

2022

CITY OF VICTORIA | Engagement Department

Government Street Refresh

Engagement Summary Report

June 2022



Table of Contents

Executive Summary	3
Public Engagement at a Glance	5
Public Engagement Overview	6
Engagement Approach.....	8
Engagement Timeline	11
Indigenous Engagement	12
Phase 1	12
Phase 2	15
Phase 3	18
Public and Stakeholder Engagement, including a Stakeholder Working Group	19
Phase 1 Opportunities	20
Phase 2 Opportunities	21
Phase 3 Opportunities	23
Promotion	24
Who We Heard From	26
What We Heard	32
Phase 1	33
Phase 2	40
Phase 3	69
City Advisory Committee Engagement	74
What We Heard	74
APPENDICES (See Agenda Package)	
Appendix A: Indigenous Engagement	
Appendix B: Public and Stakeholder Engagement – Phase 1	
Appendix C: Public and Stakeholder Engagement – Phase 2	
Appendix D: Stakeholder Working Group Engagement	

Executive Summary

About the Project

The Government Street Refresh project is focused on developing a concept design to make Government Street, from Humboldt Street to Pandora Avenue, a people-priority street.

The concept design will inform future detailed design, budgeting and implementation to be aligned with City of Victoria operational and capital infrastructure projects for Government Street.

Government Street is one of Victoria's most iconic public spaces. At the same time, the streetscape has not changed in more than 50 years. Ageing street furniture, trees, traffic signals, the sidewalk, road surfaces and a watermain will all require replacement over the coming years, providing an opportunity to refresh the streetscape and its programming.

The City wants to support downtown businesses for the long-term by building on the success of the Build Back Victoria program, create more accessible and welcoming public spaces and work with the Songhees Nation and Esquimalt Nation to tell a more complete history of this land.

An integrated urban design team, led by DIALOG Consultants, was retained to develop the draft concept design. This work included undertaking background and technical studies and supporting the City's Indigenous, public and stakeholder engagement.

Engagement

Three streams of engagement took place in three phases over a one-year period between June 2021 and June 2022:

- Indigenous engagement with the Songhees Nation and the Esquimalt Nation
- Public and stakeholder engagement, including a Stakeholder Working Group
- Meetings with five City of Victoria Advisory Committees

Indigenous engagement included meetings with Songhees and Esquimalt Nations representatives throughout all phases, with a stand-alone online Lekwungen Survey and display materials and printed surveys at the Songhees Wellness Centre and the Esquimalt Nation Office.

The public was invited to help inform the vision and draft concept design through online engagement activities, which included two surveys, an Ideas Forum and two virtual presentations.

Stakeholder groups engaged included Government Street businesses, tourism operators, event organizers, the Chinatown community, the Victoria Downtown Residents Association and the City of Victoria Youth Council. Each stakeholder group participated in one or more virtual focus group meeting with the project team and were encouraged to provide feedback on the vision and draft concept design through the project's two online surveys or in writing.

A 25-member Stakeholder Working Group, representing a wide range of community perspectives including Government Street businesses and organizations, was established to advise the project team throughout the entire engagement process.

Ten presentations were made to five City Advisory Committees to introduce the project and hear input early in the engagement process, as well as receive feedback on the draft concept design.

In addition, an inter-departmental staff team, with representation from the City's Community Planning, Engineering and Public Works, Parks and Engagement departments, was formed to help guide and inform the project.

The following engagement summary outlines the approach for all phases and includes a summary of who we heard from and what we heard through this engagement process.

Public Engagement at a Glance



Public Engagement Overview

Principles

The Government Street Refresh public engagement process followed the City's [Engagement Framework](#), which includes the following five principles to guide engagement activities.

Government Street Refresh Engagement Principles	
Inclusivity	Engagement activities support the participation of people of different ages, incomes and backgrounds. Efforts were made to reach business owners and organizations, homeowners and renters, youth, young families, working individuals and seniors.
Transparency	Engagement tools clearly identified what decisions are being considered, the opportunities to participate and how feedback will be used in decision-making.
Clear and engaging information	Plain language information, engaging visuals and easy to understand data was presented to help participants understand the decisions being considered.
Reaching people where they are	Engagement activities were designed to allow for easy participation of individuals across the city.
Shared understanding	Engagement materials and activities supported opportunities for people to understand different perspectives, trade-offs and opportunities.

Engagement Objectives

Engagement objectives for this project were to:

1. Hear directly from Government Street and downtown businesses
2. Create opportunities for two-way dialogue with First Nations representatives, stakeholders, the public and members of five City Advisory Committees to help inform a vision and draft concept design for Government Street

Levels of Engagement

Phase 1 (2021) and Phases 2 and 3 (2022) of engagement included **Inform, Consult, and Involve** levels of the IAP2 Spectrum of Public Participation.



Engagement Approach

Engagement for the City's Government Street Refresh project's vision and draft concept design builds on earlier engagement work for projects including:

- Making Government Street a people-priority street is a key action of the City's **2019 – 2022 Strategic Plan**.
- The **City's Official Community Plan** and the **Downtown Core Area Plan** identify Government Street as a special urban design area with policies to extend the 'mall' treatment through to Chinatown.
- The **Downtown Public Realm Plan (2017)** expands on these policies, including more detailed streetscape objectives for Government Street from Yates to Chinatown and to undertake a streetscape 'refresh' of the portion from Yates Street to Humboldt Street.
- The **2016 Bicycle Master Plan** identifies Government Street from Humboldt Street to Pandora Avenue as part of the long-term AAA bicycle network.
- **Go Victoria** is the City's mobility strategy which has a vision for clean, seamless mobility for everyone. It identifies our values, policy positions, key initiatives and strategies for supporting and shaping transportation in Victoria.
- The **Urban Forest Master Plan** identifies 26 recommended actions for the improved management of trees on public and private lands over the next 50 years.
- Lessons learned from the City's **Build Back Victoria program** in response to the pandemic have helped inform the draft concept design.
- The **Create Victoria: Arts and Culture Master Plan** guides the City's vision and role in supporting local arts and culture and identifies initiatives to increase arts and cultural opportunities for the Capital City.
- The **Victoria Music Strategy**, part of the Create Victoria Master Plan, aims to grow the music sector in the City, including supporting artists and public performance spaces.
- **Victoria 3.0 – Recovery Reinvention Resilience – 2020 – 2041** is the long-term economic action plan and vision for a sustainable, influential city that will build a strong innovation ecosystem and create a strong and resilient economy now and in the future.

Engagement for the Government Street Refresh project involved three streams, in three phases, over a one-year period between June 2021 and June 2022.

1) Indigenous Engagement

City staff worked with designated representatives of the Songhees Nation and Esquimalt Nation, who served as project consultants to help inform the vision and draft design framework, inform the draft concept design and provide feedback on the proposed overall approach for the project.

The project team held meetings with Songhees and Esquimalt Nation representatives, as well as presented to a Songhees Community Meeting to receive input. A stand-alone Lekwungen Survey, focused on the proposed Lekwungen features of the draft concept design, was developed in collaboration with the Nations to seek additional feedback from First Nations' members.

2) Public and Stakeholder Engagement, including a Stakeholder Working Group

Phase 1 - Visioning:

Through an online Ideas Forum, people shared their creative vision on how to make Government Street one of the best streets in Canada. An online survey tapped into what the community and stakeholders valued about the street and what they would like it to include in the future.

The Stakeholder Working Group participated in a Walkshop to help inform the design framework for the project.

Phase 2 – Feedback on the Draft Concept Design:

Based on what the project team heard in Phase 1, a draft design framework was developed with input from First Nations representatives and the Stakeholder Working Group. This framework helped inform the draft concept design.

The community was invited to learn about the proposed concept design at a virtual open house, which included a video and information panels, with time to ask questions of the project team. An online survey gave participants the opportunity to provide feedback and ideas on what Government Street, between Humboldt and Pandora, *could* include in a refresh.

Virtual focus group meetings were held with the following stakeholder groups:

- Government Street and downtown businesses
- Tourism operators
- Event organizers
- Chinatown community
- City of Victoria Youth Council
- Victoria Downtown Residents Association

Phase 3 – Stakeholder Working Group Review and Refinement:

Key findings from Indigenous engagement and Phase 2 feedback from stakeholders and the public were summarized and presented to the Stakeholder Working Group for input. Together, staff and Working Group representatives explored how the key findings could help inform the refined draft concept design that will be presented to Council for consideration.

3) City Advisory Committee Engagement

The project's third stream of engagement involved five City of Victoria Advisory Committees in Phases 1 and 2 of the project.

The five Advisory Committees included:

- Accessibility Advisory Committee
- Active Transportation Advisory Committee
- Advisory Design Panel
- Art in Public Places Committee
- Heritage Advisory Panel

During Phase 1, the project team introduced the project and collected input from each Advisory Committee on their vision for Government Street. In Phase 2, the project team presented the draft concept design for feedback. The Advisory Committees were invited to promote engagement opportunities during both phases with their networks.

Engagement Timeline



Indigenous Engagement

The Government Street Refresh project included a separate stream of Indigenous engagement in parallel with the public stream.

City staff approached the Songhees Nation and the Esquimalt Nation to see if they would like to be involved with the development of the Government Street Refresh draft concept design. Both Nations expressed their desire to be involved and designated senior representatives to serve as project consultants:

- Songhees Nations representatives included Songhees Nation Councillor Karen Tunkara and Councillor Garry Sam.
- Esquimalt Nations representatives included Chief Rob Thomas and Executive Director Katie Hooper.

Phase 1

Phase 1 of Indigenous engagement involved project team representatives consulting directly with representatives of the Songhees and Esquimalt Nations.

A series of meetings were held with First Nations representatives between October and December 2021 to introduce the project and explore their views on a vision for Government Street.

An in-person Indigenous “Walk-About” was held on Government Street and input from First Nations representatives helped inform the Government Street Refresh draft design framework, and consequently, the draft concept design.

Below is a list of the Indigenous engagement meetings that took place during Phase 1 and feedback highlights from each discussion.

Songhees Nation Meeting - Project Introduction and Visioning

October 4, 2021

Songhees Nation Councillor Karen Tunkara, Songhees Nation Councillor Garry Sam

City Staff: Senior Urban Designer Joaquin Karakas and Director of Parks, Recreation and Facilities Thomas Soulliere

Highlights:

- This process is an opportunity to shift the historical narrative beyond colonial contact to include and emphasize pre-contact history and heritage. Not just about the past, but about Indigenous present and future. How to work together and how to truth-tell.
- Not just shift and expand the narrative but fix the narrative – correcting histories and stories.
- See this as an opportunity to create and implement a process to use as a model to move forward on other City projects and processes.
- The economic activity on the street includes the sale of knock-off Indigenous art that is not made by Indigenous peoples, and also Indigenous art from outside the homelands of the

Songhees and Esquimalt People. This results in a loss of economic activity for the Songhees and Esquimalt People.

Songhees Nation Feedback on Indigenous Draft Design Framework

November 8, 2021

Songhees Nation Councillor Karen Tunkara, Songhees Nation Councillor Garry Sam

City Staff: Senior Urban Designer Joaquin Karakas and Director of Parks, Recreation and Facilities Thomas Soulliere

Highlights:

- **Indigenous principles:**
 - Addressing past harms – needs to include discussion of past and present also the weight of teachings from elders should be included as a principal
 - Heritage: heritage starts at the point of contact – it needs to include /emphasize pre-contact indigenous history
 - Lack of indigenous expression in physical built environment is a result of colonization
 - It's not about tearing down heritage buildings – its about authenticity and education. Looking for examples – go to New Zealand
- **Draft Design Framework Feedback:**
 - Important to emphasize truth and reconciliation as key theme
 - Important for truth and reconciliation to be woven throughout other design framework themes
- **Draft Design Directions:**
 - Generally supportive of the draft concepts and options presented
 - Opportunity to weave cultural elements into a variety of streetscape elements, from everyday infrastructure (underground utility covers, paving patterns, banners, etc.) to more stand-alone pieces of authentic, local Indigenous art

Esquimalt Nation Meeting – Project Introduction and Overview

November 10, 2021

Esquimalt Nation Chief Rob Thomas and Council, and Katie Hooper CEO

City staff: Senior Urban Designer Joaquin Karakas

Highlights:

- Interest in being involved in the project
- Interest in exploring opportunity for 'Indigenous walk-of-fame' streetscape design idea
- Interest in meeting together with Steve Sxwithul'txw, Producer & Director Kwassen Productions Inc. creator of 'Indigenous walk-of-fame' concept
- Endorsement of input received from Songhees Nation representatives

Esquimalt Nation Meeting - Placemaking/Cultural Interpretation Opportunities

December 2, 2021

Esquimalt Nation Chief Rob Thomas; Katie Hooper, Executive Director Esquimalt Nation; Steve Sxwithul'txw, Producer & Director Kwassen Productions Inc.

City Staff: Senior Urban Designer Joaquin Karakas

Highlights:

- Indigenous Walk of Fame was an idea presented to Council in 2017
- Opportunity to explore opportunities to adapt the concept to fit the Government Street project goals and design elements as part of a cultural interpretive strategy
- Key element of Indigenous Walk of Fame is to celebrate Indigenous successes with physical markers in places like Bastion Square where there were past harms
- Opportunity for Steve Sxwithul'txw, Producer & Director Kwassen Productions Inc., to work with Esquimalt and Songhees Nations as part of cultural interpretative strategy for this project

Songhees Nation and Esquimalt Nation – Walk-About on Government Street and Review of Draft Design Concept

December 17, 2021

Esquimalt Nation Chief Rob Thomas

Songhees Nation Councillor Karen Tunkara, Songhees Nation Councillor Garry Sam

City Staff: Senior Urban Designer Joaquin Karakas, Director of Parks, Recreation and Facilities Thomas Soulliere

Highlights:

- Generally supportive of draft design framework and concepts
- Opportunity to layer on a cultural interpretative strategy
- Important to incorporate native plantings where there are opportunities
- Opportunities to layer Indigenous art throughout
- Desire to share design concept and approach with Songhees and Esquimalt Nation Councils at appropriate time

Phase 2

Building on Phase 1 learnings from Indigenous engagement and public and stakeholder input, the project team held two virtual meetings with representatives from each Nation to introduce the draft concept design and receive feedback to help guide what would go out for future public engagement.

Based on direction from representatives of the Songhees and Esquimalt Nations, the approach for Phase 2 Indigenous engagement included:

- an online Lekwungen Survey, developed with and approved by the Nations, to give members another opportunity to provide their input
- a project information display and print copy of the survey at the Songhees Wellness Centre and the Esquimalt Nation Office
- a presentation at a Songhees Community Meeting on January 25, 2022

Participation in the survey was promoted by the Nations in the community through email and on their social media channels, in addition to the information displays.

Government Street Refresh
Draft Concept Design

Share Your Ideas on How to Make Government Street One of the Best Streets in Canada!

The community is invited to help shape the Government Street Refresh design concept to ensure this street continues to be a vibrant, historic, and animated public space for the next 50 years.



Overview of Draft Concept Design:
Input to date from the Songhees and Esquimalt Nations, community stakeholders and the public has informed the Government Street Refresh draft concept design, which includes:

- Partnering with First Nations to tell the full story about their past, present and future through Indigenous public art and cultural interpretation, economic development opportunities, and making the street more culturally safe and welcoming
- Two new plazas and cultural landmarks to serve as gateways to the street
- Updates to pedestrian areas with enhanced amenities and timed car-free zones
- Reimagining of the two northern blocks to support pedestrians and the character of Government Street – with wider sidewalks and two-way vehicle access
- Opportunities for new seating and landscaping, expanded restaurant patios and more spill-out space, and commercial loading zones

Lekwungen Plaza and Landmark:
A Lekwungen cultural plaza and landmark are envisioned for Government Street between Humboldt and Courtney to recognize the Lekwungen People and celebrate the gateway between the inner harbour and Old Town.



For more information, visit: engage.victoria.ca

To complete the Government Street Refresh Lekwungen Survey: 

Songhees Nation Community Meeting

January 25, 2022

Songhees Nation Council representatives and Songhees Nation Community representatives
City Staff: Senior Urban Designer Joaquin Karakas and the City's Arts and Culture Liaison Ammar Mahimwalla

An introduction, welcome and opening remarks were provided by Songhees Nation Councillors Karen Tunkara and Garry Sam. The following summarizes design themes and feedback from meeting participants:

- **Art and culture:** Connect art, land and water; "That was our biggest resource for Arbutus trees, we went there to harvest the inner bark for our reef net fishing...I would like to see our reef net displayed."; Focus on/prioritize Lekwungen artists first: "Victoria has a history of honouring other Indigenous nations before giving the local nations the space to elevate their own presence in their own territory"; "Lekwungen first, then Coast Salish artists from surrounding areas as priority sequence for artists hired."
- **Plantings/Rain Garden/Nature:** Focus on nature, plants and flowers native to Lekwungen territory; native plant rain gardens
- **Education and history:** "Honour Lekwungen ancestors that have been built over and disrespected over and over. Something to honour the many burials that have been desecrated for decades and decades. Something to honour the languages and cultures

that were stolen, damaged, outlawed. Something to honour the resilience of our survival, especially the residential school survivors. Something that allows the visitors who come to Victoria from all over the world to know that we are still here!”

- **Honouring ancestors and community leaders:** Honour elders and familial ancestor names through public art and creative memorials; “Is there a way that can honour leadership past and present...we have a Chiefs Deck at the Wellness Center”

Lekwungen Survey Results

This marked the first time that the City of Victoria has offered an online Lekwungen-specific survey to First Nations’ members to provide feedback on a City project, with project information and print surveys available at the offices of both Nations.

In addition to input provided by the Songhees Nation and Esquimalt Nation leadership and community members during meetings, walk-about and a community presentation, eight surveys were completed, contributing important additional feedback for the project team.

Of these participants, **88% were in support, with 12% neutral** on the overall draft concept design.

The survey provided an overview of the draft concept design with questions inviting ideas for Government Street. The results of Indigenous engagement during Phase 2 were shared with the project team and the Stakeholder Working Group, and helped to inform the development of the refined concept design that will be shared with Council for consideration.

Highlights of Survey Results

When asked what would make you want to visit Government Street more often?

Design Element	Respondents
Public plaza focused on Lekwungen culture (i.e., cultural pavilion, Indigenous street marker, landmark public art)	100%
Healthier street trees and native plants	75%
Indigenous design elements and public art	63%
Indigenous cultural interpretation	50%
More pedestrian-friendly areas (i.e., wider sidewalks and seating)	50%
Expanded restaurant patios and seating	38%
Timed car-free zones	25%

When asked for ideas for Government Street, and what would make you want to visit more often, respondents have the following suggestions:

Artwork:

- Incorporating art into the project and use artists from our territories

Plantings/Rain Garden/Nature:

- Having signage of traditional plants - using native plants in the planters, share knowledge
- Adding a rain garden to the area
- Using drought resistant plants: year-round foliage to admire
- Potentially bird houses so that urban animals have places to nest
- Incorporating a living wall in an area; boosts insects and bring more colour into the area

Special Events:

- More outdoor stage areas for family-friendly year-round events
- Outdoor markets and opportunities for Indigenous people to sell their products
- First Nation-led historical walking tours

Food Vendors

- Diverse food vendors, more food carts

Car Free with Nearby Parking

- Accessible for pedestrian use

For complete Lekwungen Survey results, see **Appendix A**.

Phase 3

Phase 3 of Indigenous engagement included a virtual meeting with the Songhees Nation and Esquimalt Nation representatives to share key findings of Indigenous, stakeholder and public feedback on the draft concept design – and how what we heard will help inform the refined concept design presented to City Council.

Feedback on Draft Concept Design and Next Steps

May 10, 2022

Songhees Nation: Councillor Karen Tunkara and Councillor Garry Sam

Esquimalt Nation: Chief Executive Officer Katie Hooper

City staff: Senior Urban Designer Joaquin Karakas and Senior Cultural Planner Nichola Reddington

Highlights:

- Summary of engagement feedback was presented, including an additional, alternative option for the Lekwungen Plaza (Between Humboldt and Courtney Street) for a pilot full closure to vehicles
- Great to see broad public support for the cultural interpretative elements specific to proposed Indigenous elements
- Important that Indigenous input and feedback into this process be represented in the design vision and concept
- Programming for the Lekwungen cultural plaza would prioritize Songhees and Esquimalt Nation artists/members and also welcome Indigenous people/artists representing other Nations/communities
- Next step will be to work with the Nations to develop a cultural interpretive strategy

Public and Stakeholder Engagement, Including a Stakeholder Working Group

The three phases of the stream Public and Stakeholder Engagement, including a Stakeholder Working Group were as follows:

Phase 1: This visioning exercise invited people to tell us how we can make Government Street one of the best streets in Canada. It tapped into what the community values about the street and what they'd like it to include in the future. Input helped inform the development of a vision/design framework, and consequently, the draft concept design that was shared for public feedback in Phase 2. The Stakeholder Working Group participated in a Walkshop to help inform the design framework for the project.

Phase 2: Based on what we heard in Phase 1, a draft vision/design framework was developed with input from the Stakeholder Working Group and First Nations representatives, which helped inform the draft concept design that was presented to downtown businesses, tourism operators, event organizers, the Chinatown community, City of Victoria Youth Council, the Downtown Victoria Residents Association and the public to obtain feedback and ideas on what Government Street between Humboldt Street and Pandora Avenue *could* include.

Phase 3: All Indigenous, stakeholder and public feedback and survey results from Phase 2 were summarized and presented to the Stakeholder Working Group for input. Staff explained how the key findings would help inform the refined draft concept design that will be presented to Council for consideration.

Phase 1 Engagement Opportunities

Phase 1 of public and stakeholder engagement, including a Stakeholder Working Group, took place over a three-week span, running June 22 – July 13, 2021.

Stakeholder Working Group – Workshop #1

Phase 1 included bringing a 23-member Stakeholder Working Group together, representing a range of community perspectives, Government Street businesses and organizations to help guide and advise on the process. The consultant DIALOG and City staff developed a workbook that was shared with the group in advance and used during an in-person Workshop of Government Street.

Government Street Businesses

A letter was hand-delivered to Government Street businesses to inform and raise awareness of the Government Street Refresh project and opportunities to provide input during Phase 1 engagement.

Public Engagement

To launch Phase 1 of engagement, the City developed the Government Street Refresh project and branding on engage.victoria.ca.

Engagement activities included an **online survey** and a **virtual Ideas Forum** where the public could post ideas, photos or videos to share their vision for Government Street for others to view and vote on.



Play area for kids: Somewhere for kids to enjoy themselves and draw families to the street! Could be organized as part of a bulb-out of narrowing of the auto travel areas of the road so a permanent improvement can be made.



A place for the dogs to hang out:



Inter-departmental Staff Team

An inter-departmental staff team met weekly with represents from the City's Community Planning, Parks, Engineering and Public Works and Engagement departments to help inform the design framework (design themes, goals and objectives) and draft concept design.

Phase 2 Engagement Opportunities

The results of Indigenous, stakeholder and public engagement in Phase 1 were shared with the Stakeholder Working Group, DIALOG and the project team to help inform the development of a vision/design framework, and consequently, a draft concept design that was shared with the First Nations representatives, stakeholders and the public for input in Phase 2.

Stakeholder Working Group – Workshop #2

Preparation for Phase 2 stakeholder and public engagement began in February 2022 with an online workshop with the Stakeholder Working Group. Members convened for Virtual Workshop #2 to review and discuss the results from Phase 1 Indigenous, stakeholder and public input and the draft design framework developed by DIALOG and City staff.

Input received during Phase 1 informed a set of design goals and strategies for the project. The design framework helped organize the goals that the project needs to meet.

The results of this workshop helped inform the draft concept design that was shared for Indigenous, stakeholder and public feedback in Phase 2.

Stakeholder Engagement

In March 2022, stakeholder groups were engaged through a series of virtual focus group meetings with the project team to learn more and provide feedback on the draft concept design.

Two virtual focus group sessions were offered to Government Street and neighbouring businesses on March 8, 2022 to learn more about the draft concept design and provide input.

The project team also held virtual focus group meetings with:

- City of Victoria Youth Council – March 15
- Local event organizers hosted by City Arts, Culture and Events staff - March 16
- Local tourism operators/businesses hosted by Destination Greater Victoria – March 17
- Victoria Downtown Residents Association AGM – March 22
- Chinatown community leaders, by invitation – March 24

Public Engagement

From March 2 to 20, 2022, the City held broad community engagement on the Government Street Refresh draft concept design.

Over the span of three weeks, the City received comprehensive input from 1,063 people in the online survey and through 50 emails.

Online Survey

Phase 2 of online engagement saw the project branding enhanced at engage.victoria.ca to represent the many elements of the draft concept design and to invite feedback and ideas.

The public was invited to provide feedback on the draft concept design by completing an **online survey** or emailing engage@victoria.ca by March 20.

Virtual Open House

The community was invited to participate in a Virtual Open House by watching a **video** and viewing **informational display panels** of renderings that illustrated the vision for what this public space **could** look like.

Virtual Public Presentations

Two virtual public presentations were offered on March 9, 2022 with an opportunity to ask questions. These sessions were recorded and made available for viewing online after the event.

Pop-up Engagement Station

To raise awareness of the draft concept design and encourage participation in the online survey, a staffed pop-up engagement station was set up at the well-attended St. Patrick's Day Family Festival on Government Street, giving people the chance to stop by to view information boards and ask questions of City staff.



Watch the Video:



View Display Panels:

The draft concept design renderings below illustrate the vision for what this public space *could* look like.

- [Project Overview](#)
- [Design Goals](#)
- [Design Considerations & Context](#)
- [Draft Concept Design:](#)
 - [Humboldt to Courtney: Lekwungen Cultural Plaza](#)
 - [Courtney to Yates: Refresh](#)
 - [Yates to Pandora: Redesign](#)
 - [Pandora Intersection - Opportunity: A Plaza for Chinatown](#)
- [Types of Public Spaces](#)
- [Mobility](#)
- [Accessibility / Tree Succession](#)



Phase 3 Engagement Opportunities

Stakeholder Working Group – Workshop #3

Phase 3 engagement consisted of Stakeholder Working Group members convening online for Workshop #3 to review and provide feedback on the Phase 2 Indigenous, stakeholder and public feedback on the draft concept design.

A summary of key findings from Phase 2 engagement was shared with members a week in advance of the virtual workshop.

The workshop also provided the opportunity for staff to share how the key findings would inform the refined draft concept design that would be presented to Council for consideration.

An email was shared with the Stakeholder Working Group in June summarizing these key findings to close the loop.

Promotion

The following strategies were used to promote public and stakeholder engagement opportunities in Phases 1 and 2.

- Letter from the project lead and a poster hand-delivered to local businesses on Government Street (from Fisgard to Humboldt Streets and between Douglas and Wharf Streets) inviting participation in two virtual business workshops, the online survey and/or contacting the project lead to discuss the proposed approach
- Letter emailed to Government Street businesses from the City's Business Hub
- Emails from the Downtown Victoria Business Association and The Chamber to their members to create awareness of the draft concept design and feedback opportunities
- Digital advertising campaign driving people to the project page through the City's social media channels including Facebook posts/events, Twitter, Instagram and LinkedIn, featuring images of the draft concept design and the informational video
- Media outreach and local news stories about the Government Street Refresh project and engagement opportunities
- City e-News subscribers received an invitation to participate in engagement opportunities
- Stakeholder email to local community groups, associations and a range of organizations, representing businesses, youth, families, seniors, faith, equity-seeking groups and renters
- Content on the City's home page directing people to the project at engage.victoria.ca
- City Hall slideshow in the foyer included a promotional slide
- Posters up in and around City Hall
- Staffed engagement station on Government Street with displays and handbills during popular St. Patrick's Day Free Family Festival

Lekwungen and Chinatown cultural plazas proposed for each end of Government St. remake

City seeks guidance from public on how Government Street should be re-shaped

Andrew Duffy
Mar 3, 2022 2:30 AM





1 CENTENNIAL SQUARE, VICTORIA, BC V8W 1P6 | victoria.ca

Community Planning | Sustainable Planning and Community Development
1 Centennial Square, Victoria, BC V8W 1P6
E: jkarakas@victoria.ca T: 250.361.0557

March 2, 2022

Business Owner/Operator
Government Street and Surrounding Networks

INVITATION: Participate in Government Street Refresh – Virtual Business Focus Group Session

Dear Business Owner/Operator,

I invite you to learn more and provide feedback on the Government Street Refresh draft concept design. Informed by the community's ideas on how to make Government Street one of the best streets in Canada, the draft concept design proposes a long-term, pedestrian-focused refresh of the street from Humboldt to Pandora.

While Government Street is one of Victoria's most iconic and visited public spaces, the streetscape hasn't changed in more than 50 years. Ageing street furniture, trees, traffic signals, sidewalk and road surfaces and a watermain will require replacement over the coming years, providing an opportunity to refresh the streetscape. Making Government Street a people-priority street is an action of the City's Strategic Plan and other planning guiding documents.

We want to support downtown businesses by building on the success of the *Build Back Victoria* program, improve accessibility to make it a space for all to enjoy, and work with our First Nations partners to tell a more complete history of this land.

Register: Virtual Business Focus Group

You're invited to register through Eventbrite on the Government Street Refresh project at engage.victoria.ca to participate in one of two Virtual Business Focus Group sessions to learn more and ask questions about the Government Street Refresh draft concept design on:

- Tuesday, March 8 from 12 p.m. – 1 p.m.
- Tuesday, March 8 from 6 p.m. – 7 p.m.

Each session will include a short presentation by City staff and the design consultant. If possible, please review materials on the project web page in advance to help inform the discussion. Registration is free. Registrants will be emailed a link to their Microsoft Teams focus group session the day before. Please note the sessions will be recorded for feedback analysis.

You can also learn more at our online Open House, complete with a video, display boards and a one-hour facilitated presentation on Wednesday, March 9 at 12 p.m. and again at 6 p.m. I invite you to share your feedback and ideas on the draft concept design by completing our online survey by Sunday, March 20 at engage.victoria.ca.

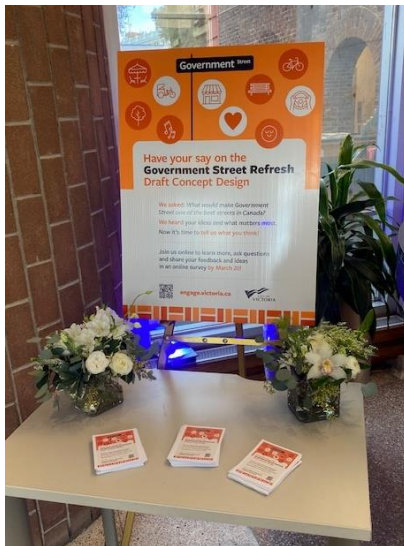
Your feedback will help inform the refined draft concept design that is presented to City Council for consideration in late spring. Please feel free to reach out to me at any time to discuss the project at jkarakas@victoria.ca or at 250.361.0557.

Warmest Regards,

Joaquin Karakas, MCIP RPP
Senior Urban Designer
Government Street Refresh Project Lead



- A branded display panel and handbills promoting the feedback opportunities in foyers of City Hall and the Crystal Pool and Fitness Centre



Who Did We Hear From?

Throughout engagement, efforts were made to ensure we were hearing from a diverse representation of residents and business owners – including people from different age groups, backgrounds, families, seniors and people with accessibility interests.

Here is a quick snapshot of who we heard from during the engagement phases.

Stakeholder Working Group

A Stakeholder Working Group comprised of 25 individuals representing Government Street businesses and local organizations helped guide and advise on the three phases of engagement.

Steve Barber	Heritage Advisory Panel, Member
Silvia Bonet	Art in Public Places Committee, Member
Jeff Bray	Downtown Victoria Business Association, Executive Director
Alison Gair	Downtown Victoria Business Association, Marketing (<i>Phase 3</i>)
Finn K.	City of Victoria Youth Council, Member
Illarion Gallant	BC Society of Landscape Architects, Board Director
Eleni Gibson	Hidden Mobility Alliance
Linda Ginenthal	Active Transportation Advisory Committee, Member
David Glowicki	Spirit of Victoria, Owner
Thomas Guerrero	Sidewalking Victoria, Executive Director
Darlene Hollstein	The Bay Centre, General Manager
Terri Hustins	Kaboodles, Owner
Adina Isreal	Greater Victoria Placemaking Network, Board Director
Amanda MacDonald	Walk On, Victoria, Chair
Pamela Madoff	Heritage Advisory Panel, Chair / Advisory Design Panel, Member
Chris Marks	Member, Accessibility Advisory Committee
Elizabeth Matheson	Art in Public Places Committee, Member
Barb Myers	Wiser Projects (<i>Phases 2 and 3</i>)
Frank Naccarato	Frankies Modern Diner, Owner (<i>Phase 1</i>)
Marilyn Palmer	Advisory Design Panel, Member
Theresa Palmer	Out of Ireland Irish Imports, Owner
Ian Sutherland	Downtown Residents Association, Board Member
Ray Straatsma	Greater Victoria Placemaking Network
Gillian Taverna	BC Society of Landscape Architects, Member
Dylan Thomas	City of Victoria Indigenous Artist in Residence
Nevin Thompson	Capital Bike, Director
Lera Zakreski	Artinas, Owner

Stakeholder Groups

A series of focus groups meetings were held during Phase 2 with the following stakeholders to refine the proposed draft concept design:

- Victoria business owner/operators (two sessions) – 34 participants
- Local event organizers – 4 participants
- Local tourism operators hosted by Destination Greater Victoria – 20 participants
- Chinatown Community – 4 community leaders and 1 business operator
- Victoria Downtown Residents Association AGM – 7 Board members
- City of Victoria Youth Council – 4 members

Public

Online Public Presentations – During Phase 2 engagement, two online public presentations were held for people to learn about the project and provide feedback on the draft concept design. Sessions were recorded and available on the Government Street Refresh web page after the event, which resulted in 122 additional views.

Video – An informational video about the draft concept got close to **10,000 views on Facebook alone** – one of the highest viewed videos the City has produced. The video helped raise awareness about what was proposed and invited people to provide feedback on the draft concept design in the Phase 2 online survey.

Online Engagement

Total Visits to Project Page: 5,000

Participated in Surveys: 1,826

Contributed to Ideas Forum: 40

Written Correspondence: 50



Government Street Refresh

13 weeks ago · 9.9K views

Online Surveys – Who We Heard From

Age Demographics of Survey Participants

Most age groups in Victoria neighbourhoods were well-represented in the two online surveys. Youth were under-represented in the survey participants however it should be noted that the youth perspective was well represented in the Stakeholder Working Group, focus group and First Nations engagement.

Victoria Neighbourhood “Age Responses”

Phase 1: 627 + Phase 2: 1,048 = **1,675 Victoria Respondents**

Age Range (Live in Victoria Neighbourhoods)	Percentage respondents	Percentage of City Population (Census 2016)
14 – 24	3%	11%
25 - 34	21%	9%
35 - 44	21%	13%
45 - 54	15%	12%
55 - 64	17%	14%
65+ 74	24%	22%

Note: Percentages will not add to 100 due to rounding and not all age categories of total population accounted for.

When we look at where people reside who participated in the surveys:

- After James Bay at 22%, other municipalities made up 20% of respondents which indicates a keen interest in the vibrancy of Government Street from people living outside of the City of Victoria who visit, work and dine in the area.
- All Victoria neighbourhoods were fairly represented, with James Bay, Fairfield, Victoria West and Downtown having participation rates exceeding their percentage of population.

Which Victoria neighbourhood do you live in?		
Victoria Neighbourhoods	Percentage of Survey Respondents	Percentage of City Population (Census 2016)
Fairfield	15%	14%
Fernwood	9%	11%
Hillside-Quadra	5%	9%
James Bay	22%	14%
Vic West	12%	9%
Downtown	10%	4%
Burnside-Gorge	4%	8%
North Park	3%	4%
Jubilee	4%	6%
Harris Green	4%	3%
Rockland	4%	4%
Oaklands	4%	8%
Gonzales	3%	5%
Other Municipalities	20%	N/A

Note: Percentages will not add to 100 due to rounding

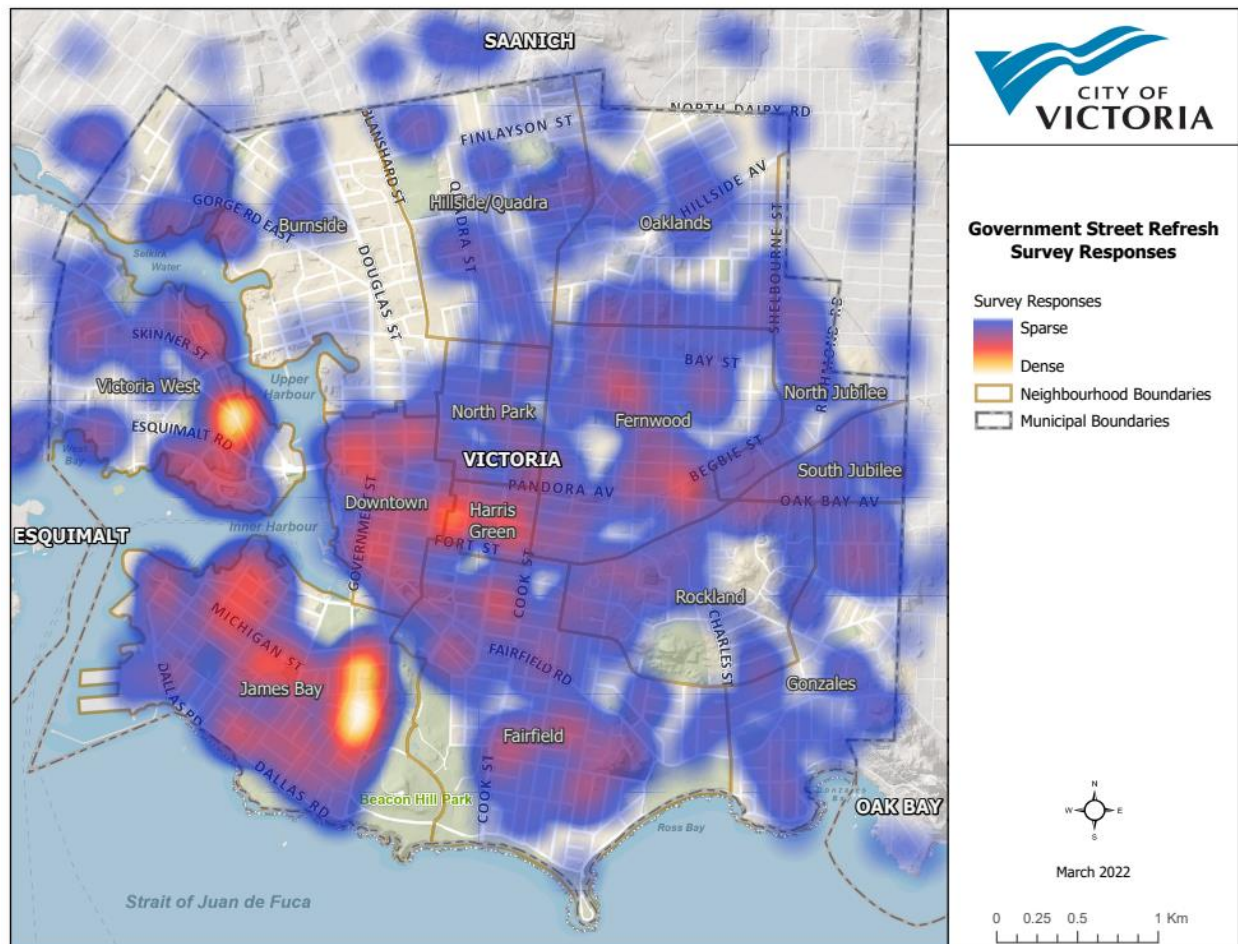
Other survey demographics of note:

- 12% identified as Victoria business owner/operators (Phase 2 Survey)
- 6% identified as Victoria business owner/operators (Phase 1 Survey)
- 3% identified as First Nations
- 9% identified as having a disability
- 17% identified as being an immigrant
- 24% identified as newcomers (residing here five years or less)

Heat Maps – Phase 2 Draft Concept Design Survey Respondents

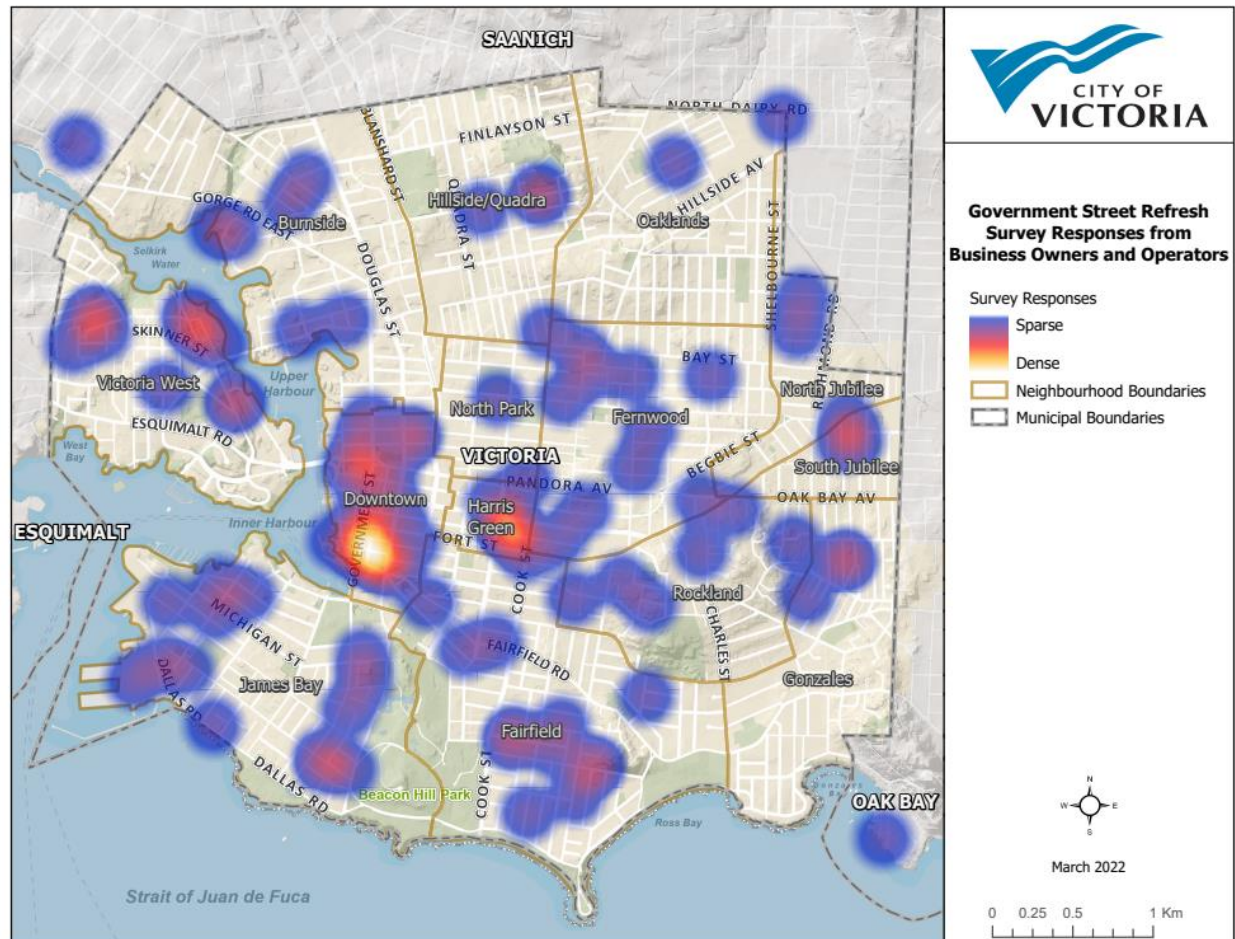
We strive to hear from all voices in the community in our engagement processes. Below are two heat maps that were created using postal codes of Phase 2 survey participants.

The heat map below shows the **locations of all Phase 2 survey respondents within the City of Victoria**. While all neighbourhoods are represented, James Bay, Fairfield, Victoria West and Downtown have the highest number of respondents.



Victoria Business Owner/Operators – Phase 2 Draft Concept Design Survey Respondents

It was important that we hear from Government Street and downtown Victoria business owner/operators in the online survey. The heat map below shows the **location of survey respondents who identified as being a Victoria business owner or operator**. Businesses located on Government Street, and particularly the south end, were well represented.



What Did We Hear?

Phase 1 – Visioning

Stakeholder Working Group – Workshop #1

A total of 13 workbooks from the Stakeholder Working Group’s “Walkshop” were submitted to City staff, as well as written correspondence from members. These findings are summarized below and helped inform emerging themes for the draft design framework, and subsequently, the draft concept design.

Pandora to Yates:

- This section of Government Street feels disconnected from the other sections (Yates to Fort and Fort to Humboldt)
- Opportunity for Pandora to become the ‘Northern Gateway’ of a pedestrian-priority Government Street
- Opportunity to activate a pocket park on southeast corner of Pandora and Government
- Opportunity to create a better connection between Government Street and Centennial Square
- This section lacks public art
- This section lacks options for seating and mobility (small sidewalks)
- More local serving section

Yates to Fort

- This section was widely regarded as the most pedestrian-friendly portion of Government Street
- Transition from local to tourists
- Opportunity for play elements
- Opportunity for more public art
- Good sun exposure (with lower buildings) – but needs sun and rain protection
- Opportunities for more programming to bring people downtown year round
- General disregard of the street trees – would like to see them replaced with large canopy

Fort to Humboldt

- More tourist-serving businesses
- Opportunity for play elements or interactive art
- Widely regarded as the ‘entrance’ of Government Street, and in need of a gateway to illustrate this concept
- Better wayfinding needed to draw people down the street
- Support for the continued allowance of tour bus stops on the street
- Current furnishings and patios feel jumbled, more cohesion in design needed

A copy of the Workbook and the Stakeholder Working Group’s feedback summary are available in **Appendix D**.

Public Input

From June 21 to July 13, 2021, the public was invited to share their vision and values for Government Street and what would make it one of the best streets in Canada by participating in an **online Ideas Forum** and an **online survey** on the project page at engage.victoria.ca.

Online Ideas Forum

Most of the feedback in the Ideas Forum mirrored that received in the online survey. Please see **Appendix B** for the Ideas activity input and images. Participants were invited to post ideas and vote on others.

Below are key themes that arose from the online Ideas Forum:

- Safety is key / can feel unsafe now
- Create gathering spaces
- Honour First Nations history and culture
- Make car and bike-free / pedestrian-only street
- Create play areas for kids
- More patio space
- Install covered and secure bike parking
- Painted streets, market days, light installations
- Unique public art (sculptures, murals)
- Pop-up vendors / food carts in the road
- More trees for shade, plantings and water features
- Accessible parking at all cross-streets
- Artistic paving rather than asphalt
- Hydraulic bollards

Phase 1 Survey: Key Take-Aways

Below are key take-aways from the Phase 1 online public survey's 763 participants that helped inform the design framework, and consequently, the draft concept design that was shared for feedback in Phase 2 engagement. Please see **Appendix B** for the Phase 1 Survey Report.

We found that people's current and future experiences on Government Street are generally aligned, with the hope that this space in the future be safe, closed to vehicles, accessible, a place for arts and family friendly.

When we asked people to select their top five CURRENT experiences that best describe what Government Street offers them today, the results were:

1. Leisurely stroll or walk
2. Dine indoors/outdoors on a patio
3. Shop or access services
4. Bring visitors
5. For arts and culture (live performances, public art)

Key themes for additional “current experiences” included:

- For tourists not locals
- Feels unsafe
- Needs to be physically accessible (i.e., curbs, no obstructions)
- Support local artists and buskers

When asked to select five FUTURE experiences for Government Street that are important to you, the results were:

1. Dine indoors/outdoors on a patio
 2. Leisurely stroll or walk
 3. For arts and culture (live performances, public art)
 4. Bring visitors
 5. Attend celebrations (festivals, special events)
- Tied with: Hang out and meet up with friends and family

Additional “future experience” key themes included:

- Safety enhancements
- Closed to vehicles
- Enough parking/accessible services
- Creative use of space and a place for the arts
- Commercial, high-quality retail
- Family friendly

The top three experience that would make people want to spend more time on Government Street in the **SPRING and **SUMMER** were:**

1. Comfortable areas with shade to linger and people watch
2. More outdoor patios
3. More public art, live performances and events

Key themes for other spring/summer experiences included:

- There was a split between closing the road to vehicles versus maintaining through traffic and parking
- Safe and clean
- Preserve iconic heritage and convey Lekwungen culture and heritage
- Design for residents (shops/services)
- Creative use of space
- More green space

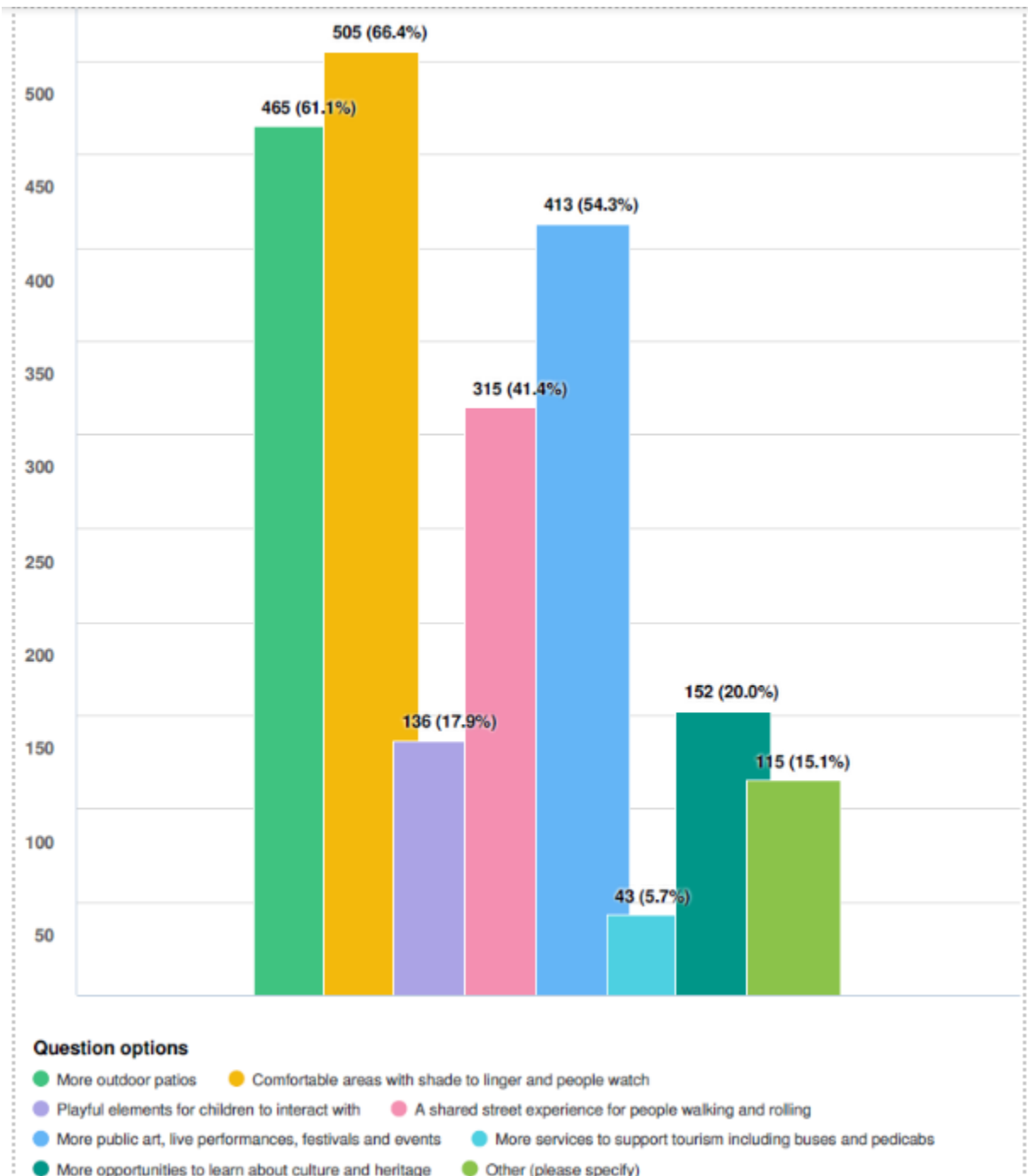
The top three experiences that would make people want to spend more time on Government Street in the FALL and WINTER?

1. Comfortable areas with wind and rain protection to linger and people watch
2. More public art, live performances, festivals and events
3. A shared street for people walking and rolling

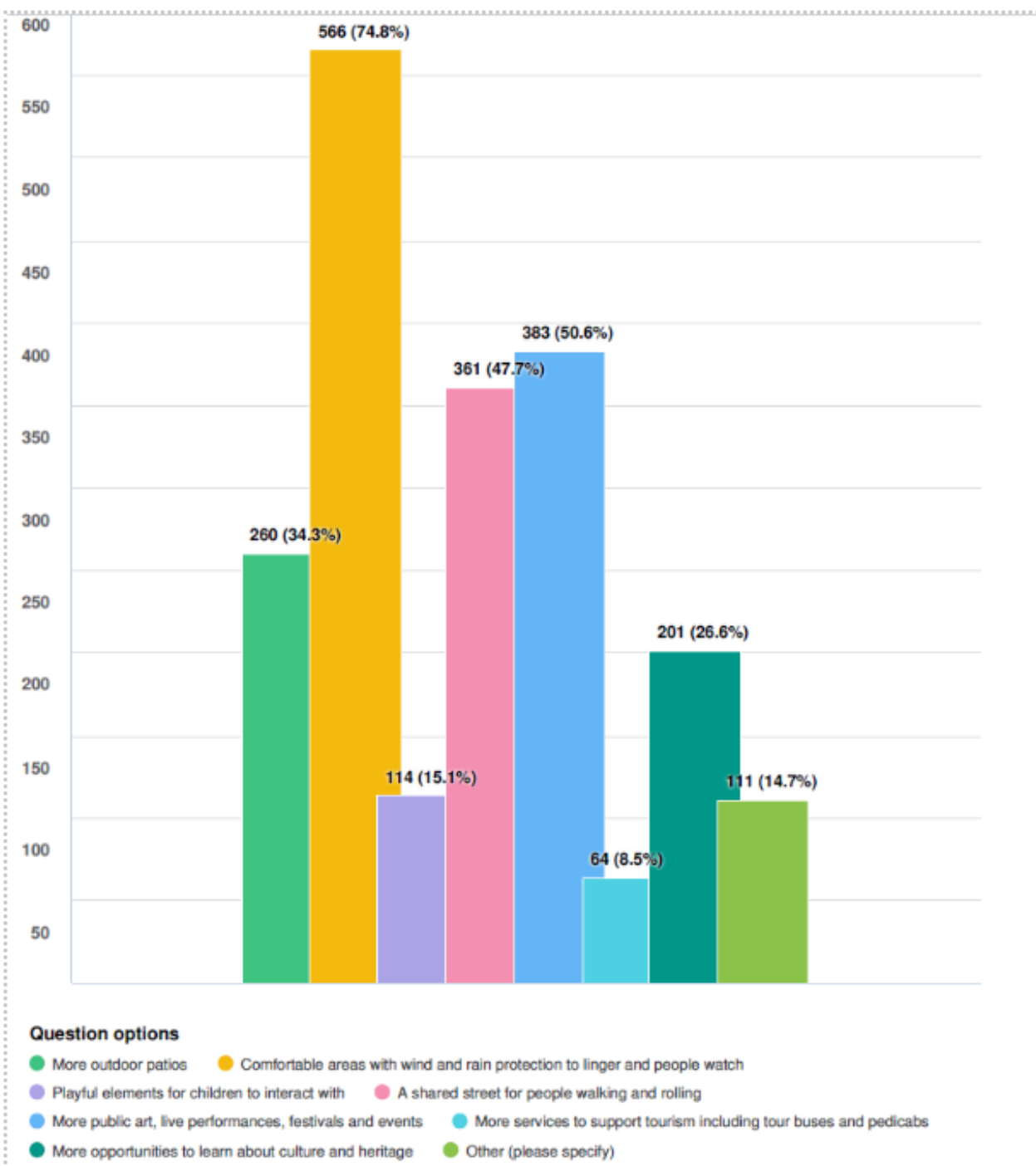
Key themes for other fall/winter experiences included:

- There is less of a split between closing the road to vehicles versus maintaining through traffic and parking during the fall and winter months.
- Provide more accessible parking nearby
- Festive lighting, outdoor seating with rain protection, outdoor markets and staying open later.
- Again, there is a desire for more shops that appeal to residents rather than tourists. The need for more Indigenous culture is also expressed.
- The need for the area to be clean, feel safe and welcoming.

What would make you want to spend more time on Government Street in SPRING and SUMMER?



What would make you want to spend more time on Government Street in FALL and WINTER?



We asked people to rate how welcoming, accessible and safe Government Street is to them.
Below are some key results of note:

- Age groups 25-34 and 35-44 are more likely to say that they feel welcome, safe and their accessibility needs are met on Government Street. These results tend to decrease from 45 years onward.
- Those who feel the least safe are in the 15-24 age group, with just over half (56%) saying that they definitely or somewhat agree they feel safe on Government Street.
- Of those respondents who identify as First Nations, nearly two-thirds (64%) reported feeling welcome, 72% have their accessibility needs met, but only 43% feel safe on Government Street. In comparison, three-quarters (75%) of respondents who identify as White say they feel welcome and safe, with 70% reporting that they feel their accessibility needs are met.
- Of the 24% of survey respondents who identify as Newcomers (have moved to Victoria in the past five years), about 2-in-10 say they “somewhat to definitely agree” that they feel welcome, that they feel safe and that they have their accessibility needs met on Government Street. Those who have lived in Victoria for more than five years, feel more welcome (53%), more safe (52%) and more of them feel they have their accessibility needs met (51%) on Government Street.
- Of those who identified themselves as immigrants, only 7% definitely agree that they feel welcome, safe and have their accessibility needs met on Government Street, compared to non-immigrants who feel welcome (65%), safe (64%) and have their accessibility needs met (61%).

When we asked if there is anything you would like to share about what you value and would like to see included on Government Street, the following key themes were:

- More shops and services for locals
- Design it for pedestrians
- Close it to vehicles except for deliveries
- There was a split between people wanting to have it open and closed to bikes
- More permanent, year-round standards for patios
- More music and entertainment, local artists and street entertainment
- More accessible walking and sitting areas
- Family-friendly areas for kids
- More washrooms
- More sheltered areas from sun, rain and wind
- Retractable bollards

We also asked how often do you pass through Government Street?

- When **filtered by age**, the majority of people who pass through Government Street in ALL AGE GROUPS, do so a few times a month.

We wanted to know what people's connection to Government Street is.

- The top three connections include:
 - 1) 74% visit to shop
 - 2) 67% visit to dine
 - 3) 67% use it to travel through the city on foot -- indicating there is already high use as a pedestrian corridor
- Of note:
 - Only 20% of survey respondents reported using Government Street to travel through the city by car
 - And 31% use it to travel through the city by bike

What We Heard – Phase 2

Draft Concept Design Feedback

Overview

Over the span of three weeks (March 2 to 20, 2022), the City received comprehensive input from 1,063 people in the Phase 2 online survey, through 50 emails, and by the project leads participating in eight virtual focus group sessions with members of the public, local businesses, tourism operators, event organizers, City of Victoria Youth Council, Victoria Downtown Residents Association and leaders in the Chinatown community.

Overall Key Themes

Based on what we heard in Phase 2, below are the key themes and take-aways that helped inform the refined draft concept design.

- **Welcoming and safe** – Increase feeling of safety on the street, plan for daily maintenance and cleaning; use retractable bollards
- **Support local businesses** – Support brick-and-mortar business in all design; don't place competing pop-up vendors or food trucks next to or in front of brick-and-mortar businesses; focus on serving locals rather than tourists; continue to consult with local businesses moving forward
- **Consider Pedestrian-only from Humboldt to Courtney** – Make Government Street pedestrian-only to create a pedestrian-friendly, flexible space
- **Plazas** – Significant support to create both a Lekwungen plaza and landmark to help tell the full story of our history and provide a space for an Indigenous market, food vendors and artists. Show both Lekwungen history and colonial heritage. Create a plaza to enhance Chinatown to recognize and celebrate culture and history, and provide a vibrant space for community-led programming for youth, families and seniors
- **Programming and Events** – A dedicated stage or performance space, designated busker areas, public art throughout and appropriate spaces for food vendors and food trucks. Community-led, not just City-programmed events. Plan for outdoor music, theatre and multicultural events. Amplified and non-amplified performances; large and small
- **Washrooms and seating** – More public washrooms throughout and more seating that is accessible and covered to protect from sun and rain
- **Permanent high-quality restaurant patios** – Standardize requirements to create permanent, high-quality restaurant patios
- **Accessibility** – Significant support for accessible seating with backs, accessible sidewalks/curbs/roadways and intersections, with accessible drop-off parking spaces on

adjacent streets

- **Green space** – More green space and trees, fruit and native trees, shrubs and plants, new trees should consider non-allergen, green play spaces for children, more flowers and water features (fountains)

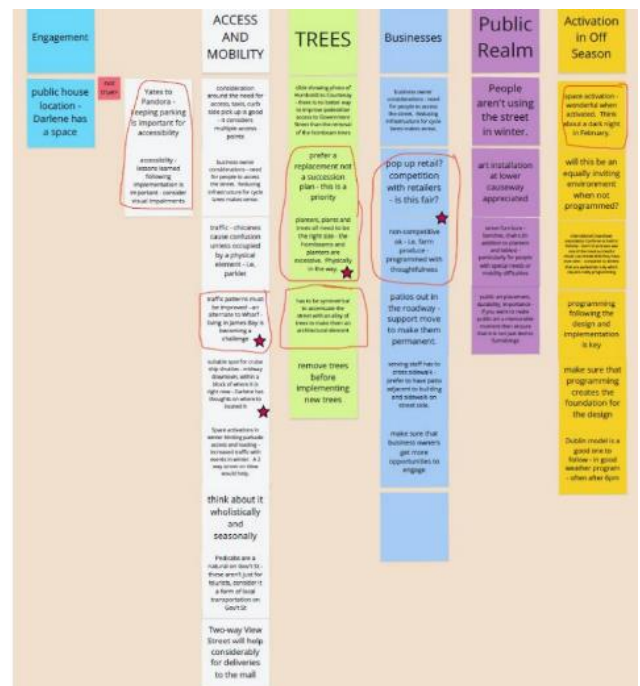
Stakeholder Working Group – What We Heard – Phase 2

Pre-Public Engagement

What we heard in Phase 1 from the public, the Stakeholder Working Group and our Indigenous partners helped inform the development of a draft design framework and design elements, which were shared with the Stakeholder Working Group at the beginning of Phase 2 in Workshop #2 for input.

Input from the Stakeholder Working Group helped inform the draft concept design. The following was discussed:

- Overall support for timed street closures
- Plazas are well placed and balanced
- Themes:
 - **Design:**
 - Design quality is important for the public realm elements in short and long term
 - Design competition might be a great way to design some of the elements
 - Make sure that the new proposed esthetic is respecting the heritage context
 - Modern feels contrasting to the heritage rather than complementing
 - **Programming:**
 - Design must be accompanied by programming
 - Who and how will activities be programmed?
 - Night market for Chinatown
 - Programming as a way for cultural expression for all/inclusivity
 - Street activation in off season is a challenge and is very important



- **Circulation/Parking:**
 - What is the plan for the tourist-type vehicles through Lekwungen plaza?
 - Reduction of vehicles in the first block is important as it has a big impact on the rest of the blocks
 - Parking is important throughout the street especially in the northern blocks where there are two lanes of traffic
 - Short-term parking is questionable
- **Accessibility/ Mobility:**
 - Visual impairments
 - Traffic chicanes cause confusion
- **Cultural Interpretation:**
 - Opportunities for all cultures should be expressed on the street
 - There are great early stories of Chinatown that should be incorporated
 - Durability of art is important
- **Trees:**
 - Provide as many large canopy trees in ground as possible
 - Plants and planters need to be the right size
 - Prefer replacement, not a succession
- **Business:**
 - Pop-up retail can cause unwanted competition
 - Non-competitive might be okay such as farm products and programmed with thoughtfulness

Please see **Appendix D** for the Stakeholder Working Group Workshop #2 notes and images.

Emerging Themes

Engagement in Phase 1 and at the start of Phase 2 with First Nations representatives and the Stakeholder Working Group, resulted in the following emerging themes:

- **Maintain and enhance a pedestrian-priority zone:** destination for shopping, patio dining, strolling and rolling; balance car-free with transportation circulation needs
- **Expand arts and culture:** immersive, durational public art, year-round performance, events, festivals, parades, all season
- **Diverse cultural interpretation:** beyond colonial heritage, including Indigenous narratives, art and story telling
- **Important to reduce vehicle throughfare:** to support pedestrian priority and safety
- **Prioritize northern two blocks:** short-term infrastructure needs, currently lacking amenities
- **Ensure new street trees are compatible:** with envisioned streetscape environment

Stakeholders – What We Heard – Phase 2

Virtual Focus Group Meetings

The following section includes feedback and ideas received from a range of virtual focus group discussions with stakeholders including:

- Business Virtual Focus Groups (2 sessions)
- Event Organizer Virtual Focus Group
- Tourism Operator/Business Virtual Focus Group
- Chinatown Community Virtual Focus Groups (2 sessions)
- City of Victoria Youth Council
- Victoria Downtown Residents Association Board Members

Through these stakeholder conversations, support and excitement were expressed for the overall draft concept design.

Re-occurring themes included: support businesses by avoiding competing pop-up vendors; plan accordingly for special events; make it a welcoming and safe space for all; make it pedestrian focused and family friendly; more green space; cultural interpretation; more art and street vendors, continued consultation with local businesses and Chinatown community moving forward

Business Virtual Focus Groups

Tuesday, March 8, 2022

34 businesses

Storefront Competition:

- Expanded storefront space should be reserved only for brick-and-mortar business spill-out space
- Some businesses aren't interested in store spill-out space; want to attract people inside – outdoor theft concerns

Delivery Trucks/Loading Zone Times:

- Reports that delivery truck drivers have challenges completing deliveries by noon deadline. It is also not always feasible for staff to be on hand to receive deliveries before noon

Special Events:

- Festival and event organizers need to consider which vendors are placed where in front of storefronts to avoid competing with local business
- Parades with large floats will need to move to Wharf or Douglas for public safety
- Buskers and entertainment are okay in front of storefronts

Welcoming:

- Participants stressed the need for people to feel safe and welcome on the street, staff can feel unsafe at times
- New seating and structures will require security
- Need for 24/7 attended public washroom at Pandora plaza and more lighting
- Businesses need to address step accessibility of front entrances

- Lekwungen Plaza – a lot proposed to fit into a tight area. Can we squeeze it all in?

Traffic/Safety:

- Safety concern at intersections during timed closures – pedestrians are unaware there is cross traffic at intersections. Need to plan on how to address this.
- Issue with traffic on Broughton travelling toward Wharf and backing up past Government – need traffic light at Wharf and Broughton
- Need to improve traffic control, need attractive bollards
- Construction concerns on businesses re: watermain replacement – plan how to minimize impacts

Event Organizer Virtual Focus Group

March 16, 2022

4 event organizers

Power:

- Festivals, performances, concerts and events all require access to power

Amplification:

- Need to consider the size of events, number of people/capacity and be respectful of stakeholders on Government Street (i.e., hotels and residences) when amplifying sound or music for events

Chinatown Community:

- Need to find out how Chinatown community would like to use/program the proposed space at Government and Pandora

Public Safety:

- Consider collapsible/strong bollards at all cross streets along this corridor

Parades:

- Due to width constraints, parades that have large floats or trucks will need to consider moving to Wharf or Douglas Street.
- Government Street could be a secondary location, for example to stage a Christmas Market or event that complements the Santa Light Parade

Performance Space Considerations:

- Design spaces with a lens for street festivals and concerts
- Create spaces where people can sit (portable and stationary furniture)
- Ensure event organizers can easily access enough power
- Plan where stages small and large can be set up (keeping adjacent neighbours in mind)
- Adequate space allotted for food trucks
- Adequate clearance space for event trucks and emergency vehicles
- Plan for *load-bearing* roadways, curbs and sidewalks
- Think BIG events that require staging, power, amplification and huge audiences
- Each block could consider different sizes of events (buskers, theatre groups, musical concerts)

Tourism Operator/Business Virtual Focus Group

Thursday, March 17, 2022

Hosted by Destination Greater Victoria - 20 tourism representatives

- Wide boulevard style was appreciated as was public art
- Flexibility around transportation options was appreciated
- Short-term feedback around cruise route and ensuring that in the future, after this year's pilot project, that work could be done with GVHA to ensure routing was along the more scenic route. This was strong and consistent feedback from tourism industry participants.
- Take a quick look at San Sebastian (Basque Country, Spain) and see if any learnings can be applied there. Their pedestrian-friendly mall is simply magnificent.

Chinatown Community Focus Groups

Thursday, March 24, 2022

4 community leaders and one resident, plus one Chinatown business representative provided written feedback that was read aloud during the session

Welcoming and Safe:

- An exciting opportunity for the Chinatown community
- Safety needs to be a priority
- Connection needed between Chinatown Plaza and Centennial Square

Character:

- Needs to be an extension of Chinatown and be vibrant
- Can be both the old and new face of Chinatown
- Like the red representative colour – include Chinese features
- This is welcome addition from the City
- Well-lit overhead lighting with LEDs that can change colour for special occasions or seasons
- Tie in same features as in Chinatown such as lampposts, bike racks and garbage cans
- Chinese-style garden with peonies or peony sculpture artwork
- Consider including an Abacus

Signage:

- Map or digital sign or board that advertises events and local Chinatown businesses.
- Signage in plaza that directs you to Chinatown, Gate of Harmonious Interest, Chinese Canadian Museum and Fan Tan Alley
- Interpretive signage that names and explains different Chinese associations in Chinatown such as the Chinese Consolidated Benevolent Association, Shon Yee Benevolent Association and others

Displays:

- Lit-up lantern; a four-sided, thick glass box showcasing a Chinese Lion Dance costume and a Dragon costume with interpretive signage that explains the differences – enabling public to take photos
- Interpretation on history and contributions of Victoria's Chinatown
- A board or signage on how to say simple Cantonese and Mandarin words

Uses/Special Events:

- Could accommodate cultural performances and workshops
- Opportunity to program for youth and collaborate with Chinese Public School
- A wonderful place for seniors to visit and enjoy Chinese culture
- Outdoor space for exercise
- Night market opportunity
- Kung Fu performances and workshops
- Covered area for year-round use with seating for audiences to gather
- Benches to play, picnic, sit and lounge or read
- Some built-in activities for children and adults
- Host Lion dance in the plaza
- Red tables for Mahjong, Chinese checkers, calligraphy lessons and others

Washroom:

- A washroom that is maintained and has security
- Needs to be a safe place for all, including families and seniors

Parking:

- On-street parking required for pick-up and drop-off of seniors

City of Victoria Youth Council

March 15, 2022

4 Youth Council Members

- Opportunities for play are key
- Support food vendors
- More bike parking and cycling connectivity to downtown
- Make patios permanent and high quality
- Support for timed car-free zone

Victoria Downtown Residents Association AGM

March 22, 2022

7 Board Members

- Make sure that in replacing the Hornbeams, mature trees are planted that would provide adequate shade
- General need for green space
- Opportunities for play areas for children

Public Input – What We Heard – Phase 2

From March 2 to 20, 2022, we received public feedback on the draft concept design through written correspondence, an online survey and two virtual public presentations. The following is what we heard over this three-week span of engagement.

Email Feedback – Key Themes & Ideas

During Phase 2, the City received 50 emails from the community containing feedback and ideas on the draft concept design. The content has been broken down into the following key themes and ideas. Of the 50 emails, 18% identified as being a Government Street business owner.

Key themes included: the need for Government Street to be welcoming, clean and safe for all (youth, families and seniors), vibrant, car-free, support vehicle traffic, one-way cycling, support for Lekwungen and Chinatown Plazas, and accessibility

Welcoming & Safe:

- Needs to ensure people have feeling of being safe and welcome
- Concern that lack of vehicle use may prevent seniors from accessing this public space
- Need amenities and programming to be family-friendly and draw people

Vibrancy:

- Support for prioritizing pedestrians and this change to attract locals with buskers, food carts, great retail shops, plantings and child-friendly areas
- Will add much-needed vibrancy for local businesses on Government Street
- Space for food trucks and music performances
- Emulate European plaza with standard look and feel for patios (i.e., black wrought-iron fencing)

Car-Free:

- Support for making this a pedestrian-only space
- Needs to be car-free in order to succeed
- Vehicles tend to pass through; don't stop to shop
- Make it look like an open causeway rather than a street; use patio stones/bricks not pavement

Traffic:

- Support for retractable bollards
- Concern for impacts of Government Street timed closures on other downtown streets this summer (Wharf and Douglas Streets)
- Make pedestrian signals at cross streets on Government more visible from the middle of the road

Accessibility:

- Make it comfortable to navigate in terms of lighting, pavement, signage, transit access, accessible parking
- Consider non-allergen trees and plantings
- Consider lighting for neurodiversity (bulb flicker)

Public Virtual Presentations

Wednesday, March 9, 2022

12 participants

Key themes included: make it welcoming and safe; support business; traffic safety; improve accessibility; recognize and interpret complete history; tree health and replacement; cleaning and maintenance; plan for special event needs

Welcoming and Safe:

- Increase feeling of safety, visible foot patrols
- Look at how to address wind screening, weather protection (covered areas) and need outdoor heating during fall and winter months
- Consider improved lighting and projection lighting of colours and patterns to enliven

Support Business:

- Ensure businesses can receive goods/deliveries
- Make sure to consult with commercial industry on loading zone timed openings

Traffic:

- Need to communicate timed closures to drivers – need clear signage, bollards
- Bikes could be allowed but travelling at slow speed.

Accessibility:

- Consider how to plan for safe crossings in pedestrian zone and at intersections for blind pedestrians, delineate between roadway and pedestrian-only zone (roll curb or tactile elements, surface pavers)
- Consider new lighting for neurodiversity

Support Residents Living On-Near Government Street:

- Comfort and maintenance are key for any green space amenities near residences
- Consider operating hours of restaurant and bar patios with residents in and around Government Street re: noise. Residents deserve to enjoy peace and quiet

Tree Health:

- Concern for tree health and new trees

Cleaning and Maintenance:

- Plan for stepped up cleaning and maintenance

Online Public Survey – What We Heard – Phase 2

Over a three-week period, we received feedback on the draft concept design through 1,063 completed surveys.

Significant support was expressed for the draft concept design, with **86% of survey respondents supporting to strongly supporting the creative approach.**

Of the **122 survey respondents who identified as Victoria business owners/operators, 80%** (of the 120 who answered this question) **conveyed support to strong support for the overall draft concept design.**

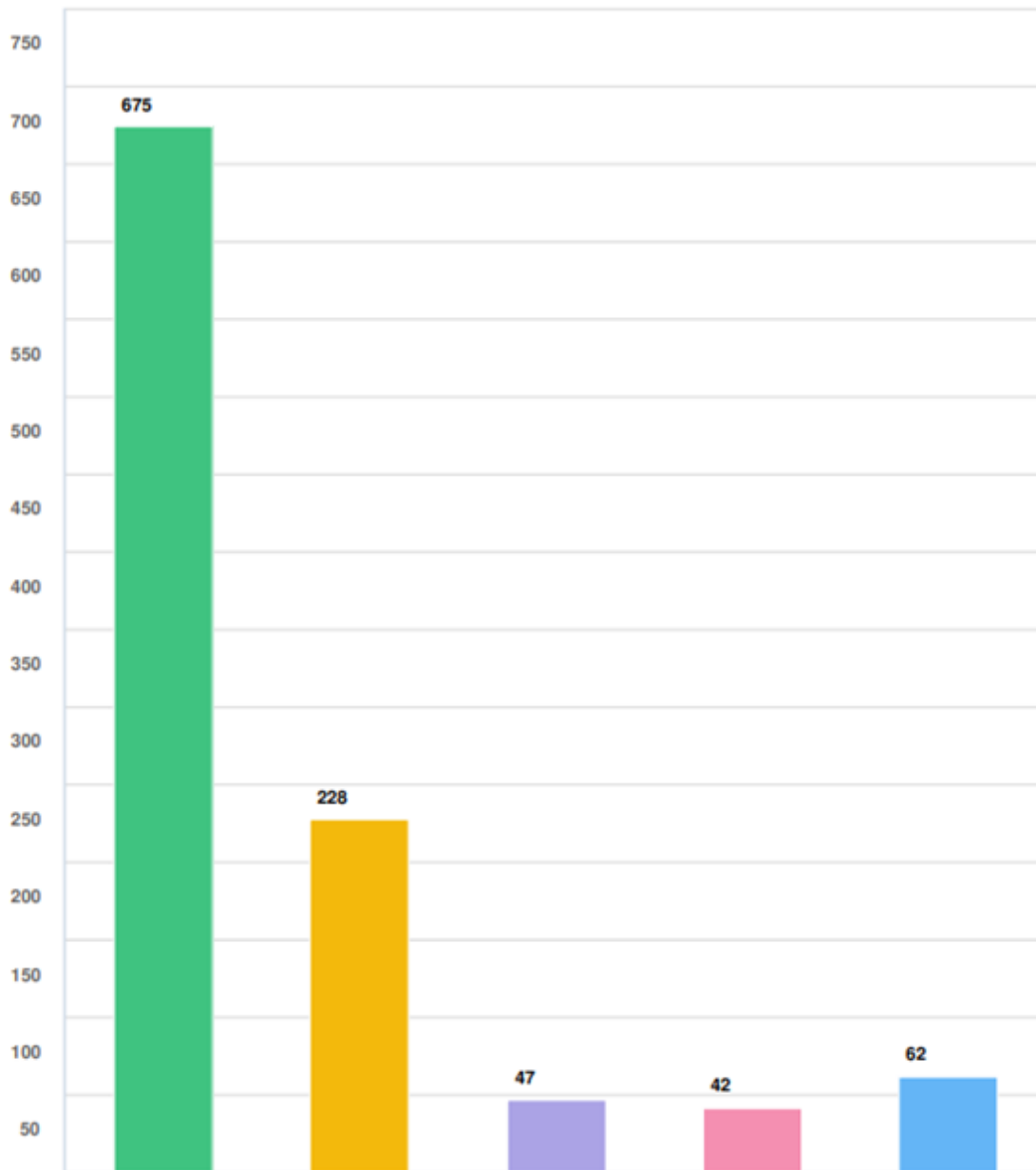
Significant Support for the Draft Concept Design

When analyzing the results from all survey respondents with those who identified as Victoria business owner/operators, there is **significant support** for each of the four components of the draft concept plan, in addition to the overall draft concept design.

	All Respondents			Business Respondents		
	Support	Neutral	Don't Support	Support	Neutral	Don't Support
Overall Draft Concept Design	86%	5%	10%	80%	6%	14%
Humboldt to Courtney/ Lekwungen Plaza	84%	6%	10%	80%	7%	13%
Courtney to Yates	82%	8%	10%	76%	8%	16%
Yates to Pandora	82%	10%	8%	77%	13%	10%
Pandora Intersection/ Chinatown Plaza	85%	9%	6%	81%	12%	7%

Online Survey – Overall Level of Support for the draft concept design out of 1,054 respondents (86% support to strongly support the overall draft concept design)

Q13 What is your overall level of support for the Government Street Refresh draft concept design?

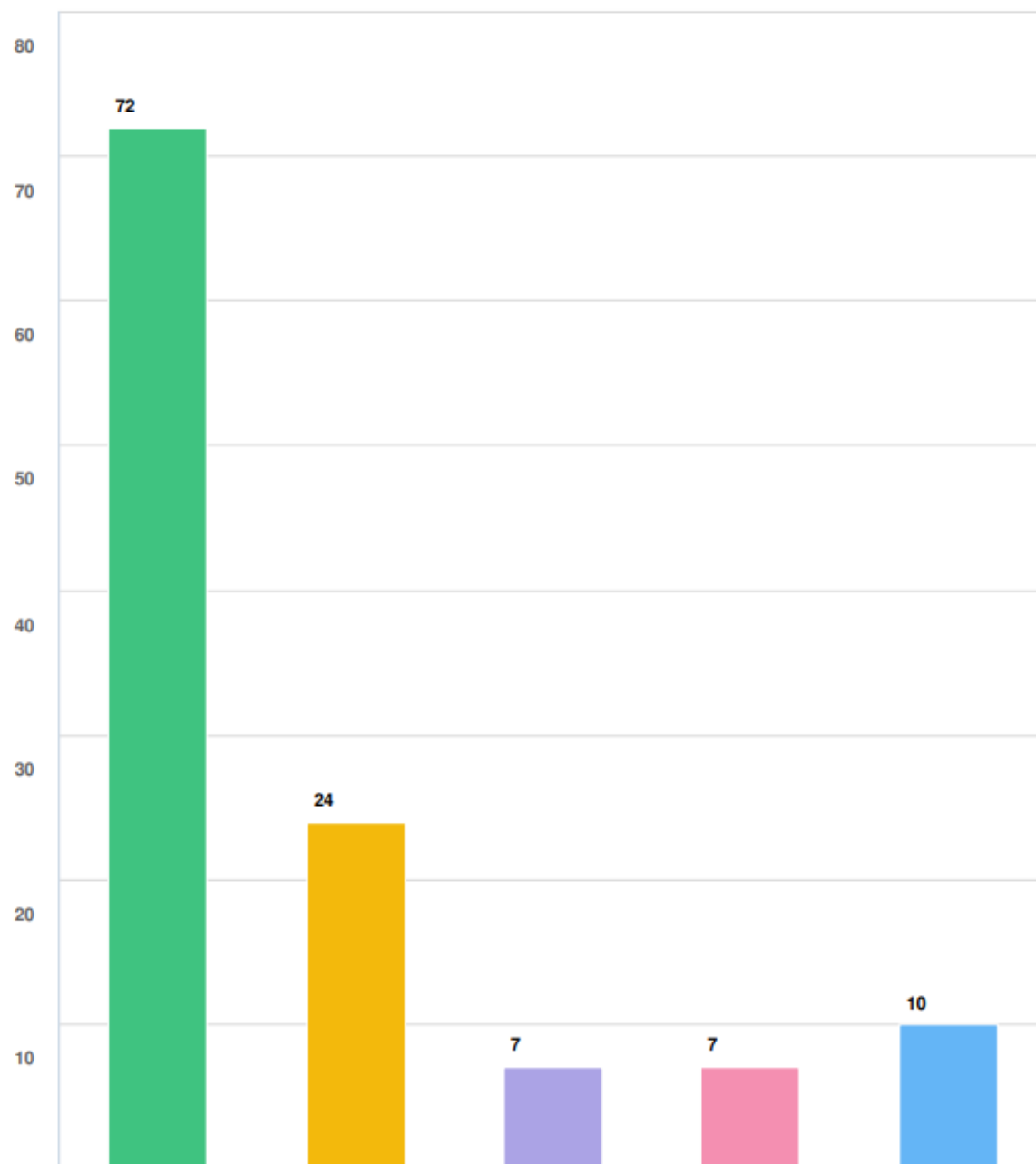


Question options

Strongly Don't Support Don't Support Neutral Support Strongly Support

Optional question (1054 response(s), 9 skipped)
Question type: Checkbox Question

Online Survey: Overall Support for draft concept design by those identifying as a Victoria Business Owner/Operator (of 120 respondents, 80% support to strongly support)



Question options

● Strongly Don't Support ● Don't Support ● Neutral ● Support ● Strongly Support

Optional question (120 response(s), 2 skipped)

Question type: Checkbox Question

Filtering by: Are you a Victoria business owner/operator? Yes-

Phase 2 Survey – Key Findings

Humboldt to Courtney

The **top five features for Humboldt to Courtney** “Strongly supported” and “Supported” are:

DESIGN ELEMENT	TOTAL SUPPORT	STRONGLY SUPPORT	SUPPORT
1. Permanent, high-quality restaurant patios	82%	66%	16%
2. Opportunities for special events during car-free times	78%	63%	15%
3. An Indigenous public art landmark near Humboldt Street	78%	63%	15%
4. Accessible seating	78%	56%	22%
5. A covered pavilion for a range of uses and cultural programming	68%	51%	17%
6. Opportunities for Indigenous cultural interpretation	66%	51%	15%
7. New lighting	64%	43%	21%
8. Access for bikes, pedicabs and horse-drawn carriages at all times	58%	43%	15%
9. Expanded storefront space	51%	32%	19%
10. Continued access for motor vehicles outside of timed car-free periods	27%	21%	6%

Of note:

- Two-thirds (66%) of respondents support opportunities for Indigenous cultural interpretation. Support was strongest among younger demographics.
- Of the 122 Victoria businesses owner/operators survey respondents, only 32% support continued access for motor vehicles outside of timed car-free periods from Humboldt to Courtney. This drops to 27% for total survey respondents.
- More than 7 out of 10 respondents (73%) thought that this section should close to cars at all times of the day. Among people aged 25-44, this increased to nearly 9-in-10.

The following is a breakdown by AGE of TOTAL SUPPORT for the proposed design elements from Humboldt to Courtney.

FILTER: BY AGE (Strongly support + Support) of 1,061 total respondents

ITEM	14-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
An Indigenous public landmark near Humboldt Street	90%	82%	83%	76%	75%	72%	70%	75%
A covered pavilion for a range of uses and cultural programming	62%	76%	72%	46%	64%	60%	68%	75%
Opportunities for Indigenous cultural interpretation	72%	77%	73%	62%	64%	58%	49%	100%
Permanent high quality restaurant patios	76%	91%	84%	79%	73%	78%	81%	100%
Expanded storefront space	48%	53%	52%	47%	49%	51%	62%	75%
Accessible seating	79%	79%	79%	75%	55%	80%	79%	100%
New lighting	55%	57%	62%	62%	66%	68%	79%	100%
Opportunities for special events during car-free times	75%	86%	88%	77%	76%	75%	72%	100%
Continued access for motor vehicles outside of timed car-free periods	35%	15%	14%	27%	31%	40%	32%	100%
Access for bikes, pedicabs and horse-drawn carriages at all times	66%	55%	56%	61%	61%	56%	60%	50%

Humboldt to Courtney – Survey Comment Themes

Humboldt to Courtney Key Themes	What Did We Miss? What Do You Want to See Included?
Welcoming and Safe	<ul style="list-style-type: none"> • Additional and automatic bollards to protect pedestrians • VicPD foot patrols • Don't allow cycling if you want it to be pedestrian friendly
Recognize Lekwungen	<ul style="list-style-type: none"> • Create year-round performance plan supporting the arts, including Lekwungen • Support for this “exciting idea” • Support for covered pavilion but program it
Balance of History	<ul style="list-style-type: none"> • Continue to recognize Victoria's heritage
Support Business	<ul style="list-style-type: none"> • Support brick-and-mortar business in all design • Focus on serving locals • Dedicated areas for food trucks • Permanent restaurant patios year-round • Space for outdoor farmer's market and art vendors
Support Visits by Bike	<ul style="list-style-type: none"> • More bike parking, secured and covered • Make rules clear for cyclists (when and when not allowed)
Vehicle/Car-Free	<ul style="list-style-type: none"> • Make it fully car/vehicle/bike free during “car-free times” (strong support) • Make it car-free year-round • Pedestrians and bikes need boundaries • Consider access for taxis, handi-dart and pick-up and drop-off
Trees/Green Space	<ul style="list-style-type: none"> • Succession plan to include native tree species; replace any removed trees; food gardens • Rain garden to catch and filter run-off • Incorporate new green space/canopy for people and pets
Seating	<ul style="list-style-type: none"> • Include benches throughout, not just in clusters • Sheltered seating from sun and rain • Street furniture to have cohesive appearance and be vandalism-proof
Paving	<ul style="list-style-type: none"> • Improved pavement/pavers; texture roadway
Accessibility	<ul style="list-style-type: none"> • Need designated areas and parking for wheelchair vans • Not accessible for those who have low mobility during car-free times • Widen the sidewalks; accessible seating with backs
Loading Zones	<ul style="list-style-type: none"> • Reduce hours versus expand hours

Humboldt to Courtney Key Themes	What Did We Miss? What Do You Want to See Included?
Programming / Events Public Art	<ul style="list-style-type: none"> • Community-led not just City programmed • Plan for areas for pop-up food trucks/carts and street performers/buskers • Outdoor music, theatre and multicultural events • Designated stage for live performances • Areas for amplified music performances • More public art and make it interactive
Lighting	<ul style="list-style-type: none"> • Replicate Trounce Alley lighting in this section • Reduce light pollution (point downward)
Cleaning & Maintenance	<ul style="list-style-type: none"> • Cleaning of awnings and seating areas from bird droppings and garbage • More recycling and garbage cans • Create cleaning and graffiti removal plan
Children and Youth Space	<ul style="list-style-type: none"> • Install child play structures • Design spaces for youth and families
Washrooms/Water	<ul style="list-style-type: none"> • Access to public washrooms • Water refill stations; water fountains for people and pets
Wayfinding and Interpretive Signage	<ul style="list-style-type: none"> • Signage explaining Government Street with a map that shows points of interest • Community announcement boards that allow flyers • Include braille in signage
Noise	<ul style="list-style-type: none"> • Consider noise limit; noise from special events, food trucks; no gas generators
No change	<ul style="list-style-type: none"> • Return it to what it was; use money to fill potholes

Courtney to Yates – Key Survey Findings

The **top five features for Courtney to Yates** “Strongly supported” and “Supported” are:

DESIGN ELEMENT	TOTAL SUPPORT	STRONGLY SUPPORT	SUPPORT
1. Generous and barrier-free pedestrian-only areas; clearly differentiating between pedestrian-only areas and shared mobility zones	82%	70%	12%
2. A pedestrian-friendly timed car-free zone from Courtney to View	79%	67%	12%
3. New trees	77%	59%	18%
4. New accessible seating areas	77%	56%	21%
5. A reduced vehicle lane width to make more room for pedestrians and community programming	76%	63%	13%
6. Access for bikes, pedicabs and horse-drawn carriages at all times	59%	45%	14%
7. Commercial loading zones outside of timed car-free periods	52%	35%	17%
8. Continued access for motor vehicles outside of timed car-free periods	28%	20%	8%

Of note:

- Access for bikes, pedicabs and horse-drawn carriages received lower support at 59%. In the open-ended comments, horse-drawn carriages received low support.
- Of the 121 Victoria businesses owner/operators survey respondents, only 35% support continued access for motor vehicles outside of timed car-free periods from Courtney to Yates. This dropped to 28% for overall respondents.

The following is a breakdown by AGE of TOTAL SUPPORT for proposed design elements from Courtney to Yates.

FILTER: BY AGE (Strongly support + Support) of 1,060 total respondents

ITEM	14-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
A reduced vehicle lane width to make more room for pedestrians and community programming	83%	85%	80%	76%	70%	65%	72%	75%
A pedestrian-friendly, timed car-free zone from Courtney to View	75%	86%	84%	77%	74%	73%	77%	75%
Generous and barrier-free pedestrian-only areas; clearly differentiating between pedestrian-only areas and share mobility zones	79%	90%	86%	81%	75%	29%	77%	100%
New accessible seating areas	83%	78%	80%	71%	74%	79%	76%	75%
New trees	83%	79%	77%	77%	79%	71%	79%	100%
Continued access for motor vehicles outside of timed car-free periods	31%	17%	19%	29%	34%	40%	30%	75%
Commercial loading zones outside of timed car-free periods	35%	44%	49%	53%	56%	62%	57%	75%
Access for bikes, pedicabs and horse-drawn carriages at all times	70%	54%	61%	64%	61%	59%	55%	100%

Courtney to Yates – Survey Comment Themes

Courtney to Yates Key Themes	What Did We Miss? What Do You Want to See Included?
Welcoming & Safe	<ul style="list-style-type: none"> • Tourism ambassadors • Add raised intersections • Retractable bollards
Support Business	<ul style="list-style-type: none"> • Incentivize new business to attract locals • Be respectful of brick-and-mortar business when allocating space for other vendors, especially food vendors/trucks
Support Visits by Bike	<ul style="list-style-type: none"> • More secure bike parking perhaps on side streets • Well-defined lane for bikes
Pedicabs	<ul style="list-style-type: none"> • Many comments mentioned lower support for pedicabs
Horse-drawn Carriages	<ul style="list-style-type: none"> • Many comments mentioned low support for horse-drawn carriages
Food Security	<ul style="list-style-type: none"> • Urban gardening such as herbs • Fruit-bearing trees
Trees/Green Space	<ul style="list-style-type: none"> • Tree canopy to provide shade • Native plants and trees; non/low allergen new trees
Seating	<ul style="list-style-type: none"> • Seating near cruise ship bus stop • Flexible seating
Paving	<ul style="list-style-type: none"> • Vehicles should feel like they are entering a pedestrian zone
Accessibility	<ul style="list-style-type: none"> • Seating with back rests • Accessible parking nearby on side streets • Making it a place for everyone including those with mobility challenges and seniors
Programming / Events Public Art	<ul style="list-style-type: none"> • A dedicated stage for performances • Designated busker performance areas • Public art throughout • Space for food vendors and food trucks
Lighting	<ul style="list-style-type: none"> • Improved lighting for safety • New lighting not to add to light pollution
Cleaning & Maintenance	<ul style="list-style-type: none"> • More recycling and garbage cans • More street clean-up
Children and Youth Space	<ul style="list-style-type: none"> • Play features in Bastion Square for children • Child-friendly spaces – interactive, climbable
Washrooms/Water	<ul style="list-style-type: none"> • More washrooms

Courtney to Yates Key Themes	What Did We Miss? What Do You Want to See Included?
	<ul style="list-style-type: none"> • Drinking fountains for people and pets
Wayfinding and Interpretive Signage	<ul style="list-style-type: none"> • Interpretive historical signage/plaques • Electronic tourist info kiosks/maps
Noise	<ul style="list-style-type: none"> • Balance the needs of residences and shops with performance needs

Yates to Pandora – Survey Key Findings

The **top five features between Yates and Pandora** “Strongly supported” and “Supported” are:

DESIGN ELEMENT	TOTAL	STRONGLY SUPPORT	SUPPORT
1. Wider sidewalks with new accessible seating, patio spaces, bike parking and lighting	86%	77%	9%
2. Replacing ageing street trees with new trees	73%	53%	20%
3. A design feature to recognize the historic creek and former boundary between Chinatown and Old Town	71%	53%	18%
4. More bike parking	67%	49%	18%
5. Accessible vehicle pick-up/drop-off areas	57%	37%	20%
6. On-street parking and loading	32%	22%	10%

Of note:

- While accessible vehicle pick-up/drop-areas made it to the top five, its rate of 57% support can be considered high when 10% of survey respondents identified as having a disability
- Of the 122 Victoria businesses owner/operators survey respondents, 51% support on-street parking and loading from Yates to Pandora, compared to just 32% for all respondents.

The following is a breakdown by AGE of TOTAL SUPPORT for proposed design elements from Yates to Pandora.

FILTER: BY AGE for Highest Support + Support of 1,058 respondents

ITEM	14-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Wider sidewalks with new accessible seating, patio spaces, bike parking and lighting	89%	93%	89%	89%	83%	83%	83%	75%
Replacing ageing street trees with new trees	55%	68%	74%	66%	73%	75%	87%	75%
Accessible vehicle pick-up/drop-off areas	59%	57%	49%	56%	59%	62%	64%	75%
More bike parking	72%	71%	74%	63%	48%	64%	55%	75%
On-street parking and loading	45%	23%	23%	38%	38%	39%	32%	0%
A design feature to recognize the historic creek and former boundary between Chinatown and Old Town	66%	76%	68%	66%	73%	68%	76%	100%

Yates to Pandora – Survey Comment Themes

Yates to Pandora Key Themes	What Did We Miss? What Do You Want to See Included?
Welcoming & Safe	<ul style="list-style-type: none"> • Make it completely car-free (and no bikes, pedicabs or horse-drawn carriages) except for restricted delivery times and emergency vehicles • Include removable bollards • Daily maintenance and cleaning
Recognize Lekwungen	<ul style="list-style-type: none"> • Historic creek landmark should also recognize Lekwungen (not just boundary between Old Town and Chinatown)
Recognize Chinatown	<ul style="list-style-type: none"> • Connect historic Chinatown to downtown core • More colour and vibrancy near Chinatown w/pop-up vendors • Help direct/attract people to Chinatown
Support Business	<ul style="list-style-type: none"> • Widen sidewalks in this section to draw more tourists past Yates to Market Square and Chinatown • More high retail to appeal to locals • Provide additional loading zones
Support Visits by Bike	<ul style="list-style-type: none"> • Need secure bike parking and designated bike lane
Car-Free	<ul style="list-style-type: none"> • Extend car-free zone to Pandora • Extend car-free times (i.e., earlier start or until later on weekends)
Vehicle Access	<ul style="list-style-type: none"> • Reduce speed limit (i.e., to 30k/hr) and install speed bumps • Continue vehicle access
Accessibility	<ul style="list-style-type: none"> • On-street parking only for those with mobility challenges • Designated accessible drop-off/pick-up areas needed • Accessible seating with back support
Programming / Events Public Art	<ul style="list-style-type: none"> • Create outdoor performance spaces – quiet and amplified • More public art, murals and art vendors • Food trucks in this area would be a draw
Lighting	<ul style="list-style-type: none"> • More lighting for security/ambiance/accessibility
Trees/Green Space	<ul style="list-style-type: none"> • More green space and trees here, fruit trees • More flowers, fountains and water feature • Native trees, shrubs and plants
Children	<ul style="list-style-type: none"> • Green play spaces for children
Washrooms/Water	<ul style="list-style-type: none"> • Need family-friendly public washrooms, drinking fountains

Yates to Pandora Key Themes	What Did We Miss? What Do You Want to See Included?
Wayfinding and Interpretive Signage	<ul style="list-style-type: none"> • Wayfinding signage from Humboldt to Pandora
Creative Approach	<ul style="list-style-type: none"> • Is it possible to rehabilitate the creek? Be creative.
Noise	<ul style="list-style-type: none"> • Concern of increased noise for downtown residents

Government and Pandora Intersection - Survey Key Findings

The **top five features for Government and Pandora intersection** “Strongly support” and “Support” are:

DESIGN ELEMENT	TOTAL	STRONGLY SUPPORT	SUPPORT
1. Trees and plantings	88%	73%	15%
2. Furnishings and features that complement the character of Chinatown	87%	72%	15%
3. A new Chinatown plaza with places to sit, socialize and dine	86%	73%	13%
4. Public Washroom	81%	66%	15%
5. Accessible seating	78%	59%	19%
6. Performance and event space	70%	54%	16%
7. A children’s water play area	43%	31%	12%

Of note:

- There is significant support for a new Chinatown plaza (86%) and its associated amenities
- Although not in the top five, performance and event space received 70% support and is a key theme in open-ended survey comments
- A children’s water play area received low support at 43%. In the open-ended comments, a children’s water play area was not supported due to safety concerns and that it could not be in use year-round

The following is a breakdown by AGE of TOTAL SUPPORT for proposed design at Government and Pandora.

FILTER: BY AGE for Highest Support + Support of 1,052 respondents

ITEM	14-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
A new Chinatown plaza with places to sit, socialize and dine	86%	91%	86%	88%	84%	83%	87%	100%
Furnishings and feature that complement the character of Chinatown	83%	92%	88%	85%	85%	82%	85%	100%
Trees and plantings	90%	89%	89%	85%	89%	84%	87%	100%
A children's water play area	31%	41%	51%	30%	37%	42%	42%	25%
Accessible seating	83%	83%	79%	68%	78%	80%	79%	100%
Public washroom	86%	81%	82%	77%	77%	81%	83%	100%
Performance and event space	66%	72%	76%	70%	69%	64%	72%	75%

Government and Pandora – Survey Comment Themes

Government and Pandora Intersection Key Themes	What Did We Miss? What Do You Want to See Included?
Welcome and Safe	<ul style="list-style-type: none"> Needs security and policing to be welcoming/safe for all
Supports Chinatown	<ul style="list-style-type: none"> Ensure Chinatown community/businesses are fully engaged at detailed design stage Furniture to be more traditional Chinese in design Recognize and celebrate Chinese history, art and culture Perfect space for cafes, patios and markets Enhance not detract from Gate of Harmonious Interest Plaza to direct people to Chinatown Differentiate it from Centennial Square Need street parking so support Chinatown food businesses Extend this project to Fisgard to further support Chinatown
Water Play Feature	<ul style="list-style-type: none"> Low support for children's water feature as not year-round and unsafe due to busy downtown location
Play Features	<ul style="list-style-type: none"> Make it family friendly with greenery and year-round playground and creative play
Public Washroom	<ul style="list-style-type: none"> Needs an attended public washroom that is family-friendly
Dining	<ul style="list-style-type: none"> Plan areas for food carts and food trucks, not just restaurants
Traffic Circulation	<ul style="list-style-type: none"> More details needed on how this will improve traffic Access to tourist buses
Accessibility	<ul style="list-style-type: none"> Seating needs to be accessible and covered Plaza to be accessible for wheelchair/mobility users, seniors and families
Support Visits by Bike	<ul style="list-style-type: none"> More secure bike parking
Programming / Events Public Art	<ul style="list-style-type: none"> To accommodate Lion and Dragon dancing, martial arts display, public participation, art vendors, small stage Ongoing event programming is key to vibrancy Make it a space that is inviting to seniors, youth and families Make furniture moveable to accommodate programming Giant mural of Chinatown
Lighting	<ul style="list-style-type: none"> Make it well-lit and inviting for evening vibrancy
Trees/Green Space	<ul style="list-style-type: none"> Include green space in the Chinatown Plaza Include trees to provide shaded canopy

Government and Pandora Intersection Key Themes	What Did We Miss? What Do You Want to See Included?
	<ul style="list-style-type: none"> • Consider Chinese culinary plantings, bonsai trees, Chinese classical garden • Potential shaded cooling area
Wayfinding and Interpretive Signage	<ul style="list-style-type: none"> • Historical and cultural interpretation signage • Signs to direct people into Chinatown; maps of Chinatown • Need to integrate it to link to Centennial Square

Overall Draft Concept Design Questions

We also asked what would be your top five reasons to visit Government Street more often?

- 79% More pedestrian-friendly areas (i.e., wider sidewalks and new seating)
- 75% Expanded restaurant patios made with high-quality materials
- 66% Flexible spaces to enjoy community events, performance spaces, concerts, etc.
- 54% Public plaza to enhance Chinatown
- 51% Public plaza focused on Lekwungen culture (i.e., cultural pavilion, Indigenous market, landmark public art, cultural interpretation)

Of note:

- While only 48% rated bike parking as making people want to visit more often, it was a frequent request in the survey's open-ended questions. However, many people commented that they would like to see no bikes, pedicabs and horse-drawn carriages to keep Humboldt to View strictly as a pedestrian zone during car-free times.

When we asked if there is anything else you would like to share with us about the draft concept design, key themes aligned with what we had heard in the previous sections:

- Make it a welcoming, safe and accessible public space for all
- Reclaim this public space for pedestrians; make it car-free
- Continue to consult with local businesses and Chinatown community moving forward
- Support for more Indigenous art pieces and well-rounded interpretation of history of the Inner Harbour in consultation with Esquimalt Nation and Songhees Nation, while respecting Victoria's architecture and heritage
- Support visits by bike with secure bike parking nearby
- Need access for delivery trucks/loading zones and accessible parking nearby
- Support for permanent, high-quality outdoor patios
- Plan for cultural events, outdoor performance areas big and small, more public art
- Consider how to manage noise from patios and performance areas with residential
- Be creative and make it a dynamic space year-round, warm lighting
- Plan for tree succession, native plants and trees, and more green spaces
- Keep accessibility top of mind in all facets of design
- More public washrooms
- Address potential traffic congestion on surrounding streets

Please see **Appendix C** for complete Phase 2 Survey Results.

What Did We Hear?

Phase 3 – Stakeholder Working Group

Virtual Workshop #3

This final virtual workshop with members of the project's Stakeholder Working Group included a presentation and discussion of what was heard through Phase 2 engagement with First Nations representatives, stakeholder groups and the public, with a comprehensive written summary of feedback provided in advance. There was significant support for the overall draft concept design, and for each of the design sections.

During this workshop, the project team also identified how what we heard in Phase 2 would inform refinements to the draft concept design presented to Council for consideration.

Feedback from the Stakeholder Working Group:

- Fruit trees can create a mess and require a lot of pruning
- Many businesses feel the current trees block their storefronts from people walking along the street. Choose something new that is unlikely to do this
- Keep some spaces quiet and peaceful, if possible
- Glad to see support for public play facilities for children and families
- Overhead lighting sounds good (such as Trounce Alley) – but need to assess for high-wind areas if this is feasible
- Consider design guidelines for high-quality patios
- Need to consider how public art spaces will be mapped out
- Make sure that accessibility community continues to be consulted
- Extending Government Street closures to Yates would impact the operation of the Bay Centre parkade and further complicate access issues
- On the overall areas:
 - Don't program at the expense of moving people/goods throughout downtown.
 - Don't shut down street during winter months – it is disruptive to moving people around freely.
 - Permanent pop-up space for markets: Real consideration for the owners of the buildings that are paying taxes should be given so there isn't competition between those long-term retailers versus inline permanent retailers. Counterproductive in many ways when the current retail space isn't leased yet and could become competition for permanent retailers.
- Space activations: Considerations to not do this in the winter months during inclement weather and not to add distractions from the current building owners and occupants to disrupt traffic into buildings.
 - Must be complimentary not competitive and disruptive.
- Street Crime: We need a real strategy to clean up downtown. By adding these new areas for leisure, concerned this will drive the wrong consumer without any activation and enforcement of bylaws. Current installations have been abused by those that

deem it their new area to hang out.

- Cyclists and other modes of transportation: Recommend better signing because now we have cyclists/pedestrians coming at you from any direction when cars are still allowed to access street.
- Overall, really like the new art installation ideas, plantings. Very well thought out from that perspective.

Please see **Appendix D** for the full Virtual Workshop #3 discussion notes.

What We Heard

City Advisory Committee Engagement

The project's third stream of engagement was with five City of Victoria Advisory Committees, which included:

- Accessibility Advisory Committee
- Active Transportation Advisory Committee
- Advisory Design Panel
- Art in Public Places Committee
- Heritage Advisory Panel

In Phase 1, the project was presented to each of the five Advisory Committees for awareness and to help promote the engagement opportunities within their networks.

In Phase 2, the project team presented the draft concept design and received feedback from each of the five City Advisory Committees.

The feedback shared by the Advisory Committees on the draft concept design aligns with what we heard from the public and other stakeholder groups.

Key Themes

Key themes across the Advisory Committees included pedestrian safety, accessibility (sidewalks/roads, furniture, washrooms, parking), support for a car-free zone or a complete closure between Humboldt and Courtney, high-quality restaurant patios, public washrooms and tree succession/urban green space

Accessibility Advisory Committee

March 8, 2022

Traffic/Safety:

- Concern for not having traffic lights at cross streets along Government from Humboldt to Yates
- The scramble crossing at Humboldt is very challenging.
- There should be a traffic light at Fort. People should not need to walk to Yates to cross at a traffic light.
- Concern that people who are blind will have no choice but to avoid Government Street if access does not meet their needs at street crossings
- Accessible Pedestrian Signals (audible) should be installed and lined up with line of travel along Government Street
- If Government Street is to be more welcoming to everyone, the safety of blind persons needs to be taken seriously

Patios: Make sure business patios are accessible for people of all abilities.

Sidewalks: The path of travel needs to be demarcated on both sides (i.e., using truncated domes); pedestrian zone needs straight delineation

Washrooms: Make all public washrooms accessible for people of all abilities

Trees: Any new trees should be non-allergenic

Accessible Parking: Seating should be located nearby to accommodate accessible parking adjacent to Government Street.

Furniture:

- Street furniture needs to be accessible. Future request to have proposed street furniture reviewed by the Committee.
- Benches need to be accessible
- Table height to accommodate different wheelchair heights. Is there some mechanism to raise and lower tables?

Active Transportation Advisory Committee

January 22, 2022

Sidewalks: Sidewalk widening is a key priority in the northern 2 blocks

Traffic:

- Tourist buses degrade the pedestrian experience, even for tourists
- Government doesn't need to be an AAA route but cycling should be allowed
- Will tour buses always be needed on Government? Why not other streets?
- Transit should be prioritized over visitors.
- Ideal to have the #14, #15, #24 and #25 continue to operate on Government

Car-Free:

- Should the car-free hours start at 11 a.m. so that there is an ability for restaurants to use the space truly for the "lunch hour?"
- Could this be bolder? Why are we keeping vehicles on the southern blocks at all?

Chinatown:

- This is an opportunity to create connection to Rock Bay and showcase Chinatown
- Is there a way to physically connect and invite between Chinatown Plaza and the Centennial Square?

Safety:

- The streetscape needs to be predictable and easy to navigate
- Could be conflicts between different users – message will have to be "GO SLOW" through physical treatments and signage

General:

- Looking forward to hearing feedback from broader public – this is an important street for everyone.
- Excited about new trees; seating and bike parking
- European approach would be a single consistent surface – seamless between travel areas and storefronts
- Want to see seating and planters and colour
- Can there be better furniture?
- Still want to see playful elements for kids – not seeing that
- Go bolder – be brave.

Advisory Design Panel

April 27, 2022

- Are you looking to ensure cohesiveness?
- Will the closure times on Government Street be kept?
- Will speed levels be examined to slow traffic for pedestrian safety?
- The importance of the street framework and how iconic Government Street is for Victoria needs to be considered. The street is framed by the mature landscape and the mature hornbeam trees. What is occurring with them?
- How can we avoid damage to the infrastructure with the retention of the trees? Could the planters be removed and the trees given more root growing room?

Art in Public Places Committee

March 15, 2022

Comments/Questions:

- What is the tree succession strategy for replacement of trees?
- In terms of sustainability, what will happen with the trees that are removed?
- What types of trees will be planted and what is their lifespan?

Ideas & Concerns:

- That tree growth will present an ongoing problem and inevitably this issue will happen again.
- Incredible opportunity exists for edible urban gardens and planting of fruit trees – the more food available in public spaces the better.
- Will opportunities exist to form partnerships with other organizations in the city? For example, sustainable systems and circular economy such as having volunteers harvest apples in season and then donating to a food bank. Instead of creating another problem in the community while solving this one, we could be thinking about how can we solve yet another problem.
- Water feature poses a concern with the mixing of traffic and children
- Integrated process of consultation with Chinatown is needed
- What opportunities exist to build in or integrate ways for artists to provide input into the consideration of trees, tree planting, shade or sustainability in terms of climate? Artists work in very broad practices. Are there potential opportunities for more integrated and sustained engagement with artists in the project as a whole rather than something that comes in at the end for various specific sites and opportunities for public art and musical performances?
- Is there a way of thinking through how contemporary artists, living and working in the area, can be engaged having their practices feed into the overall design and concept, rather than something that is brought in, in the end?
- Create roles for artists to be involved specifically in the design and the concept implementation stage because there may be new ways of thinking about these strategies that are realized through engaging artists that are beyond the scale and scope of Committee members

Heritage Advisory Panel

March 8, 2022

Overall, the Heritage Advisory Panel members strongly supported the draft concept design.

Arts: How is the street connected to the Arts and Innovation District?

Heritage: How is the street connected to the UNESCO Heritage Site application?

Car-Free: Why not completely close the south plaza to vehicles?

Seating: Benches with wood for seating – more welcoming and accessible

Pavement: Roadway down the centre should be paved with high quality materials and possibly the same as sidewalks to expand the pedestrian priority and slow everyone down

Lighting: Cluster lights are important – placement and rhythm, also placement perpendicular to the curb

Patios:

- High quality is important
- It should be required that they are all high quality

Trees:

- Integrating trees in rich street environment rhythm
- Trees and buildings are the framework
- If the new trees are in-ground, need to make sure that the pavement doesn't heave

Legacy Project:

- This is a professional legacy project for the city – important now and in the future
- Be careful that this street is not trying to be everything to everybody
- Desire to have this street as a world-class space.
- Build on the success and elements that have survived 50 years
- High quality ages better and still look good even after 50 years
- Sensitivity of design is key