



**Engagement Summary**

**Appendix D**

**Stakeholder Working Group  
Engagement**

- Workshop #1: Stakeholder Working Group Workbook
- Workshop #1: Stakeholder Working Group Feedback Summary
- Workshop #2: Stakeholder Working Group Input
- Workshop #3: Stakeholder Working Group Input

## Appendix D

### **Stakeholder Working Group Engagement**

## **Workshop #1: Stakeholder Working Group Workbook**

- Workshop #1: Stakeholder Working Group Feedback Summary
- Workshop #2: Stakeholder Working Group Input
- Workshop #3: Stakeholder Working Group Input

# Government Street Refresh.



## Phase 1 Stakeholder Workbook

July 2021

**The City of Victoria  
is located on the  
homelands of the  
Esquimalt and  
Songhees people.**

**Thank You!**

**Thank you for taking part in the Government Street Refresh design process.** As a part of the stakeholder working group you will be working with the design team at every stage of the design process. Your input is invaluable. We look forward to engaging with you throughout the next 10 months.

**Using This Workbook**

This workbook is your resource for taking part in the Phase 1 Workshop. It includes:

- Event Details, Purpose and Agenda
- Project Information and Process
- Worksheets

Use this workbook in advance of the stakeholder workshop to begin documenting opportunities, constraints, priorities and ideas. Then bring it with you to the workshop. During the workshop you will be able to add to it and share any observations and aspirations that you have already documented.

After the workshop, leave the workbook with the City team, drop it off at City Hall, or scan or email photos to: JKarakas@victoria.ca



**Event Purpose**

The purpose of this workshop is to hear your thoughts on opportunities, constraints, and priorities; and, to hear about your initial ideas for Government Street.

**Event Details**

Note that all activities will be taking place outdoors, and in person, with COVID-19 protocol in place. As per current COVID-19 protocols, masks are optional.

Workshop time:  
– 4:00 - 6:00pm  
Meeting place:  
– Government Street at View Street

The workshop begins as a group and then we will break out into smaller groups. Smaller groups will move together and stop at three points along Government Street, between: Pandora and Yates, Yates and Fort, and Fort and Humboldt. At the end the full stakeholder group will reconvene to share key takeaways.

**Agenda**

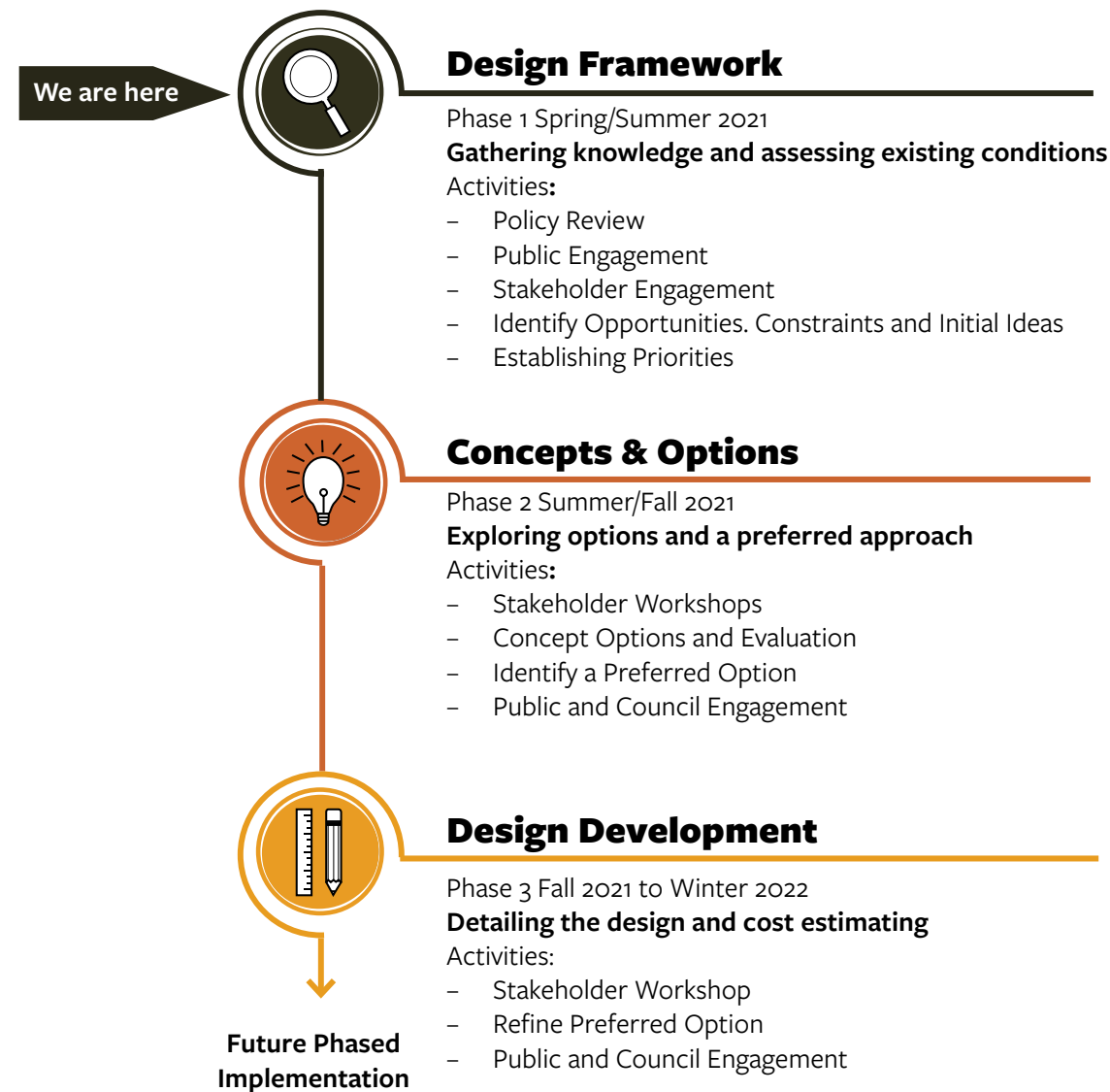
Introductions (5 min)  
Design Framework Overview (10 min)  
Walkshop - 3 Observation Zones (75 min)  
– 12 Urban Quality Criteria  
– Opportunities, Constraints, Priorities  
– Big (and Little) Ideas  
Group Report Back (30 min)  
– Summary of observations  
– Feedback on the Design Framework



Meeting Location and Observation Zones

## Project Process

The project will take place over three phases of work, from May 2021 to Winter 2022 in three phases.



## About the Project

The City is developing a streetscape design for Government Street between Pandora Avenue and Humboldt Street. The project includes a refresh of street furnishings and landscaping from Humboldt to Yates, and a concept design for the two blocks between Yates and Pandora.

Expanding the pedestrian priority of Government Street is a strategic priority for the City. *Government Street Refresh* is informed by the policy framework, lesson learned from the Build Back Victoria program, public engagement, technical considerations, best practices and by you - as a member of the stakeholder group.

The City recognized that there are three reasons why now is the time to undergo this design process:

- the upcoming watermain replacement scheduled to occur in 2023 which will see disruption to the surfaces of the street;
- the desire to support businesses as they recover from the impact of the Covid-19 pandemic and to align the refresh construction with that of the watermain to reduce overall construction schedule and impact; and,
- finally, to build upon the success and momentum that has been established as a part of the Build Back Victoria program.

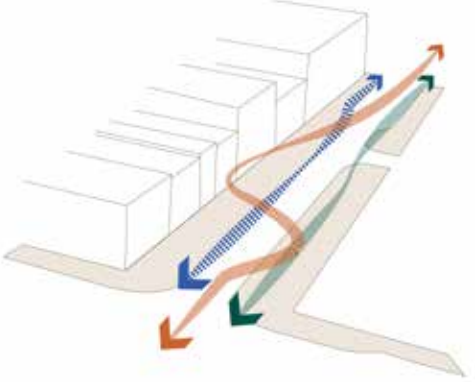


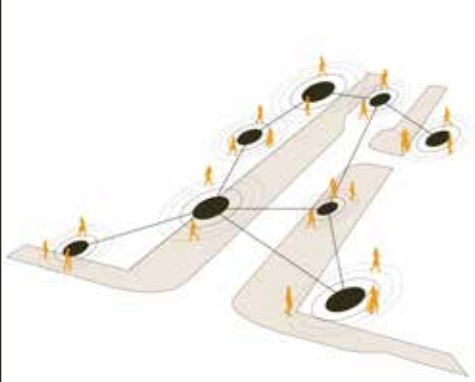
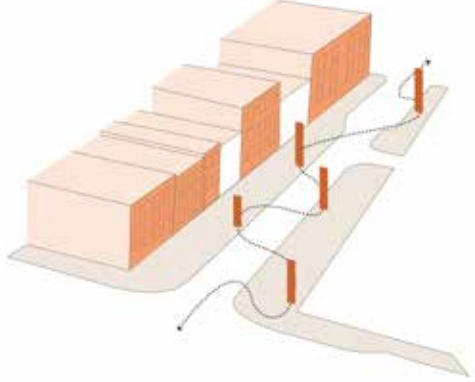
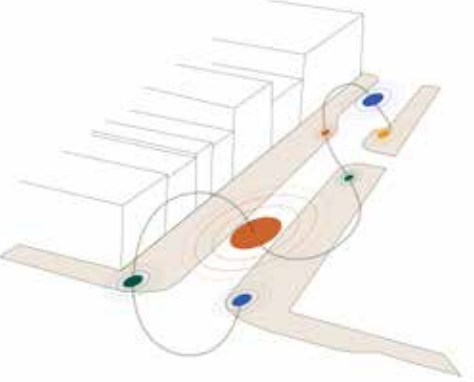
## Project areas



SMALL GROUP REVIEW - DESIGN FRAMEWORK (15 MIN)

The City has identified Design Themes, Goals and Objectives for the future of Government Street.  
Review the draft Design Framework below. *Does the Design Framework reflect the opportunities, constraints, priorities, and ideas that you identified during the Walkshop? Is anything missing?*

DESIGN THEMES	SHOPPING AND BUSINESS DESTINATION	DOWNTOWN SPINE
		
DESIGN GOALS AND OBJECTIVES	<p><b>Support</b></p> <ul style="list-style-type: none"><li>– Retail High Street</li><li>– Tourism Destination</li><li>– Year Round</li><li>– Seasonal Market</li><li>– Pop-Up Shops</li></ul> <p><b>Expand</b></p> <ul style="list-style-type: none"><li>– Food and Beverage Opportunities</li><li>– Mobile Food Vendors</li><li>– Patios</li><li>– Year Round</li></ul> <p><b>Enhance</b></p> <ul style="list-style-type: none"><li>– Servicing and Loading Access</li><li>– Retail Infrastructure</li><li>– Business Spill Over Space</li><li>– Wayfinding / Legibility</li></ul>	<p><b>Pedestrian Priority</b></p> <ul style="list-style-type: none"><li>– Pedestrian Priority Intersections</li><li>– Width of Pedestrian Zones</li><li>– Amenities (seating, drinking fountains, waste receptacles etc.)</li></ul> <p><b>Flexibility</b></p> <ul style="list-style-type: none"><li>– Timed Closures</li><li>– Seasonal Closures</li><li>– Ability to Expand and Contract</li></ul> <p><b>Multi-modal</b></p> <ul style="list-style-type: none"><li>– Shared Space</li><li>– Two-Way Bike Movements</li><li>– Design for All Modes</li><li>– Low Speeds</li><li>– Tourist Serving Mobility</li></ul>

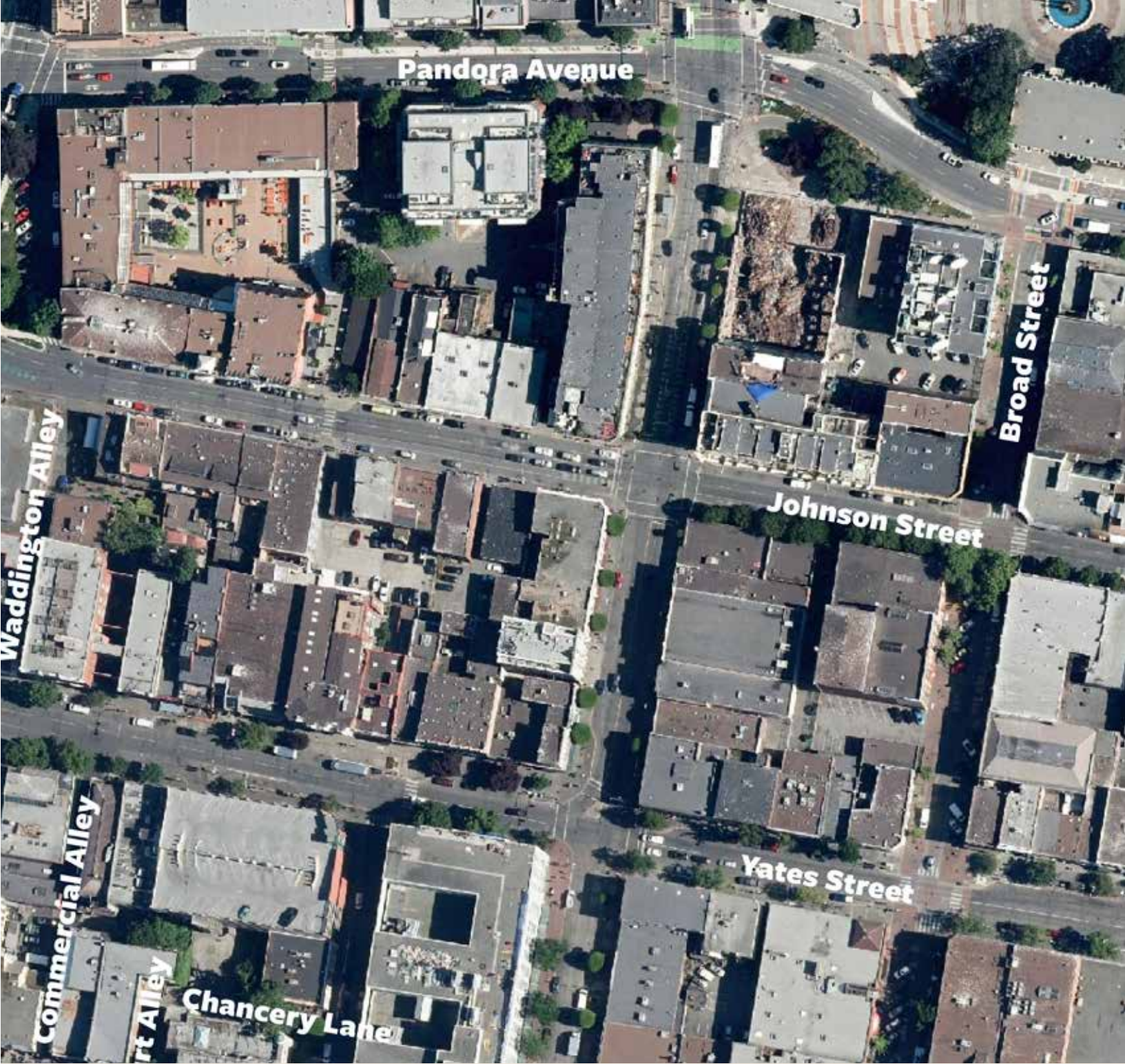
PLACE FOR PEOPLE	ICONIC HERITAGE PRECINCT	ARTS, CULTURE AND EVENTS
		
<p><b>Comfort and Beauty</b></p> <ul style="list-style-type: none"><li>– Sun, Rain and Wind Protection</li><li>– Comfortable Seating</li><li>– Soft Edges and Green Areas</li><li>– Urban Rooms for Social Gathering</li><li>– Drinking Fountains and Restrooms</li></ul> <p><b>Safe and Accessible</b></p> <ul style="list-style-type: none"><li>– Barrier Free Universal Design</li><li>– Accessible Parking Along the Street</li><li>– Sidewalk Width</li><li>– Seating Frequency</li><li>– Lighting</li><li>– Wayfinding and Route Options</li><li>– Active Day and Night</li></ul> <p><b>Inclusive</b></p> <ul style="list-style-type: none"><li>– Space for Small Businesses and Start Ups (i.e. Pop-up Market Stalls, Mobile Food Vendors, etc.)</li><li>– Design for All Ages</li><li>– Diverse Perspectives in Storytelling</li></ul>	<p><b>Heart of Old Town</b></p> <ul style="list-style-type: none"><li>– Protect Views of Heritage Facades</li><li>– Protect Iconic Heritage Design Elements (i.e. globe lights, brick)</li><li>– Complementary Materials and Furnishings</li></ul> <p><b>Distinct Streetscape</b></p> <ul style="list-style-type: none"><li>– High Quality and Authentic Materials</li><li>– Timeless Materials and Furnishings</li><li>– Reflect Past in Design Language (i.e. location of the fort walls, location of the streetcar rails, Camus meadow, local ecology and context, etc.)</li></ul> <p><b>Storytelling</b></p> <ul style="list-style-type: none"><li>– Heritage within the Context of Reconciliation</li><li>– Themes Reflecting City Values (i.e. Arts and Culture, Diversity and Difference, Welcoming City, Ecology, etc.)</li></ul>	<p><b>Opportunities</b></p> <ul style="list-style-type: none"><li>– Flex Spaces/Stages with Room for People to Gather</li><li>– Public Art - Immersive, Digital, durational</li><li>– Cultural Expression, Interpretation</li><li>– Art Objects / Sculptures</li></ul> <p><b>Year Round</b></p> <ul style="list-style-type: none"><li>– Events and Activities</li><li>– Parades and Protests</li><li>– Seasonal Markets</li><li>– Busking, Performative and Durational Arts</li></ul> <p><b>Adaptability</b></p> <ul style="list-style-type: none"><li>– Support flexibility</li><li>– Programmable Lighting, Electrical Connections</li><li>– Ability to Expand and Contract</li><li>– Seasonal and Timed Vehicle Closures</li></ul>



PANDORA TO YATES OBSERVATION ZONE (25 MIN)

The Gehl Institutes’ 12 Urban Quality Criteria - How does this portion of Government Street rate?

PROTECTION	<p><b>Protection against traffic and accidents.</b> Do groups across age and ability experience traffic safety in the public space? Can one safely bike and walk without fear of being hit by a driver?</p> <div><div></div><div></div><div></div></div>	<p><b>Protection against harm by others.</b> Is the public space perceived to be safe both day and night? Are there people and activities at all hours of the day because the area has, for example, both residents and offices? Does the lighting provide safety at night as well as a good atmosphere?</p> <div><div></div><div></div><div></div></div>	<p><b>Protection against unpleasant sensory experience.</b> Are there noises, dust, smells, or other pollution? Does the public space function well when it's windy? Is there shelter from strong sun, rain, or minor flooding?</p> <div><div></div><div></div><div></div></div>
	<p><b>Options for mobility.</b> Is this space accessible? Are there physical elements that might limit or enhance personal mobility in the forms of walking, using a wheelchair, or pushing a stroller? Is it evident how to move through the space without having to take an illogical detour?</p> <div><div></div><div></div><div></div></div>	<p><b>Options to stand and linger.</b> Does the place have features you can stay and lean on, like a façade that invites one to spend time next to it, a bus stop, a bench, a tree, or a small ledge or niche?</p> <div><div></div><div></div><div></div></div>	<p><b>Options for sitting.</b> Are there good primary seating options such as benches or chairs? Or is there only secondary seating such as a stair, seat wall, or the edge of a fountain? Are there adequate non-commercial seating options so that sitting does not require spending money?</p> <div><div></div><div></div><div></div></div>
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COMFORT	<p><b>Scale.</b> Is the public space and the building that surrounds it at a human scale? If people are at the edges of the space, can we still relate to them as people or are they lost in their surroundings?</p> <div><div></div><div></div><div></div></div>	<p><b>Opportunities to enjoy the positive aspects of climate.</b> Are local climatic aspects such as wind and sun taken into account? Are there varied conditions for spending time in public spaces at different times of year? With this in mind, where are the seating options placed? Are they located entirely in the shadows or the sun? And how are they oriented/placed in relation to wind? Are they protected?</p> <div><div></div><div></div><div></div></div>	<p><b>Experience of aesthetic qualities and positive sensory experiences.</b> Is the public space beautiful? Is it evident that there is good design both in terms of how things are shaped, as well as their durability?</p> <div><div></div><div></div><div></div></div>
	<p><b>Write Here</b> To share why you answered that way!</p>		





A) Looking at this portion of Government Street...

...where are there opportunities?	...what are the constraints?	...what are your priorities?

B) Your Big (or little) Idea

Big ideas may include ideas about how the street looks, how you experience it, how people, bikes, cars, and transit may move along it.



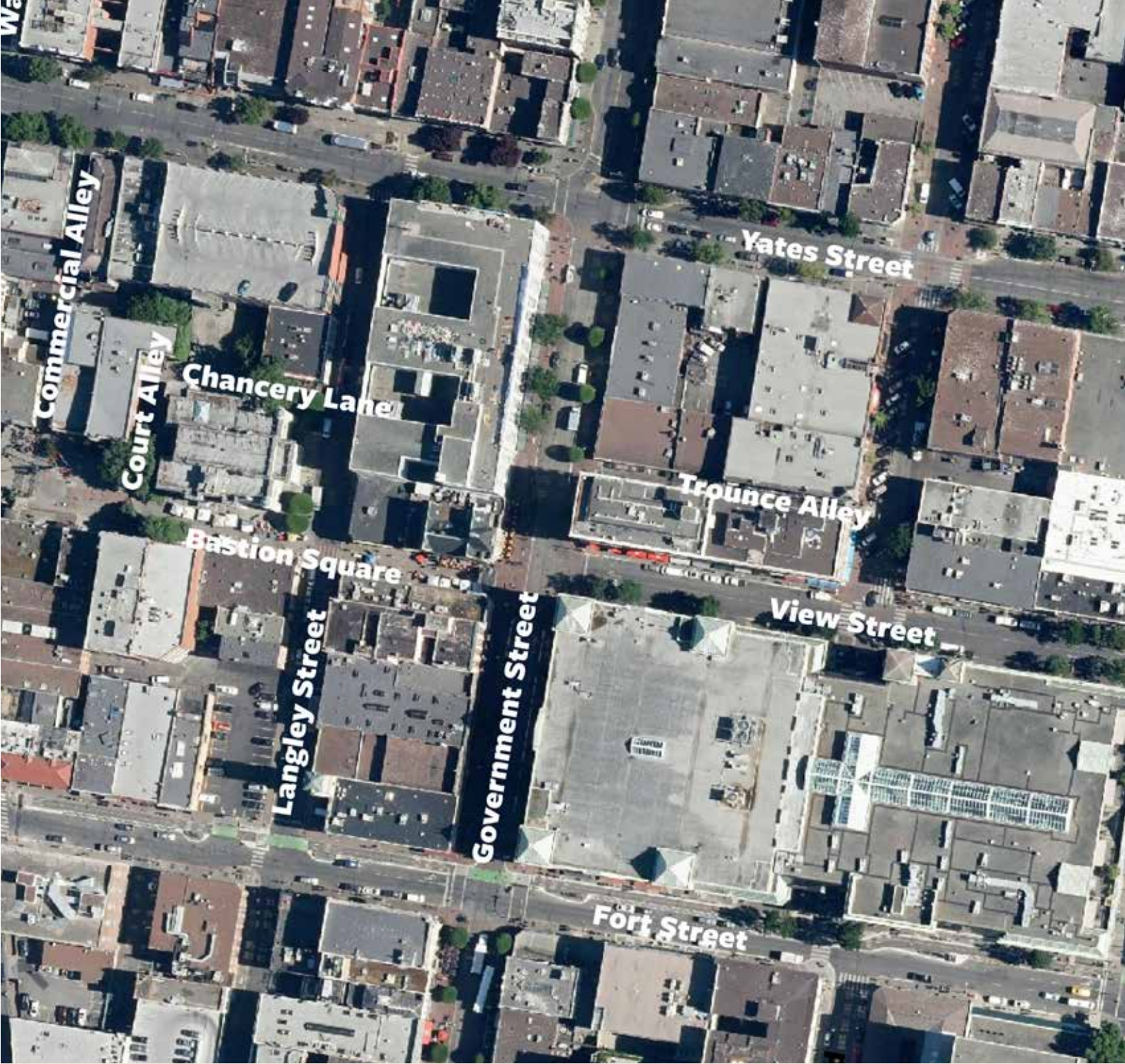
**Government Street Refresh includes Conceptual Design for this portion of Government Street.** There is an opportunity to extend the pedestrian priority treatment from Yates Street through to Pandora Street. This could potentially include: traffic lane changes, planting and sidewalk reconfiguration.



YATES TO FORT OBSERVATION ZONE (25 MIN)

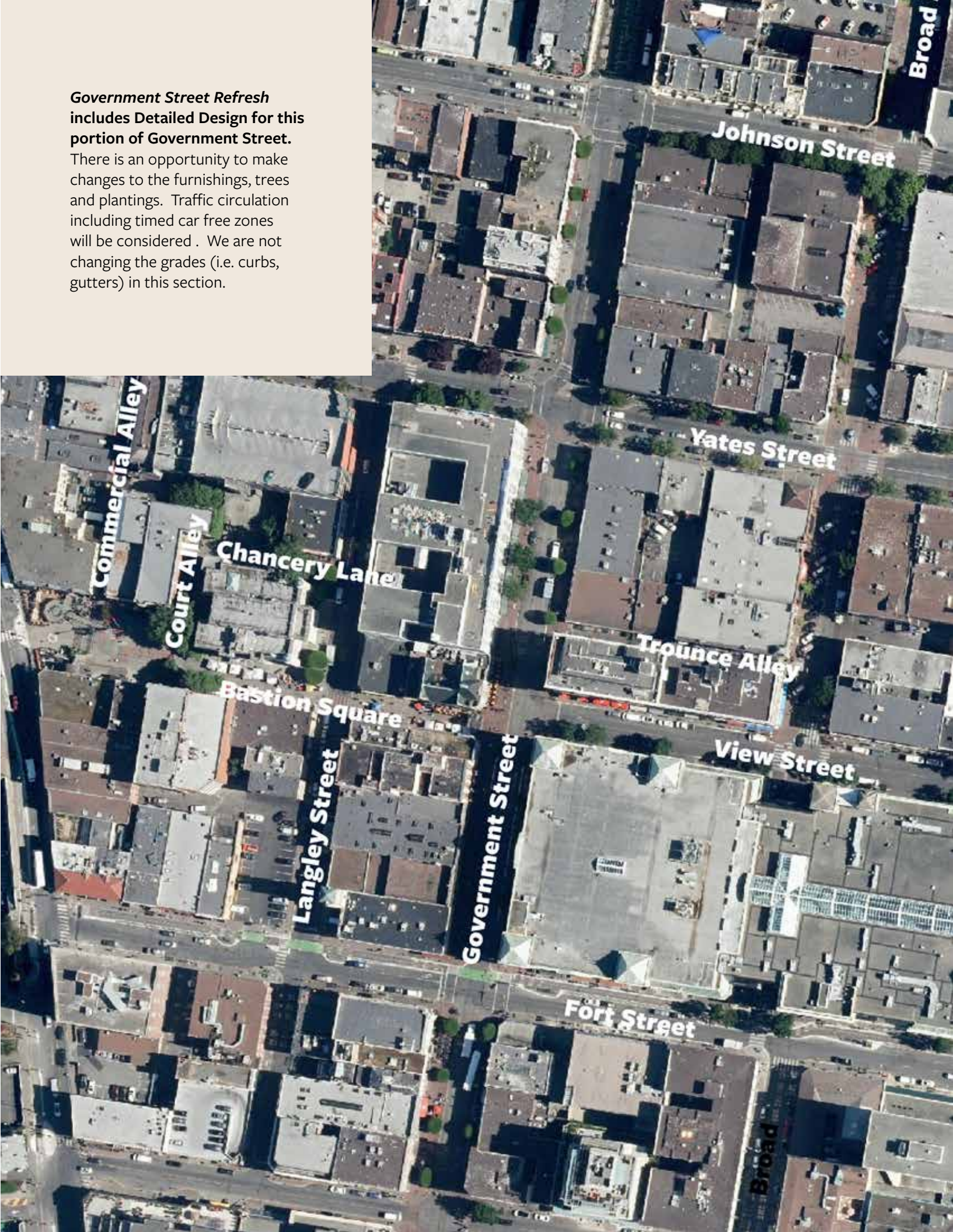
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**Government Street Refresh** includes Detailed Design for this portion of Government Street. There is an opportunity to make changes to the furnishings, trees and plantings. Traffic circulation including timed car free zones will be considered . We are not changing the grades (i.e. curbs, gutters) in this section.

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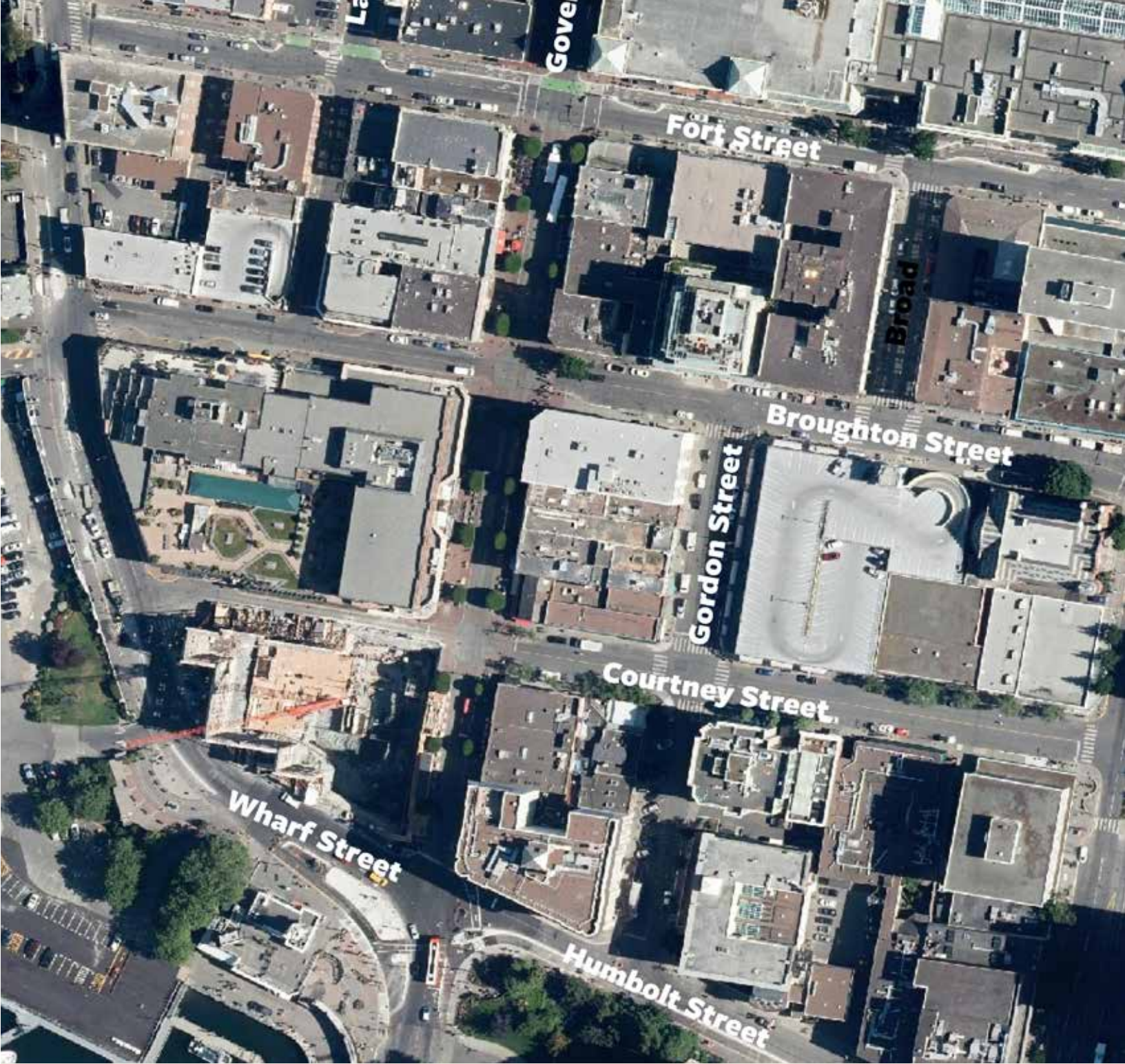
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FORT TO HUMBOLT OBSERVATION ZONE (25 MIN)

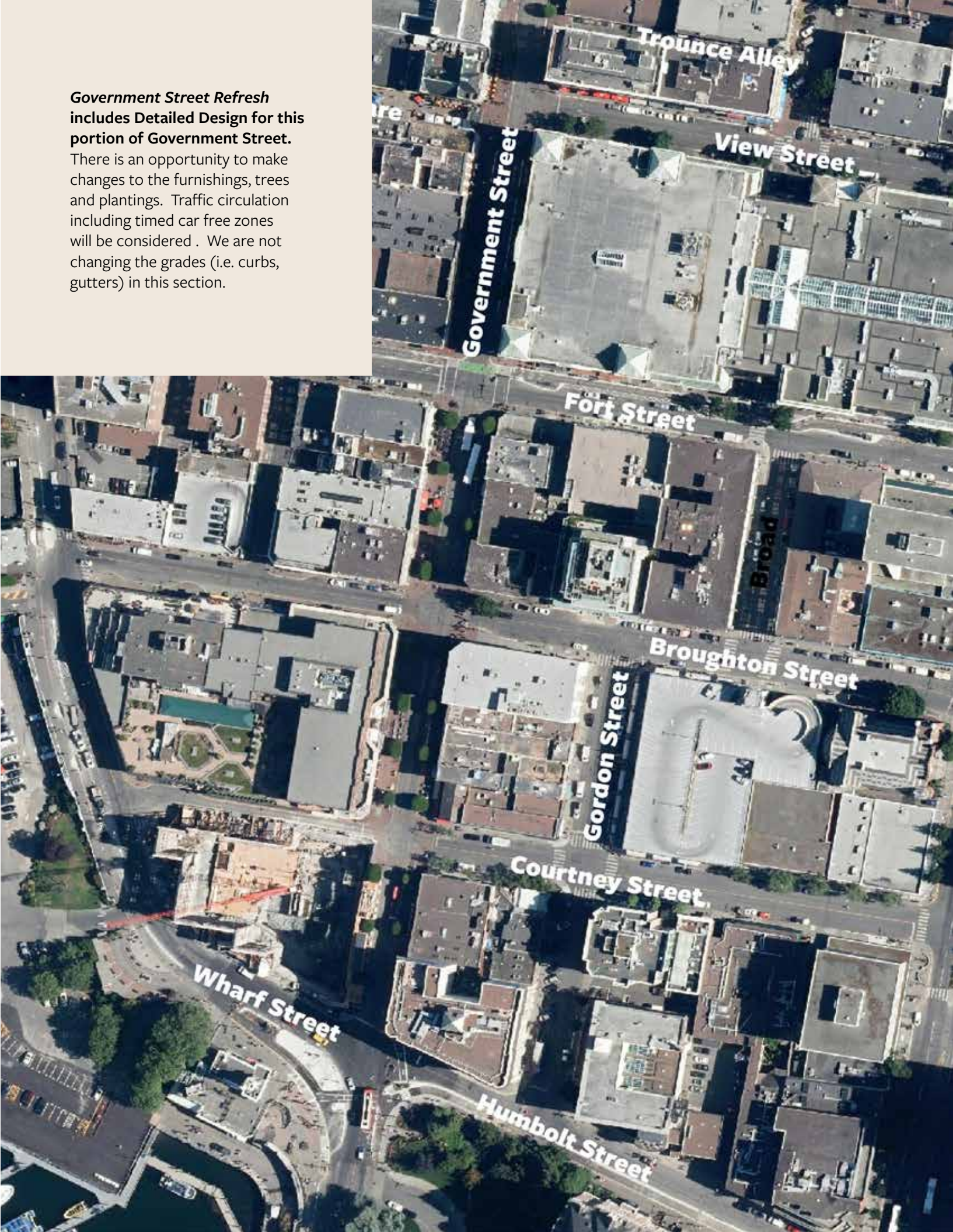
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ENJOYMENT			



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## **GROUP REPORT BACK (30 MIN)**

Use the spaces below to summarize your groups activities and observations.

### **Summary of Observations**

How did Government Street rate on the themes of Enjoyment, Comfort and Protection?

### **Summary of Opportunities, Challenges and Priorities**

What common themes emerged related to opportunities, challenges and priorities?

### **Reflections on the Design Framework**

Do you have any input or feedback on the Design Framework to share?

## Appendix D

### **Stakeholder Working Group Engagement**

- Workshop #1: Stakeholder Working Group Workbook

### **Workshop #1: Stakeholder Working Group Feedback Summary**

- Workshop #2: Stakeholder Working Group Input
- Workshop #3: Stakeholder Working Group Input



# Phase 1 Stakeholder Workbook Summary

## Key Findings

A total of 13 workbooks from the walk shop were submitted to City staff by working group members in addition to handful of emails or written correspondence. These findings are summarized below:

### **Pandora to Yates:**

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

### **Yates to Fort**

- This section was widely regarded as the most pedestrian friendly portion of Government St
- 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 Humbolt**

- More tourist serving businesses
- Opportunity for play elements or interactive art
- Widely regarded as the 'entrance' of Government St – 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 full transcription for the workbooks can be found in the following pages.

## Pandora to Yates

### 12 Urban Quality Criteria

<b>Protection</b>	Against traffic <ul style="list-style-type: none"> <li>• Happy: II</li> <li>• Indifferent: IIIII</li> <li>• Sad: IIIII</li> </ul>	Harm by others <ul style="list-style-type: none"> <li>• Happy:</li> <li>• Indifferent: IIIIIII</li> <li>• Sad: III</li> </ul>	Unpleasant sensory experience <ul style="list-style-type: none"> <li>• Happy:</li> <li>• Indifferent: IIIII</li> <li>• Sad: IIIIIII</li> </ul>
<b>Comfort</b>	Options for mobility <ul style="list-style-type: none"> <li>• Happy: II</li> <li>• Indifferent: IIIIIIIII</li> <li>• Sad: I</li> </ul>	Option to stand and linger <ul style="list-style-type: none"> <li>• Happy:</li> <li>• Indifferent: I</li> <li>• Sad: IIIIIIIIIII</li> </ul>	Options for sitting <ul style="list-style-type: none"> <li>• Happy:</li> <li>• Indifferent: I</li> <li>• Sad: IIIIIIIIIII</li> </ul>
	Option for seeing <ul style="list-style-type: none"> <li>• Happy: I</li> <li>• Indifferent: IIII</li> <li>• Sad: IIIIIIIII</li> </ul>	Options for talking and listening <ul style="list-style-type: none"> <li>• Happy: I</li> <li>• Indifferent: II</li> <li>• Sad: IIIIIIIIIII</li> </ul>	Options for play, exercise, and activities <ul style="list-style-type: none"> <li>• Happy: I</li> <li>• Indifferent:</li> <li>• Sad: IIIIIIIIIII</li> </ul>
<b>Enjoyment</b>	Scale <ul style="list-style-type: none"> <li>• Happy: III</li> <li>• Indifferent: IIIII</li> <li>• Sad: II</li> </ul>	Positive aspects of the climate <ul style="list-style-type: none"> <li>• Happy: I</li> <li>• Indifferent: IIIIIII</li> <li>• Sad: IIII</li> </ul>	Aesthetic qualities and positive sensory experiences <ul style="list-style-type: none"> <li>• Happy:</li> <li>• Indifferent: III</li> <li>• Sad: IIIIIIIII</li> </ul>

#### Comments:

- No seating feels sparse. Buildings are mostly heritage, but you don't get a sense of them. Road is very wide so traffic can move quickly. Parked cars block view of the street.
- This is a business area w high traffic in comparison with the rest of government
- Food trucks? People need to view across the street to safely cross
- Convert one lane for disability parking
- This section of Gov street needs reconfiguration. Driving lane on east side is uncomfortable. Much of the retail is on that side

- Traffic changes the perceived width of the street, separating the sides, and signals to people it is not a place to linger
- Too much vehicle traffic, noise, and not enough benches
- Narrow sidewalks
- No bus shelter with seating
- No features like awnings or public art
- Probably the last attractive part of Government St
- Lack of shops and food offerings – misuse of area (urinal)
- Road is wide with faster traffic and narrow sidewalks – little seating or interest
- The space is still very unfocused
- Between Yates and Johnson, the retail presence is excellent, but north is not as good
- There are not great spots to spot and look at the building, sidewalk is restricted
- Very tired, no seating, dirty, fast traffic, trees too close to buildings – but great parking on this street
- Anchored by City Hall, which provides the only large space for gathering downtown aside from the

Legislative/Empress area, this area can best be described as a blight on the city and acts as a deterrent to attracting visitors/locals to the downtown. Street People, open drug use, unfriendly hostile atmosphere would be the most accurate description. The exact opposite of its current condition, would be a place that welcomes families and acts as a destination or draw for parents to bring their children to enjoy a positive experience in the core. It will take some time for people to get over the overwhelming negative impression that is Centennial Square, but parents are desperate for places to go as a family to enjoy what should be 'normal' social and cultural amenities...play area/water park/daytime family programming etc. It's not all about money and making this area a go to destination for families of all income groups should be the ultimate goal and achieving success in this objective will go a long way towards enhancing the overall negative perceptions associated with our downtown.



**A) Looking at this portion of Government Street...**

What are the Opportunities?	What are the Constraints?	What are your priorities?
<ul style="list-style-type: none"> <li>• Add small amount of seating for people to rest as they walk between stores. Suggest seating that can be folded into the wall, so if desired they can be folded up at night and folded down during the day for shoppers.</li> <li>• This area has shops more used by locals</li> <li>• Corner of Pandora and Government (hotel site) could be a kids friendly park with a place to rest and play</li> <li>• Family area</li> <li>• Produce/local farm good</li> <li>• First Nations art/culture</li> <li>• Wider sidewalks</li> <li>• Expand sidewalks, add benches, different street trees, eliminate or reduce parking</li> <li>• Adding street furniture and beautification aspects</li> <li>• Reconfigurations of traffic parking synergies with businesses</li> <li>• Add bike lanes</li> <li>• Better intersection controls (peds should get priority)</li> <li>• Wider sidewalks</li> </ul>	<ul style="list-style-type: none"> <li>• Faster traffic, street parking is likely important for businesses.</li> <li>• May be hard to make more welcoming for pedestrians</li> <li>• High traffic volume with street/pedestrian connection</li> <li>• Lacks interest until China Town</li> <li>• Sense of security/unsafe especially at night</li> <li>• Unfriendly/hostile</li> <li>• The vehicle lanes (noise, physical danger) on East side of Government</li> <li>• Parking</li> <li>• How much road will be torn up and repaved?</li> <li>• Narrow sidewalks, lots of poles, trees that are hard to move</li> <li>• Limited sidewalk width</li> <li>• No access for bikes</li> <li>• Little seating</li> <li>• Vehicle space limits space for benches</li> </ul>	<ul style="list-style-type: none"> <li>• At least some seating and weather protection for those that need frequent breaks from walking</li> <li>• Reduce street size and make it pedestrian friendly</li> <li>• Traffic calming needed. If bikes are to use these sections as a connection, protected lanes are needed or major traffic calming</li> <li>• Make Centennial square safe, clean, friendly and fun</li> <li>• Better transition – currently two separate streets</li> <li>• Past Yates Street the feel of Government changes drastically</li> <li>• Improve sidewalk materials</li> <li>• Narrow vehicle access</li> <li>• Add benches, trees, flowers planters etc.</li> <li>• Improving sidewalks</li> <li>• Improve multi model mobility options</li> <li>• Prioritize peds and bike lanes over vehicles</li> <li>• More greenery</li> <li>• Expand sidewalk at least on one side</li> </ul>

<ul style="list-style-type: none"> <li>• Expecting and focusing on retail build off the success of shopping on lower Yates and Fort</li> </ul>		
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## B) Your Big (or little) Idea

- More seating! Can use creative/innovative designs.
- Reduce street # of lanes, the car dedicated road. Provide a meandering, less direct traffic patter to reduce speed and make it pedestrian friendly. Create refuge islands or areas of interest, with seating, lighting, visible and interesting.
- The flower baskets have been a unifying element of interest. The banners contribute to the attractions. The streets could be adorned with high hanging across the streets and pendant lights. Connect to the Salish Sea
- Provide a loop to the adjacent streets to incentivize the exploration of the area
- Make Centennial Square the Anchor
  - Interactive features
  - Markets/concerts
  - Water fountain for kids and families
  - Make it great, fun, and safe
- Please keep on lane open – close on events/holidays
- Extent the pedestrian priority treatment, calming traffic and connecting to future traffic calmed corridors
- If angle parking is incorporated similar to Broad St it will not feel appropriate to cross anywhere, so multiple unmarked crosswalks would help, or spaces in small pockets
- Replace parking with patios
- Allow and encourage mid-block crossings
- N/S zebra bars for pedestrians instead of signals – like mid-block crossing on Fort
- Pedestrian scrambles
- Protected bike lanes
- The northernmost corners at Pandora both have a significant public space activate then, connect with activities in Centennial or something on their own

## Yates to Fort

### 12 Urban Quality Criteria

<b>Protection</b>	Against traffic <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: III</li> <li>• Sad: I</li> </ul>	Harm by others <ul style="list-style-type: none"> <li>• Happy: IIIII</li> <li>• Indifferent: II</li> <li>• Sad: IIII</li> </ul>	Unpleasant sensory experience <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: III</li> <li>• Sad: I</li> </ul>
<b>Comfort</b>	Options for mobility <ul style="list-style-type: none"> <li>• Happy: IIIII</li> <li>• Indifferent: IIII</li> <li>• Sad: I</li> </ul>	Option to stand and linger <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent:</li> <li>• Sad:</li> </ul>	Options for sitting <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent: II</li> <li>• Sad: I</li> </ul>
	Option for seeing <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: III</li> <li>• Sad: II</li> </ul>	Options for talking and listening <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent:</li> <li>• Sad:</li> </ul>	Options for play, exercise, and activities <ul style="list-style-type: none"> <li>• Happy: II</li> <li>• Indifferent: IIIIIII</li> <li>• Sad: II</li> </ul>
<b>Enjoyment</b>	Scale <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent:</li> <li>• Sad:</li> </ul>	Positive aspects of the climate <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: IIIII</li> <li>• Sad:</li> </ul>	Aesthetic qualities and positive sensory experiences <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: IIII</li> <li>• Sad:</li> </ul>

#### Map Comments:

- Some of the temporary seating on sidewalks makes it narrow for mobility devices to get through.
- One of the nicest places to spend time on government street
- Transition between “local” and “tourist” sections of the street
- Incorporate Jellyfish into design...
- Just pretty much what is there just maybe cleaned up a bit – trees?
- Would like to see one lane of traffic. Cane be closed for needed/planned events



- Compared to others, this stretch is the most relaxed and pedestrian friendly, with the least traffic and most furniture
- Mix of cars and pedestrians seem to work
- Narrow street slows cars – Fort to View
- Sidewalks too narrow through outdoor cafes
- Heritage buildings provide human scale
- Seems safe in terms of daytime – not sure about night
- Red benches are good for sitting – need to provide more!
- Too much shade from large building – i.e. the Bay Centre
- Trees provide shade from the sun. Not enough rain protections – outdoor cafes provide shade and rain protection
- Trees are too dense
- Make closure at all times of days
- The summer furniture is well used and enhances the space. The sighting is pretty too
- Corner of Government and Fort has been complicated by bike lane and very to corner to turn onto Fort

- This is a good space, especially the west side of the 1100 block and to the east side of the 1200 block
- There are some tricky large buildings that need to be cut down but overall one of my favourite parts of Old Town
- Eateries perfect – attract lots of guests naturally
- Great bones just need to update trees
- Remove the barriers for needs of walking
- Big planters need to go
- 50% of these blocks is dominated by large institutional type buildings, being Bay Centre and Federal Building which makes reprogramming this section somewhat limited. The good news is, this area has consistently been of interest to 'national' type retailers and it successfully serves as a transition area between the LOJO/Chinatown districts and the inner harbour. The additional outdoor seating has added some much needed texture and animation, and encouraging an improvement in the quality of some of these outdoor areas (offering term certain tenure and providing base building infrastructure such as power) will continue to allow this area to prosper.

### A) Looking at this portion of Government Street...

What are the Opportunities?	What are the Constraints?	What are your priorities?
<ul style="list-style-type: none"> <li>• Good sun exposure (buildings are not too tall)</li> <li>• To create more cohesive, simple, timeless seating elements</li> <li>• Provide kid friendly seating elements</li> <li>• Informative through interactive apps</li> <li>• Restaurants and shops</li> <li>• Great rain and sun protection but why else should someone else gather? Coffee cart?</li> <li>• Bay Centre should be the backdrop for performance art space</li> <li>• This is already a bit of a sticky zone where people want to stop and stay</li> <li>• Improvement from View to Yates</li> <li>• Better use of commercial loading zone north of View Street</li> <li>• Eliminate parking on the south side of Government Street between view and yates and wider sidewalk</li> <li>• More seating, planters, flowers, and soften space (Murchies is a good example)</li> </ul>	<ul style="list-style-type: none"> <li>• Limited Wayfinding are hard to get a sense of what is on the street if not familiar</li> <li>• Planters are horrible! Constraints are in the furnishings</li> <li>• Too much visual pollution</li> <li>• Vehicles moving through</li> <li>• Need to retrain through traffic to allow business servicing</li> <li>• Weather and temperature</li> <li>• Outdoors at different times of day</li> <li>• Vehicle traffic from View to Yates</li> <li>• Commercial loading needs</li> <li>• Traffic on 1200 block</li> <li>• Large dead spaces due to some of the large buildings</li> <li>• Heritage kiosks</li> <li>• wind</li> </ul>	<ul style="list-style-type: none"> <li>• Wayfinding at crossroads</li> <li>• Cohesiveness</li> <li>• Limit traffic circulation</li> <li>• Provide higher level decorations with reference to ocean life</li> <li>• Seasonal markets</li> <li>• Events in the off season to bring people downtown</li> <li>• Safety for people on foot using mobility devices</li> <li>• Retain brick paving, cluster lights, heritage clock, hanging baskets and outdoor patios</li> <li>• Change tree species to light, leafier</li> <li>• Retain the outline of Fort Victoria and Bastion Square Gate</li> <li>• More interpretive plaques to explain the history of the Fort etc.</li> <li>• Keeping the pedestrian environment</li> <li>• More trees and greenery</li> <li>• More seating on roadway</li> <li>• Solidify 1100 block as year round closed space</li> <li>• Allow out guests services to be on Government street to provide services of wayfinding</li> </ul>

<ul style="list-style-type: none"> <li>• Lots of space to experiment with</li> <li>• Yates to View is great example for the whole street</li> <li>• Lighting</li> <li>• Flowing plantings</li> <li>• Remove big planters</li> </ul>		<ul style="list-style-type: none"> <li>• Lighting</li> <li>• Remove plantings and right size planters</li> <li>• Permanent patio extensions</li> <li>• Remove big monument by HBC – change to a art piece/child friendly/First Nations tribute</li> <li>• Keep loading zones</li> <li>• Keep tourists bus stops and drop off zones</li> <li>• Keep access to bay centre parkade</li> <li>• Maybe change bike lanes on Fort Street to allow for a better turnoff onto Government Street with only one lane.</li> </ul>
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## B) Your Big (or little) Idea

- The new restaurant patios are a great idea, and I would like to see them all year around with weather permitting but the design of the enclosures should be more homogenous
- Reduce traffic!
- Improve or add the streetcar that goes around all the downtown district, not just up and down Government.
- A pronounced plaza at Bastion/Government intersection
- Retractable steel bollards to delivery vehicles can use the street at set hours (changing with the sections) but are not using the street during prime daytime hours
- Sun and shower umbrella structures over seating
- A chicane so vehicles movement move at a pedestrian pace.
- Trees down the middle of the block to enforce the slalom
- Street usage is similar to that of a woonerf, with a dedicated sidewalk and the rest defined by furniture/furnishings zones
- I think that government street works quite well the way it is currently configured. Needs some minor improvements to street trees and furnishings
- Street furniture should be designed to complement heritage character (red benches do not) e.g. heritage style garbage cans suit the character of the heritage district



- Add more umbrellas and shelter options
- Allow traffic + transit albeit in a more controlled way
- Use decorative street lighting on portion from View to Yates
- Maintain seasonal closure of traffic
- Single lane traffic if required
- Get the 1100 block confirmed as a year round public pedestrian space – no more opening and closing
- Clean up info kiosks outside of the Bay

## Fort to Humbolt

### 12 Urban Quality Criteria

<b>Protection</b>	Against traffic <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: II</li> <li>• Sad: II</li> </ul>	Harm by others <ul style="list-style-type: none"> <li>• Happy: IIIII</li> <li>• Indifferent: II</li> <li>• Sad: IIII</li> </ul>	Unpleasant sensory experience <ul style="list-style-type: none"> <li>• Happy: IIIII</li> <li>• Indifferent: IIIII</li> <li>• Sad: II</li> </ul>
<b>Comfort</b>	Options for mobility <ul style="list-style-type: none"> <li>• Happy: IIIII</li> <li>• Indifferent: IIIII</li> <li>• Sad: I</li> </ul>	Option to stand and linger <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent: II</li> <li>• Sad:</li> </ul>	Options for sitting <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent: I</li> <li>• Sad:</li> </ul>
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<b>Enjoyment</b>	Scale <ul style="list-style-type: none"> <li>• Happy: IIIIIIIII</li> <li>• Indifferent: I</li> <li>• Sad:</li> </ul>	Positive aspects of the climate <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: IIII</li> <li>• Sad: I</li> </ul>	Aesthetic qualities and positive sensory experiences <ul style="list-style-type: none"> <li>• Happy: IIIIIII</li> <li>• Indifferent: IIIII</li> <li>• Sad: II</li> </ul>

#### Comments:

- First block is lively and interesting it could use more uniform approach to protection
- Transportation/shuttles/small vehicles to provide mobility.
- Tour bus must be moved onto side streets like Courtney... they are incompatible with pedestrians.
- The atmosphere is slightly compromised vs middle zone due to additional noise pollution
- Comfort Mobility pedestrian area – too narrow next to outdoor cafes
- Heritage buildings provide a linear scale and rich character



- Design of red benches and picnic tables does not fit heritage character of the area
- Broughton + Wharf corner too tight
- Trolley and planters
- It is a little busy again
- Tourists seem to be back
- There is still a sense that this is not my space – it is for tourists to spend money but not for locals
- Needs rain shelter and more trees
- Transition – upper level opportunity to entrance
- Serving as the gateway from Victoria's Inner Harbour, this is the section that has suffered the most during the Pandemic. With the exception of Harbour Centre, these blocks offer a collection of some of Victoria's best and most attractive heritage buildings. It's this section that would benefit the most from the removal of the current trees and having a program designed to

ensure the above street level buildings are beautifully painted/maintained and adding thoughtful lighting designed to accentuate and showcase the fact that Victoria is unique. Tourist traffic is the lifeblood of this area and it's essential that the cruise buses continue to pickup and drop off here. Again, in general, as long as the tourists are in town, this section functions during the summer, but it's a virtual dessert in the winter. Halloween parades, Christmas Parades and other such seasonal events are well attended and well received. Building on these and making this section more attractive in the winter by adding seasonal lighting/decorations will not only enhance pedestrian traffic, but also position Government Street as truly our Main Street...the place to bring your family at Christmas or other seasonal events, a place where celebrations happen.

#### A) Looking at this portion of Government Street...

What are the Opportunities?	What are the Constraints?	What are your priorities?
<ul style="list-style-type: none"> <li>• "Entrance" to Government Street</li> <li>• Victoria City Hall to create policies to foster businesses/art activities especially in the shoulder seasons</li> <li>• Foster meandering paths</li> <li>• This should not be a 'tourist' only zone – use the opening of the customs building to make this</li> </ul>	<ul style="list-style-type: none"> <li>• Lacking of wayfinding and visible signage/being able to tell what is on the street</li> <li>• Bird poop – more management</li> <li>• Break down the linearity</li> <li>• Lack of uniformity</li> <li>• Off season activities to bring people down</li> <li>• Tourist buses</li> </ul>	<ul style="list-style-type: none"> <li>• Seating near shop entrances to stop and rest before and after shopping</li> <li>• Accessible parking within 50 ft of the street</li> <li>• Better wayfinding (small scale, make is clear what is on the street)</li> <li>• Consistency</li> </ul>

<p>section more of an inviting space in all seasons</p> <ul style="list-style-type: none"> <li>• Increased sightline/draw up the street due to new trees and placement</li> <li>• Hydraulic bollards</li> <li>• Replace hornbeams!</li> <li>• More flowers and planters</li> <li>• High foot traffic heading to and from the water</li> <li>• Partial closure in the tourism months for street events</li> <li>• Government street is primarily a shopping street which can be enhanced and beautified – lacks poise at present</li> <li>• More seating in different places</li> <li>• Some sort of rain shelter for the winter – change trees</li> <li>• The lighting</li> <li>• Planters with seating</li> <li>• Beautiful architecture</li> <li>• Above ground trees</li> <li>• Visual point of view lighting 12 months of the year</li> </ul>	<ul style="list-style-type: none"> <li>• Need surface vehicle access</li> <li>• Need cruise ship buses</li> <li>• Road has to be open to traffic in at least on direction because of circulation</li> <li>• Cruise buses must be allowed to travel up this block – crucial for survival of the retail businesses</li> <li>• This is still a tourist street</li> <li>• Street trees a big deterrent</li> <li>• Planters are a barrier</li> <li>• legibility</li> <li>• Conflicts with cyclists</li> <li>• Wind</li> </ul>	<ul style="list-style-type: none"> <li>• Year round activities</li> <li>• Need two way bike movement up and down government</li> <li>• Improved Yates – Pandora section first!</li> <li>• Create activities – food stalls activity in night and day</li> <li>• Retain brick pavers, cluster lights, hanging baskets</li> <li>• Improves aesthetics of outdoor cafes and banners (e.g. 7-11)</li> <li>• Highlighting that it is still a high ped priority area</li> <li>• Open to cruise buses</li> <li>• Get new planters</li> <li>• Current black/new planters completely underwhelming under planted + just dotted randomly</li> <li>• Rain shelters to bring people down year round</li> <li>• The trees</li> <li>• Better visibility</li> <li>• Safe access for all</li> <li>• Flower plantings with seating</li> <li>• Tourist buss access for their usual stop</li> <li>• Accessible parking stalls</li> </ul>
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## B) Your Big (or little) Idea

- Festivals, markets, special events in the shoulder season to bring vitality into the street
- Change paving material to create meandering path and design interest



- Benches/planters/accessories to respond to one design concept.
- A prominent gateway at Government and Humbolt
- Promote ourselves as the gateway
- Please continue to allow one lane of traffic at all times
- Reducing/removing large vehicle traffic (especially ICE tour buses/shuttle) to improve (and make bearable) the atmosphere on busy nights
- Perhaps narrow roadway to provide more space for pedestrians and trees
- Install art or any interesting attraction to encourage people to come
- There is so much going on in terms of patios and street furniture. Make this look more pulled together – maybe coordinate the look/colours/scale of the items
- Broughton + Government traffic flow onto wharf St is a nightmare – come down and look! Total bottleneck

- Government should be opened to traffic to allow movement of cars
- Deal with the underground infrastructure so that tall canopy trees could be planted
- Envision Government Street under a tall tree canopy
- A nod to Salish sea through public art combined with lighting
- A nod to children and playable elements
- A mobility feature for people with disabilities
- Pre and post settlement
- More business diversity to liven up the street
- Heritage kiosks
- Feels like 3 different zones
- Animate spaces that are not active with food trucks
- Water feature

## Group Report Back

### Summary of Observations

- From the south to north, it shifts from fair to good to pretty bad.. it needs more continuous design to feel like a walking corridor
- Very well compared to almost every other street downtown
- The street looks messy, dirty, and confusing – needs a big refresh

### Summary of Opportunities, Challenges, Priorities

- Ensure Accessible parking is on the street or very nearby on x-roads
- Make sure signage and wayfinding is clear, ensure people know which section of the street has which shops and how far of a walk they are (in m rather than ft or mins)
- Ensure there is lots of seating, strategically placed for people to sit and rest between shops. This includes closer to store entrances

### Reflections on the Design Framework?

- Avoid black + white solutions – look for a nuanced design elements that encourage multiple modes. Remember – the current businesses are not forever tenants – plan for people and businesses will evolve.
- While not directly related to Government St, designating alleys as public right of ways (including

- There will be retail store vacancies coming as a result of Covid – no imperative that building owners/landlords are not involved in decisions
- Overall, there are good bones here
- Too much fear on the true removal of cars still and that is holding back from a design perspective

- Hold a play shop/walk shop to see how kids experience the street, then design in playable features
- Add a few busker stations with power outlets
- Some liked the concept of a shuttle – I see this as an expensive novelty. While exciting, the city should prioritize expanding the pedestrian network – this would have a bigger impact on more of downtown
- Street furniture needs a more cohesive look – planters/trees – either beautify the concrete base, planters for now or do a completely new look, quickly

service corridors like the one on the Duck block) would be an important first step in alleyway revitalization plan

- Let's remember the retailers – triple rents/high property taxes. They should have a big say in all this



- The effort should be made to engage with the most important stakeholders – email yes but follow up and more calls to ensure the message is getting out.
- Any work which is going to discourage shoppers from going downtown should be down in the slow month

(Jan – April) – please do not dig up the street in the summer or nov/dec

- Still doesn't get into a free thinking space – the road needs to go

### Other Notes submitted:

- Incorporate design elements and structures and art that show-directly-that the territory is Songhees and Esquimalt
- Find ways to keep the historic buildings and art and architecture as a theme but not the theme of the public space
- Take advantage of the wind for sounds, movement, and orientation
- Take advantage of the sunlight for winter and the spring/fall days – temporary shade or changing shade for the summer
- Take advantage of design elements from the Salish Sea for the animals, plants and water for sounds, visuals and movements
- Create wayfinding signs that have street names and address there are many intersections without marking saying what street crossing you are at – heads up mapping
- Bigger and better garbage cans
- Add places for purchase of fruits and veggies for neighbours, workers, and visitors – not everything should be a sweet snack
- Remove parking
- Add small vehicle shuttles for hotels and people who can't walk much
- Make space for real bike share program
- Bike racks are more utilized in ped area – incorporate more bike parking covered
- Because people who use canes (blind/visually impaired) can't use their mobility training without cars, have a curb to curb groove in the street so they can cross the street in a straight line
- The planter boxes could not be ugly...sorry. Rethink them all
- Add specific space for children and families to play – play structures, water spouts, kid-high art to touch and play on
- Incorporate daily cleaning of benches and sidewalks, etc. – bird poo is everywhere and removes seating options
- Add braille signage and way to identify, through sound – work on apps for store ID
- Create under street “aquarium” with water and art imbedded in the pavement
- Different height seating and tables for ease of getting in and out of the seats for wheelchair users at tables
- Add plug in in the street for buskers/performers and schedule concerts/performances all year long
- I love the white and orange/yellow jellyfish – hang them from above for movement sound, and cover and beauty
- Although I understand the urban forest policy, the general consensus is the removal of the current trees would have the biggest positive impact on the pedestrian experience and would be one of the more beneficial changes for the businesses;



- The zones with patios were more engaging than the zones without;
- Patios need to be made all-weather, so they can be active well into the fall and early into the spring, if not year-round;
- The completing of the City's Retail Strategy could be an important component of the medium-term opportunities for Government Street becoming more of a street for locals;
- Humboldt should be framed as the "Gateway to Government St";
- Using incentives the city should encourage property owners, where feasible, to activate their second floors;
- The new hotel proposed for Pandora and Government, could act as the norther 'Gateway' down Government Street;
- LED lighting between the first and second floors of the buildings at least between Humboldt and Fort could provide a dramatic and enticing view scape in the evening and winter months;
- Full closures would not serve the businesses well, and push more traffic down to Wharf St which is now experiencing long back-ups due to the new light at the bridge, however timed closures for days of the week and seasons of the year where outdoor activity is realistic could be a positive for the businesses, and provide the goal of a pedestrian focussed area when there would be lots of pedestrians, i.e. probably not a lot of pedestrian of outdoor activity in November or February;
- Yates and Pandora could be enhanced to create more of a visual continuance northbound on Government, but it will always be a transition between the first 2 Zones and the entrance to Chinatown;
- As Government St is refreshed, how the side streets blend into Government (Courtenay, Broughton, Fort, View, Yates) should also be considered. We would want the side streets to create a sense of something happening 'down on Government';

## **Summer**

Government Street for the most part, works in the summer. It's busy, merchants and service providers are generally active and there is a great atmosphere for both locals and tourists. We have no real problem that needs to be solved.

## **Seasonal Retail/Food Offerings**

Something that invariably gets discussed, is the concept of adding interesting local vendors on the street, or food items/food trucks. Yes, there is plenty of business to support many more 'interesting' retail or food concepts in the summer...here's the problem. The

tenants who have made a long-term commitment to the street, need to make significant money during the season, because unlike those 'interesting' seasonal operators, the long term tenants have long term commitments and have to subsidize their off season. Adding additional competition to the street during the summer season, reduces the permanent tenants ability to build the reserve necessary to carry their business throughout the winter months. It's absolutely essential that this is completely understood by all.

## **Trees**

The trees on Government Street are unloved by virtually every tenant. In addition to the physical damage they cause, their presence negatively impacts the street in a significant way. Obviously, they block visibility into the storefronts and are unnecessary obstacles to navigate when pedestrian traffic is high. Victoria is well known for our heritage look and feel. Government Street enjoys a significant number of fantastic buildings, which create an experience that is impossible to replicate. This serves to reinforce our strength as a destination unique in North America. While the individual storefronts are fixtured and merchandised to showcase the retailers products, many buildings on the street are multi storey. It's the upper floors that are actually where the most attractive and interesting heritage elements are found, and having the ability to see the whole of the street...both levels in an unobstructed way, the overwhelming effect of this unique heritage experience will have a significant effect on visitors. We should have a program aimed at ensuring this unique heritage vista is showcased....not only by removing the trees, but by encouraging building owners to upkeep (paint, lighting, heritage building banners/signs).

## **Term Duration For Enlarged Patio's and infrastructure**

We support the direction of increased patio area for existing tenants. In order for the city to properly evaluate the impact of allowing these additional seats, we would encourage offering a term certain of at least three years to applicants. This would allow all (especially smaller) restaurants to be able to justify the investment as they would be able to count on at least three years potential revenue. Why is this important? Based on a three year term, restaurants should have enough confidence to design and construct a high quality street offering, which would include quality outdoor furnishings. Once the street is populated by many high quality outdoor seating opportunities, both visitors and locals alike will enjoy the benefits associated with a vibrant outdoor dining experience as opposed to seeing a mix of high and low quality 'temporary' offerings, which creates a less than ideal overall impact. Building and furnishing an attractive patio can easily cost \$50,000.00a, and creating a policy environment that offers some degree of longevity will almost certainly result in more and better quality outdoor spaces being created which benefits everyone. The City can also make some relatively minor infrastructure investment in providing certain base services available from the street, such as

access to electricity. Just as our beautiful heritage buildings are enhanced by adding thoughtful lighting, outdoor patio areas can with access to power, finally create an evening ambiance that again, benefits everyone.



## Appendix D

### **Stakeholder Working Group Engagement**

- Workshop #1: Stakeholder Working Group Workbook
- Workshop #1: Stakeholder Working Group Feedback Summary

### **Workshop #2: Stakeholder Working Group Input**

- Workshop #3: Stakeholder Working Group Input

## Stakeholders Workshop #2

*This meeting was facilitated with PP presentation and Miro board with sticky notes. PDF of the board attached.*

- Overall support for timed street closures
- Plazas are well places and balanced

Themes:

### **1. 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

### **2. Programming:**

- Design must be accompanied by programming
- Who and how will program activities?
- 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

### **3. Circulation/ parking**

- What is the plan for the tourist type vehicles through Lekwungen plaza? Taxis? Tour buses?
- 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 is two lanes of traffic
- Short term parking is questionable

### **4. Accessibility/ Mobility:**

- visual impairments
- traffic chicanes cause confusion

### **5. Cultural interpretation:**

- All cultures should be expressed on the street, not only Indigenous and Chinese, there are others
- There are great early stories of Chinatown that should be incorporated
- Reference to the temple of goddess Mazu is important
- Durability of art is important
- Room for larger art piece at Wharf

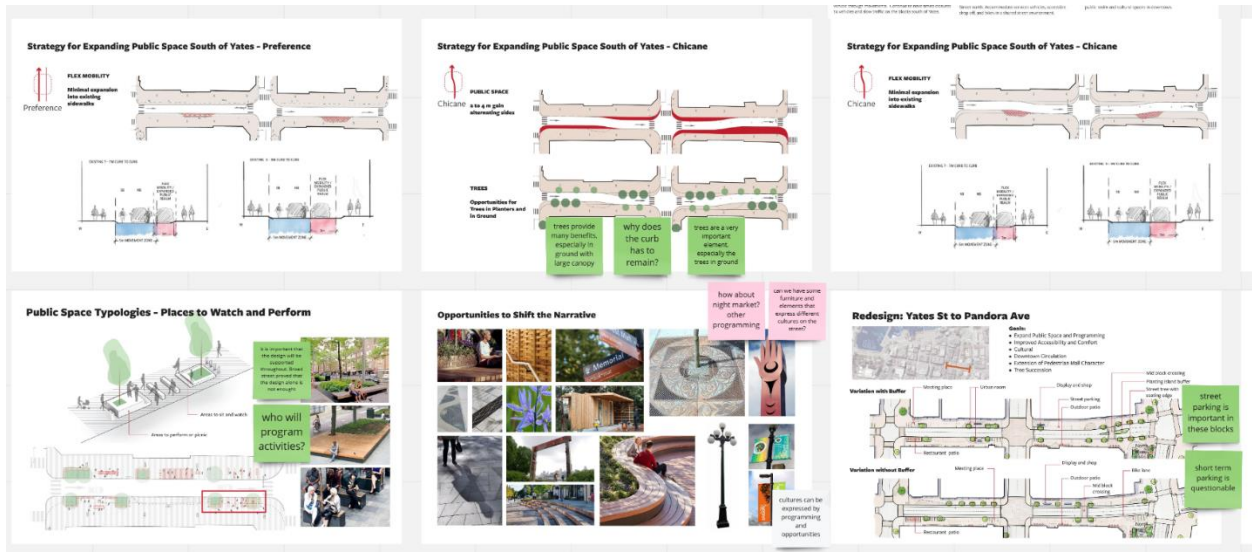
### **6. Trees:**

- Provide as many large canopy trees in ground as possible
- Plants and planters need to be the right size
- Prefer replacement, not a succession

### **7. Business:**

- Pop up retail can cause unwanted competition

- Noncompetitive might be ok such as farm products and programmed with thoughtfulness





## Engagement

public house location - Darlene has a space

not true>

Yates to Pandora - keeping parking is important for accessibility

accessibility - lessons learned following implementation is important - consider visual impairments

## ACCESS AND MOBILITY

consideration around the need for access, taxis, curb side pick up is good - it considers multiple access points

business owner considerations - need for people to access the street. Reducing infrastructure for cycle lanes makes sense.

traffic - chicanes cause confusion unless occupied by a physical element - i.e. parklet

traffic patterns must be improved - an alternate to Wharf - living in James Bay is becoming a challenge

suitable spot for cruise ship shuttles - midway downtown, within a block of where it is right now - Darlene has thoughts on where to locate it

Space activations in winter limiting parkade access and loading - increased traffic with events in winter. A 2 way street on View would help.

think about it holistically and seasonally

Pedicabs are a natural on Gov't St - these aren't just for tourists, consider it a form of local transportation on Gov't St

Two-way View Street will help considerably for deliveries to the mall

## TREES

slide showing photo of Humboldt to Courtenay - there is no better way to improve pedestrian access to Government Street than the removal of the hornbeam trees

prefer a replacement not a succession plan - this is a priority

planters, plants and trees all need to be the right size - the hornbeams and planters are excessive. Physically in the way.

has to be symmetrical to accentuate the street with an alley of trees to make them an architectural element

remove trees before implementing new trees

## Businesses

business owner considerations - need for people to access the street. Reducing infrastructure for cycle lanes makes sense.

pop up retail? competition with retailers - is this fair?

non-competitive ok - i.e. farm produce - programmed with thoughtfulness

patios out in the roadway - support move to make them permanent.

serving staff has to cross sidewalk - prefer to have patio adjacent to building and sidewalk on street side.

make sure that business owners get more opportunities to engage

## Public Realm

People aren't using the street in winter.

art installation at lower causeway appreciated

street furniture - benches, chairs (in addition to planters and tables) - particularly for people with special needs or mobility difficulties

public art placement, durability, importance - if you want to make public art a memorable moment then ensure that it is not just tied to furnishings

## Activation in Off Season

space activation - wonderful when activated. Think about a dark night in February.

will this be an equally inviting environment when not programmed?

International Downtown Association Conference held in Victoria - Gov't is at it well and one of the most successful street use stories that they have ever seen - compared to streets that are pedestrian only which require costly programming

programming following the design and implementation is key

make sure that programming creates the foundation for the design

Dublin model is a good one to follow - in good weather program - often after 6pm

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### **Workshop #3: Stakeholder Working Group Input**

**Government Street Refresh**  
**Phase 2 Engagement**  
**Stakeholder Working Group – Virtual Workshop #3**  
April 7, 2022  
8 Members

Government Street Refresh Stakeholder Working Group members were emailed the Phase 2 engagement key findings a week in advance of Virtual Workshop #3 that was held on April 7, 2022. Those who could not attend, were invited to share their input by emailing project lead Joaquin Karakas.

The purpose of Workshop #3 was to share key findings and takeaways of Phase 2 public/stakeholder and Indigenous engagement and how these findings will help inform the refined draft concept design that will be presented to Council for consideration.

City staff shared the following:

- A key driver for this project is the required infrastructure improvements and replacements along the street, which provide an opportunity to build back better.
- Building on the success of the Build Back Victoria initiative, there is an opportunity to advance key City priorities, notably around cultural interpretation and reconciliation, and to make it a people-priority street.
- This is a three-phase project. Phase 1 included background and technical review and analysis, followed by priority setting based on Phase 1 community engagement, which resulted in a design framework.
- Phase 2 of the project focused on design, exploration and identifying design concepts and options and refining it into a draft concept design to share for community feedback.
- We are currently in project Phase 3 – reviewing and distilling the extensive Phase 2 public and stakeholder feedback we've received on the draft concept design, and using this as the basis for identifying any refinements.
- Draft concept design proposes cultural plazas on the north and south ends of Government Street, along with flexible spaces to use as pedestrian areas and timed car-free zones.
- Phase 2 engagement key findings were discussed, including the public's, business owner/operator and Indigenous support for each section of and the overall draft concept design.
- A key finding is that the community strongly supports having a Lekwungen Plaza, but there wasn't support for maintaining vehicle access on Government Street from Humboldt to Courtney during car-free periods.



- Chinatown community's input was shared – high support for the proposed plaza with the opportunity to recognize and celebrate Chinatown's history and culture. There was little support for a water feature.
- Another key theme was “welcoming and safe”. People voiced they want to see more security and police patrols to ensure it's a safe space for everyone.
- Warm lighting, accessible seating, public washrooms, retractable bollards, new furniture and tree canopy, more public art and enhanced cleaning were also key themes.
- In addition, accessible traffic lights at cross streets and accessible parking on adjacent streets with a bench nearby were mentioned.
- Feedback identified that vendor pop-ups should not compete with brick and mortar businesses.
- There was mixed support for bike access. Many want more bike parking in the area though. Some want “dismount and walk bike” from Humboldt to Courtney.
- Need for family-friendly spaces, including play features and grass.
- Support for high-quality restaurant patios,
- First Nations voiced their need for more cultural, economic opportunities (Lekwungen vendors, art, food, walking tours, outdoor events, performances)
- Design development and detailed design would be the next stages, which will take place in phases gradually, which will involve more focused engagement with key stakeholders.

#### **Feedback from 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.
- Pedicabs sound like they would be helpful to this corridor.
- 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
- Will there be design guidelines for high-quality patios? (Something we can transition to.)

- 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 access issues.
- On the overall areas:
  - o Don't program at the expense of moving people/goods throughout downtown.
  - o Don't shut down street during winter months - it is a complete waste of time and is extremely disruptive to moving people around freely. Many people spend a lot of time driving around in circles to gain access to the establishments they are trying to get to thus not being that green.
- 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 that pay the taxes. Counterproductive in many ways when the current retail space isn't leased yet and could become competition for permanent inline retailers.
- For 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 occupiers to disrupt traffic into buildings. Must be complimentary not competitive and disruptive. (During the St. Patrick's Day event they had an ice cream vendor on Gov't St. less than a few shops down from Marble Slab in Bay Centre. Not a great addition at all. I would never lease an ice cream shop to compete with the deal we already have. I also noted that in the presentation there was a pop-up flower shop directly in front of the Bay Centre. This impacts our ability to do the exact same lease in our building not very useful to our operations overall.)
- Seating: Someone suggested wood seating. Beautiful wood seating was just installed in the Bay Centre's View St. Plaza area and in two days someone with a permanent marker ruined it. There is little respect for property in downtown Victoria so consideration for either moving disrupters out of the core or just installing something that will take abuse.
- Street Crime: We need a real strategy to clean up downtown. By adding these new areas for leisure 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 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, etc. Very well thought out from that perspective.

### Refinements Shared With the Group:

- We have the opportunity to experiment and pilot some ideas.
- Ongoing access for emergency vehicle and fire suppression is required so we are working with Emergency Management and emergency services to ensure there are “emergency staging areas” in each block.
- Parades with floats and vehicles, and races are moving to Douglas and Wharf. No longer to take place on Government Street due to the tighter right of way.
- Government Street could be a great location for a Winter Market during the Santa Light Parade on Wharf Street. A secondary location for parades.
- City staff are conducting ongoing data collection and analysis to understand the impacts of a car-free zone.
- Based on input during Phase 2 engagement: **one block from Humboldt to Courtney would be completely car-free** – it would be fully closed to vehicle access, including emergency vehicles that could access from the side streets.

Making this plaza space completely car-free opens it up for more flexible uses and a better configuration and use of grades, and perhaps a different placement for the pavilion. It can be designed for pedestrians and programming versus enabling vehicles to come through at certain times.

- From Courtney to Yates, there are not many high-level concept refinements other than making sure that we acknowledge the need for all kinds of vehicle and fire access.
- For the two northern blocks, feedback is aligned with the vision for maintaining two-way traffic and widening of sidewalks. Detailed design will have us looking at materials and actual furniture design and tree placement.
- Chinatown Plaza work will be aligned with the hotel development in terms of timing.
- Work would begin at the two northern blocks (Yates to Johnson and then Johnson to Pandora). The process will be guided by the underground infrastructure upgrade timing.
- We will share our key findings and proposed draft concept refinements with the City’s Senior Leadership Team before we present to Council.
- The detailed design will be informed by the rich feedback we’ve collected.



- We're likely going to present two options to Council for Humboldt to Courtney: 1) no vehicle access at any time through that block, and 2) maintaining vehicle access through that block – along with the pros and cons of each option.
- Concern was expressed for need for security for this plaza if closed to vehicles (especially police car patrols and eyes on the street – people sleeping in doorways) and that City should consider seasonal November to February to have it open to vehicles when there are few pedestrians. Police don't patrol on foot or by bike.
- Concern also for those with accessibility challenges to access this public space and those who want to show off the area to visitors by vehicle.
- 55 strongly didn't support; 10 didn't support and 15 were neutral out of 122 business survey respondents for continued access for motor vehicles outside of timed car-free periods from Humboldt to Courtney.
- One group member said that some committee members may like the opportunity to be involved in future detailed design.