hall and Vernon Streets. They are too big and they impede traffic flow and visibility (1)
 - Improve this intersection (2)
 - Install a mirror at the top of this intersection to increase visibility (1)
- Bikes are vehicles. Racks should be on the street, not on sidewalks (1)
- Park and ride on the edge of town with shuttle service downtown (2)

Transportation

- Electric tram on Baker Street with a station in Railtown where there's lots of parking (4)
 - Extend street car to Gyro lookout (1)
 - Street car from railway to lakeside (1)
- Add bike rental to the Chamber of Commerce (2)
 - Rental bikes at key locations: Lakeside, Prestige, Railtown, Gyro (1)
 - A bike rental program (bike share) (1)
- Transit bus up Hall St from the lake (1)
- Separated bike lanes (7)
- A way to tie the lake area to the downtown - a shuttle bus from Railtown to Baker Street/Victoria Street. A bus from Railtown to Cedar Street, the Prestige, Hall Street, Corner Brick building, and all the way up front along Vernon to Railtown (1)
- Pedestrian only street – even just one block on Baker Street to start (1)
 - Pedestrian only on Baker St (3)

- More connections to the Railtown area – don't forget that end of town, especially if a gondola ever makes its way into the equation (1)
- Transit station should be in the 400 block of Victoria St to accommodate buses and bikes, and to ensure that the station is central to the downtown core (1)
- Clarify how 4-5 buses will parking on Victoria St (1)
- More emphasis on active transportation – walking and cycling (2)
 - Strategy to encourage safe biking (3)
 - Strategies to encourage electric bikes (1)
- Plan needs to clarify how the Baker Street corridor functions in relation to deliveries (in the lanes), transit and pedestrians (1)
- Make Baker St a one-way road with parking only for seniors and people with disabilities (1)

Transit

- New transit station should allow for mobile charging and wifi (1)
- Careful consideration of the location (1)

Town Square

- Use Hall Street Plaza as the town square (1)
- Use space between Ward and Stanley Streets for a town square (1)
- Not so much emphasis on one intersection. There could be others that warrant more attention (1)

Public Amenities

- Washrooms to be located in an existing building (1)
 - Washrooms at Ward and Baker Street (1)
 - Washrooms at Kootenay (1)
 - Should include change tables, nursing booths, and solar collectors – make them functional and forward thinking (1)
- Sound system potential for events (1)
- Emergency response stations (1)
- Spaces for kids and families (2)
- Lighting that reduces light pollution (1)
- A holiday lighting/decor plan (1)
- Water refill stations (1)
- Event spaces should support artists (need electrical, sound, etc) (1)

Furniture

- Consideration of maintenance (1)

Signage

- Heritage signage for businesses (1)
 - More emphasis on retaining heritage flavour (1)
- Electronic events boards with rotating event listings to eliminate posters (1)

- Wayfinding signage for Front/Hall Street businesses (1)
- Allow sandwich board signs on Baker Street (1)

Public Art

- Graffiti wall – like Lennon Wall in Prague (1)
- More community art projects (1)
- Reference existing mural policy (1)
- Limit public art due to cost to taxpayers (1)
- Space in lanes for ‘unapproved’ murals (1)
- Incorporate hanging gardens into murals in the summer (1)

Bylaw Enforcement

- Enforcement of dog bylaws (1)
- Enforcement of bylaws to require maintenance of awnings (1)
- Smoking bylaw on Baker Street (3)
 - A designated smoking area (1)
- Bylaws for loitering (2)
 - Enforcement of panhandling (1)
- Enforcement on noisy vehicles (3)
- Safe Streets Act (future city bylaw) that allows panhandling and busking in certain areas (1)
- Enforcement of sandwich board policy (1)
- More enforcement of City Bylaws (1)

Panhandlers and Homelessness

- A strategy to discourage undesirable people from impacting Baker Street (4)
 - Need to make reference to the fact that street people have no place to go (1)
 - A strategy to address the homeless population (3)
 - A way to get street people off the street (1)
 - Need a plan to address panhandling (2)
- Reference to conflicts between busking (desired) and begging (not desired) (1)

Implementation

- Focus on local groups and organizations (e.g. schools, non-profits, religious organizations) to promote what they do or to offer something to people downtown (e.g. pop-up lemonade stand, street theatre, street yoga). Give people more access to creating experiences in their streets beyond the current market days (1)
- Ideas: local environmental organization to help spark conversations with the community about waste/recycling issues (1)
- Ideas: free libraries, community fridges – cared for/maintained by local organizations (1)
- A plan for long-term maintenance (2)
 - Plan to clean lanes in the mornings after they are used at night by homeless people (1)
- More information on implementation and budget implications (1)
- Information on costs to maintain the upgrades (1)

- How will different elements fair in winter conditions (1)
- Make sure decisions are based on input from Nelson residents first and on input from Regional District residents second (1)

TOP 3 PRIORITIES FRAMEWORK ELEMENTS

- Pedestrian priority (79)
- Arts and culture (62)
- Respect for heritage (93)
- Accessibility and safety (68)
- Urban landscape ecology (52)
- Public amenity space for all to use (27)
- Multi-modal transportation system (82)
- Vibrancy through streetscape design (59)
- Wayfinding signage (34)

APPENDIX 2 – LIST OF STAKEHOLDERS

A. Core Stakeholders

	STAKEHOLDER GROUP	NAME
1.	Nelson & District Chamber of Commerce	Tom Thomson
2.	Nelson Business Association / Kootenay Career Development Society	Jocelyn Carver
3.	Community Futures – Central Kootenay	Andrea Wilkey
4.	Nelson Kootenay Lake Tourism	Dianna Ducs
5.	City Council	Deb Kosak
		Anna Purcell
6.		Bob Adams
7.	City Manager	Kevin Cormack
8.	Cultural Development Committee	Joy Barrett
9.	Cultural organizations located in and near Downtown Nelson	Leah Best
10.	Business / Property Owners	Danny Rickaby (Adventure Hotel)
11.		Tanya Finley (Finley's Bar & Grill)
12.		Val Semeniuk (Kootenai Moon)
13.		Ross McNamara (Gerricks Cycle & Ski)
14.		Vince DeVito (Vince DeVito's Shoes)
15.		Russell Precious (Nelson Commons)
16.		Justin Pelant (Ted Allen's Jewellery)
17.		Doug Jones (Cartolina)
18.		Dale Donaldson (Mallards)
19.		Randy Horswill (Home hardware)
20.		Mike Borch (Baker's Street Men's Wear)
21.	Architecture and Design	Lucas Armstrong
22.		Matt Stanley
23.		Steven Kaup
24.	Sign Companies	Artman (Brian McLachlan),
25.		Speedpro (Murray Kimber)
26.		Glo-Tech Innovations (Jay Traver)
27.		Hall Printing (Ingrid Hope - Trail) (MacKenzie Hope - Nelson)
28.	Jesse Woodward	Ecosociety – Market Coordinator
29.	Jimmy Bundschuh or Neil McLeod	Savoy Hotel
30.	Cloudside Inn	Chris Drysdale