



ENGAGEMENT SUMMARY REPORT

Beacon Hill Park Road Use

November 2020

Contents

Introduction	2
Background	2
Engagement streams	2
Engagement timeline.....	3
Summary – Survey	3
Question 1 – Which organization are you responding on behalf of?	3
Question 2 – What best describes how often people from your organization visit Beacon Hill Park?	4
Question 3 – The current vehicle access changes in the park... ..	4
Question 4 – Our organization would prefer the current vehicle adjustments.....	5
Question 5 – Please share any other feedback about roadway use in Beacon Hill Park.....	6
Summary – Messages Received from the Community	6
Copy of Survey	

Introduction

This report summarizes community feedback on changes to road use in Beacon Hill Park that were made in response to the COVID-19 pandemic.

The purpose of this report is to inform staff and Council of what was heard to support future options regarding road use in the park. This is in keeping with the commitments of the City's Engagement Framework to understand diverse perspectives and make well-informed decisions that reflect community needs and aspirations.

Background

In April 2020, the City made temporary adjustments to road use in Beacon Hill Park that were in effect on weekends only. Then In May 2020, the City made further adjustments to road use in the park to increase opportunities for physical distancing while enjoying the park and staying active.

The May 14, 2020 Council motion:

Direct staff to pedestrianize Beacon Hill Park while opening parking lots at Heywood Rd., Circle Drive, and Nursery Rd. and the roads that serve as their closest access points for the duration of summer. Further that Council direct staff to seek input from accessibility organizations including the AWG if that body is available, and report back with that advice, and all other input received so Council can consider whether to further extend the pedestrianized approach to the park.

As a result, road use was restricted to emergency and service vehicles only on Arbutus Way, Bridge Way, Chestnut Row and the Beacon Hill Loop. Parking lots remained open at Heywood Road, Circle Drive and Nursery Road, and street parking remained available along Douglas Street, Cook Street and Dallas Road.

Several accessible parking stalls were also added.

Engagement streams

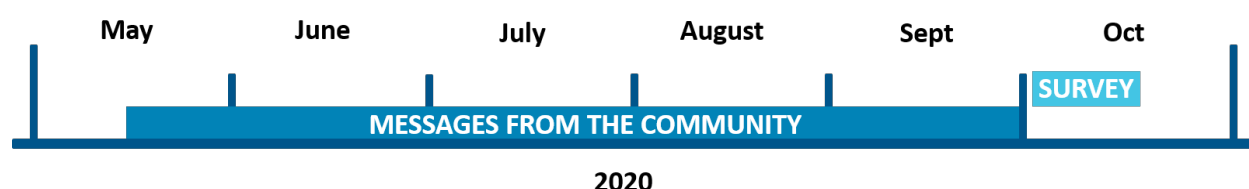
Two streams of feedback are included in this report:

Online survey – Staff offered accessibility groups in the community an opportunity to complete an online survey. This feedback stream is in addition to a meeting staff held with the Accessibility Working Group to discuss the topic.

Messages from the community – The City received messages from the community by email, phone and social media regarding the road use changes in the park, which are also summarized in this report.

Engagement timeline

Feedback summarized in this report was gathered from May 14, 2020 when the road use changes were implemented to Sept. 30, 2020. The online survey for accessibility groups was conducted from Oct. 2-15, 2020.



Summary – Survey

The City invited over 50 accessibility organizations that have engaged on City issues previously to participate in the online survey. Organizations were provided the survey by email and given two weeks to complete it. The response rate was approximately 20 per cent (10 completions), which is a moderate to high response rate for an online survey.

Results of the survey are included below, and the complete survey is available at the end of this report.

Question 1 – Which organization are you responding on behalf of?

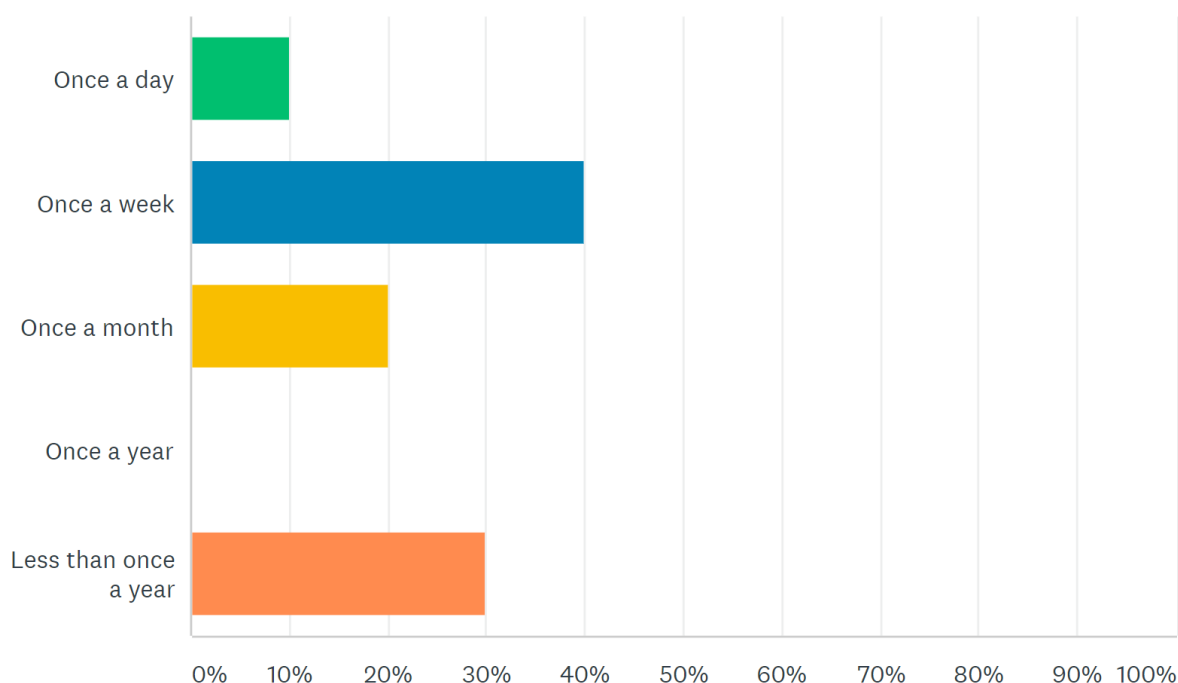
The 10 respondents to this question indicated they were responding to the survey on behalf of the following organizations:

- Assertive Community Treatment Team
- Community Living Victoria
- Disability Alliance BC
- Nigel House
- Outpatient Neuro Rehab – VGH
- Queen Alexandra Centre for Children’s Health
- Shekinah Homes Society

- Victoria Society for Children with Autism
- Rick Hansen Foundation
- Mental Health Recovery Partners

Question 2 – What best describes how often people from your organization visit Beacon Hill Park?

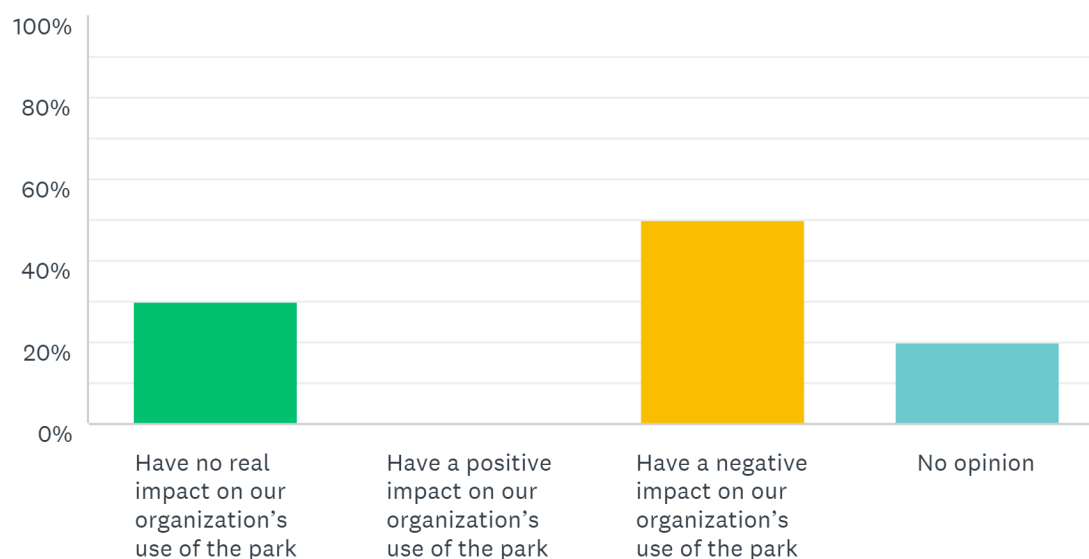
40 per cent of respondents said people from their organization visit the park once a week. 30 per cent said less than once a year, 20 per cent said once a month, and 10 per cent said once a day. No respondents skipped this question.



Question 3 – The current vehicle access changes in the park...

This question asked respondents to complete the sentence “The current vehicle access changes in the park...” by selecting one of five possible responses.

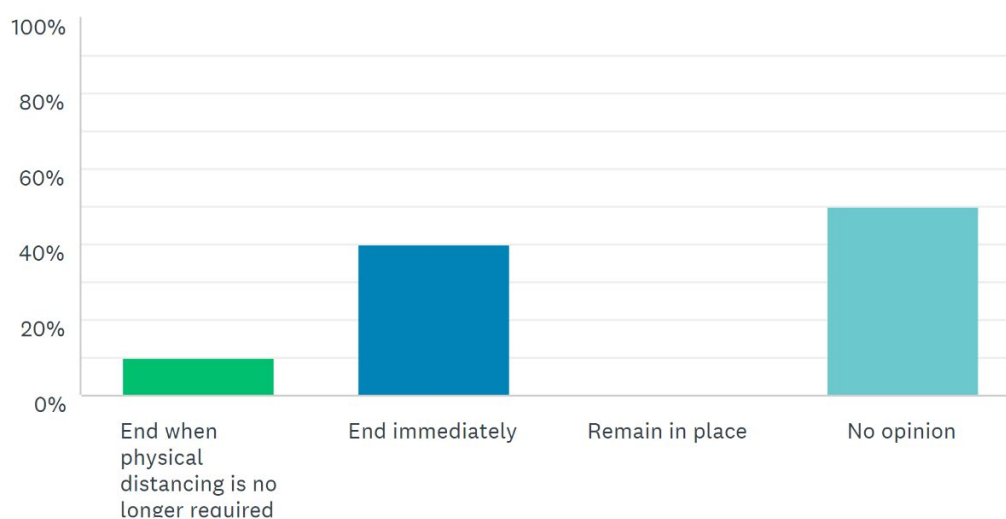
50 per cent of respondents said vehicle access changes in the park had a negative impact on their organization’s use of the park, 30 per cent said the changes had no real impact, and 20 per cent had no opinion. No respondents selected the response that said changes had a positive impact on their organization’s use of the park, and no respondents skipped this question.



Question 4 – Our organization would prefer the current vehicle adjustments...

This question asked respondents to complete the sentence “Our organization would prefer the current vehicle adjustments...” by selecting one of five possible responses.

50 per cent of respondents said they had no opinion, 40 per cent said they wanted the current vehicle adjustments to end immediately, and 10 per cent said they’d like the changes to end when physical distancing is no longer required. No respondents selected the option to have vehicle adjustments remain in place, and no respondents skipped this question.



Question 5 – Please share any other feedback about roadway use in Beacon Hill Park

This question offered an open text box so respondents could provide whatever feedback they wished before completing the survey. Five respondents left a comment, and five skipped this question.

Responses received:

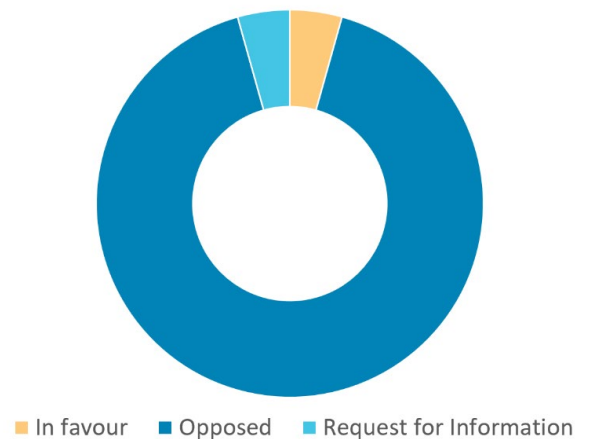
- “Our residents miss driving through the park off of Quadra. They also miss the view at the top the hill. We used to go through Beacon Hill Park twice a month when these roads were open. Now we just drive by the park.”
- “The difficulty is lack of appropriate parking including space and signage plus limited understanding of how people with disabilities need to access the park.”
- “We have just started using other parks in the area when Beacon Hills road access is an issue for the individual we are supporting. The homeless encampment has also made it less appealing for our work with children with disabilities.”
- “It does not allow people to get to where they want to go if they use walkers and can't walk long distances. In addition to that due to homeless living there we are also required to go off trails and it makes difficult to keep people safe with fall and tripping hazards. No sidewalks.”
- “We no longer have an office in Victoria, so I don't have meaningful feedback at this point. Good luck with the survey and please reach out if we can help in any other way. Thank you!”

Summary – Messages Received from the Community

The City received a large amount of correspondence from the community about the changes to road use in Beacon Hill Park. Correspondence included in this report was received between May 14 and Sept. 30, 2020. Public input received by various departments is summarized below, and the following counts are best estimates.

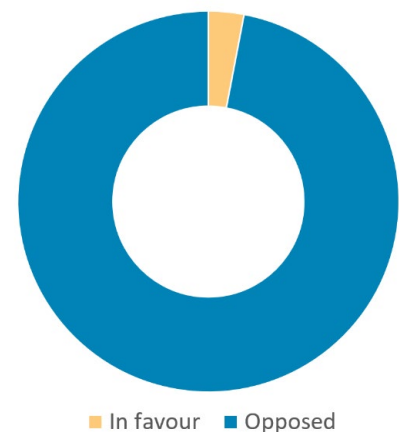
Parks Division

A total of 22 emails were submitted to parks@victoria.ca on the changes in Beacon Hill Park. 20 were opposed, one was in favour, and one was a request for additional information. Comments were mostly about accessibility for seniors and people who use wheelchairs.



Mayor and Council

Approximately 500 emails were submitted to mayorandcouncil@victoria.ca. 97 per cent opposed the changes in the park (multiple emails from some individuals), and three per cent of emails were in favour. Most comments were about accessibility needs.

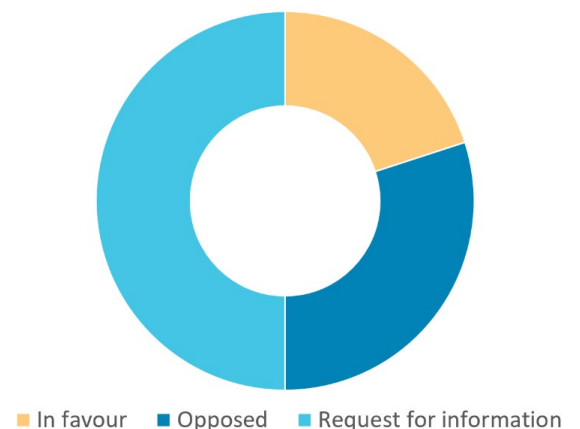


Engagement Division

The Engagement division received 10 emails submitted to engage@victoria.ca. Three were opposed, two were in favour and five requested information on which accessibility organizations would provide guidance.

Five direct messages were submitted to the City's social media channels, and a post on Facebook about the changes in the park resulted in over 2,600 engagements and 196 comments in an open forum with healthy debate.

Suggestions included closing roads Monday to Friday and opening them on weekends, keeping the gates closed every day until noon, and allowing cars up to the Beacon Hill lookout that have a valid parking pass for people with disabilities.



Some individuals were directed by the Engagement division to email their concerns to mayorandcouncil@victoria.ca.



Have Your Say – Roadway Use in Beacon Hill Park

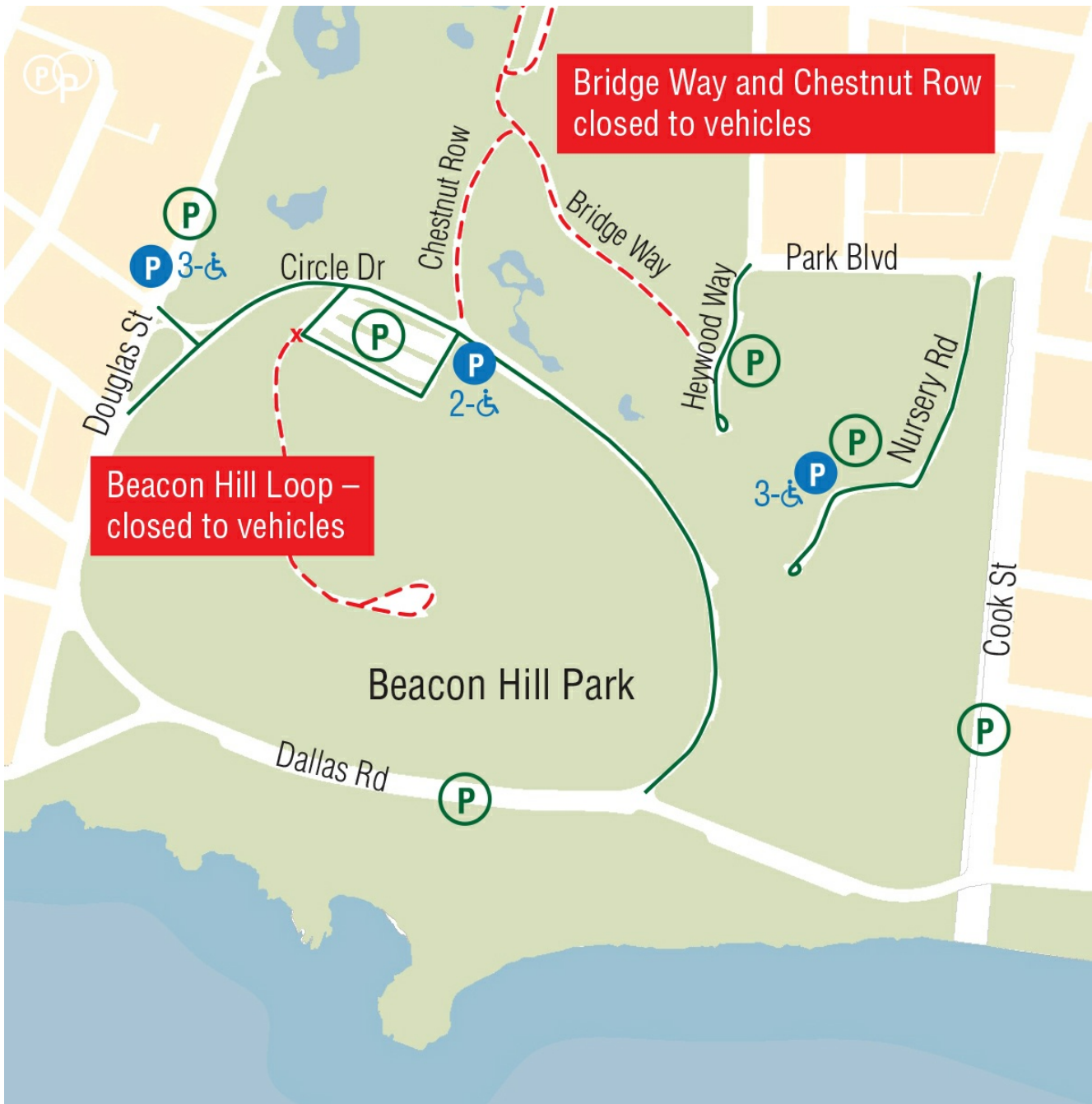
The purpose of this survey is to collect feedback from accessibility and inclusion groups about roadway use in Beacon Hill Park.

Last spring, the City of Victoria adjusted Beacon Hill Park's vehicle access routes to provide increased space for pedestrians to support physical distancing during the COVID-19 pandemic. These temporary changes are reflected in the map below. The City is interested in feedback from accessibility and inclusion groups as future options are considered regarding vehicle access in this park.

Please complete the following survey on behalf of your organization by Oct. 15, 2020. One survey per organization please. If you require assistance, please contact engage@victoria.ca.

Notification: Thank you for taking the time to complete this voluntary survey! Please do not provide your name and address or any other personal information that identifies yourself or other individuals. Personal information that is submitted will be treated as though the City has received your consent to disclose it to the Mayor and Council, appropriate staff and the public. If you require further information about this survey, please contact engage@victoria.ca





1. Which organization are you responding on behalf of?

- ☐ Aberdeen Hospital
- ☐ Abilities Community Services
- ☐ Action Committee of People with Disabilities
- ☐ Assertive Community Treatment Team
- ☐ Barrier-Free BC

- ☐ BC Schizophrenia Society Victoria Branch
- ☐ BeConnected Support Services
- ☐ Brentwood House
- ☐ Burnside Group Home
- ☐ Child Care Resource & Referral
- ☐ Citizens for Accessible Neighbourhoods
- ☐ Community Living BC
- ☐ Community Living Victoria
- ☐ Community Options for Children and Families
- ☐ Disability Alliance BC
- ☐ Frederic Ozanam Centre
- ☐ Futures Club
- ☐ Garth Homer Society
- ☐ Glengarry Hospital
- ☐ HeadWay – Victoria Epilepsy and Parkinson’s Centre
- ☐ Inclusion BC
- ☐ Independent Living Housing Society of Greater Victoria
- ☐ InFocus Rehabilitation Services
- ☐ Integra Support Services
- ☐ Inter-Cultural Association of Greater Victoria
- ☐ Island Deaf and Hard of Hearing Centre
- ☐ Island Health - Residential and Housing Services
- ☐ Learning Disabilities Association

- ☐ Lifetime Networks
- ☐ Macdonald House (The Cridge Centre for the Family)
- ☐ Mount St. Mary Hospital
- ☐ MS Society of Canada
- ☐ Neuromotion Physiotherapy
- ☐ Nigel House
- ☐ Outpatient Neuro Rehab – VGH
- ☐ Pacific Training Centre for the Blind
- ☐ Pacifica Housing
- ☐ Phoenix Human Services Association
- ☐ Queen Alexandra Centre for Children’s Health
- ☐ Recreation Integration Victoria
- ☐ Redfern House
- ☐ Rick Hansen Foundation
- ☐ Sandringham Care Centre
- ☐ Services to Adults with Developmental Disabilities
- ☐ Shekinah Homes Society
- ☐ Social Planning and Research Council of British Columbia
- ☐ Spinal Cord Injury BC
- ☐ The Bridge Centre – Island Community Mental Health
- ☐ Travel for All
- ☐ UVic Society for Students with a Disability
- ☐ Vancouver Island Autistic Homes Society

- ☐ Victoria Arthritis Society
- ☐ Victoria Brain Injury Society
- ☐ Victoria Disability Resource Centre
- ☐ Victoria Health Unit - Regional Resource Team
- ☐ Victoria Society for Children with Autism
- ☐ Victoria Therapeutic Riding Association
- ☐ Vision Loss Rehabilitation British Columbia
- ☐ Wellspring Support
- ☐ Other (please indicate the organization)

2. What best describes how often people from your organization visit Beacon Hill Park? (select one)

- ☐ Once a day
- ☐ Once a week
- ☐ Once a month
- ☐ Once a year
- ☐ Less than once a year

3. The current vehicle access changes in the park:

- ☐ Have no real impact on our organization's use of the park
- ☐ Have a positive impact on our organization's use of the park
- ☐ Have a negative impact on our organization's use of the park
- ☐ No opinion

4. Our organization would prefer the current vehicle adjustments...

- ☐ End when physical distancing is no longer required
- ☐ End immediately
- ☐ Remain in place
- ☐ No opinion

5. Please share any other feedback about roadway use in Beacon Hill Park.

