

ATTACHMENT C

REIMAGINE NANAIMO

PHASE 1 PUBLIC ENGAGEMENT SUMMARY
WINTER 2020/2021



Land Acknowledgment

We acknowledge and recognize that we are on the traditional
territory of the Snuneymuxw First Nation people.

TABLE OF CONTENTS



ENGAGEMENT PROCESS OVERVIEW	II
ENGAGEMENT HIGHLIGHTS.....	IV
1 ENGAGEMENT PROCESS	1
1.1 OVERVIEW	2
1.2 OUTREACH.....	8
1.3 ENGAGEMENT ACTIVITIES.....	12
2 WHO PARTICIPATED?	17
2.1 PARTICIPATION HIGHLIGHTS.....	19
2.2 PARTICIPANT DETAILS.....	20
3 WHAT WE HEARD.....	31
3.1 OUR CITY OVERALL	33
3.2 HOW WE LIVE	41
3.3 HOW WE CONNECT & PLAY	49
3.4 HOW WE ADAPT & STAY GREEN.....	75
3.5 HOW WE MOVE.....	83
3.6 HOW WE WORK.....	93
3.7 HOW WE CARE.....	99
3.8 OUR CREATIVE COMMUNITY	105
4 NEXT STEPS	109

APPENDICES (SEPARATE DOCUMENT)

Appendix A: Meeting Notes

Appendix B: Youth Input

Appendix C: Creative Community Contest Submissions

Appendix D: Pop-up Events Comments

Appendix E: Mapping Activity Submissions

Appendix F: Ideas Board Comments

Appendix G: Statistical Survey Verbatim Comments

Appendix H: Public Questionnaires Verbatim Comments

Appendix I: Other Submissions

Appendix J: Supporting Information

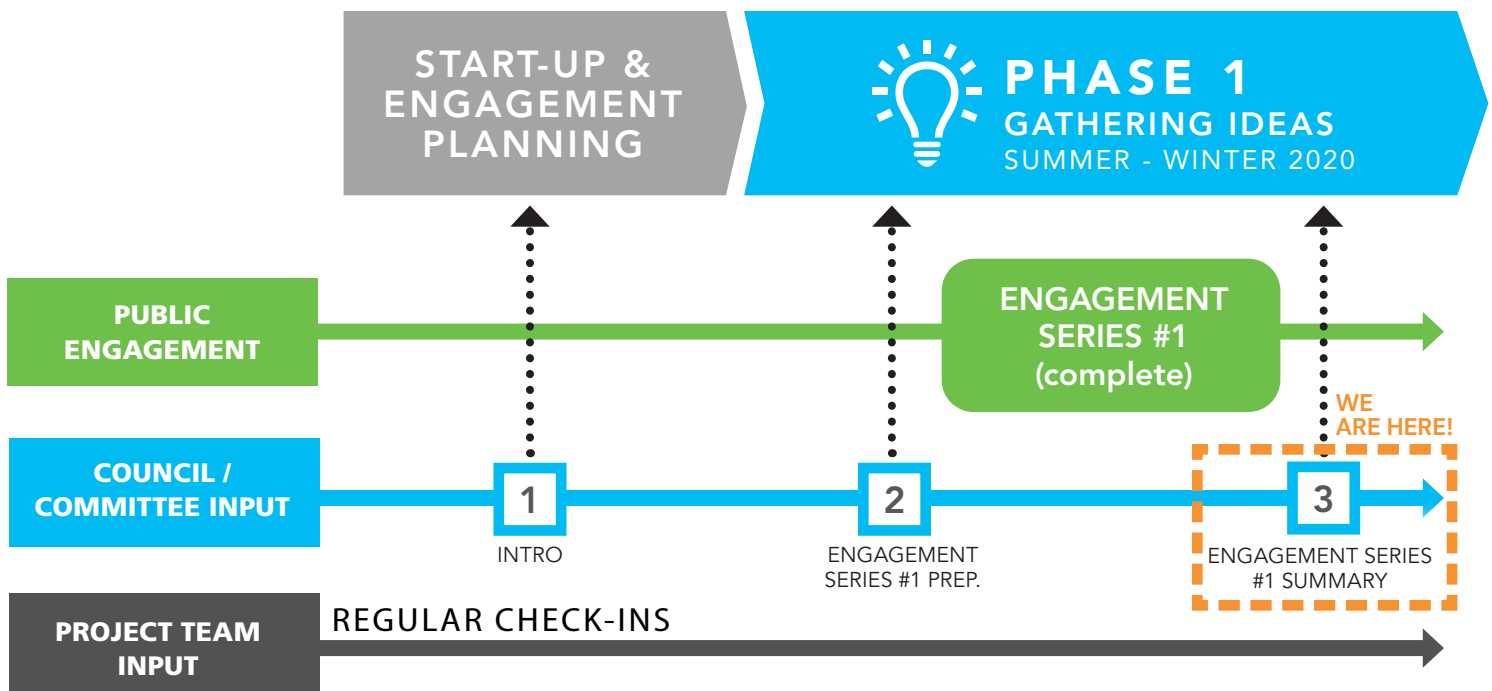
ENGAGEMENT PROCESS OVERVIEW

ENGAGEMENT PROCESS








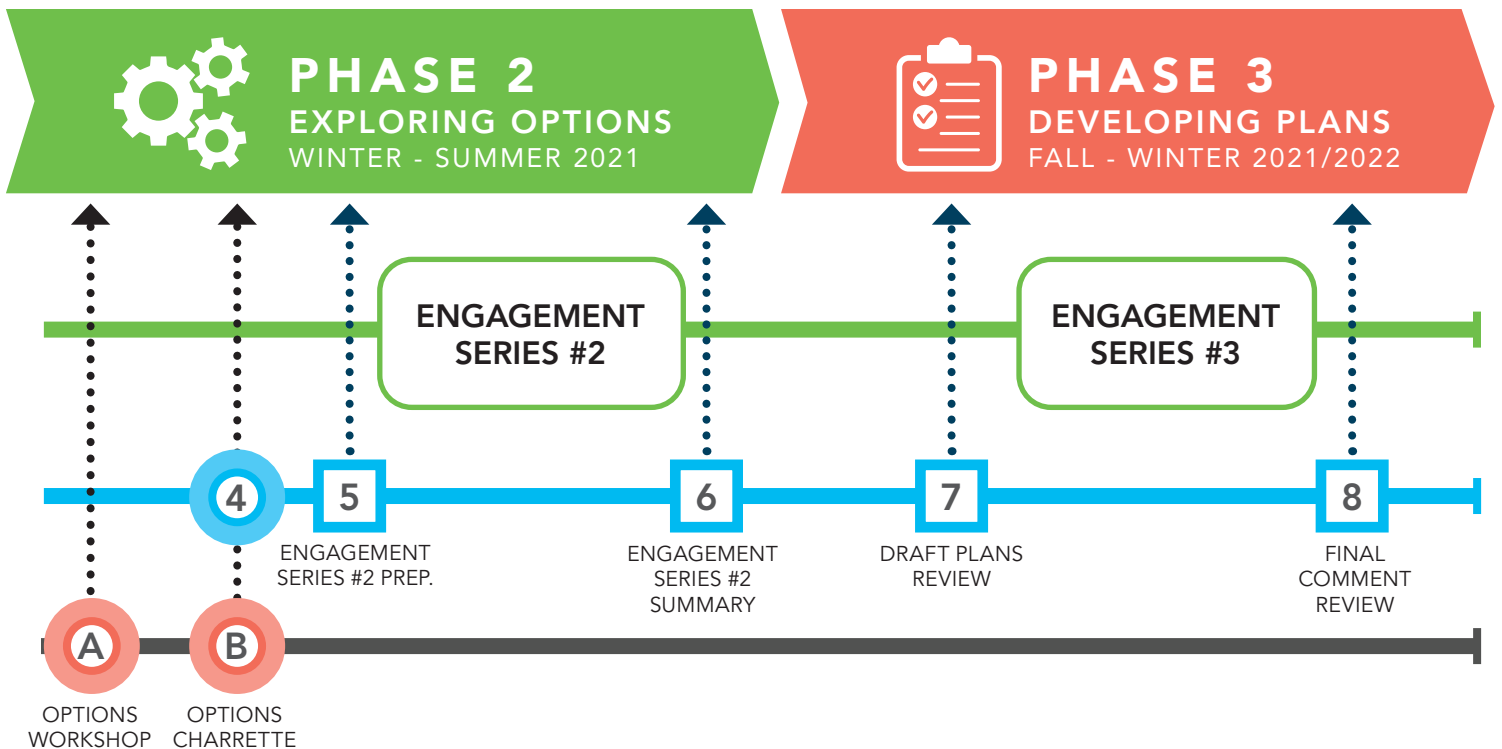
The diagram below illustrates the process for REIMAGINE NANAIMO. Public input will be requested during each phase of the process to inform the development of an updated Official Community Plan (OCP) and key supporting plans.

The chart to the right illustrates the International Association for Public Participation (IAP2) Public Participation Spectrum. REIMAGINE NANAIMO will include all four engagement levels shown in green. Committees of Council have and will continue to provide instrumental input to REIMAGINE NANAIMO and advice to Council. Nanaimo's elected Council will be delegated to make final decisions on the plans developed through REIMAGINE NANAIMO.



4 ENGAGEMENT LEVELS TO BE USED IN REIMAGINE NANAIMO

					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and/or solutions.	To obtain public feedback on analysis, alternatives, and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE	"The City of Nanaimo will keep you informed."	"The City of Nanaimo will keep you informed listen to, and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision."	"The City of Nanaimo will work with participants to ensure that their concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decisions."	"The City of Nanaimo will look to participants for advice and innovation in formulating solutions and incorporate their advice and recommendations into the decisions to the maximum extent possible."	"The City of Nanaimo will implement what the public decides."
EXAMPLES	<ul style="list-style-type: none"> » City's website » Staff reports and presentations » Print and digital ads » Background information 	<ul style="list-style-type: none"> » Stakeholder calls and emails » Surveys » Pop-up conversations » Online digital platform 	<ul style="list-style-type: none"> » Interactive displays » Focus groups » Community workshops » Stakeholder meetings 	<ul style="list-style-type: none"> » Committees » Task Forces » Workshops » Charrettes 	<ul style="list-style-type: none"> » Alternate Approval Process » Referendum » Election

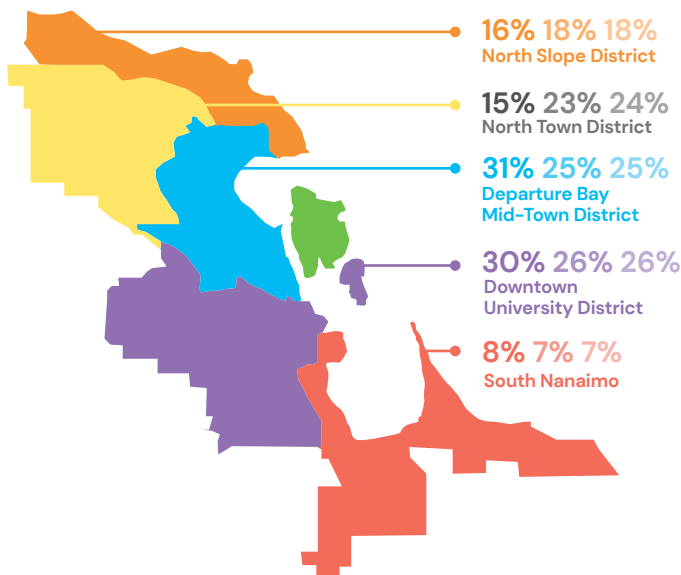


ENGAGEMENT HIGHLIGHTS

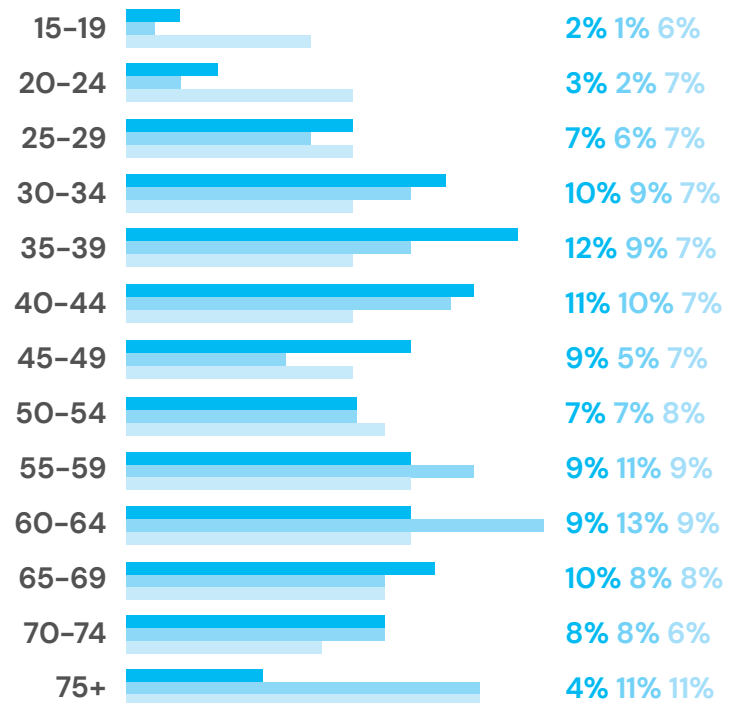
WHO PARTICIPATED?

For the percentages on both graphics shown below: the first number indicates public questionnaire participants, the second shows statistical survey respondents, the third is Nanaimo population data (2016 Census). The process saw representation from all geographical areas of the City and from all age ranges.

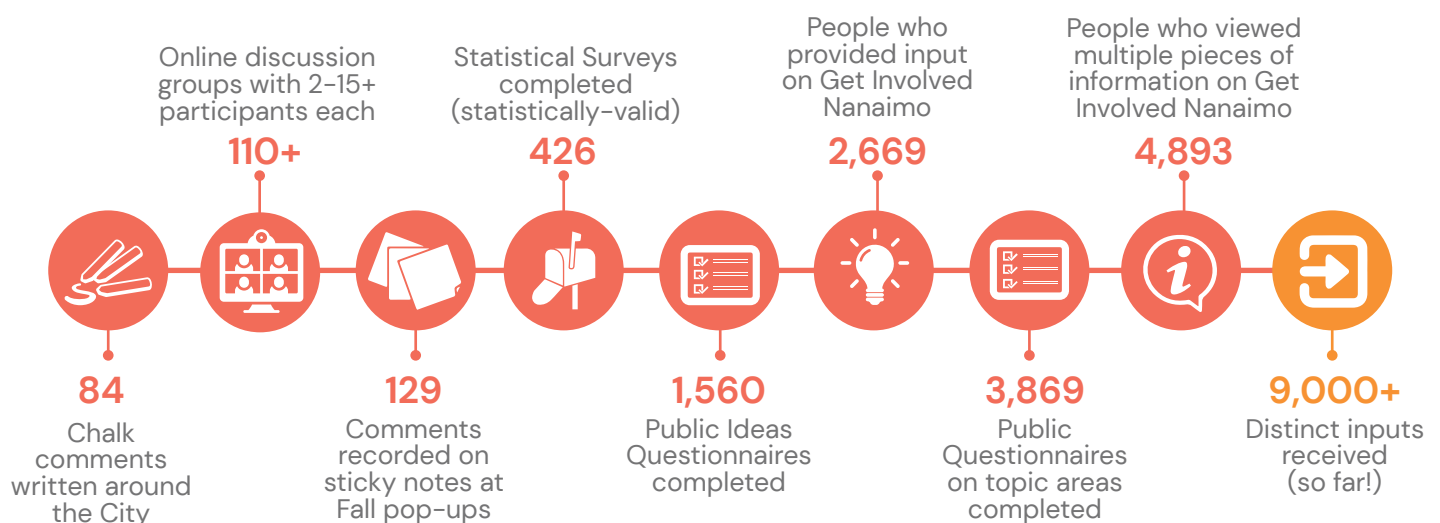
WHERE DO PARTICIPANTS LIVE?



HOW OLD ARE PARTICIPANTS?



HOW PARTICIPANTS SHARED THEIR IDEAS



WHAT WE LEARNED

WHAT DO PARTICIPANTS FEEL ARE NANAIMO'S STRENGTHS AND CHALLENGES?



TOP THINGS PEOPLE LOVE MOST ABOUT NANAIMO

- 1 Access to nature, parks, and open spaces
- 2 Beautiful waterfront
- 3 Role as Vancouver Island's central "hub" that is well-connected to other communities
- 4 A clean, green, and sustainable city
- 5 Accessible and diverse recreational services



TOP THINGS PARTICIPANTS ARE CONCERNED ABOUT

- 1 Homelessness
- 2 Social challenges such as public drug use and crime
- 3 Affordability of housing and daily needs
- 4 Safe routes of travel for pedestrians and cyclists
- 5 Loss of natural areas

KEY THEMES EMERGING AROUND TOPIC AREAS

Read the following pages for brief highlights on each topic area and visit the pages indicated for more details.



HOW WE LIVE

Creating safe and well-connected neighbourhoods with easy access to our daily needs (see p.41)



HOW WE MOVE

Planning safe routes for all residents, regardless of the modes of travel they choose (see p.83)



HOW WE CONNECT AND PLAY

Providing a range of cultural and recreational opportunities while protecting our natural areas (see p.49)



HOW WE WORK

Creating quality, sustainable jobs that encourage economic growth and improve quality of life (see p.93)



HOW WE ADAPT AND STAY GREEN

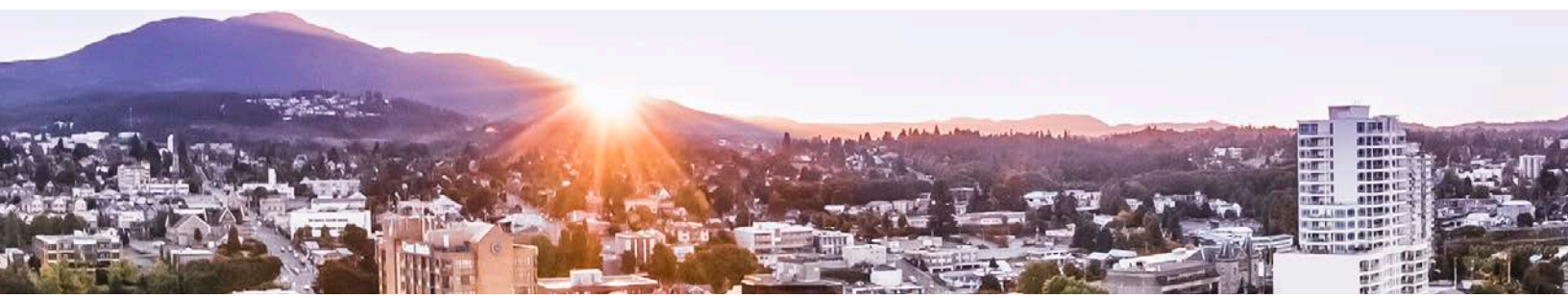
Reducing impacts to environmentally sensitive areas and addressing climate change impacts (see p.75)



HOW WE CARE

Providing diverse and affordable housing opportunities and health services for all (see p.99)

OUR CITY OVERALL



[Read this 1-page of highlights for a quick overview Our City Overall.](#)
[View Section 3.1 for more details.](#)

HIGHLIGHTS

Learning about Nanaimo's strengths, weaknesses, and opportunities today helps create building blocks for continued improvement. Participants shared what they love about Nanaimo, their concerns, information about their quality of life, and their vision for creating a thriving City for all.

WHAT ARE NANAIMO'S STRENGTHS AND CHALLENGES TODAY?



TOP 3 THINGS PEOPLE LOVE MOST ABOUT NANAIMO

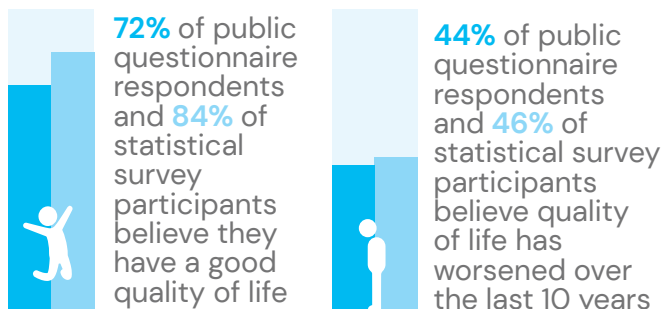
- 1 Access to nature, parks, and open spaces
- 2 Beautiful waterfront
- 3 Role as Vancouver Island's central "hub" that is well-connected to other communities



TOP THINGS PARTICIPANTS ARE CONCERNED ABOUT

- 1 Homelessness
- 2 Social challenges such as public drug use and crime
- 3 Affordability of housing and daily needs

HOW DO WE VIEW OUR QUALITY OF LIFE?



■ public questionnaire ■ statistical survey

WHAT IS OUR VISION FOR NANAIMO'S FUTURE?



A thriving and diverse downtown



A well-connected, vibrant waterfront



A supportive community for all



A climate change action leader

HOW WE LIVE



Read this 1-page of highlights for a quick overview of How We Live.
View Section 3.2 for more details.

HIGHLIGHTS

The places we call home – how they look and how they are located – affect the experience we have of our City. Each of Nanaimo's neighbourhoods is unique and will continue to evolve. Learning about how people feel in their neighbourhoods today can help us focus on what to improve in the future.

HOW DO WE VIEW OUR NEIGHBOURHOODS TODAY?



TOP 3 THINGS PEOPLE FEEL ARE WELL-PROVIDED IN THEIR NEIGHBOURHOOD

- 1 good access to parks and trails
- 2 lots of trees and vegetation
- 3 a typical feeling of safety



TOP 3 THINGS PEOPLE FEEL ARE NOT WELL-PROVIDED IN THEIR NEIGHBOURHOOD

- 1 routes for children to walk to school
- 2 stores for daily needs within walking distance
- 3 good places for riding a bicycle

WHAT ARE PRIORITIES FOR OUR FUTURE NEIGHBOURHOODS?



A typical feeling of safety



Having parks and trails within easy walking distance



Good places for walking



Having stores for daily needs within easy walking distance



WHAT HOUSING CAN WE IMAGINE LIVING IN?

For each grouping below, the first number indicates responses from the public questionnaire and the second is from the statistical survey.

94%	92%	in a single family detached home
59%	49%	in a townhouse / rowhouse
52%	57%	in an apartment / condo <6 storeys
45%	33%	in a suite – detached or attached
35%	27%	in a duplex
30%	32%	in an apartment / condo 6+ storeys
34%	19%	in a mixed-use building

HOW WE CONNECT & PLAY



Read this 1-page of highlights for a quick overview of How We Connect and Play.
View Section 3.3 to find more details.

HIGHLIGHTS

Parks, recreation, and culture connect us and define us. These are the spaces and activities where memories are created and that make us love where we live. Many people love the opportunities that parks, recreation, and culture create today and have ideas about how these elements can evolve to support a great future.

HOW DO WE VIEW OUR EXISTING FACILITIES?



TOP 3 FACILITIES PEOPLE ARE MORE SATISFIED WITH

PUBLIC RECREATION AND CULTURAL

- 1 Aquatic Centres
- 2 Cinemas
- 3 Fitness Centres and Gymnasiums

PARKS AND OPEN SPACE

- 1 Walking / Hiking / Running Trails
- 2 Neighbourhood & Waterfront Parks
- 3 Playgrounds



TOP 3 FACILITIES PEOPLE ARE LESS SATISFIED WITH

PUBLIC RECREATION AND CULTURAL

- 1 Outdoor Performance Venues
- 2 Arts & Cultural Workshop Spaces
- 3 Large & Small Performance Spaces

PARKS AND OPEN SPACE

- 1 Community & Edible Gardens
- 2 Urban Plazas
- 3 Waterfront Parks

ARE WE PARTICIPATING IN ACTIVITIES ?



Over 84% of participants in both surveys have attended an event or activity at a City-owned arts and culture facility in the past 5 years



Over 50% of participants in both surveys have registered for a City-led parks and recreation program in the past 5 years

WHAT ARE OUR FUTURE PRIORITIES?



Providing diverse cultural opportunities



Protecting our natural areas



Ensuring good access to arts and cultural experiences



Providing public access to waterfront areas

HOW WE ADAPT & STAY GREEN



Read this 1-page of highlights for a quick overview of How We Adapt & Stay Green.
View Section 3.4 to find more details.

HIGHLIGHTS

Natural scenery and biodiversity are hallmarks of Nanaimo and preserving these elements are top of mind for City residents. Adaptation means responding to changes in our community and natural environment, while preparing for a successful and resilient future.

WHAT ARE OUR PRIORITIES RELATED TO ENVIRONMENT AND CLIMATE CHANGE?



STATEMENTS IDENTIFIED AS TOP ENVIRONMENT AND CLIMATE CHANGE PRIORITIES

- 1 managing impacts to environmentally sensitive areas
- 2 improving solid waste management of organics and reducing, reusing, and recycling
- 3 managing impacts to urban streams and wetlands related to human activities

OTHER COMMONLY MENTIONED PRIORITIES INCLUDE:



Improving the multi-modal transportation network



Offering environmental education opportunities



Creating green land-use plans and policies



Enhancing and supporting local food systems

HOW IMPORTANT ARE ENVIRONMENT AND CLIMATE CHANGE ISSUES?



Over **60%** of respondents in both surveys rated every environment / climate change issue in the surveys as very important or important



Typically, public questionnaire participants placed a slightly higher level of importance on environment and climate change statements than statistical survey participants

HOW WE MOVE



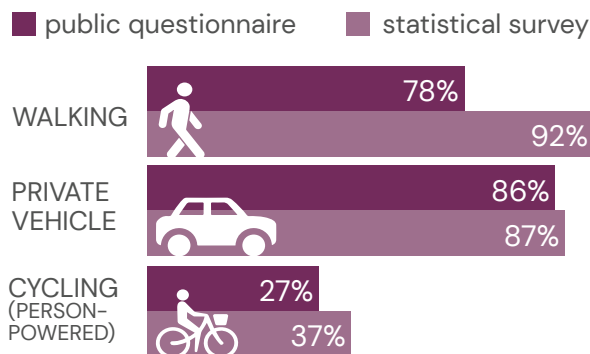
Read this 1-page of highlights for a quick overview of How We Move.
View Section 3.5 for more details.

HIGHLIGHTS

Everyone in our community needs to get around and decisions about transportation affect us all. As our community evolves, our transportation network will need to change accordingly.

HOW ARE WE MOVING IN NANAIMO TODAY?

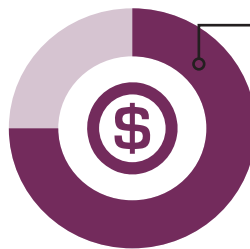
Following are the top 3 modes of transportation participants reported using at least somewhat frequently:



HAS IT BECOME EASIER OR HARDER TO GET AROUND NANAIMO?

Many respondents (30–80% in both surveys) were neutral for most modes. Trends suggested that more people felt that both electric and person-powered cycling has become easier, while private vehicle travel has become more difficult.

HOW DO WE VIEW ACTIVE TRANSPORTATION?



Over **75%** of respondents in both surveys believe active transportation infrastructure is a good use of tax dollars.

WHAT ARE OUR ACTIVE TRANSPORTATION PRIORITIES?



Feeling safe from vehicles



Creating dedicated cycling routes



Having safe walking routes

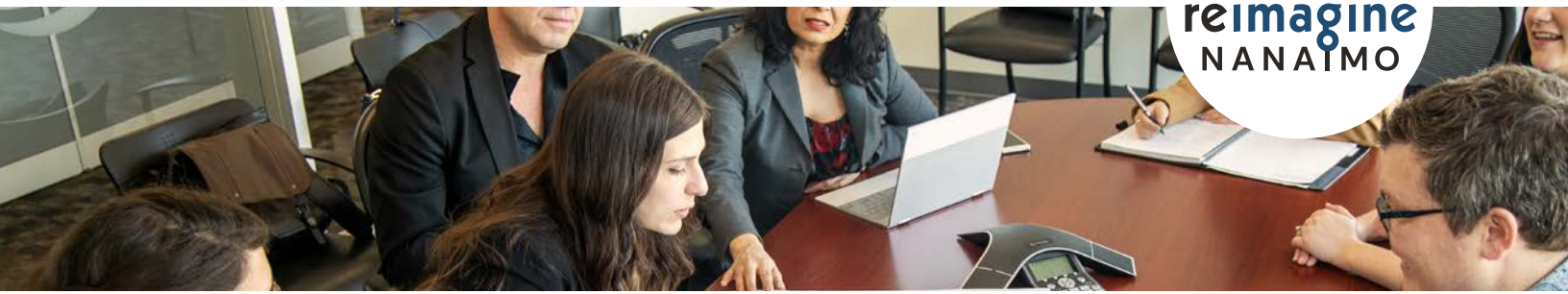


Having good transit service frequency

WHY ARE PEOPLE USING ACTIVE TRANSPORTATION?

- 92%** exercising or recreating
- 65%** spending time with family and friends
- 52%** going to shops, restaurants, or services
- 26%** traveling to work or school

HOW WE WORK



Read this 1-page of highlights for a quick overview of How We Work.
View Section 3.6 for more details.

HIGHLIGHTS

Jobs and businesses are essential for a community to thrive. Participants shared feedback on goals and objectives for creating a strong economy and the sectors where people see potential growth along with ideas for strengthening Nanaimo's economy.

WHAT ECONOMIC GOALS AND OBJECTIVES ARE MOST IMPORTANT ?

PARTICIPANTS' TOP 3 ECONOMIC DEVELOPMENT GOALS ARE:

- 1 creating quality, sustainable jobs
- 2 improving residents' overall quality of life
- 3 encouraging economic growth

PARTICIPANTS' TOP 3 ECONOMIC DEVELOPMENT OBJECTIVES ARE:

- 1 improving local infrastructure
- 2 expanding existing businesses
- 3 assisting entrepreneurs and startups

WHAT ECONOMIC SECTORS DO WE FEEL HAVE THE HIGHEST POTENTIAL?

For each grouping below, the first number indicates responses from the public questionnaire and the second is from the statistical survey.



84% 85%
Health and Public Services



81% 76%
Technology



71% 65%
Arts, Culture, and Entertainment



85% 83%
Tourism and Recreation



77% 74%
Education



55% 77%
Construction

HOW WE CARE



Read this 1-page of highlights for a quick overview of How We Care.
Visit Section 3.7 for more details.

HIGHLIGHTS

Everyone needs a place to live, food to eat, and to experience a sense of belonging in their community. How we care for our community and for one another is vital to Nanaimo being a livable city for today and for future generations. Participants shared their ideas for creating a more caring Nanaimo.

HOW DO WE VIEW SOCIAL EQUITY IN NANAIMO?



OVER 50% OF PUBLIC QUESTIONNAIRE PARTICIPANTS AGREE THAT CURRENTLY IN NANAIMO:

- 1 my household has access to educational opportunities to support our needs
- 2 I have access to the health services that I need
- 3 I have affordable access to the transportation services and amenities that I need to get around



OVER 35% OF PUBLIC QUESTIONNAIRE PARTICIPANTS DISAGREE THAT CURRENTLY IN NANAIMO:

- 1 progress is being made towards addressing homelessness
- 2 people from all walks of life are able to feel safe and enjoy public amenities
- 3 I am able to easily find housing that suits my needs

WHAT ARE TOP SOCIAL EQUITY PRIORITIES?

For each grouping below, the first number indicates responses from the public questionnaire and the second is from the statistical survey.



62% 62%
Strongly support improving the challenges of homelessness



60% 55%
Prioritize creating affordable housing



74% 51%
Support accessible and affordable health services



Snuneymuxw totems looking towards
Departure Bay Beach, by artist Joel Good



Summer pop-up at Maffeo Sutton Park



REIMAGINE NANAIMO on the bridge at Maffeo Sutton Park



1 ENGAGEMENT PROCESS

Connecting with the Nanaimo community and listening to what matters to people today is the foundation for **REIMAGINE NANAIMO**.

This section provides an overview of how people were invited to participate in planning their City's future.

1.1 OVERVIEW

WHAT IS REIMAGINE NANAIMO?

REIMAGINE NANAIMO is the community's opportunity to create a collective vision and road map for our future City. Together, we will identify our strengths to appreciate what we have today, and look forward to new opportunities to strengthen and grow our community. As our population grows beyond 100,000 residents, we need to collectively imagine how our spaces and places will evolve to better meet the needs of our natural environment and of all who call Nanaimo home.



PURPOSE OF ENGAGEMENT

The City of Nanaimo (City) is updating its Official Community Plan (OCP) to prepare for the City's growth over the coming 20 years. At the same time, the City is also undertaking a series of integrated plans including a Parks, Recreation, and Culture Plan update, an Active Transportation Plan, a Climate Action Plan, an Economic Development Plan, and a Water Supply Strategic Plan.

Community engagement is intended to create a strong foundation to support these plans so that they reflect community needs. **REIMAGINE NANAIMO** is inviting and documenting input from all voices that represent Nanaimo.

This engagement summary documents Phase 1 of the engagement process which has focused on listening to community members about what matters most, key concerns, and ideas. This input will form building blocks to options and scenarios explored in Phase 2 of **REIMAGINE NANAIMO**.




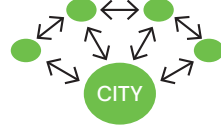

ENGAGEMENT OBJECTIVES

- ▶ Generate awareness and invite broad participation.
- ▶ Engage with people of all ages, interests, and lifestyles, involving more people in a community process than Nanaimo has achieved before.
- ▶ Educate about community planning and the role this integrated initiative plays in defining the future of Nanaimo.
- ▶ Study trends to understand demographics and community context as a basis for planning our future.
- ▶ Build upon the best practices for public engagement identified by the citizen-based Community Engagement Task Force.
- ▶ Listen carefully, to understand key issues and opportunities, and relate these to future planning topics such as land use, transportation, parks, recreation, culture, climate, and more.
- ▶ Communicate findings and articulate how this information flows into the options to be explored in next steps.
- ▶ Facilitate an inclusive, transparent engagement that focuses on shared values and helps build a supported path forward.

LEVEL OF ENGAGEMENT

The chart below illustrates the International Association for Public Participation (IAP2) Public Participation Spectrum. The spectrum represents a range of engagement levels, from informing people (on the left) to letting people make the final decision (on the right). REIMAGINE NANAIMO will include a mix of engagement levels throughout the process (all levels shown in green), with most activities focusing between the “Involve” and “Collaborate” levels of the spectrum. Committees of Council have and will continue to provide instrumental input to REIMAGINE NANAIMO and advice to Council. Nanaimo’s elected Council will be delegated to make final decisions on the plans developed through REIMAGINE NANAIMO.

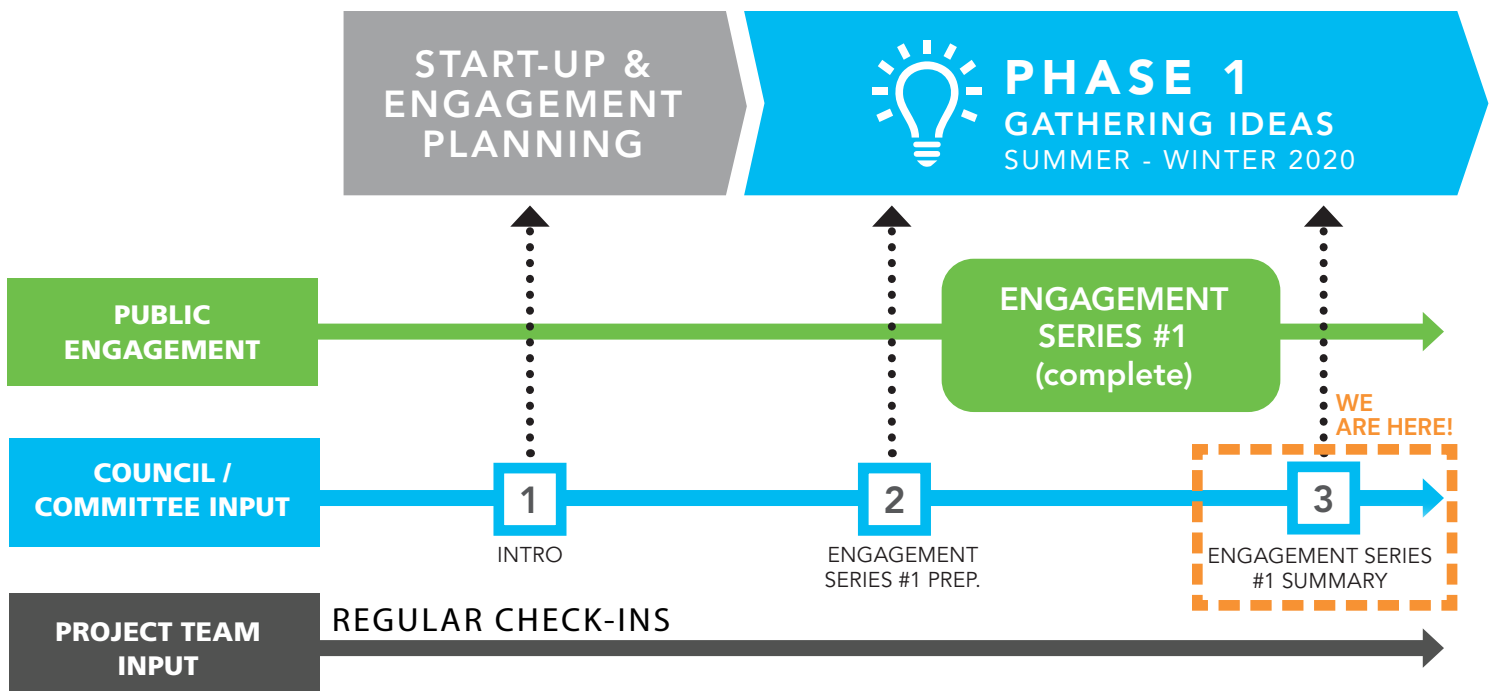
4 ENGAGEMENT LEVELS TO BE USED IN REIMAGINE NANAIMO

					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and/or solutions.	To obtain public feedback on analysis, alternatives, and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE	“The City of Nanaimo will keep you informed.”	“The City of Nanaimo will keep you informed listen to, and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.”	“The City of Nanaimo will work with participants to ensure that their concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decisions.”	“The City of Nanaimo will look to participants for advice and innovation in formulating solutions and incorporate their advice and recommendations into the decisions to the maximum extent possible.”	“The City of Nanaimo will implement what the public decides.”
EXAMPLES	<ul style="list-style-type: none"> » City’s website » Staff reports and presentations » Print and digital ads » Background information 	<ul style="list-style-type: none"> » Stakeholder calls and emails » Surveys » Pop-up conversations » Online digital platform 	<ul style="list-style-type: none"> » Interactive displays » Focus groups » Community workshops » Stakeholder meetings 	<ul style="list-style-type: none"> » Committees » Task Forces » Workshops » Charrettes 	<ul style="list-style-type: none"> » Alternate Approval Process » Referendum » Election

ENGAGEMENT PROCESS



The diagram below illustrates the process for REIMAGINE NANAIMO. Public input will be requested during each phase of the process to inform the development of an updated Official Community Plan (OCP) and key supporting plans.

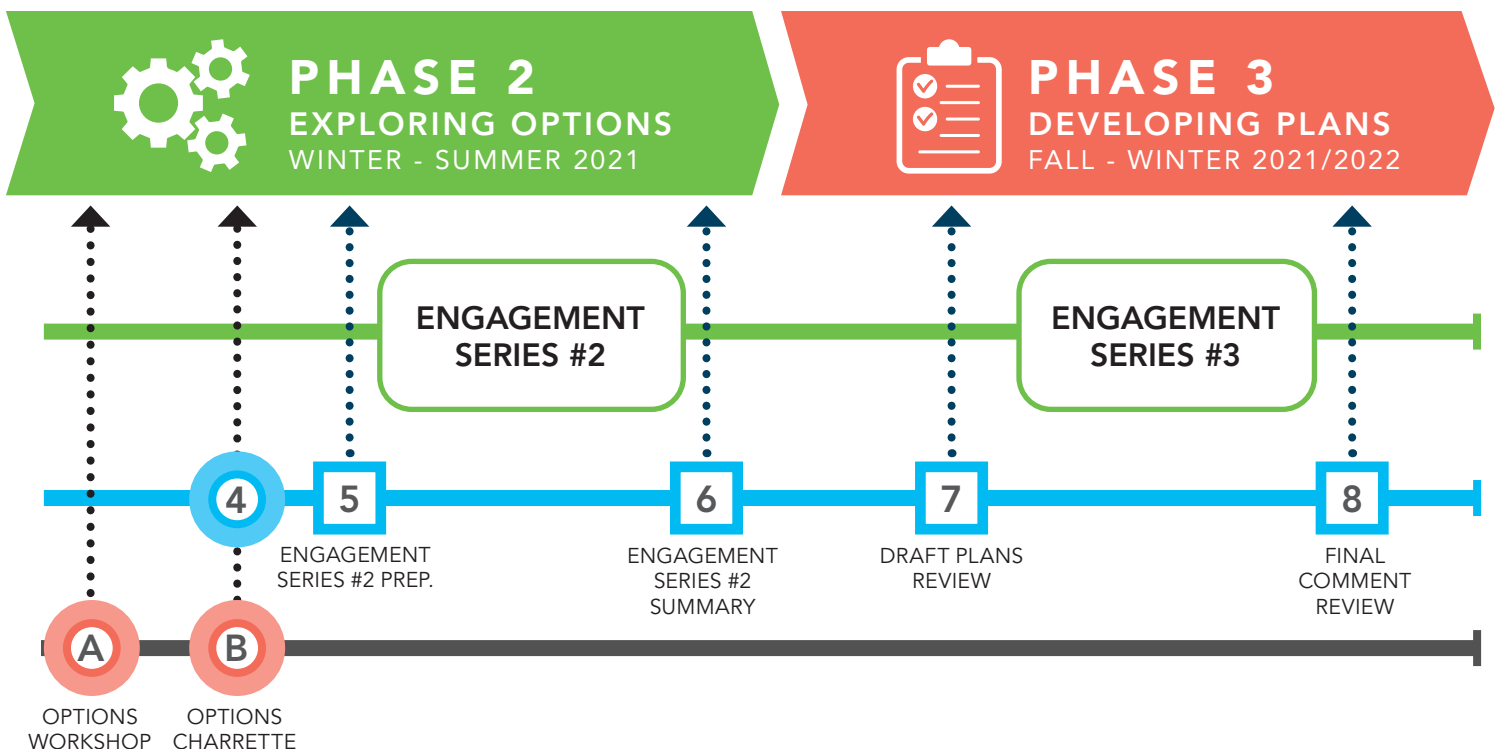


ALIGNING WITH THE COMMUNITY ENGAGEMENT TASK FORCE

In July 2017, the Community Engagement Task Force (CETF) was formed to assist Council to advance community engagement and public conversation. The CETF held a series of pilot community engagement sessions to understand how people experience community engagement and how the City could make engagement a part of everyday life in the City. Six recommendations were provided:

1. Be committed to working more closely with the community to improve engagement and participation in Council decisions, so that residents feel empowered to be more active in shaping their community and future.
2. Begin with something as simple as a published calendar of what Council intends to engage residents about over the next year.
3. Ensure that existing methods for community engagement are fully understood and utilized.
4. Begin a process of strengthening and empowering neighbourhoods to better ensure that programs and projects are actually meeting community needs.
5. Consider how to improve community engagement through advertising, social media, and online technology.
6. Consider establishing a central focus for community engagement within the City.

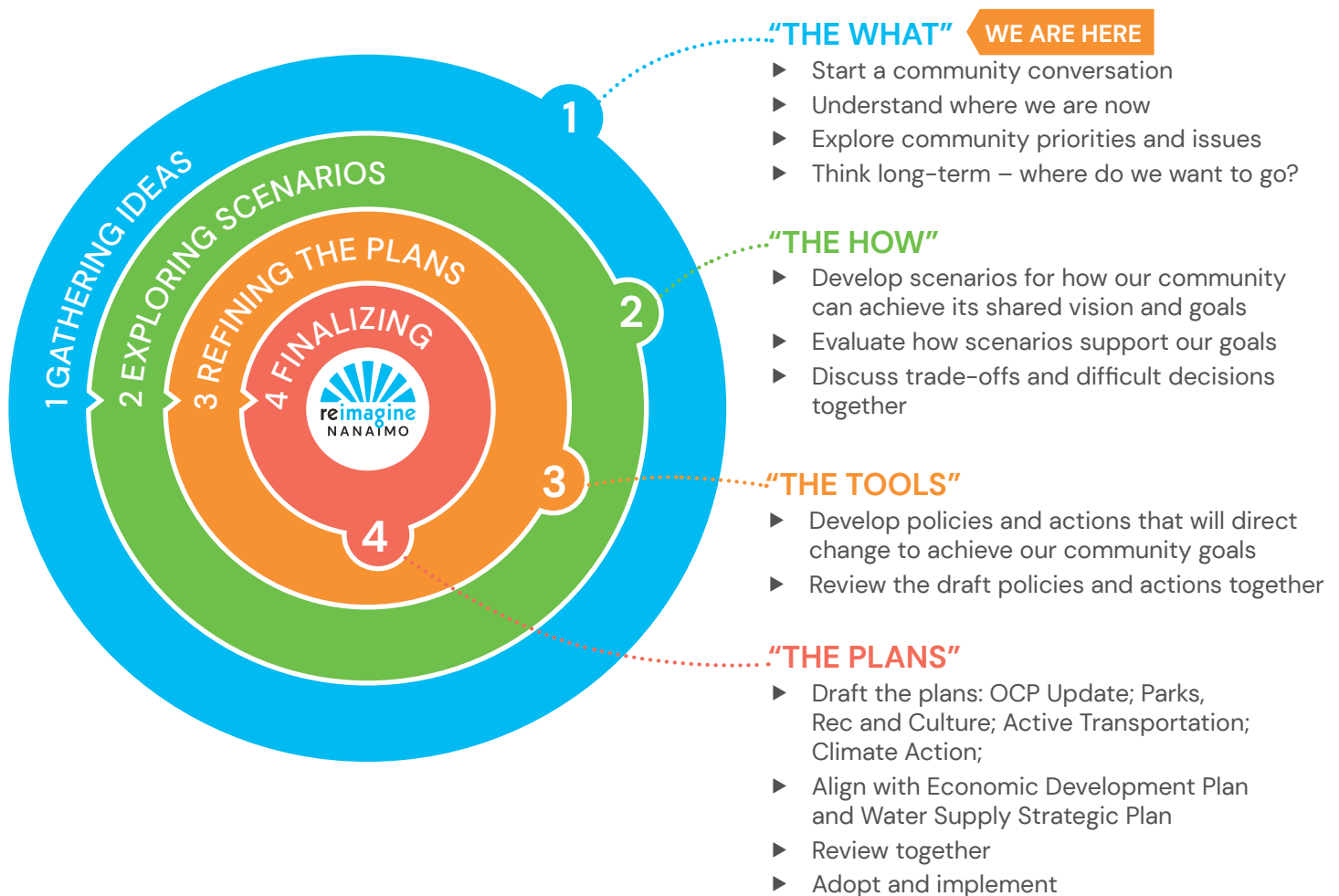
The REIMAGINE NANAIMO process aims to build on the CETF's learnings to provide opportunity for people to be involved in their City's future.



MOVING FROM BIG IDEAS TO FOCUSED DIRECTION

REIMAGINE NANAIMO is an integrated planning process that will ultimately lead to creation of an Updated Official Community Plan (OCP) and supporting key plans including a Parks, Recreation and Culture Plan; an Active Transportation Plan; and a Climate Action Strategy, along with support for advancing strategies on Economic Development and Water Supply. As the process evolves, opportunities to combine some or all of these plans will be explored to create a clear and integrated path forward.

The REIMAGINE NANAIMO process becomes more and more focused with each step. The process starts broadly to consider where the City is today and invite input and ideas about where to go in the future. The process becomes more specific and detailed as it proceeds and plans are developed and refined. REIMAGINE NANAIMO is currently in the first stage, Gathering Ideas, which is a critical step to identifying what needs to be addressed in the plans.





AUDIENCES

Engagement focused on obtaining input from people who care about Nanaimo – residents from across all Nanaimo neighbourhoods, as well as those who work, shop, go to school, or play in Nanaimo.

An important goal for REIMAGINE NANAIMO is to hear from all voices in the community, but there can be obstacles to participation. An objective for engagement was to shift barriers so participants could have an equal opportunity to be involved in a way that works for them.

During engagement the Project team reached out to organizations, institutions, and individuals to request their assistance in encouraging others to participate and figuring out ways to connect with those who may not be able to participate online.

ENGAGEMENT DURING COVID-19

The COVID-19 pandemic required adjustments to the planned engagement process in 2020. The process was adapted from a largely in-person format to a series of online and key in-person opportunities that could follow physical distancing guidelines. The aim was to be safe, while still meeting engagement goals. The change included an extended engagement period that ran from July through November 2020.



Summer pop-ups hosted by the Parks, Recreation & Culture department allowed for some in-person activities while following current COVID-19 guidelines.

1.2 OUTREACH

How did we tell people about REIMAGINE NANAIMO?

DIGITAL OUTREACH

July – Nov. 2020



78 Facebook posts
@cityofnanaimo



65 Tweets
@cityofnanaimo



16 Instagram posts
54 Instagram stories
@cityofnanaimo



8 email updates to
subscribers to Get
Involved Nanaimo



16 videos on the City
Youtube channel
and social media



posts and activities on
Get Involved Nanaimo
(getinvolvednanaimo.ca)

MEDIA & ANNOUNCEMENTS

July – Nov. 2020



4 media releases



radio spots:
48 on 102.3 the *Wave*
42 on 106.9 the *Wolf*



3 weeks of online ads on
the *Wave*, the *Wolf*, and
Nanaimo News Now



17 weekly features in
the *My Nanaimo This
Week* newsletter



11 ads in the *Nanaimo
News Bulletin*



announcements by
Current Planning
during Public Hearings
(with meetings
streamed online)

AROUND THE CITY

Aug. – Nov. 2020



150 vehicle decals
on City fleet



56 signs in Nanaimo
buses (one in each bus)



59 door and window
decals posted by
organizations



50+ posters dropped
to local coffee shops



50+ posters and static
signs put up in local
parks and along trails



information on the
Beban Park reader board
(on Bowen Road)



ambassador
stations at parks and
recreation facilities



banners on Bastion
Street Bridge (over
Terminal Ave) and at new
fire station construction
site on Fitzwilliam St



REIMAGINE NANAIMO
logo on centre ice at
Nanaimo Ice Centre

OUT & ABOUT Aug. – Dec. 2020



34 summer pop-ups: parks, seawalks, trails, playgrounds, farmers markets



chalk engagement questions in parks and along trails



5 fall pop-ups: Woodgrove, Country Club, North Nanaimo Town Centre, University Village, Chase River Country Grocer



100+ workshops, meetings, and discussion groups led by City staff (with numbers ranging from 2 to 15+ participants)

OTHER ACTIVITIES Aug. – Nov. 2020



1 postcard mailed to all Nanaimo addresses



8 backgrounders with key information about the process and Nanaimo today



emails / calls to stakeholders and user group representatives, and organizations to invite participation and collect ideas and input



discussions and input from Committees of Council: Environment Committee, Advisory Committee on Accessibility and Inclusiveness, Economic Development Committee, and Health and Housing Task Force



a Creative Community Contest open to all to share their creative ideas



3 commissioned responses by local art leaders: a poem by Youth Poet Laureate Valina Zanetti, a song by Sonnet L-Abbé, and an illustration by Sebastian Abboud



information shared with intergovernmental and community agencies

YOUTH & STUDENT OUTREACH Sept. – Nov. 2020



VIU-led student week-long outreach program on VIU communication platforms: Student Pulse E-Newsletter, VIU Co-Curricular app, Twitter, and Facebook



KidsPlan activity books distributed by schools and summer day camps

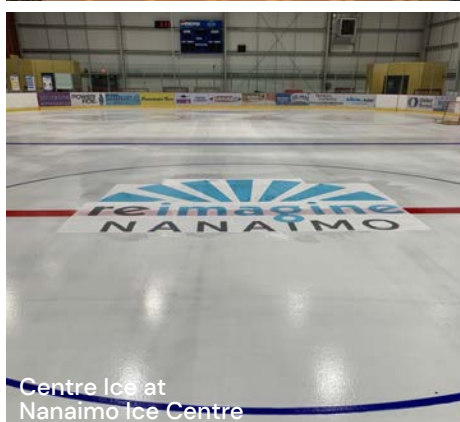


SD68 PAC circulation of survey information via parent distribution lists



City planner virtual classroom visits to hear from students

What did REIMAGINE NANAIMO outreach look like?





Postcard mailed to all city residents



reimagine NANAIMO
Our City, Our Voices.

What kind of city will Nanaimo be in 20+ years?
REIMAGINE NANAIMO is our once-a-decade opportunity to create a collective vision and road map for our City's future. As our population grows to 140,000 and beyond in the next 25+ years, we need voices from across the community to imagine how we evolve and grow to better meet the needs of all.

ONLINE AT: getinvolvednanaimo.ca

PHASE 1 of this process ends on November 30, but look for more ways to participate in 2021.

KEY WAYS TO PARTICIPATE TODAY:

IDEAS QUESTIONNAIRE

CREATIVE COMMUNITY CONTEST

OPEN UNTIL **NOVEMBER 30th**

GREAT PRIZES!





Our City, Our Voices.

take 10 minutes and help us imagine how we can grow to better meet the needs of all in our community.

[TAKE QUESTIONNAIRE](#)

Radio station website banner

1.3 ENGAGEMENT ACTIVITIES

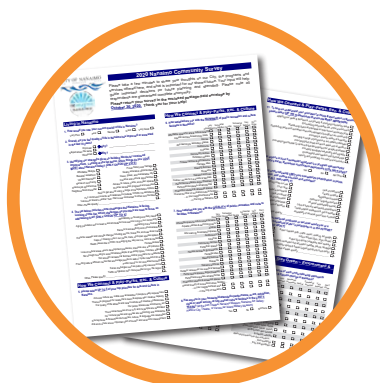
How was REIMAGINE NANAIMO input received?



Public Questionnaires

A main Ideas Questionnaire and six Topic Questionnaires were administered online through Get Involved Nanaimo or available in paper format. These were open to all participants.

+



Statistical Survey

The statistical survey, which asked similar questions to the public questionnaires, was mailed to a random sample of 2,000 Nanaimo addresses to obtain a statistically-valid response (426 responses).

+



Online Welcome Meetings

At the start of the engagement, the City hosted four online welcome meetings. The focus of the meetings was to introduce the process, identify how to involve others, and hear initial discussions on opportunities and challenges.



Community Mapping on Get Involved Nanaimo

Community mapping encouraged participants to share their knowledge about Nanaimo by dropping pins to record places they love, places they feel need improvement, and places where they have ideas for the future.

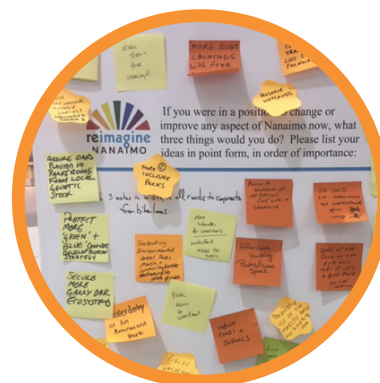
+



Ideas Boards Submissions on Get Involved Nanaimo

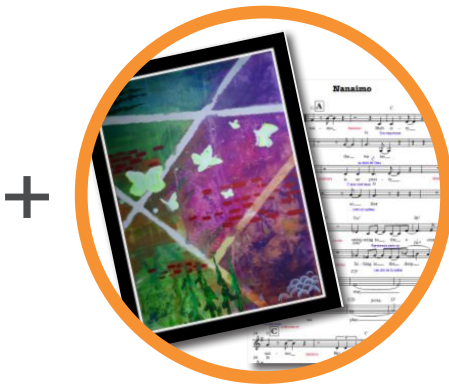
Questions on different topics were posted regularly and participants shared their responses online for others to see.

+



Sticky note posts at Pop-ups

Key questions were featured on display boards to collect responses on sticky notes from participants who visited the pop-ups.



Creative Community Contest

The contest encouraged creative exploration, idea generation, and fun. Creative submissions about Nanaimo and its future were invited from people of all ages and abilities and in any media! Art pieces, music, video, poetry, photography, and more were shared.



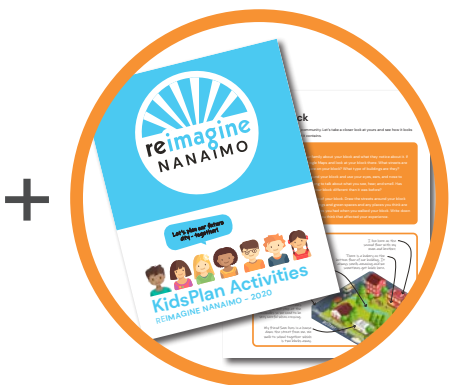
Chalk Activities

In public spaces around the City, key questions were chalk painted on walkways and people were encouraged to use sidewalk chalk to draw or write their responses to the questions.



Culture & Events Dialogues

The City of Nanaimo Culture and Events team hosted facilitated dialogues with stakeholders from Nanaimo's Cultural Sector on five key topics: Spaces for Culture; Collaborations & Partnerships; Reconciliation & Decolonization; Our People; and Sustainability.



Youth & School Engagement

To reach youth voices, the Project team distributed a KidsPlan Activity guide to gather ideas from younger participants and joined in discussions with school classrooms in the City. The Project team also visited a VIU Master of Community Planning class to hear university student insights.



Stakeholder Meetings & Interviews

From September through December, City staff held dozens of ideas meetings and discussions via online platform or physically-distant settings with stakeholder groups to gather varied perspectives on challenges, opportunities, and priorities.



Input from Related Meetings & Workshops

In addition to specific REIMAGINE NANAIMO engagement, key findings from related City engagements including the Nanaimo Health and Housing Design Labs in March 2020 and the Economic Development Strategy Focus Group Sessions in June 2020 were shared as input to this process.

What stakeholders were engaged for REIMAGINE NANAIMO?

During Phase 1 of REIMAGINE NANAIMO, the City endeavoured to connect with as many Nanaimo stakeholders as possible. These connections took many forms – online meetings, physically-distant in-person meetings, community dialogues, phone calls, emails, and more. The information shared provides profound insights about our City’s future needs. Contributions were diverse and multi-faceted, so key themes are captured within the different topics summarized in Section 3 and meeting notes are in Appendix A. Stakeholder engagement is ongoing and will continue in upcoming phases. Thank you to all who gave their time and energy so far.



100+
Stakeholder
Groups Engaged
(so far!)





Nanaimo Night Market on Commercial Street



Fall pop-up at University Village



2 WHO PARTICIPATED?

This section summarizes who participated in the first phase of engagement and how participation compares with the City of Nanaimo's demographic profile.

This information helps identify how input reflects the make-up of our community and potential gaps and focus areas for future phases of engagement.

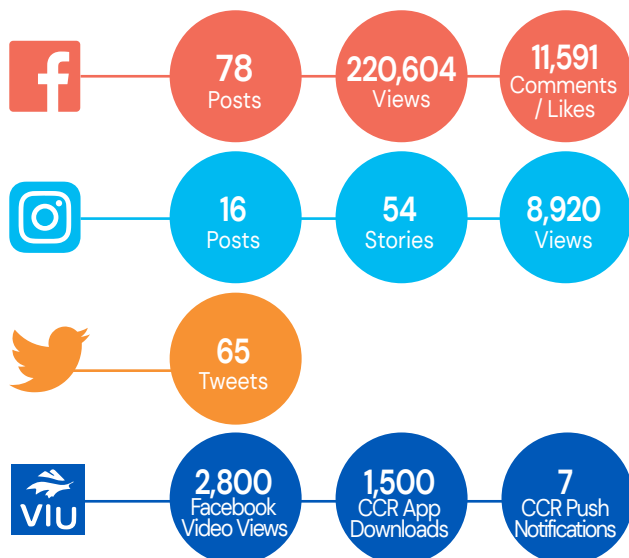


Fall pop-up at Woodgrove Mall

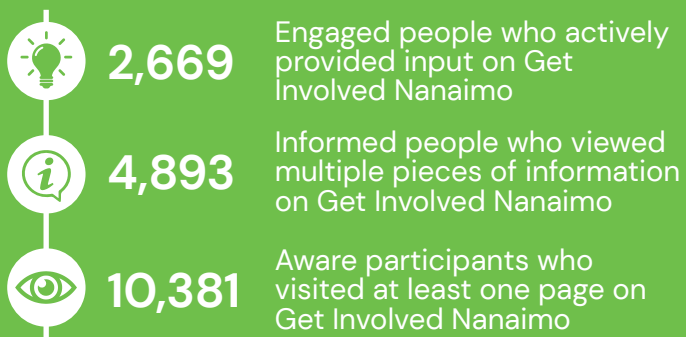
2.1 PARTICIPATION HIGHLIGHTS



SOCIAL MEDIA STATS



GET INVOLVED NANAIMO

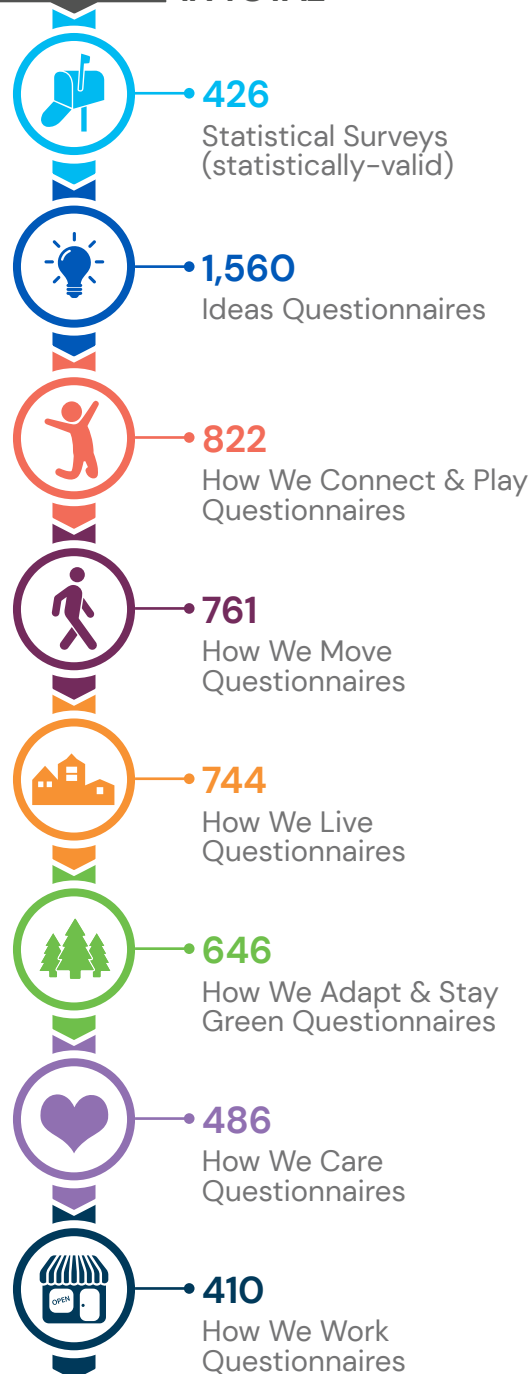


IN-PERSON CONNECTIONS



SURVEYS & QUESTIONNAIRES

5,855 COMPLETED IN TOTAL



2.2 PARTICIPANT DETAILS

To get a sense of who participated in the engagement process, the Public Questionnaire and the Statistical Survey asked participants key questions about themselves, their household, and their relationship to Nanaimo. The following charts summarize participant responses compared with demographic details about the City.

NOTES:

- ▶ Demographic information was collected through the Public Questionnaire and Statistical Survey only. Other sources of input including stakeholder meetings and workshops, online activities, written submissions, and other inputs did not collect demographic information and therefore are not represented here.
- ▶ Not all demographic questions could be included on the Statistical Survey due to space constraints. Each question identifies sources of information beneath the title.
- ▶ Not all percentages will add up to 100% due to rounding or the nature of the question.

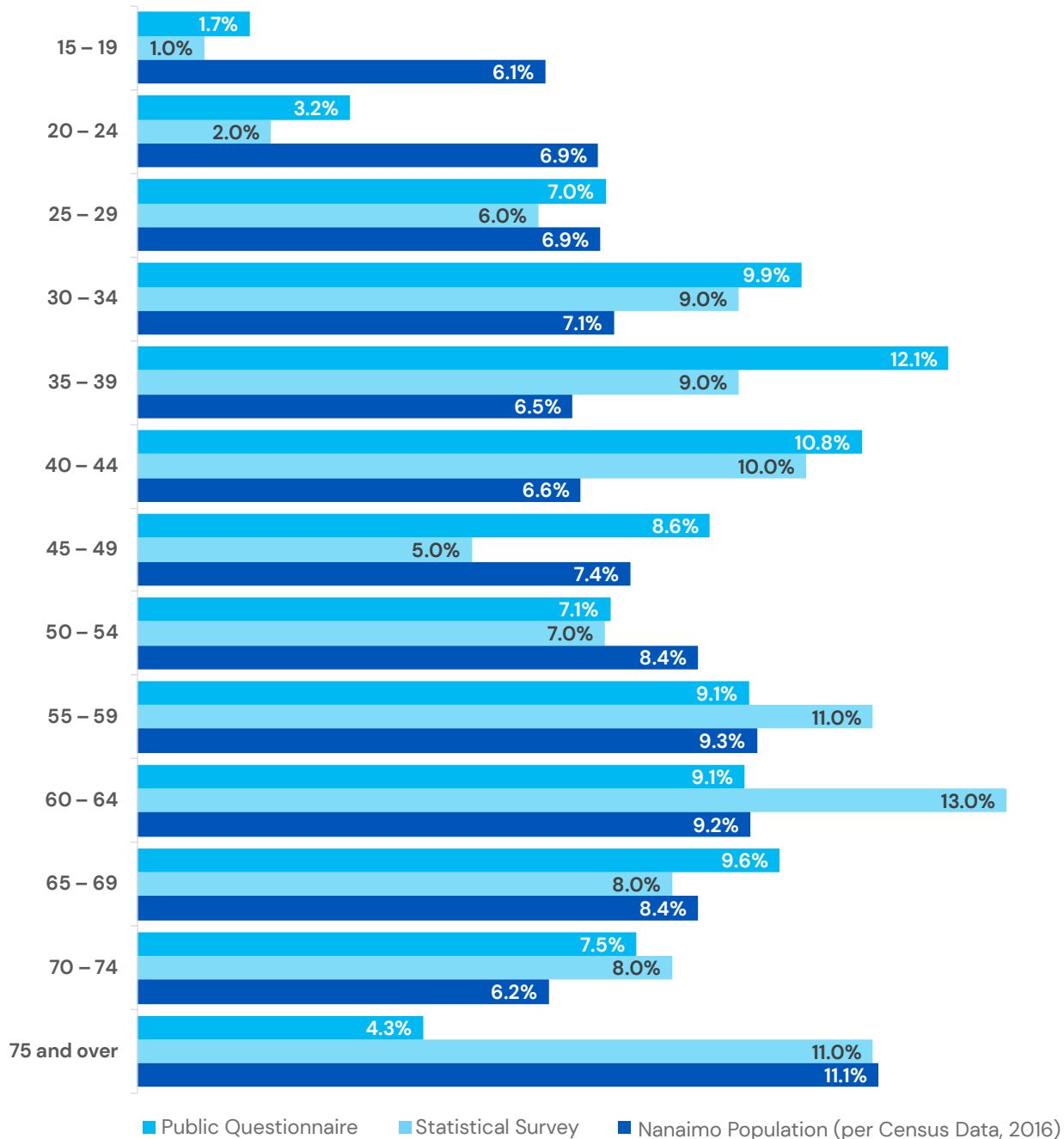


Nanaimo Night Market on Commercial Street



PARTICIPATE AGE

Public Questionnaire & Statistical Survey



KEY OBSERVATIONS

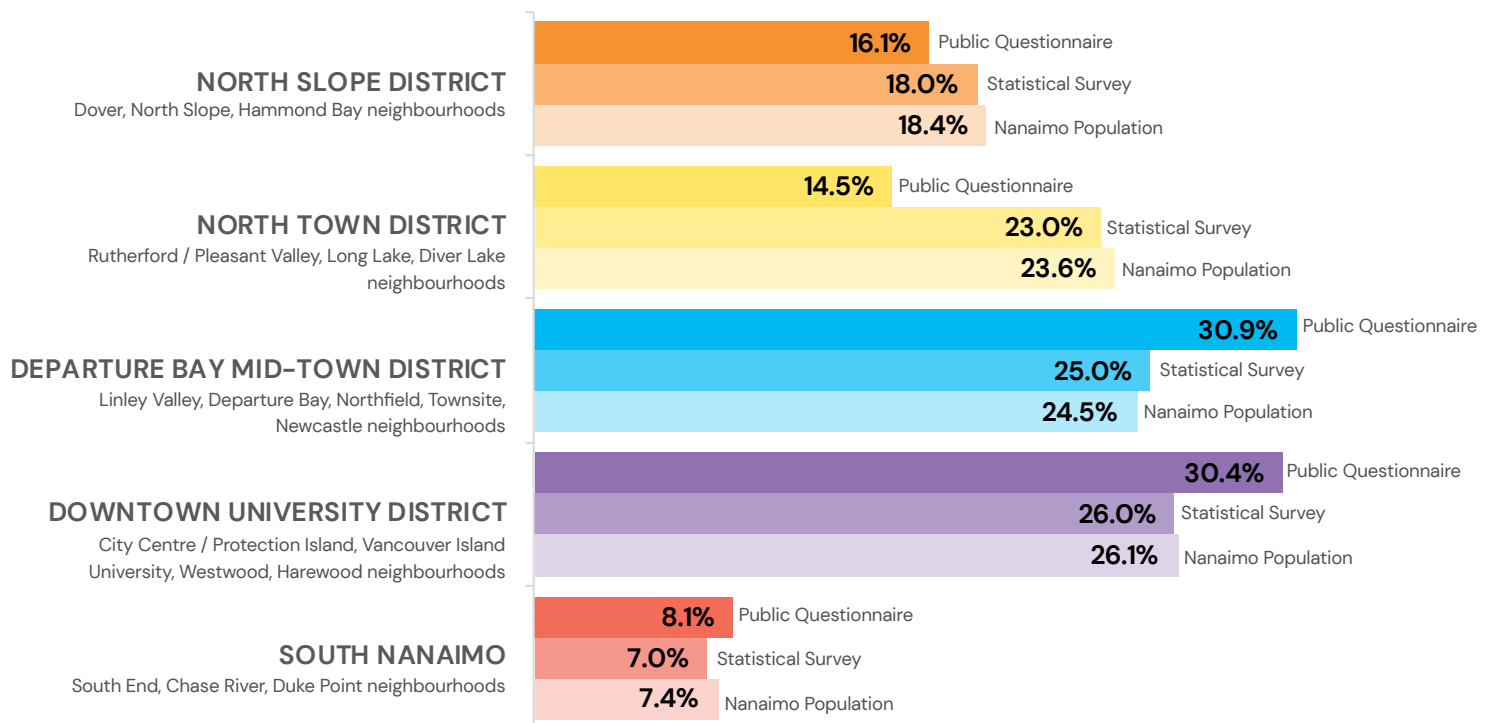
- Between the two formats, most age groups in Nanaimo were well represented, with more limited representation from the 15–24 ages
- There was strong participation from the 30–44 age groups
- Participants 49 and under were more likely to participate online, while those 55 and over were more strongly represented in the statistical survey (with some exceptions)



GEOGRAPHICAL LOCATION

Public Questionnaire & Statistical Survey

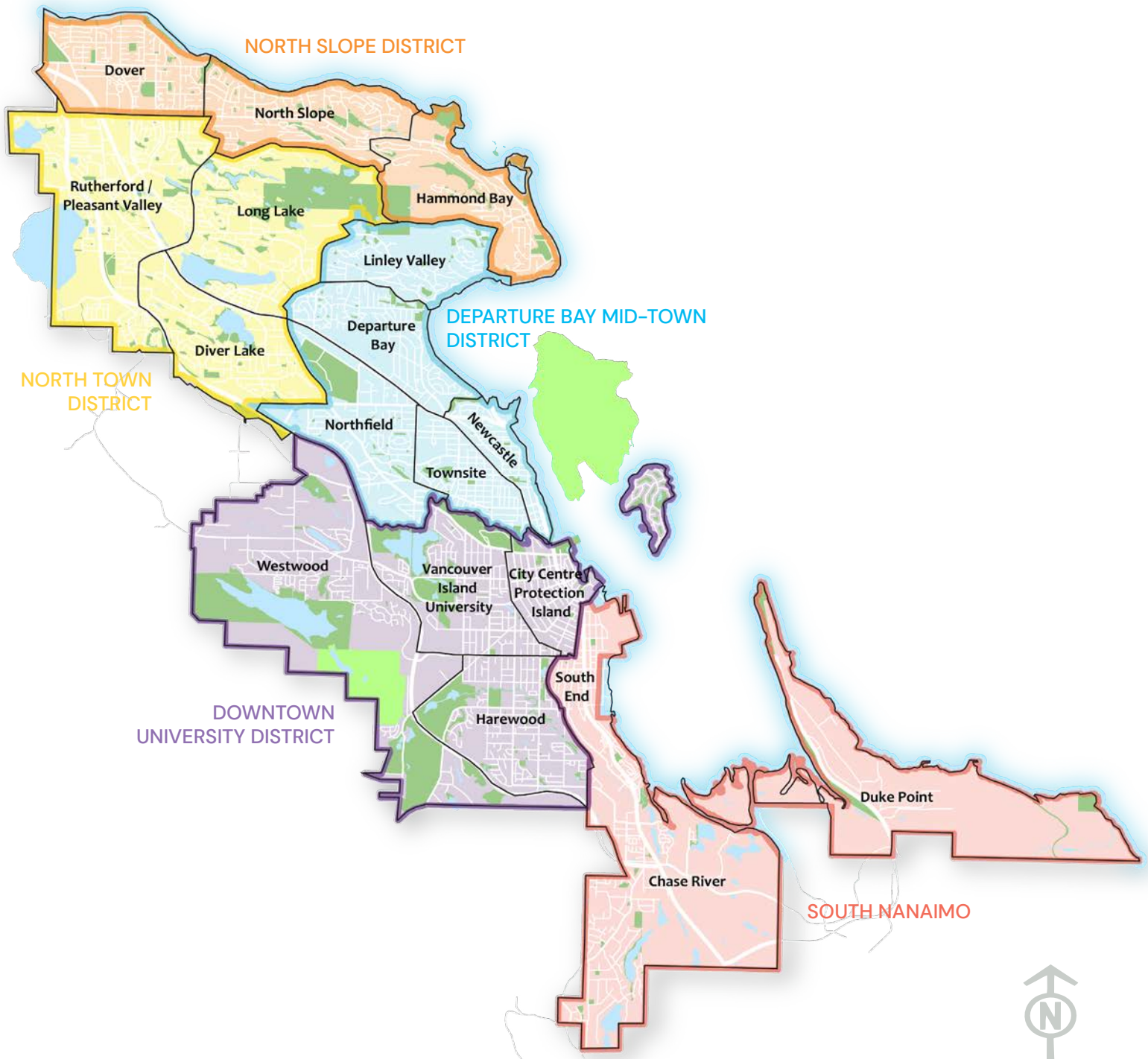
The chart below summarizes participation from each of five geographical districts in Nanaimo. The map on the adjacent page indicates which neighbourhoods fall in each district and the colours on the chart correspond with the map colours.



KEY OBSERVATIONS

- Geographical representation through the statistical survey was within 1% representation for all five districts, demonstrating geographically-equitable participation
- Geographical representation through the self-selected public questionnaire indicated slightly higher participation from the Departure Bay / Mid-Town and Downtown University Districts and slightly lower participation from the North Town District

NANAIMO DISTRICTS & NEIGHBOURHOODS MAP



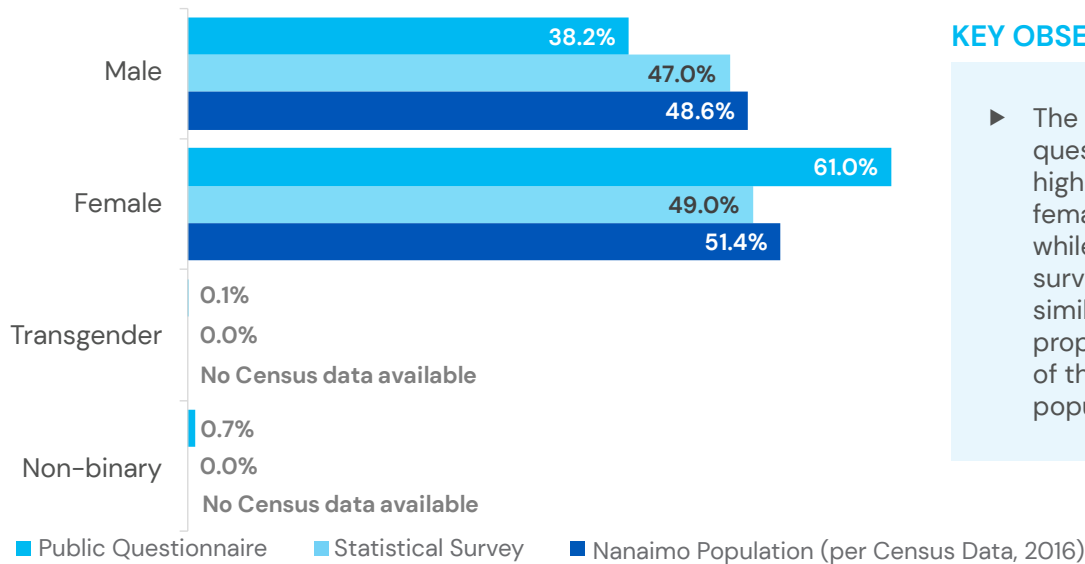


PARTICIPANT IDENTITY

Public Questionnaire & Statistical Survey

GENDER IDENTITY

Public Questionnaire & Statistical Survey

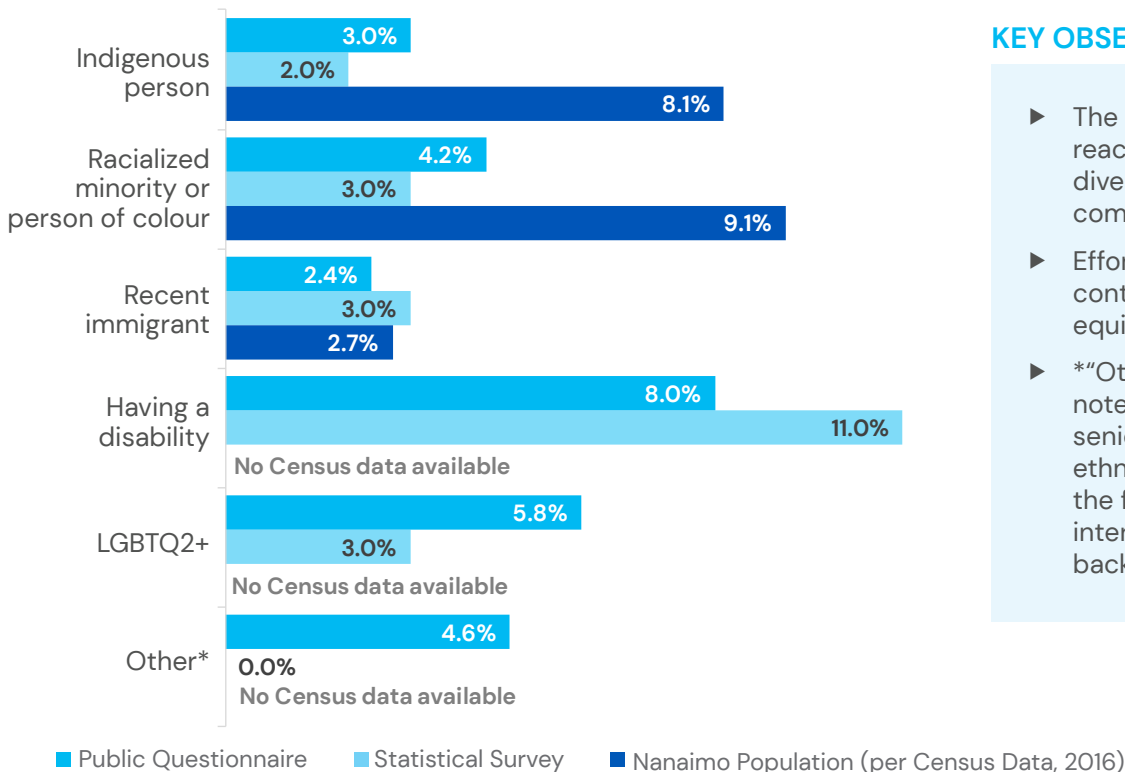


KEY OBSERVATIONS

- ▶ The public questionnaire saw a higher proportion of female participants while the statistical survey saw more similar participation proportions reflective of the Nanaimo population

HOW PEOPLE IDENTIFY

Public Questionnaire & Statistical Survey



KEY OBSERVATIONS

- ▶ The process aims to reach a broad and diverse group of community members
- ▶ Efforts will need to be continued to support equitable participation
- ▶ *"Other" identifiers noted included senior, retiree, multi-ethnic, member of the faith community, international student, background of trauma



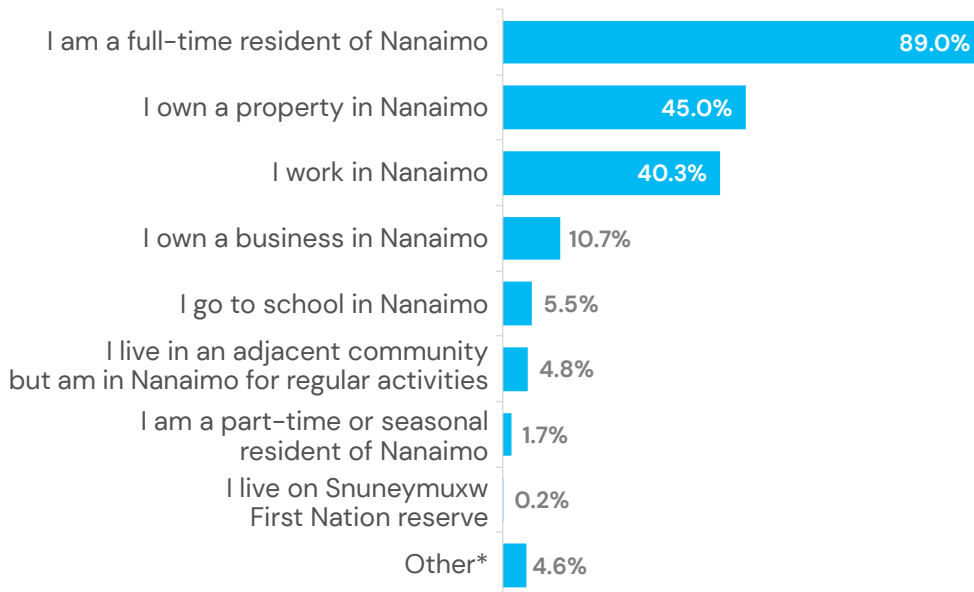
RELATIONSHIP TO NANAIMO

Public Questionnaire & Statistical Survey



HOW DO PEOPLE DESCRIBE THEIR RELATIONSHIP TO NANAIMO?

Public Questionnaire

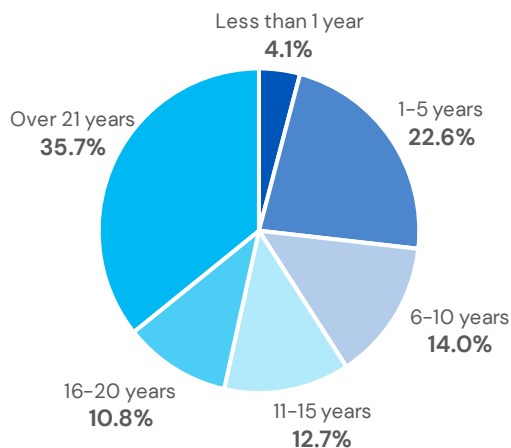


KEY OBSERVATIONS

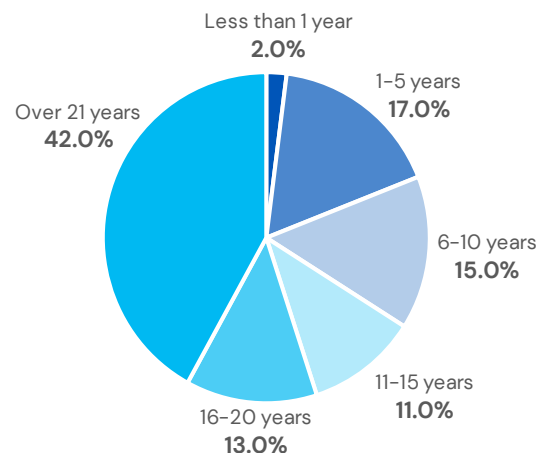
- Most participants were full-time Nanaimo residents
- *"Other" relationships noted included former resident, grew up in Nanaimo, family members in Nanaimo, active citizen, landlord, marina resident, frequent visitor

LENGTH OF TIME IN NANAIMO

Public Questionnaire



Statistical Survey



KEY OBSERVATIONS

- Both the public questionnaire and statistical survey indicated participation from people who have lived varied lengths of time in Nanaimo
- Over a third of participants in both formats have lived in Nanaimo for over 21 years
- The public questionnaire saw participation from twice the number of newcomers (less than 1 year) than the statistical survey

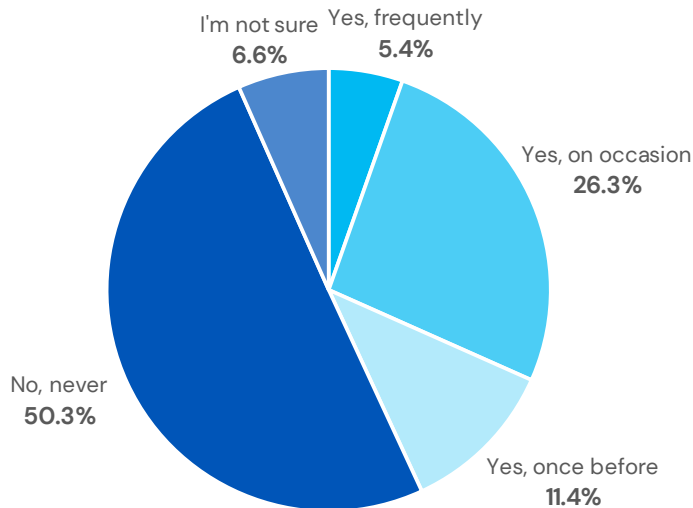


PREVIOUS CITY PROCESS PARTICIPATION

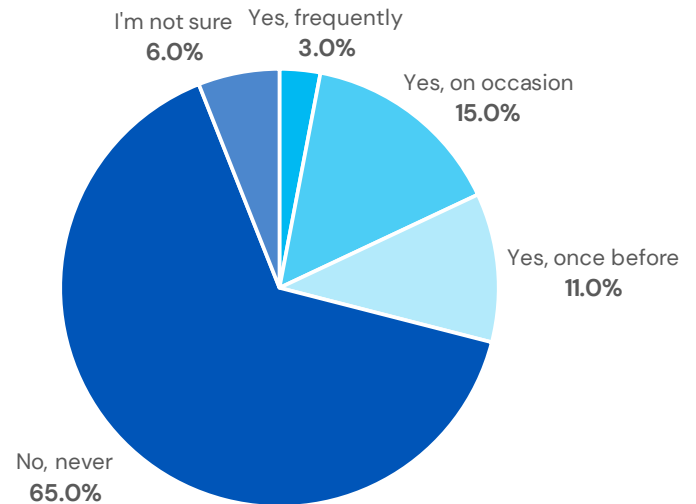
Public Questionnaire & Statistical Survey

HAVE PEOPLE PARTICIPATED IN A CITY PROCESS BEFORE?

Public Questionnaire



Statistical Survey



KEY OBSERVATIONS

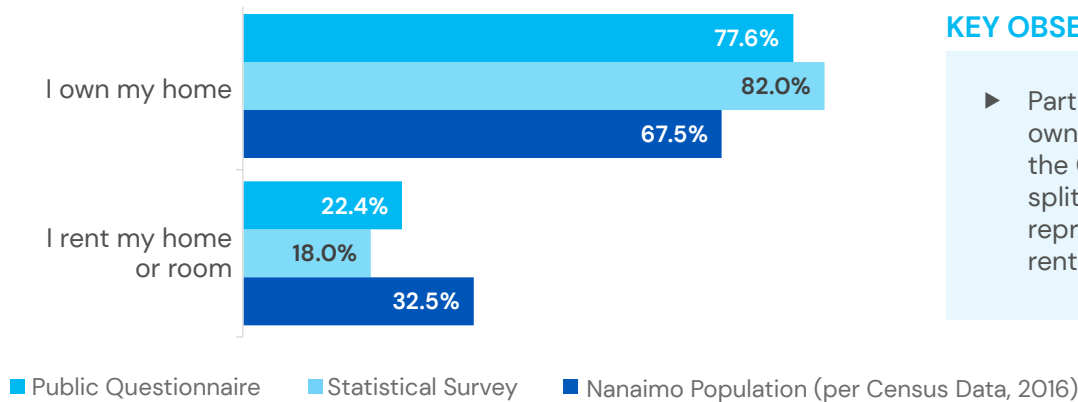
- ▶ A large proportion – over half of respondents in both the public questionnaire (**50.3%**) and statistical survey (**65.0%**) indicated that they have **never** participated before in a city process
- ▶ The statistical survey was a powerful tool for reaching people who had not previously participated



Physically-distant meeting at the Nanaimo Brain Injury Society



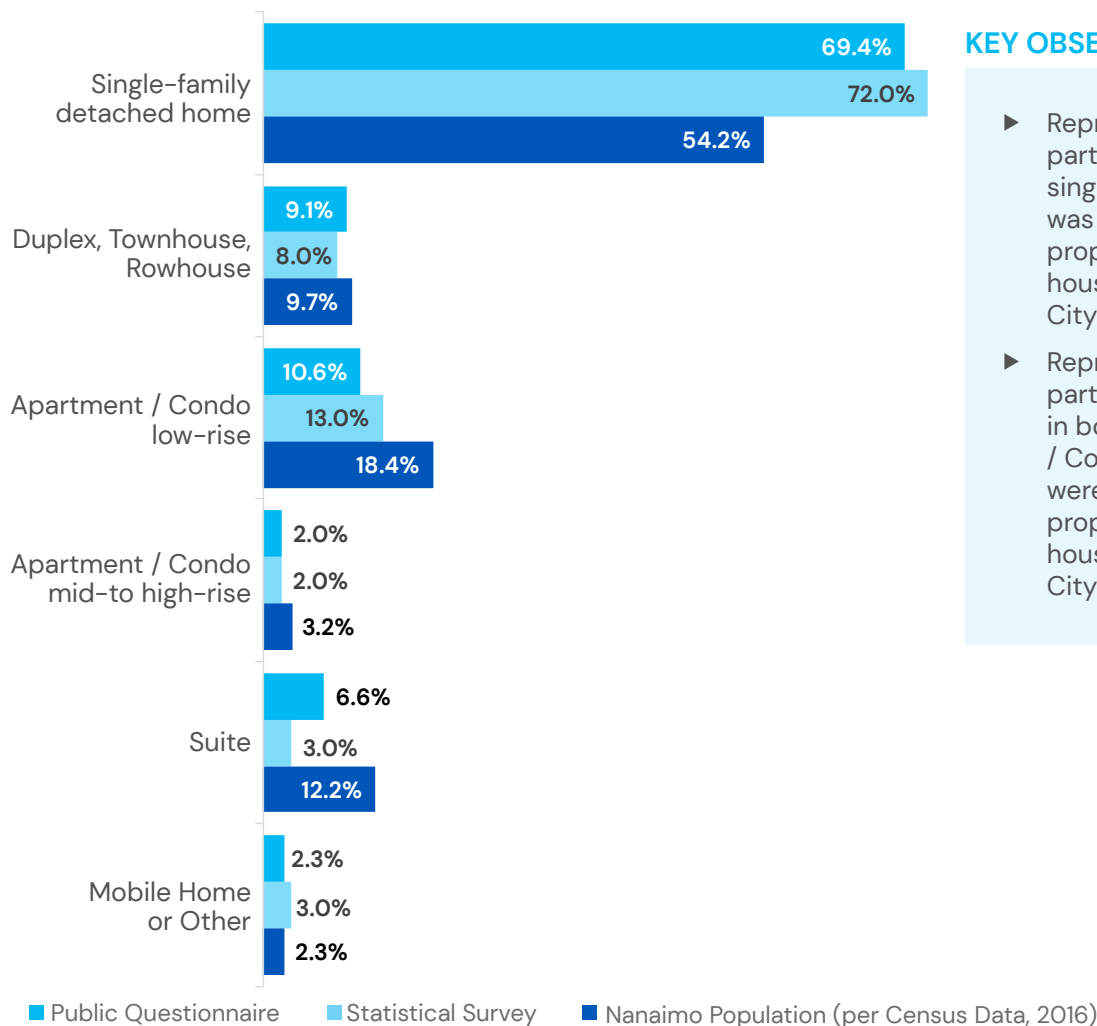
DO PEOPLE RENT OR OWN?



KEY OBSERVATIONS

- Participation by home owners was higher than the City own / rent split, indicating lower representation among renters

WHAT TYPE OF HOUSING DO PEOPLE LIVE IN?



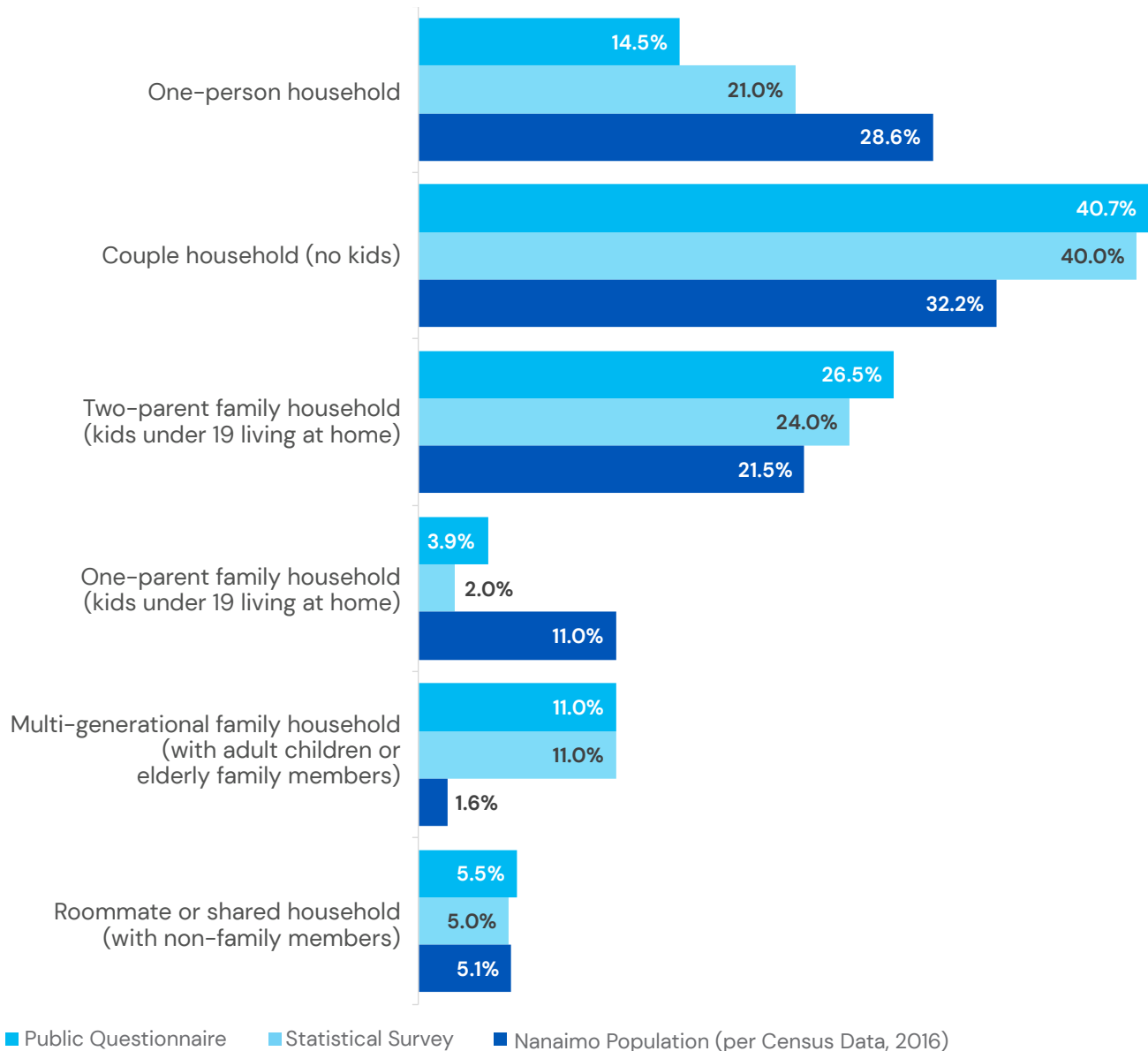
KEY OBSERVATIONS

- Representation of participants living in single-family homes was higher than the proportion of this housing type in the City
- Representation of participants living in both Apartments / Condos or Suites were lower than the proportion of this housing type in the City



HOUSEHOLD MEMBERS

Public Questionnaire & Statistical Survey

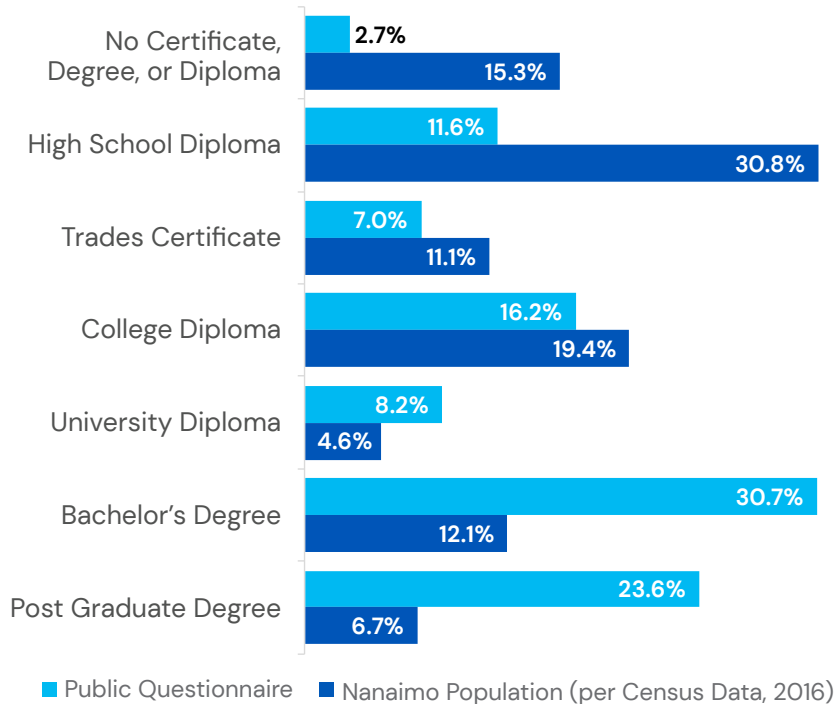


KEY OBSERVATIONS

- ▶ The strongest representation was from couple households with no kids and was over-represented when compared with City demographics
- ▶ One person households and one-parent family households with kids under 19 living at home were both under-represented when compared with City demographics
- ▶ Participation from multi-generational family households were notably higher than comparable City demographics, potentially in part related to changes occurring during the COVID-19 pandemic



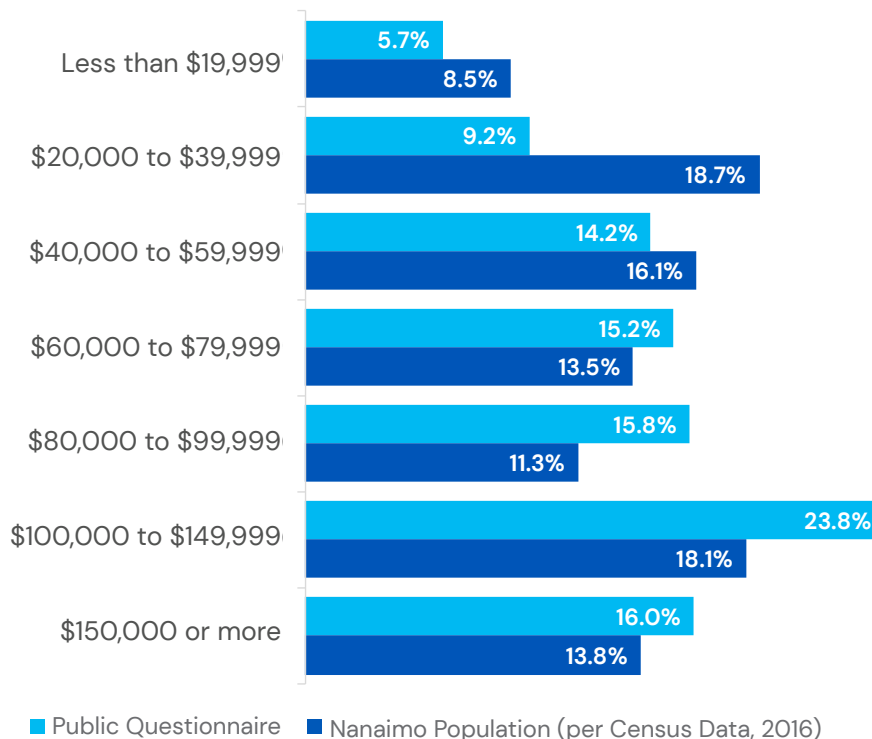
HIGHEST LEVEL OF EDUCATION



KEY OBSERVATIONS

- Public questionnaire participants indicated education levels of a University Diploma, Bachelor's Degree, or Post Graduate Degree at higher rates than City census data

ANNUAL HOUSEHOLD INCOME



KEY OBSERVATIONS

- Public questionnaire participants also indicated higher annual household incomes than City census data
- It is notable that the census data is from 2016 and would not reflect overall average income growth in the past 5 years

Tsumkwaut (Deborah Good) Snuneymuxw, drummer and singer, leader of the Foot Prints of the Wolf, performing a traditional song at the Port Theatre





Fall pop-up at North
Nanaimo Town Centre



3 WHAT WE HEARD

Creating plans for the future is all about sharing ideas and thinking together, so the first phase of **REIMAGINE NANAIMO** aimed to learn what Nanaimo is and should be to all those who care about its future.

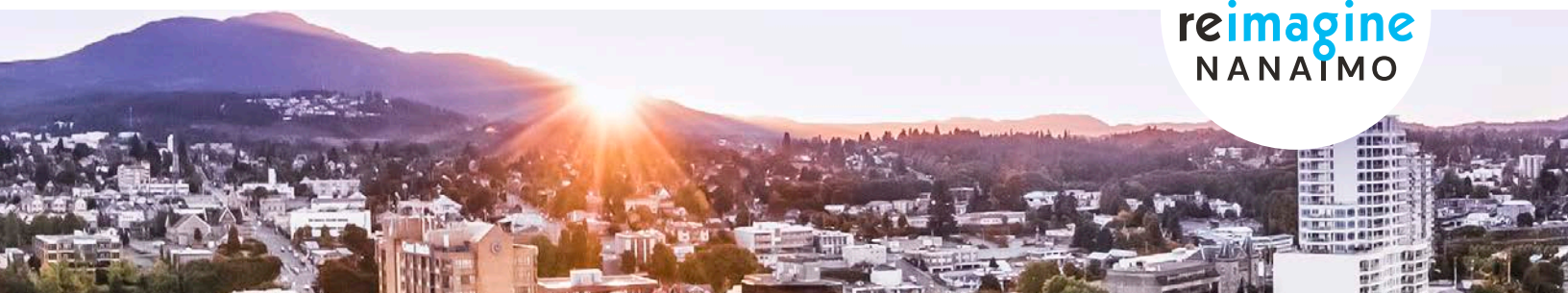
This section summarizes what participants shared during the first phase of engagement through all of the engagement activities.

In this phase of engagement, the City undertook the preparation and distribution of both a Statistical Survey (statistically-valid) and Public Questionnaires. Both formats asked similar questions, with the intent that the Statistical Survey would provide an accurate measure of the views of Nanaimo's general population. Figures on the following pages are labeled to indicate if they are referring to the Statistical Survey, the Public Questionnaires, or both.

Young performer playing piano in Diana Krall Plaza



3.1 OUR CITY OVERALL



Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

Learning about Nanaimo's strengths, weaknesses, and opportunities today helps create building blocks for continued improvement. Participants shared what they love about Nanaimo, their concerns, information about their quality of life, and their vision for creating a thriving City for all.

WHAT ARE NANAIMO'S STRENGTHS AND CHALLENGES TODAY?



TOP 3 THINGS PEOPLE LOVE MOST ABOUT NANAIMO

- 1 Access to nature, parks, and open spaces
- 2 Beautiful waterfront
- 3 Role as Vancouver Island's central "hub" that is well-connected to other communities



TOP THINGS PARTICIPANTS ARE CONCERNED ABOUT

- 1 Homelessness
- 2 Social challenges such as public drug use and crime
- 3 Affordability of housing and daily needs

HOW DO WE VIEW OUR QUALITY OF LIFE?



72% of public questionnaire respondents and 84% of statistical survey participants believe they have a good quality of life



44% of public questionnaire respondents and 46% of statistical survey participants believe quality of life has worsened over the last 10 years

■ public questionnaire ■ statistical survey

WHAT IS OUR VISION FOR NANAIMO'S FUTURE?



A thriving and diverse downtown



A well-connected, vibrant waterfront



A supportive community for all

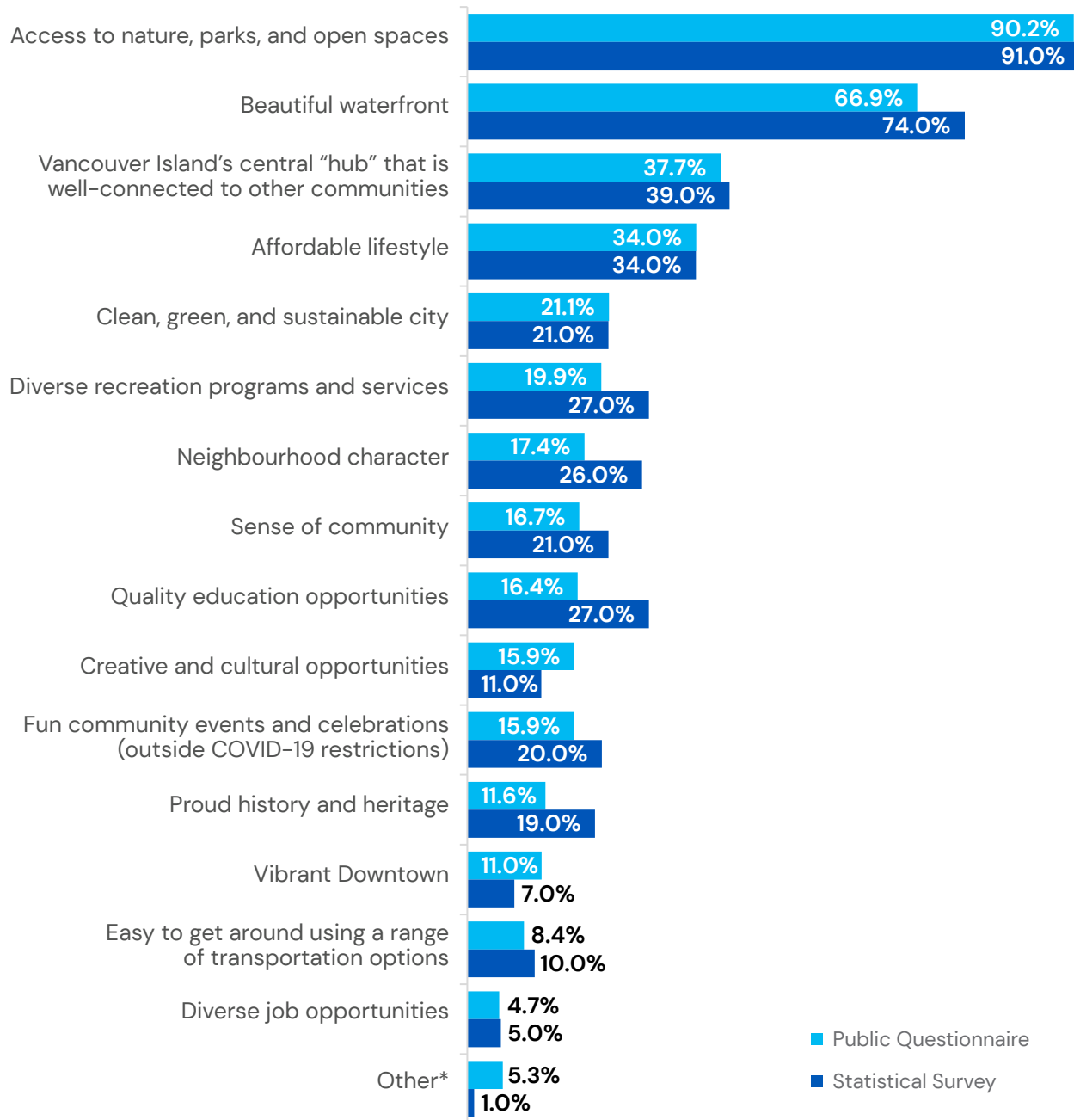


A climate change action leader



WHAT PEOPLE LOVE MOST ABOUT NANAIMO

Public Questionnaire & Statistical Survey



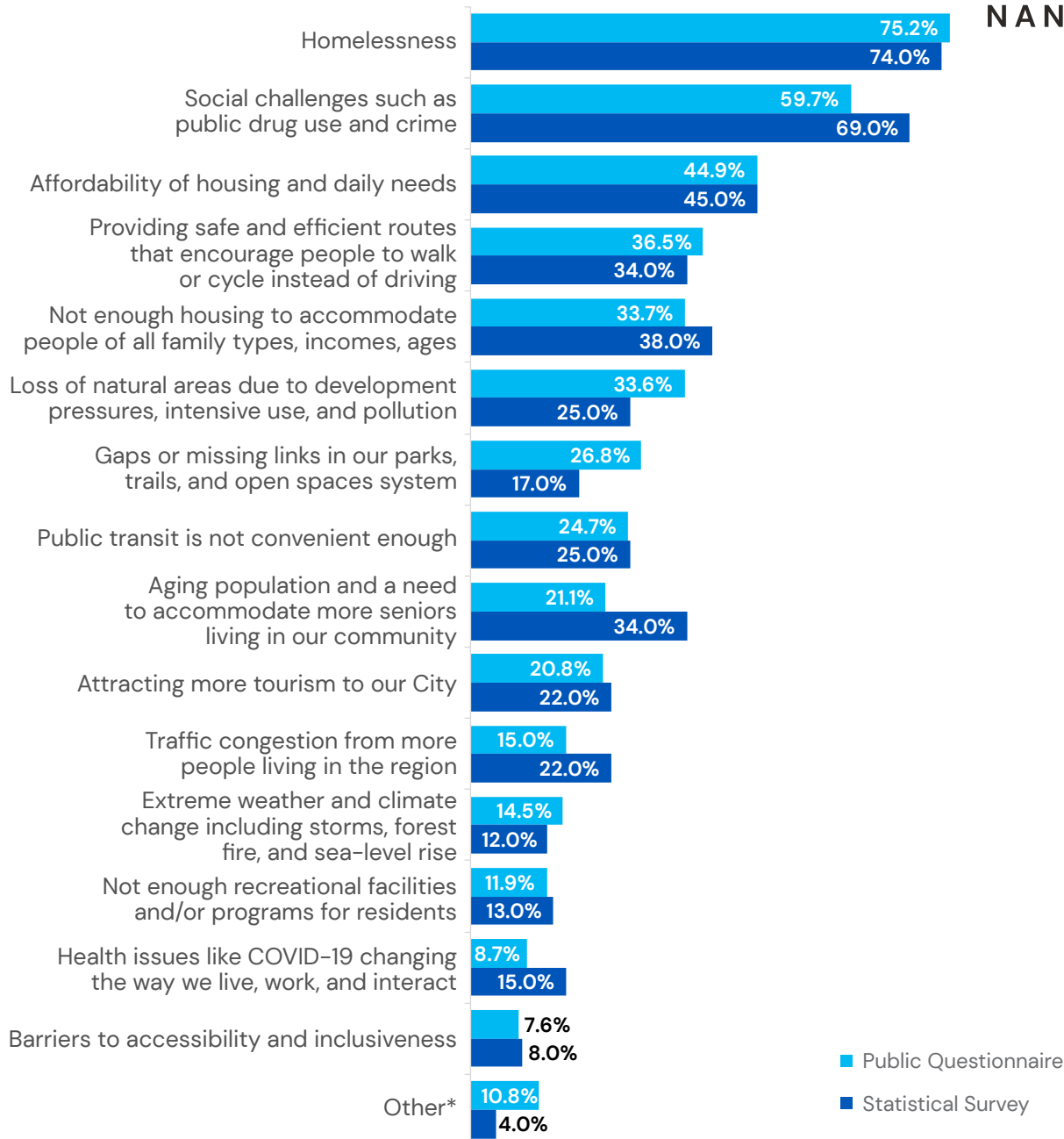
*COMMON "OTHER" THEMES NOTED

- ▶ City size – not too big, not too small, not too dense
- ▶ Friendly people
- ▶ Climate and weather
- ▶ Indigenous culture
- ▶ Great potential
- ▶ Local businesses and restaurants
- ▶ Infrastructure (e.g., water supply)
- ▶ Air quality
- ▶ Relaxed / "Island time" character
- ▶ Safe
- ▶ Increasing diversity and welcoming to all
- ▶ Spiritual programming
- ▶ All of the above
- ▶ None of the above



WHAT CONCERNS PEOPLE ABOUT NANAIMO

Public Questionnaire & Statistical Survey



*COMMON "OTHER" THEMES NOTED

- ▶ Safety and aesthetic concerns about downtown
- ▶ Neglected spaces and vacant lots
- ▶ Abundance of chain retail / not enough support for local businesses
- ▶ Not enough interesting public spaces and streetscapes
- ▶ Gap in local food security
- ▶ Not enough doctors
- ▶ Not enough walkability in neighbourhoods
- ▶ Condition of healthcare facilities
- ▶ Need more spaces for arts and culture
- ▶ Cost of taxes



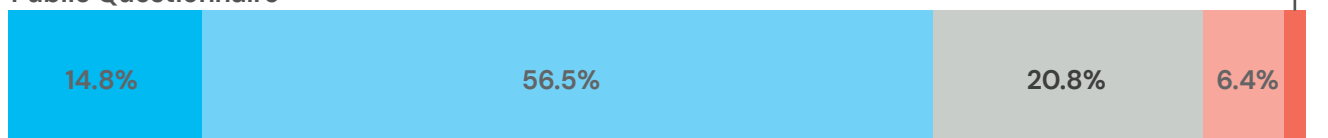
QUALITY OF LIFE IN NANAIMO

Public Questionnaire & Statistical Survey

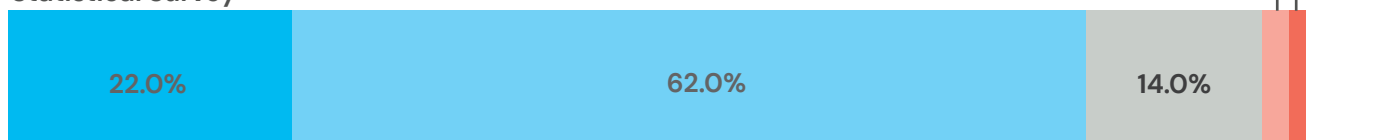
We asked people to share their feelings about their quality of life in Nanaimo and how it's changed in the past decade.

HOW DO PEOPLE RATE CURRENT QUALITY OF LIFE?

Public Questionnaire



Statistical Survey



■ Very Good ■ Good ■ Neutral ■ Poor ■ Very Poor

HAS QUALITY OF LIFE IMPROVED OR WORSENERD OVER THE LAST 10 YEARS?

Public Questionnaire



Statistical Survey



■ Improved ■ Stayed the Same ■ Worsened

KEY OBSERVATIONS:

- ▶ Overall, the **majority of participants** feel they have a **good** or **very good** quality of life in Nanaimo
- ▶ Statistical survey participants (**84%**) tended to rate their quality of life higher than public questionnaire participants (**71.3%**)
- ▶ **Just over half** of participants in both surveys feel like quality of life has **improved** or **stayed the same** in the last 10 years.
- ▶ Unfortunately, about **45%** of participants in both surveys feel quality of life has **worsened** in the last 10 years
- ▶ Statistical survey participants were less optimistic about the last 10 years with slightly more (**46%**) feeling like it has worsened compared with online participants (**44.2%**)

Participants were asked to share their comments on **how** quality of life has changed for them in the last 10 years. Here is what participants had to say:



WHY DO PARTICIPANTS FEEL QUALITY OF LIFE HAS IMPROVED?

- ▶ Urban development standards have improved our transportation networks and public places
- ▶ An enhanced parks, trails, and open space network
- ▶ Additional recreational opportunities
- ▶ More community cultural events and art
- ▶ An improved multi-modal transportation network including complete streets, increased walkability, and more bike paths and lanes
- ▶ Upgraded civic amenities
- ▶ New restaurants and shops opening



WHY DO PARTICIPANTS FEEL QUALITY OF LIFE HAS WORSENEDED?

- ▶ More instances of people experiencing homelessness
- ▶ Increased drug / substance use including more visible activity and evidence of drug paraphernalia in public places
- ▶ A lack of affordable housing following from a dramatic increase in rent and housing prices over the last 10 years
- ▶ Deterioration of the downtown area including vacant and aging buildings, increased crime, and heightened safety concerns
- ▶ Deterioration and loss of natural areas
- ▶ Urban sprawl or unrestricted development
- ▶ Increased traffic
- ▶ Public transit system not adapting quickly enough to meet increased demand; bus routes / frequency not sufficient
- ▶ More prevalence of litter and graffiti
- ▶ Challenges to find family doctors accepting new patients



Nanaimo is a much more diverse and interesting city than it was even 10 years ago, but there is still much room for improvement. This city is still built for the "car," but I am heartened to see new subdivisions being developed for walking, biking, and community spaces to gather. We live in a spectacularly beautiful geographical area, but there are still many things that could be done to showcase this beauty.



As a female living in the downtown area, I feel as though I am unable to safely walk in the evenings alone, which limits my ability to be outside and impacts my feelings of safety in my own home. As a young adult, living in Nanaimo is expensive, giving me limited options for being able to choose the neighbourhood I live in.



For a full list of verbatim comments, refer to Appendix H



IDEAS FOR OVERCOMING COVID-19 IMPACTS

Public Questionnaire

COVID-19 has had an impact on Nanaimo. Participants were asked to offer their ideas, big or small, that could help Nanaimo be resilient to the short-term impacts of COVID-19 while also supporting our long-term success. Here are some of the ideas that were frequently shared:



SUPPORT LOCAL BUSINESSES

- ▶ Find ways to encourage shopping local
- ▶ Consider financial support to local businesses, (e.g., rent relief)
- ▶ Create more outdoor spaces (i.e., patios for restaurants) to encourage patronage
- ▶ Consider closing Commercial Street to cars to allow businesses to occupy the street (similar to Government Street in Victoria)



EXPAND SAFE OUTDOOR GATHERING AND RECREATION OPPORTUNITIES

- ▶ Integrate more covered spaces for socially-distanced gatherings in public parks and plazas
- ▶ Plan for more outdoor events and recreational opportunities (e.g., drive-in movies, socially-distanced outdoor concerts, children's programming)
- ▶ Prioritize new parks and trail connections to facilitate safe outdoor recreational opportunities for all



IMPROVE HEALTH AND SOCIAL SERVICES

- ▶ Work to attract health-care professionals to Nanaimo to address existing shortages and prepare for the future
- ▶ Encourage expansion of public health and social services and community forums for safe interaction
- ▶ Provide financial and emotional support for vulnerable populations (e.g., the elderly, youth, those struggling to find housing)



Closing Commercial Drive [Street] downtown even a couple times per week to encourage outdoor restaurant seating, shopping, and activities that inspire a sense of community in safe ways.



Isolation has been one of the biggest challenges, so it would be good to have a greater awareness of social networks available to you (online and in situ) that you can safely engage in. As someone new to the Island from another country, alternative and safe ways of getting to know people is important.



Equip small businesses with the tools necessary to weather the tough times.



PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Additional opportunities for walkable outdoor retail (markets, etc.)
- ▶ Increasing access to food for those in need

For a full list of verbatim comments, refer to Appendix H



VISION IDEAS

Public Questionnaire, Online Ideas Boards, Pop-ups



Participants were asked to share in a few words or a short phrase, the future Nanaimo they'd like to see in 2030. Here are themes that were commonly noted:



A THRIVING DOWNTOWN

- ▶ Participants' priorities ranged from addressing social challenges to promoting higher-density mixed use development that brings people to the City's core
- ▶ Strong enthusiasm exists to revitalize vacant or aging properties to create new landmarks that fit the image of a flourishing and successful downtown
- ▶ Many envision a walkable downtown with better connectivity to the waterfront and surrounding neighbourhoods
- ▶ Participants value cultural events like markets and festivals



A destination for tourism and business which offers consumers, neighbours, and residents opportunities to co-exist in a sustainable environment. A city centre that... [defines] Nanaimo as a place to live, learn, and celebrate the embedded rich culture of the environment, especially Indigenous culture.



A SUPPORTIVE COMMUNITY

- ▶ Participants envision a future where housing opportunities and social services are provided to support those in need
- ▶ There is a desire for the City's parks, streets, and neighbourhoods to feel safe and welcoming for all
- ▶ Many see a future with increased support for community members living with addiction or mental health challenges



A WATERFRONT FOR ALL

- ▶ Many ideas were shared for enhancing Nanaimo's waterfront, including connecting a multi-modal waterfront trail from downtown to Departure Bay
- ▶ Participants envisioned restaurants and commercial opportunities popping up along the waterfront



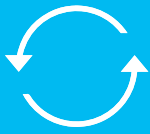
A GREEN APPROACH

- ▶ Many feel access to nature is one of the City's greatest assets and prioritize preservation and restoration of natural areas
- ▶ Participants envision the City in a leadership role in addressing issues related to climate change.
- ▶ Strong support exists for sustainable development and promotion of locally sourced and grown goods

PARTICIPANTS ALSO SHARED VISIONS ABOUT:

- ▶ Increasing affordable housing
- ▶ Improving mobility
- ▶ Strengthening the economy
- ▶ Enhancing parks, trails, and green spaces
- ▶ Reducing urban sprawl
- ▶ Enhancing regional transportation

For a full list of verbatim comments, refer to Appendix H



WHAT WOULD YOU CHANGE?

Public Questionnaire, Online Ideas Boards, Pop-ups

Participants were asked if they were in a position to change or improve any aspect of Nanaimo now, what would they change? Here are themes that were commonly noted:



SOCIAL CHALLENGES

- ▶ Participants commonly expressed a desire to improve housing opportunities and social services for those in need, including using vacant buildings for short term-housing
- ▶ Many feel additional support for community members living with addiction and mental health challenges is necessary, including opportunities for rehabilitation, counseling programs, life skills training, and job placement



DOWNTOWN CHARACTER

- ▶ Many would like to develop or re-establish existing vacant or aging properties and single-use buildings to encourage mixed-use development that supports small, locally-owned businesses
- ▶ Participants would like to make downtown more pedestrian and cyclist friendly, with better connectivity to the waterfront and surrounding neighbourhoods
- ▶ Many noted they would like to see a downtown marketplace (similar to Granville Island)



HOUSING COSTS AND AVAILABILITY

- ▶ Many ideas for lowering housing costs and increasing availability (e.g., lower property taxes, rent control, "tiny home" communities)
- ▶ Suggestions for development of more and newer seniors residences



CRIME AND SAFETY

- ▶ Many participants expressed concerns about crime and public safety, specifically in the downtown area and parks
- ▶ Suggestions for increasing pedestrian safety (e.g., additional lighting, flashers at crosswalks)



I would create incentives for first time home buyers and young families to move to Nanaimo. It is a very attractive city for young professionals who are looking for alternatives to the larger cities. However, with the high cost of living on the west coast and the economic downturn of COVID-19, first time home buyers and young families need all the help they can get.



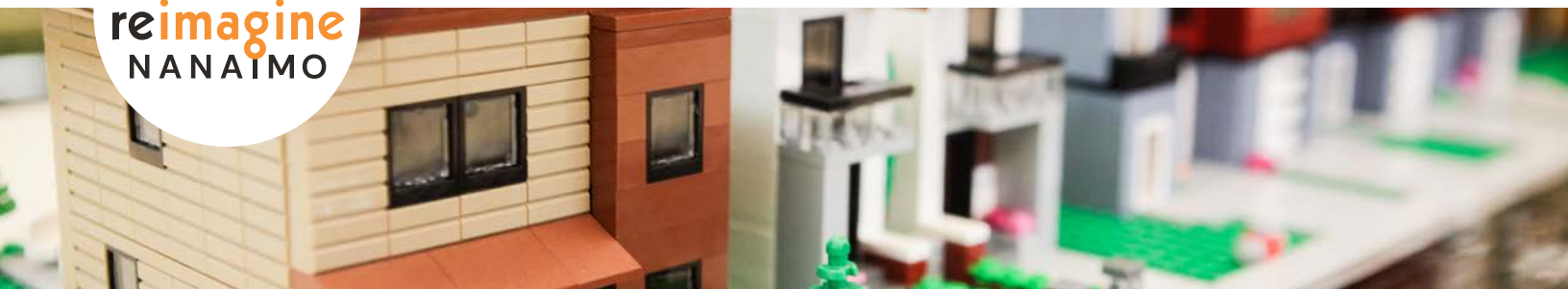
PARTICIPANTS WOULD ALSO LIKE TO IMPROVE:

- ▶ Waterfront character and connectivity
- ▶ Existing transportation networks
- ▶ Maintenance and protection of parks and natural areas
- ▶ Job opportunities
- ▶ Sense of community

For a full list of verbatim comments, refer to Appendix H



3.2 HOW WE LIVE



Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

The places we call home – how they look and how they are located – affect the experience we have of our City. Each of Nanaimo’s neighbourhoods is unique and will continue to evolve. Learning about how people feel in their neighbourhoods today can help us focus on what to improve in the future.

HOW DO WE VIEW OUR NEIGHBOURHOODS TODAY?



TOP 3 THINGS PEOPLE FEEL ARE WELL-PROVIDED IN THEIR NEIGHBOURHOOD

- 1 good access to parks and trails
- 2 lots of trees and vegetation
- 3 a typical feeling of safety



TOP 3 THINGS PEOPLE FEEL ARE NOT WELL-PROVIDED IN THEIR NEIGHBOURHOOD

- 1 routes for children to walk to school
- 2 stores for daily needs within walking distance
- 3 good places for riding a bicycle

WHAT ARE PRIORITIES FOR OUR FUTURE NEIGHBOURHOODS?



A typical feeling of safety



Having parks and trails within easy walking distance



Good places for walking



Having stores for daily needs within easy walking distance



WHAT HOUSING CAN WE IMAGINE LIVING IN?

For each grouping below, the first number indicates responses from the public questionnaire and the second is from the statistical survey.

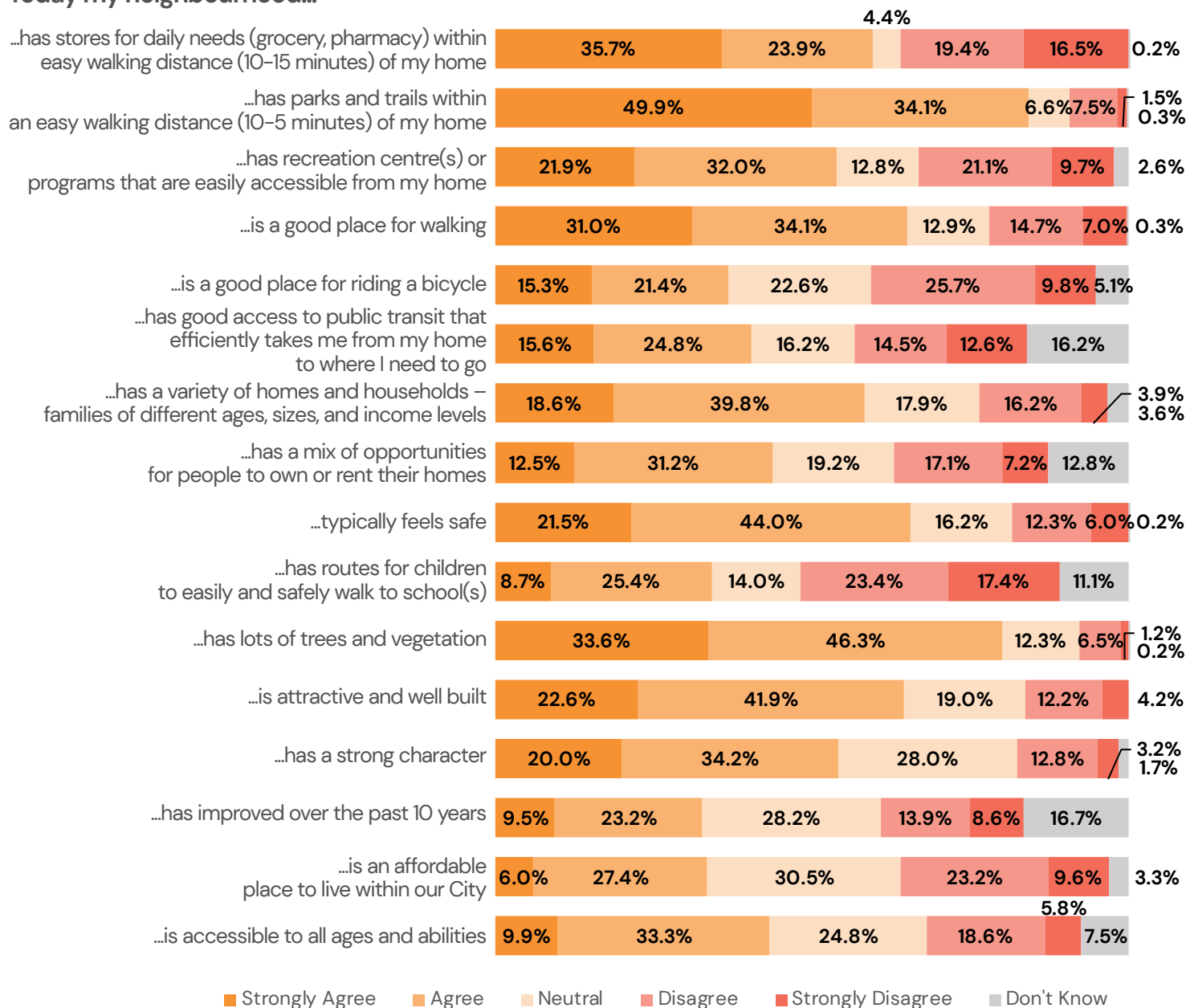
94%	92%	in a single family detached home
59%	49%	in a townhouse / rowhouse
52%	57%	in an apartment / condo <6 storeys
45%	33%	in a suite – detached or attached
35%	27%	in a duplex
30%	32%	in an apartment / condo 6+ storeys
34%	19%	in a mixed-use building



HOW DO PEOPLE VIEW THEIR NEIGHBOURHOODS TODAY?

Public Questionnaire

Today my neighbourhood...



Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know

KEY OBSERVATIONS:

The most **positive** feedback was about the following elements of participants' neighbourhoods:

- 1 good access to parks and trails
- 2 lots of trees and vegetation
- 3 a typical feeling of safety

The most **negative** feedback was about the following elements of participants' neighbourhoods:

- 1 routes for children to walk to school
- 2 stores for daily needs within walking distance
- 3 good places for riding a bicycle



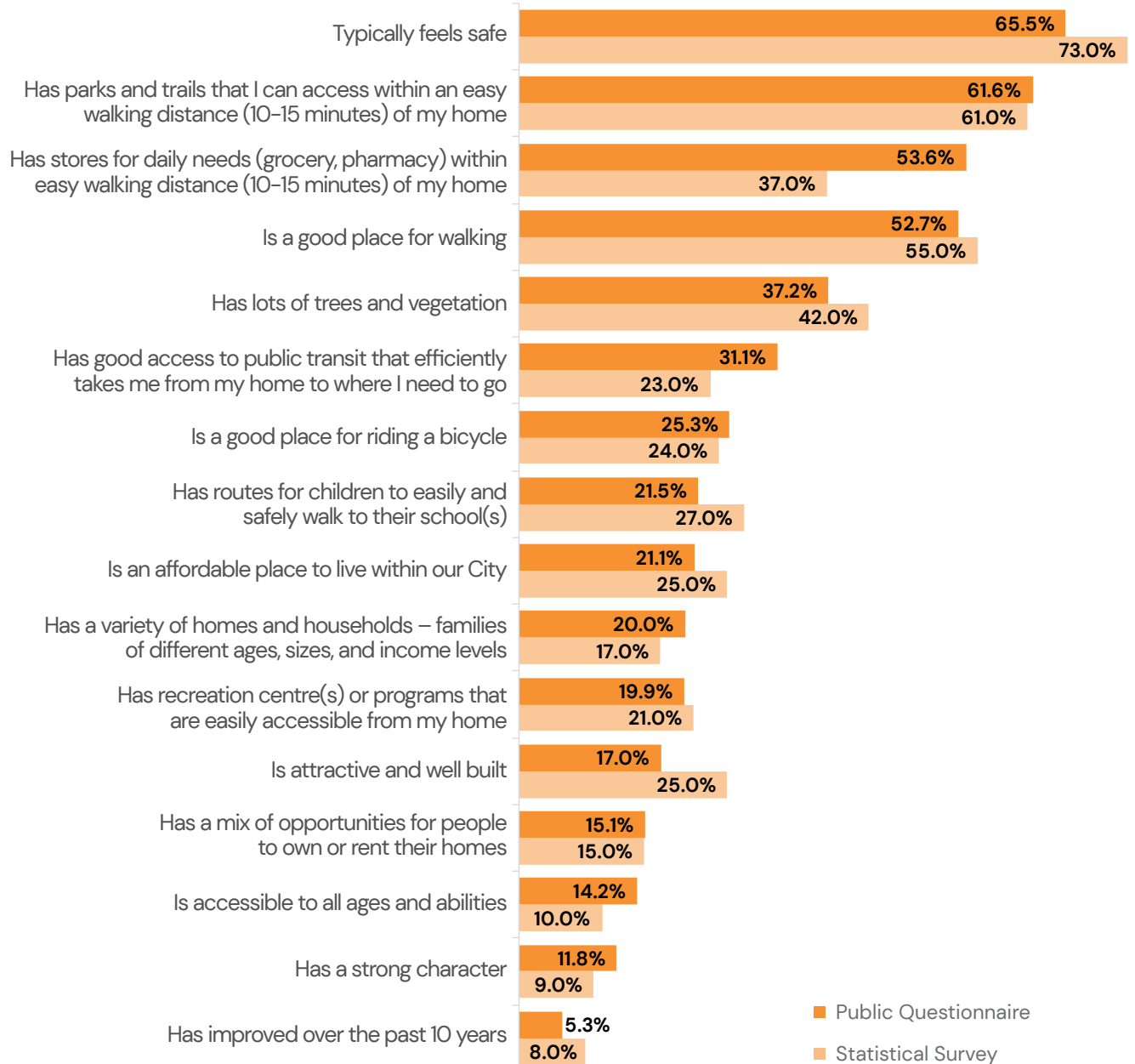
WHAT ARE PRIORITIES FOR FUTURE NEIGHBOURHOODS?

Public Questionnaire & Statistical Survey



It is most important that my neighbourhood...

% OF PARTICIPANTS WHO SELECTED OPTION IN THEIR TOP 5



KEY OBSERVATIONS:

Top priorities participants have for their **future neighbourhoods**:

- 1 a feeling of safety
- 2 parks and trails within walking distance
- 3 good places for walking

Feedback that varied by participant type:

- **Public Questionnaire participants:** Over half (**54%**) prioritized having stores for daily needs within walking distance
- **Statistical Survey participants:** Only **37%** prioritized stores for daily needs within walking distance

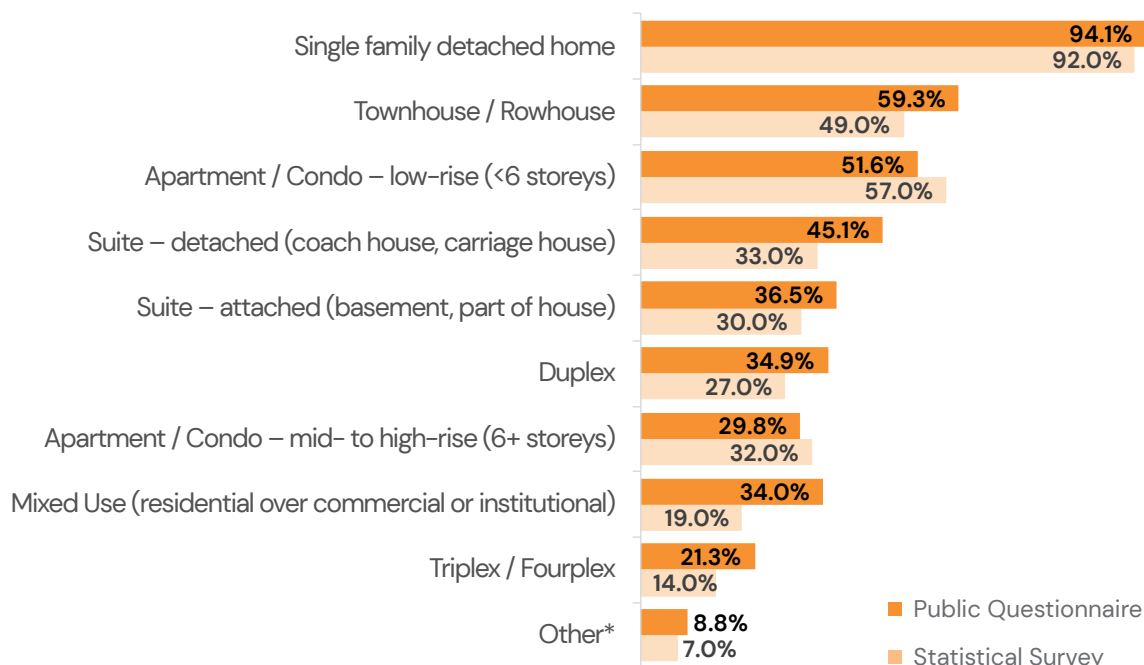


HOUSING NEEDS

Public Questionnaire & Statistical Survey

IN WHAT TYPE OF HOUSING CAN YOU IMAGINE LIVING?

Thinking about housing needs during each stage of life (from a young child to a young adult to a working family to a senior) what different types of housing could people imagine living in during the entire course of their life?



DO YOU RENT OR OWN YOUR HOME?

Public Questionnaire



Statistical Survey



I own my home

I rent my home or room

Other

KEY OBSERVATIONS:

- ▶ Nearly all (90%+) participants could see themselves living in a **single-family home** at some point in their lives
- ▶ Over 50% of participants in both surveys could also envision living in certain types of **multi-family units** including townhouses / rowhouses and low-rise apartments or condos during their lifetime
- ▶ **"Other" places people could envision living included a mobile / manufactured home, live aboard boat, tiny home, assisted or supportive living, seniors independent living, rooming house / student housing, live / work unit, co-housing, converted industrial unit, accessible home



OVERVIEW

Over the months of October and November, members of the REIMAGINE NANAIMO project team met with a number of neighbourhood groups affiliated with the Nanaimo Neighbourhood Network to help identify challenges, opportunities, and priorities for various areas of the City from a resident's perspective. These discussions were instrumental in identifying strengths and weaknesses of neighbourhood areas and to help understand where resources, planning, and problem solving could be focused in the future. These discussions also served to build upon the ongoing need for neighbourhood-level public engagement as identified as part of a citizen-based Community Engagement Task Force report received and endorsed by City Council in January, 2019. Highlights of the discussions are included below. All neighbourhood associations were contacted to inform them of the REIMAGINE NANAIMO process and the range of opportunities to participate. The notes recorded here document input from those associations able to participate in a stakeholder meeting during this round of engagement. See Appendix A for a map of existing Nanaimo neighbourhood associations.

KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

CHASE RIVER

- ▶ New development in the area needs to be supported by amenities suitable for the demographic (e.g., infrastructure, parks, community space)
- ▶ Transportation and transit routing updates would support better connections and encourage people to rely less on personal vehicles
- ▶ Sandstone development will bring new opportunities for the area (along with new population)
- ▶ Traffic / speeding challenges exist and traffic calming will be needed to support viable active transportation
- ▶ Desire for a new community centre

HAREWOOD

- ▶ Fast growing which affects services, infrastructure, transportation
- ▶ Concerns for loss of rural character and environmental areas
- ▶ Increasing numbers of families – therefore more needs for playgrounds and potentially schools
- ▶ Growth has increased traffic, leading to safety concerns and challenging walkability
- ▶ Perception that a social divide is increasing and vulnerable populations need more support
- ▶ Commercial development has been an asset and has helped keep local businesses; however, health services and community recreation facilities remain a gap
- ▶ Active transportation projects (e.g., Bruce bike lanes) are an asset and can be built upon
- ▶ Green spaces are a positive asset, but need regular upkeep



ISSUES, OPPORTUNITIES & IDEAS FOR HOW WE LIVE

Stakeholder Meetings

KEY INSIGHT HIGHLIGHTS CONTINUED (SEE APPENDIX A FOR FULL SUMMARY)

PROTECTION ISLAND

- ▶ Concerns about forest / tree health and desire for management planning and fire smart approaches
- ▶ Need to ensure ongoing, guaranteed ferry access (currently not a public asset)
- ▶ Dust suppression issues, especially in drought conditions
- ▶ Recreation interests include court upgrades, additional community garden space, and improved spaces for community recreation and play
- ▶ Limitations for protected deep-water moorage
- ▶ Considerations needed for aging in place

OLD CITY

- ▶ Concerns about loss of identity and character of Old City
- ▶ Concerns about derelict properties
- ▶ Desire for investment in cycling and walking infrastructure
- ▶ Support for changes that effectively reduce emissions (building code, vehicles)
- ▶ Desire for more green space and agriculture / food security in Old City
- ▶ Concerns about increased opioid use and persons experiencing homelessness
- ▶ There are opportunities for affordable housing, partnerships, retrofits, non-market housing in the area that should be leveraged

LOST LAKE

- ▶ Traffic increases and limited sidewalks has led to concerns about safety, especially for children and elderly
- ▶ Public transit is difficult to access
- ▶ Need to increase active transportation connections, especially safe routes to school

WELLINGTON ACTION COMMITTEE

- ▶ Concerns about loss of green space in neighbourhood / limited park dedication
- ▶ Increased use and security concerns at Loudon Park
- ▶ Diver Lake trail conditions are often an issue
- ▶ Need more sidewalks in the neighbourhood
- ▶ Potential for beautification, tree planting, street aesthetic enhancements
- ▶ Challenges at Island Hwy / Norwell Drive / Jingle Pot intersection
- ▶ Desire to preserve and increase public access to the water at Long Lake and Diver Lake parks

NEWCASTLE

- ▶ Concerns about increased criminal activity and social disorder and a feeling that neighbourhood morale and public space has diminished in recent years
- ▶ Stewart Avenue traffic calming is a priority
- ▶ Desire for a sustainable long-term solution to BC Housing at 250 Terminal Avenue
- ▶ Desire for more neighbourhood recreation / community space
- ▶ Views are important and should be a key consideration for all future development
- ▶ Concerns about business closures

WESTWOOD LAKE

- ▶ Natural area is vital and park planning should be undertaken for the area
- ▶ Neighbourhood is changing – some impacts like loss of dark skies, traffic, development impacts on park / natural areas, and parking
- ▶ Area lacks access to services like shopping or medical care
- ▶ Desire to enlarge and protect Westwood Lake Park. Concerns about growing use and user conflicts

SOUTH END COMMUNITY ASSOCIATION

- ▶ Need to advance changes identified in Terminal Nicol Re-Imagined to address impacts from this busy corridor
- ▶ Pedestrian infrastructure is not supporting the large number of pedestrians in the area
- ▶ Concerns about proposed supportive housing and number of units – looking for more information and discussion
- ▶ Need for accessible meeting space / community gathering space
- ▶ Minor improvements like bus shelters and benches would be small, yet beneficial improvements
- ▶ Desire to maintain the character of the neighbourhood
- ▶ Interest in more waterfront access / park space

GENERAL

- ▶ Consider re-establishment of Plan Nanaimo Advisory Committee (or similar) that supported neighbourhood representation during OCP amendments
- ▶ Interest in understanding how neighbourhood plans will fit within the updated OCP and be implemented
- ▶ Desire for neighbourhood design character to be respected in the development approvals process

For complete notes from stakeholder sessions, refer to Appendix A

Sonnet L'Abbé on stage
at the Port Theatre
performing "Song for
Nanaimo"



3.3 HOW WE CONNECT & PLAY



Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

Parks, recreation, and culture connect us and define us. These are the spaces and activities where memories are created and that make us love where we live. Many people love the opportunities that parks, recreation, and culture create today and have ideas about how these elements can evolve to support a great future.

HOW DO WE VIEW OUR EXISTING FACILITIES?



TOP 3 FACILITIES PEOPLE ARE MORE SATISFIED WITH

PUBLIC RECREATION AND CULTURAL

- 1 Aquatic Centres
- 2 Cinemas
- 3 Fitness Centres and Gymnasiums

PARKS AND OPEN SPACE

- 1 Walking / Hiking / Running Trails
- 2 Neighbourhood & Waterfront Parks
- 3 Playgrounds



TOP 3 FACILITIES PEOPLE ARE LESS SATISFIED WITH

PUBLIC RECREATION AND CULTURAL

- 1 Outdoor Performance Venues
- 2 Arts & Cultural Workshop Spaces
- 3 Large & Small Performance Spaces

PARKS AND OPEN SPACE

- 1 Community & Edible Gardens
- 2 Urban Plazas
- 3 Waterfront Parks

ARE WE PARTICIPATING IN ACTIVITIES ?



Over 84% of participants in both surveys have attended an event or activity at a City-owned arts and culture facility in the past 5 years



Over 50% of participants in both surveys have registered for a City-led parks and recreation program in the past 5 years

WHAT ARE OUR FUTURE PRIORITIES?



Providing diverse cultural opportunities



Protecting our natural areas



Ensuring good access to arts and cultural experiences



Providing public access to waterfront areas

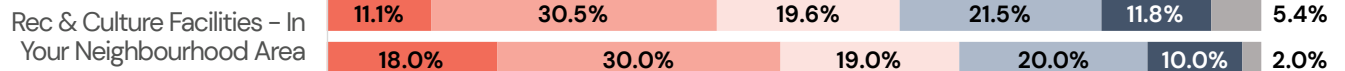
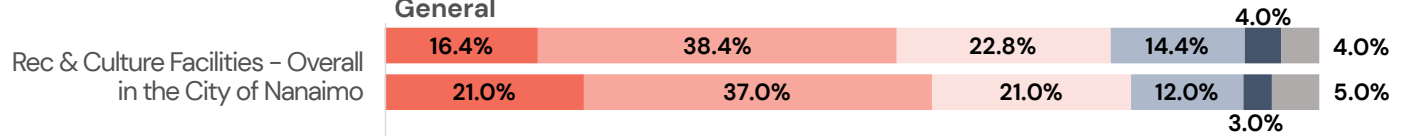


SATISFACTION WITH THE NUMBER OF PUBLIC RECREATION AND CULTURE FACILITIES IN NANAIMO

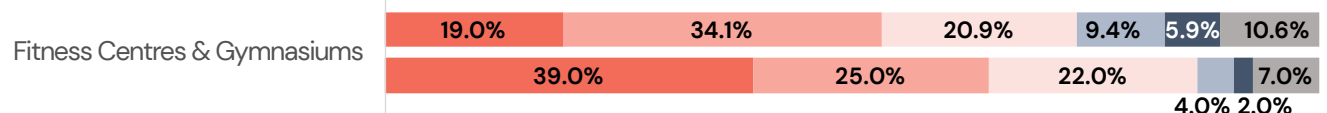
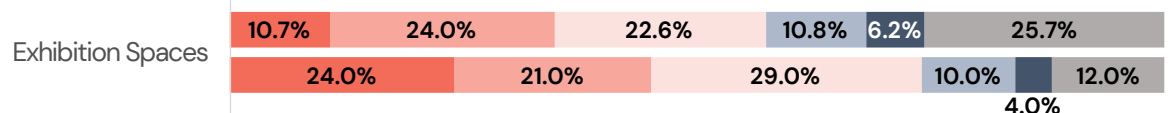
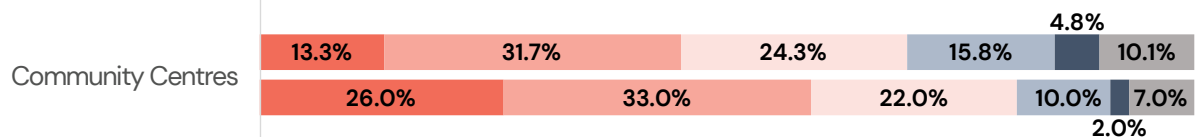
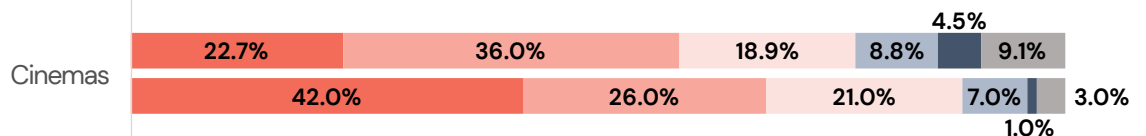
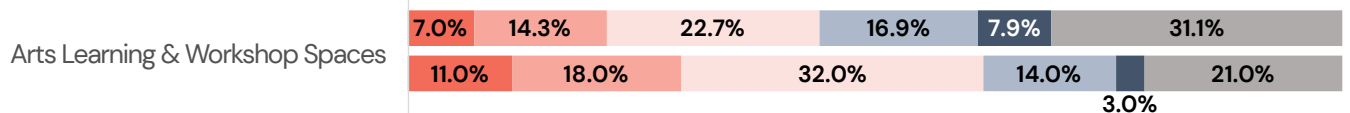
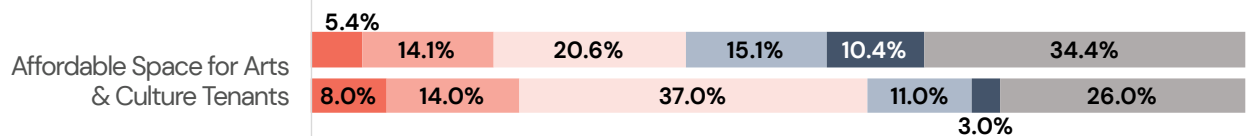
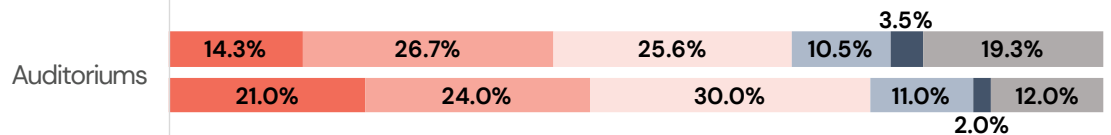
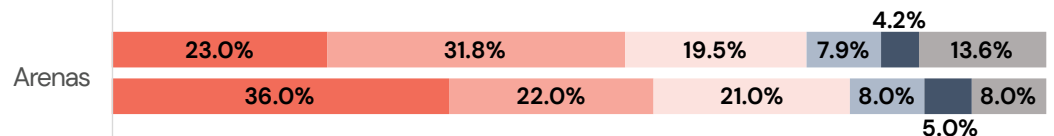
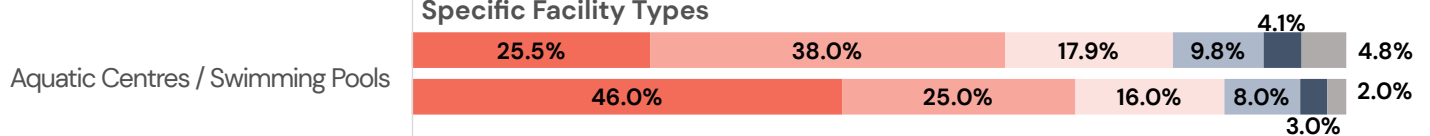
Public Questionnaire & Statistical Survey

For each category, public questionnaire results are shown on the top and statistical survey results are below.

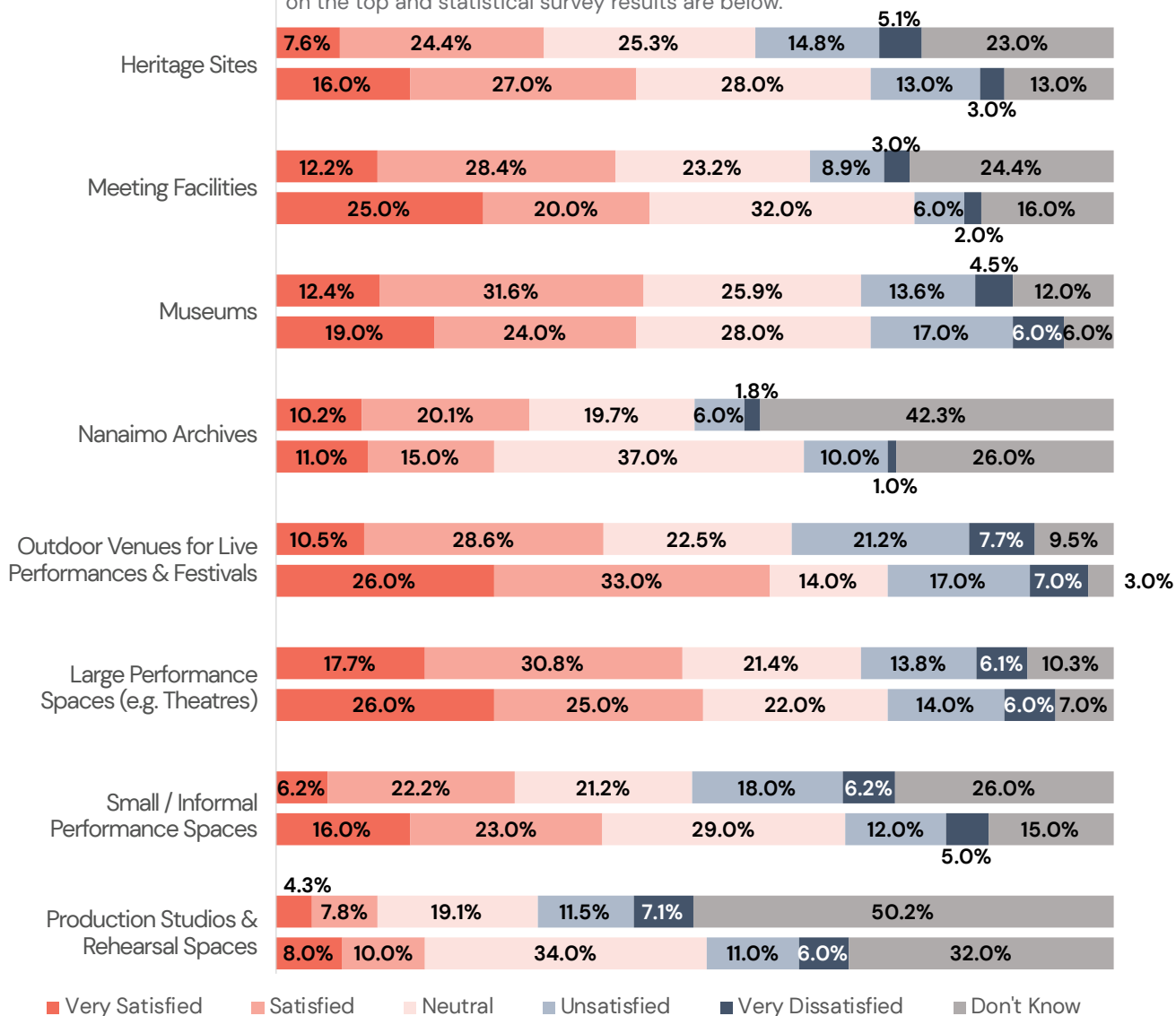
General



Specific Facility Types



For each category, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

Participants in both surveys indicated higher levels of satisfaction with the **number** of:

- 1 Aquatic Centres
- 2 Cinemas
- 3 Fitness Centres and Gymnasiums
- 4 Arenas

Participants in both surveys indicated higher levels of dissatisfaction with the **number** of:

- 1 Rec & Culture Facilities in Your Neighbourhood Area
- 2 Outdoor venues for live performances and festivals
- 3 Arts learning and workshop spaces
- 4 Large performance spaces

► Over **50%** of participants in both surveys are satisfied with the **number** of recreation and culture facilities in the City overall, but **30%+** reported being dissatisfied with the **number** of facilities within their neighbourhood

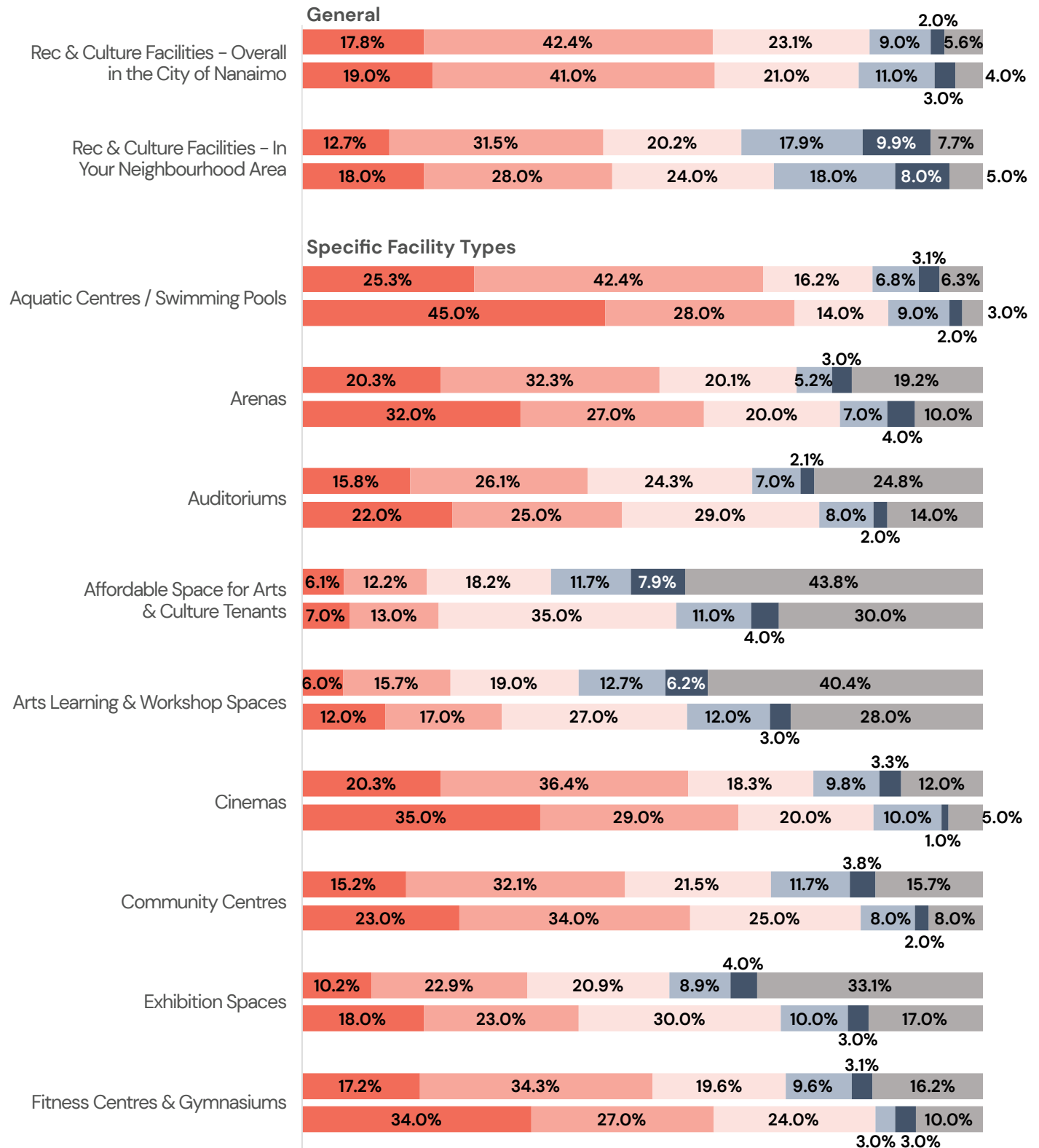
► Public questionnaire participants indicated higher levels of dissatisfaction than statistical survey participants



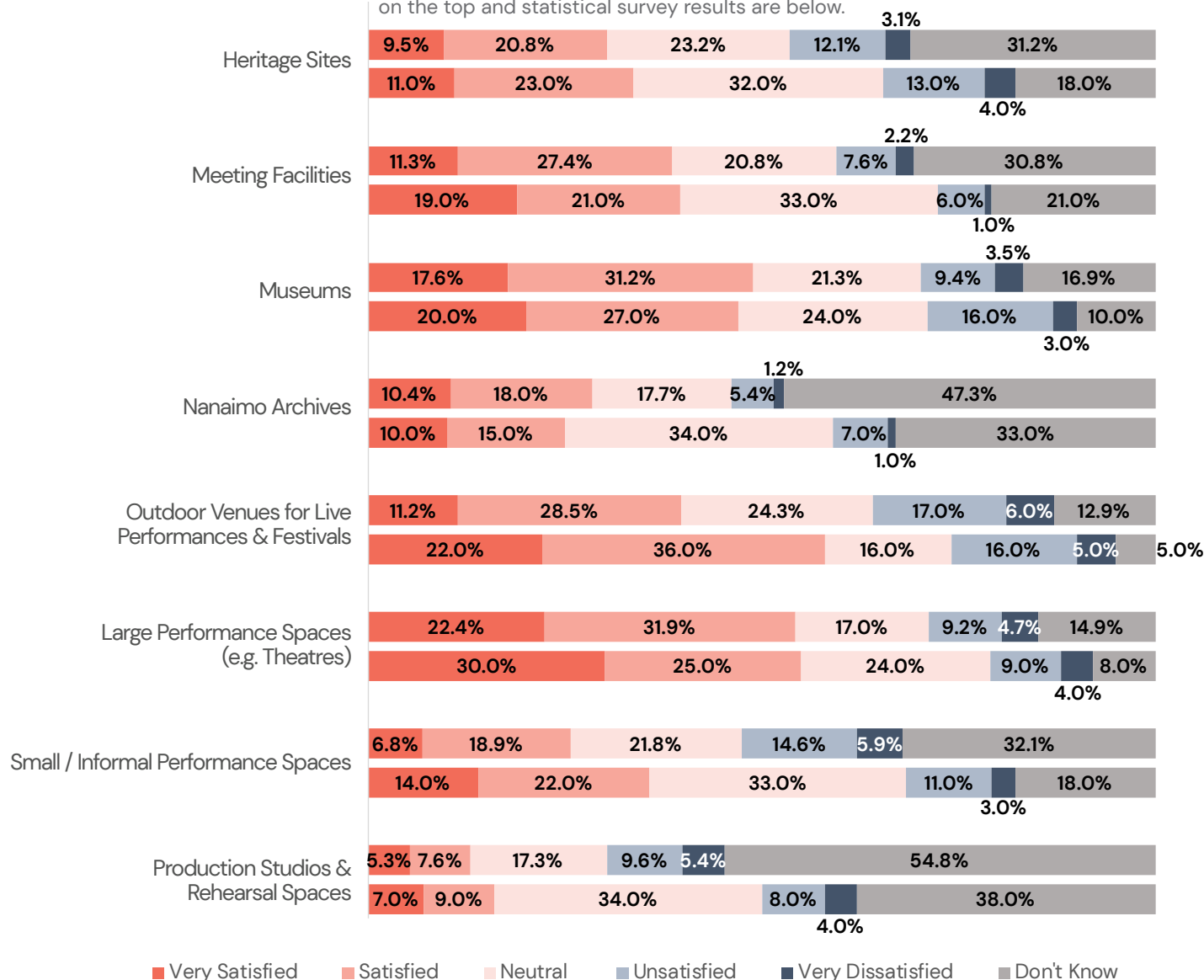
SATISFACTION WITH THE QUALITY OF PUBLIC RECREATION AND CULTURE FACILITIES IN NANAIMO

Public Questionnaire & Statistical Survey

For each category, public questionnaire results are shown on the top and statistical survey results are below.



For each category, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

Participants in both surveys indicated higher levels of satisfaction with the **quality** of:

- 1 Aquatic Centres
- 2 Cinemas
- 3 Fitness Centres and Gymnasiums
- 4 Arenas

Participants in both surveys indicated higher levels dissatisfaction with the **quality** of:

- 1 Rec & Culture Facilities in Your Neighbourhood Area
- 2 Outdoor venues for live performances and festivals,
- 3 Affordable space for arts and culture tenants
- 4 Small / informal performance spaces

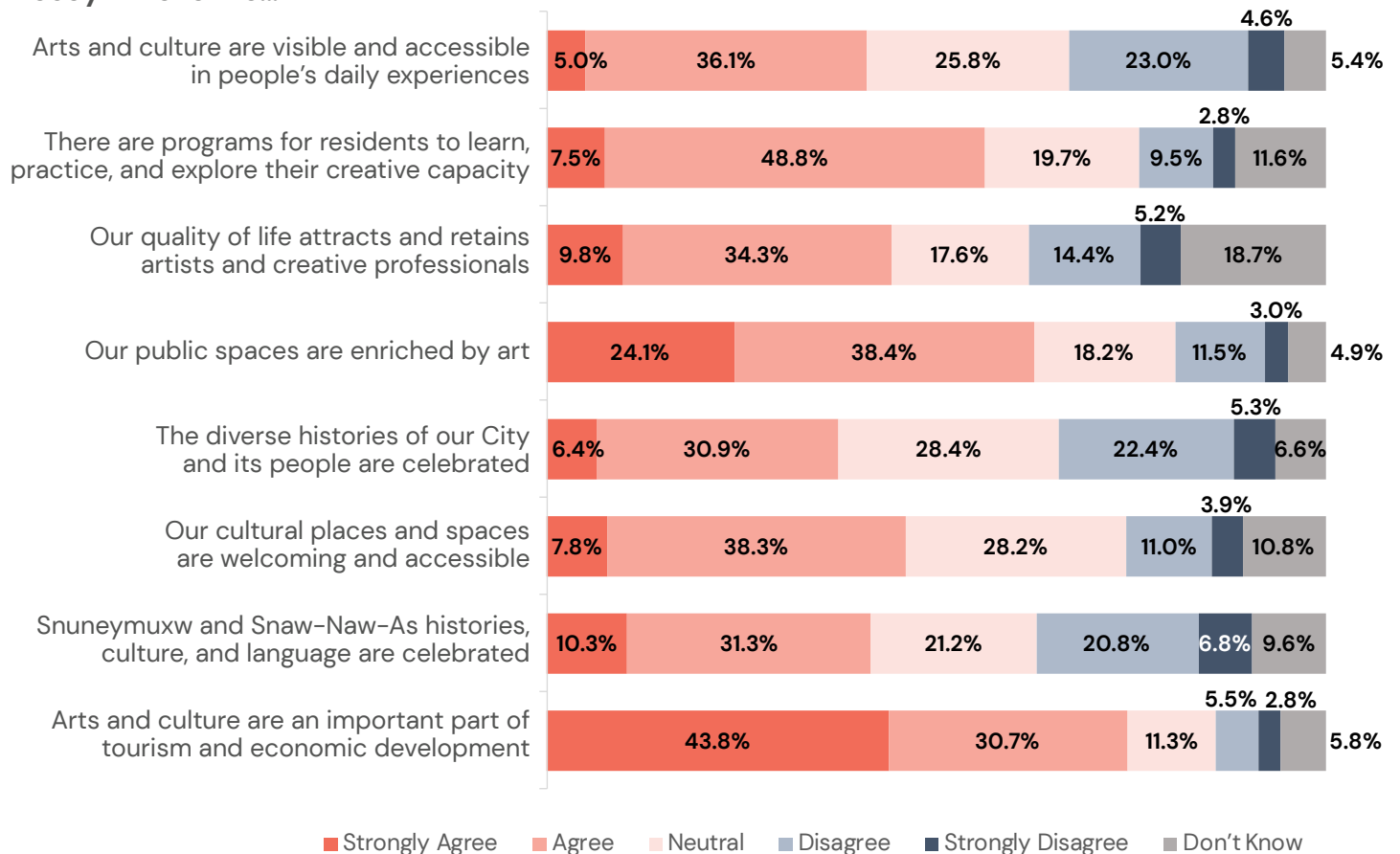
► Over **60%** of participants in both surveys are satisfied with the **quality** of recreation and culture facilities in the City overall, but over **25%** of participants identified being dissatisfied with the **quality** of facilities within their neighbourhood



HOW DO PEOPLE VIEW CULTURE TODAY?

Public Questionnaire

Today in Nanaimo...



HAVE PEOPLE ATTENDED A PERFORMANCE, EVENT, EXHIBITION, CLASS, OR OTHER ACTIVITY AT CITY-OWNED CULTURE FACILITIES IN THE LAST 5 YEARS?

Public Questionnaire & Statistical Survey

Public Questionnaire



Statistical Survey



Yes No I'm not sure

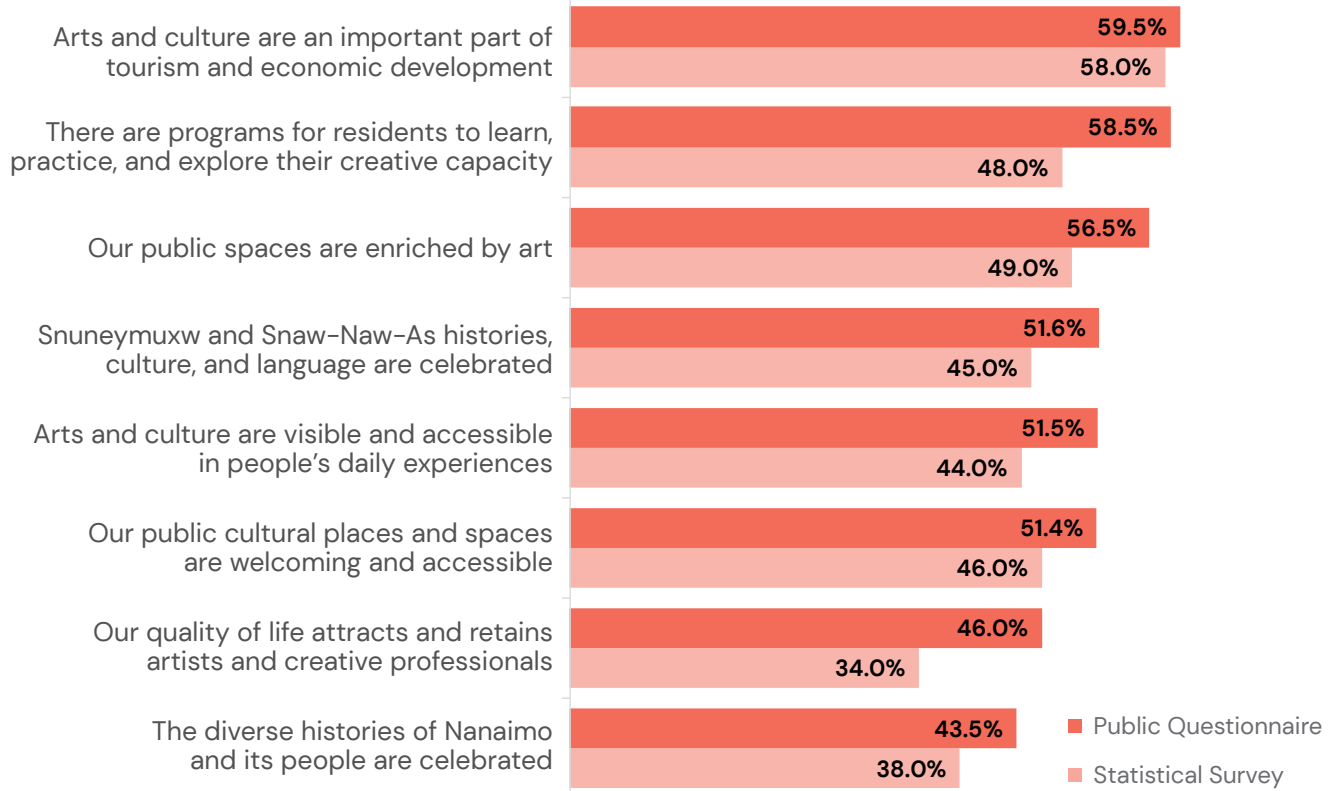


WHAT ARE PRIORITIES FOR CULTURE?

Public Questionnaire & Statistical Survey



% OF PARTICIPANTS WHO SELECTED OPTION IN THEIR TOP 5



KEY OBSERVATIONS:

Most (**50%+**) participants agree that currently in Nanaimo:

- 1 Arts and culture are an important part of tourism and economic development
- 2 Our public spaces are enriched by art
- 3 There are programs for residents to learn, practice, and explore their creative capacity

While many agree, a larger proportion of participants than for other statements (**+25%**) disagree with the following statements (suggesting potential areas for focus). Currently in Nanaimo:

- 1 The diverse history of our City and its people are celebrated
- 2 Snuneymuxw and Snaw-Naw-As histories, culture, and language are celebrated
- 3 Arts and culture are visible and accessible in people's daily experiences

- Nearly all of participants (**84%+**) in both surveys have attended a performance, event, exhibition, class, or other activity at City-owned culture facilities in the past 5 years
- Participants ranked priorities for the future of culture in Nanaimo relatively equally – suggesting there is a common level of importance for all of the statements



ISSUES, OPPORTUNITIES & IDEAS FOR HOW WE CONNECT (CULTURE)

Culture & Events Dialogues



OVERVIEW

Between October 23 and November 5, 2020, the Nanaimo Culture and Events team met with stakeholders from Nanaimo's Cultural Sector, including Cultural Knowledge Keepers from the Snuneymuxw First Nation, representatives of arts and cultural non-profit organizations, for-profit arts and cultural companies, and individual practitioners, for a series of Zoom meetings – the purpose of which was to cultivate stakeholder vision and feedback around the REIMAGINE NANAIMO planning process. The sessions were organized into five key topics: Spaces for Culture; Collaborations & Partnerships; Reconciliation and Decolonization; Our People; and Sustainability.

KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

LEADERSHIP

- ▶ Participants imagined the City providing a leadership role within the culture sector, potentially involving:
 - » Intellectual Leadership – enabling, for example, the general public to engage in new ways through dialogues related to the role and potential of public art
 - » Knowledge Leadership – assessing this sector's knowledge needs, gaps, and opportunities and creating a vision by which to address these
 - » Connecting Leadership – convening dialogues that bring people and organizations together in new ways, that tap into untapped potentials, and that activate latent resources for the betterment of the sector at-large
 - » Cultural Leadership – a willingness to model cultural safety and humility and the pursuit of new forms of relationship with Snuneymuxw First Nation and with BIPOC (Black, Indigenous, People of Colour) communities

RECONCILIATION AND DECOLONIZATION

- ▶ Many expressed a desire to connect meaningfully with Cultural Leaders from the Snuneymuxw First Nation and to engage in processes of decolonization
- ▶ Teachings provided by Snuneymuxw Elders and Knowledge Keepers emphasized the need to acknowledge local histories of cultural oppression. This acknowledgment was seen as necessary in enabling the cultural sector to recognize and come to terms with the damage that has been done through colonization and part of this process involves looking at historic symbols of colonization, such as the Bastion and the Miners Memorial, and uncovering (and publicly reckoning with) the historic injustices entwined with these symbols
- ▶ Encouragement from Knowledge Keepers to recognize the power of Coast Salish art in catalyzing processes of identity formation and in developing a culture of respect and honour for Snuneymuxw values and traditions
- ▶ City has a role to play in continuing to cultivate conversations between Snuneymuxw Knowledge Keepers and cultural leaders and there is much work to be done

SPACE, PEOPLE, PARTNERSHIPS

- ▶ Space scarcity was an issue pre-COVID and has been exacerbated
- ▶ There should be a strong connection between ecological thinking in relation to development of cultural spaces
- ▶ Discussion pointed to the existing Culture Plan, the need for high quality, affordable, accessible spaces, and possibilities for collaboration:
 - » expansion of the Nanaimo Art Gallery
 - » a multi-use community arts space
 - » spaces for learning and creation
 - » small rehearsal and performance space
 - » enhanced outdoor spaces
- ▶ It is seen the City has a role to play in developing spaces, though the exact role is to be defined – potentially ranging from funding to convening and capacity-building
- ▶ Opportunities exist to collaborate and activate underused spaces – for example, the Conference Centre, commercial spaces, and key outdoor facilities
- ▶ Space development is seen as happening through both ‘strategic development’ (i.e., setting and completing a vision) and ‘incremental’ (i.e., responding to opportunity) development
- ▶ Human resource issues are of key concern:
 - » Inadequate succession planning is a key vulnerability with a dearth of trained cultural management professionals available to enter into key leadership roles as others leave or retire
 - » Loss of volunteers and staff is of critical concern to continuity of organizations
 - » Connectedness with students through VIU and enhanced linkages to retain students post-graduation presents a key opportunity
 - » Opportunities for resource-sharing between cultural organizations such as marketing and communications resources, cultural management resources, board and organizational development resources, etc.
- ▶ Consensus among organizations that deep collaboration, including knowledge and resource-sharing, will be needed to mitigate the effects of COVID and enable forward motion on projects of benefit to the sector at-large

ETHICS AND REPRESENTATION

- ▶ Many acknowledged the sector’s need to connect more deeply and authentically with BIPOC (Black, Indigenous, People of Colour) communities – not just to ‘engage’ but to engage in processes of deep listening and relationship-building through which cultural power is shared and the cultural needs and expressions of the BIPOC communities are foregrounded
- ▶ Acknowledged the colonial structures underlying many current cultural facilities and ways in which BIPOC communities have been systemically excluded
- ▶ City is seen to play a role in helping to create space for the development of relationships, and in systemically encouraging these through funding criteria premised on meaningful BIPOC collaborations

IMPACTS OF COVID

- ▶ COVID has impacted all organizations, with differences by type of organization:
 - » Large organizations expressed concerns about retaining staff, maintaining financial viability, and serving their publics
 - » Small organizations identified concerns about loss of volunteers and membership
- ▶ Organizations have experimented with digital technologies to reach audiences with mixed success
- ▶ Identified a need for digital capacity-building in the sector and there is likely a role for the City in this process

For complete notes from dialogue sessions, refer to Appendix A

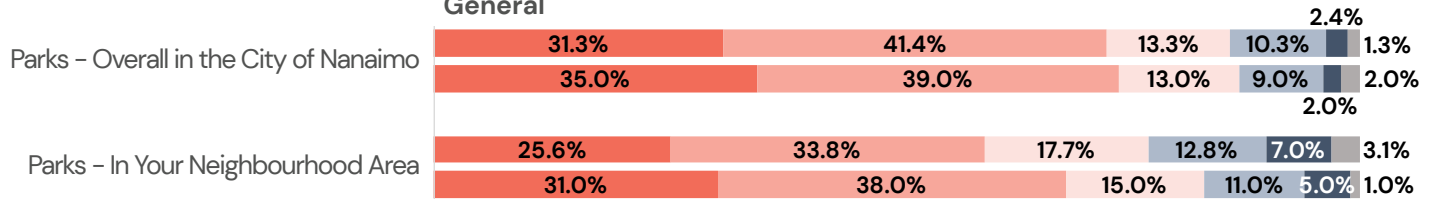


SATISFACTION WITH THE NUMBER OF PARKS AND OPEN SPACES IN NANAIMO

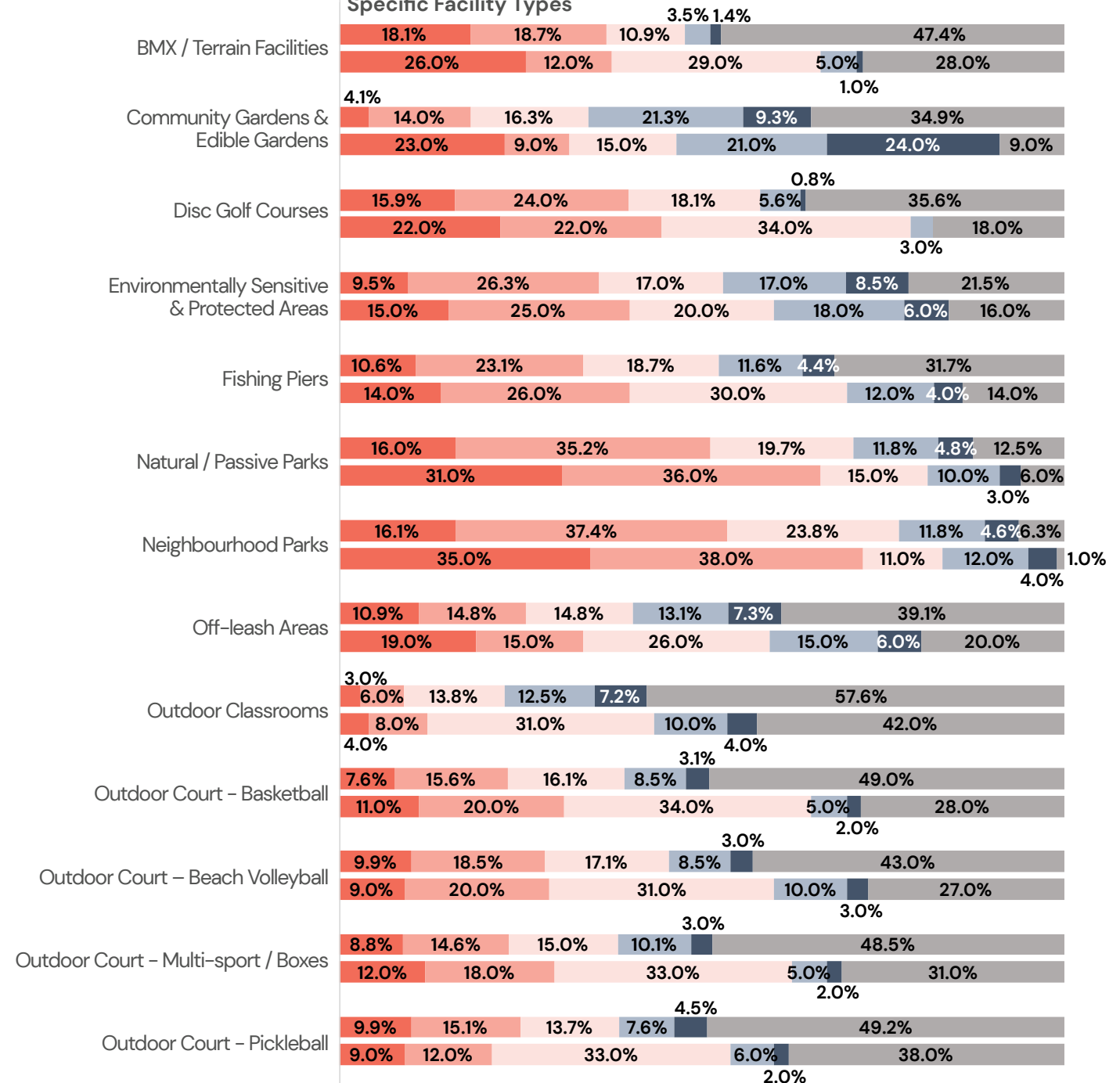
Public Questionnaire & Statistical Survey

For each category, public questionnaire results are shown on the top and statistical survey results are below.

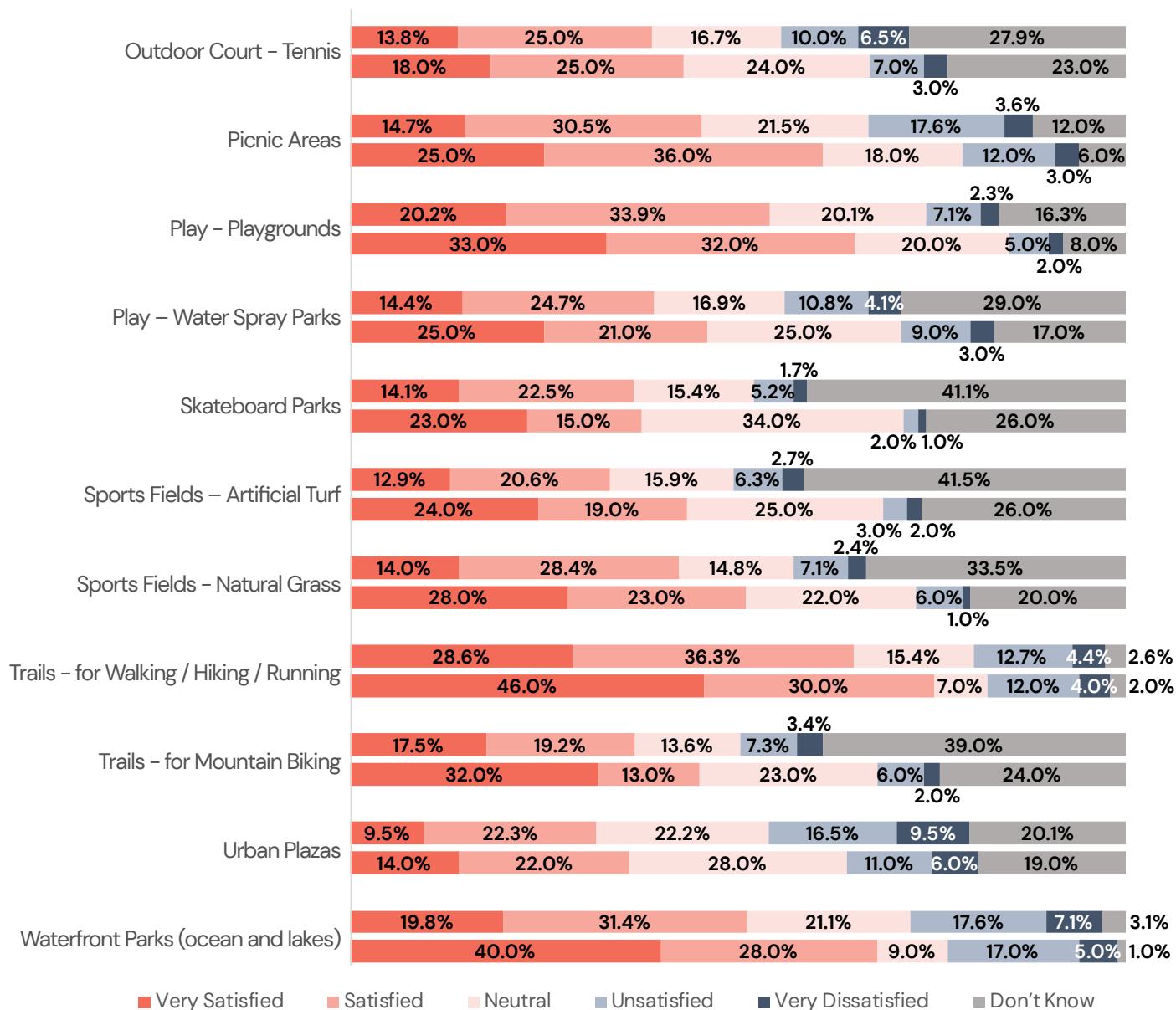
General



Specific Facility Types



For each category, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

Participants in both surveys indicated higher levels of satisfaction with the **number** of:

- 1 Trails – for Walking / Hiking / Running
- 2 Neighbourhood Parks
- 3 Playgrounds
- 4 Natural / Passive Parks
- 5 Waterfront Parks

Participants in both surveys indicated higher levels of dissatisfaction with the **number** of:

- 1 Community Gardens & Edible Gardens
- 2 Environmentally Sensitive & Protected Areas
- 3 Waterfront Parks
- 4 Urban Plazas
- 5 Off-Leash Areas

- ▶ Over **70%** of participants in both surveys are satisfied with the **number** of parks and open space facilities in the City overall
- ▶ While about **60%** of participants in both surveys are satisfied with the **number** of parks and open spaces in their neighbourhood, about **15%–20%** are dissatisfied

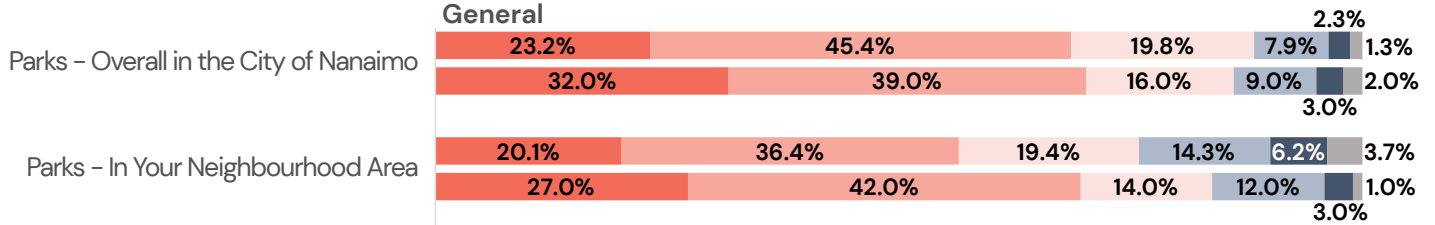


SATISFACTION WITH THE QUALITY OF PARKS AND OPEN SPACES IN NANAIMO

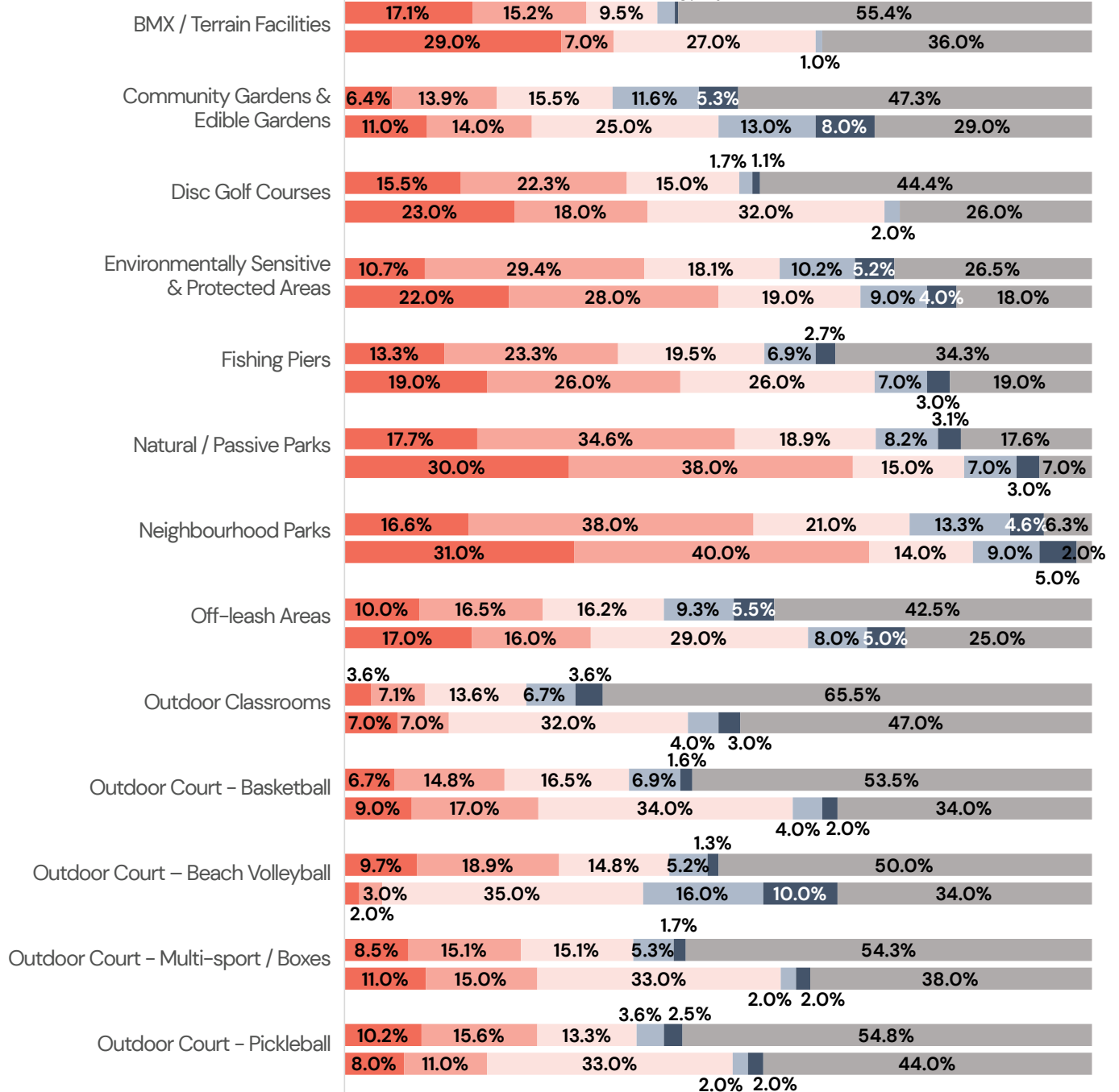
Public Questionnaire & Statistical Survey

For each category, public questionnaire results are shown on the top and statistical survey results are below.

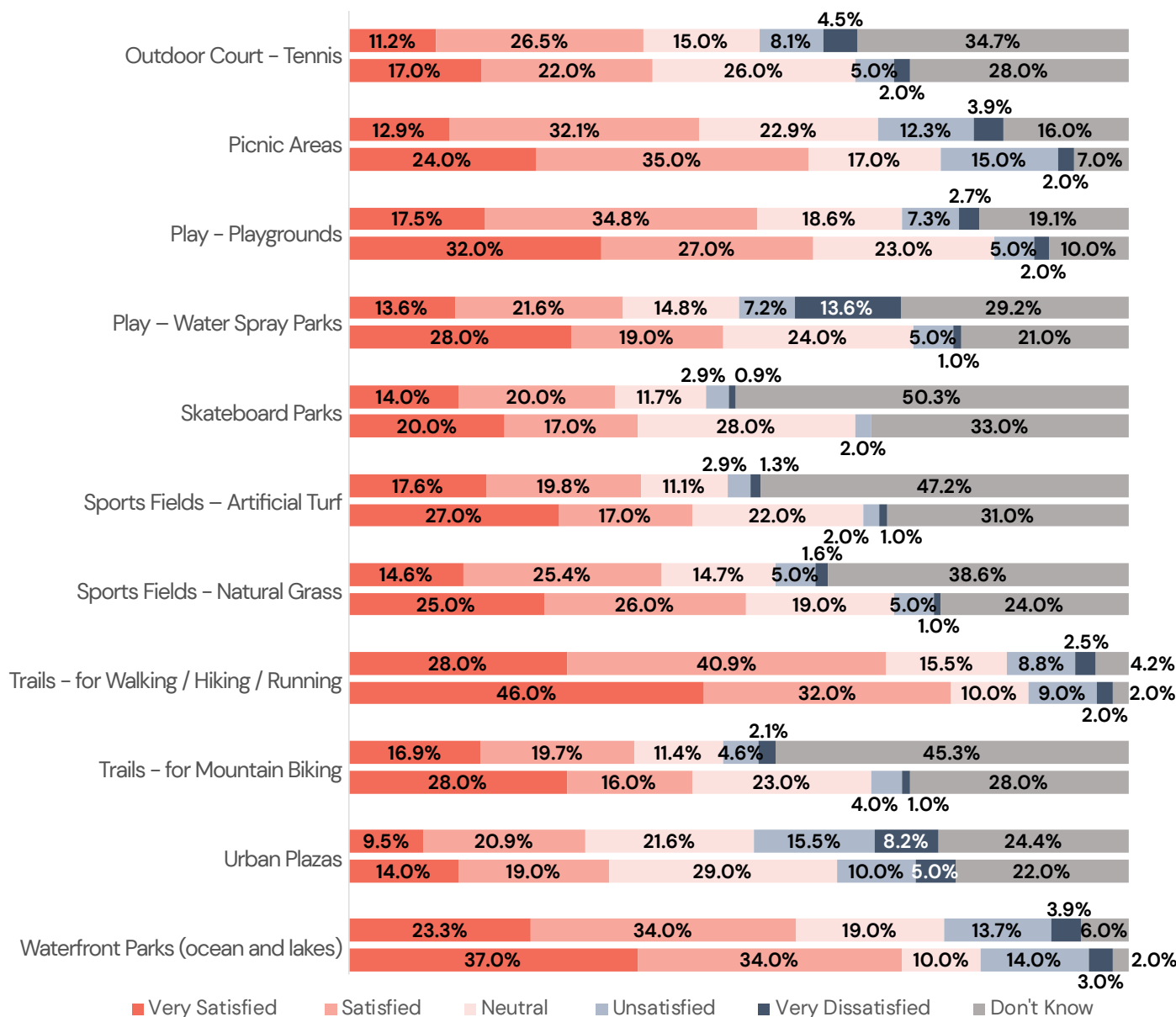
General



Specific Facility Types



For each category, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

Participants in both surveys indicated higher levels of satisfaction with the **quality** of:

- 1 Trails – for Walking / Hiking / Running
- 2 Waterfront Parks
- 3 Neighbourhood Parks
- 4 Playgrounds
- 5 Natural / Passive Parks

Participants in both surveys indicated higher levels of dissatisfaction with the **quality** of:

- 1 Urban Plazas
- 2 Community Gardens & Edible Gardens
- 3 Waterfront Parks
- 4 Picnic Areas
- 5 Neighbourhood Parks

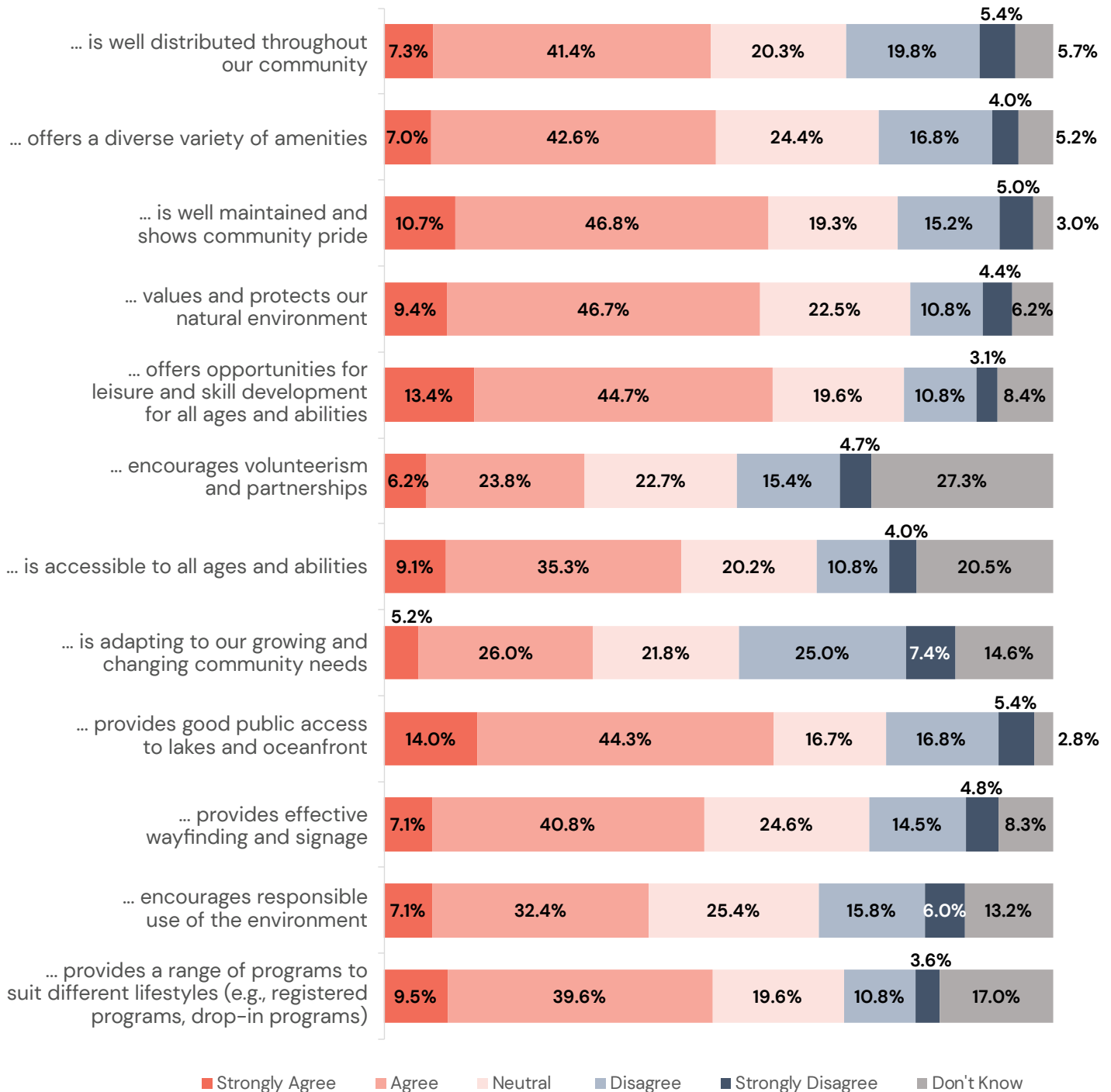
- ▶ Almost **70%** of participants in both surveys are satisfied with the **quality** of parks and open space facilities in the City overall
- ▶ While over **55%** of participants in both surveys are satisfied with the **quality** of parks and open spaces in their neighbourhood, about **15%-20%** are dissatisfied



HOW DO PEOPLE VIEW PARKS & RECREATION TODAY?

Public Questionnaire

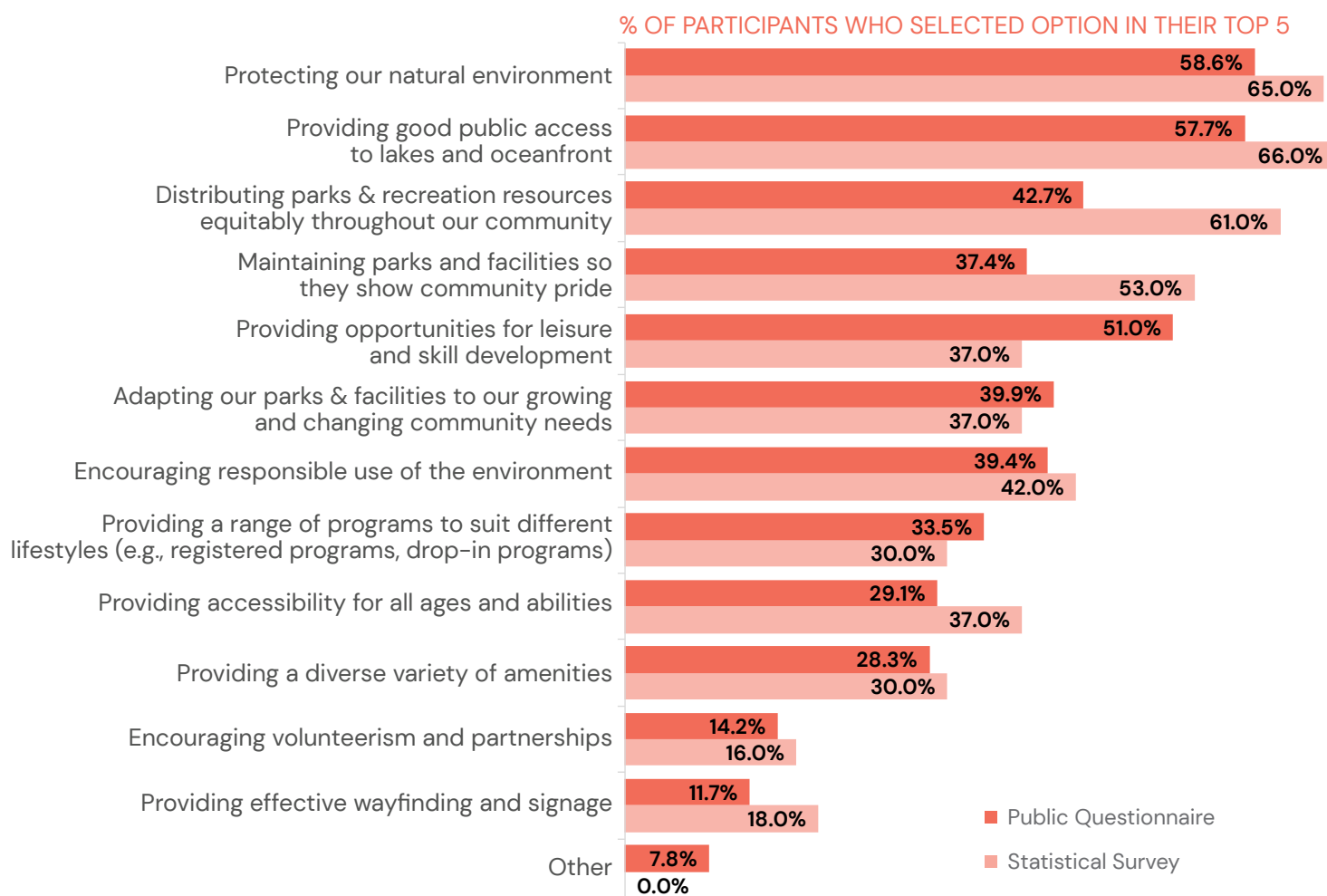
Today in Nanaimo, our parks and recreation system...





WHAT ARE PRIORITIES FOR PARKS & RECREATION?

Public Questionnaire & Statistical Survey



KEY OBSERVATIONS:

Most (**50%+**) participants agree that currently parks and recreation in Nanaimo:

- 1 provide good public access to lakes and waterfront
- 2 encourage volunteerism and partnerships
- 3 are well maintained and shows community pride
- 4 value and protect our natural environment

Over **25%** of participants disagree that currently parks and recreation in Nanaimo:

- 1 are adapting to our growing and changing community needs
- 2 are well distributed throughout our community

Both public questionnaire and statistical survey participants agreed that the top priorities for parks and recreation in the future include:

- 1 protecting our natural environment
- 2 providing good public access to lakes and oceanfront



WHAT ARE PEOPLE'S EXPERIENCES WITH CITY PROGRAMS?

Public Questionnaire & Statistical Survey

HAS ANYONE IN YOUR HOUSEHOLD REGISTERED IN A PROGRAM SPONSORED BY CITY PARKS, RECREATION, AND CULTURE IN THE LAST 5 YEARS?

Public Questionnaire & Statistical Survey

Public Questionnaire



Statistical Survey



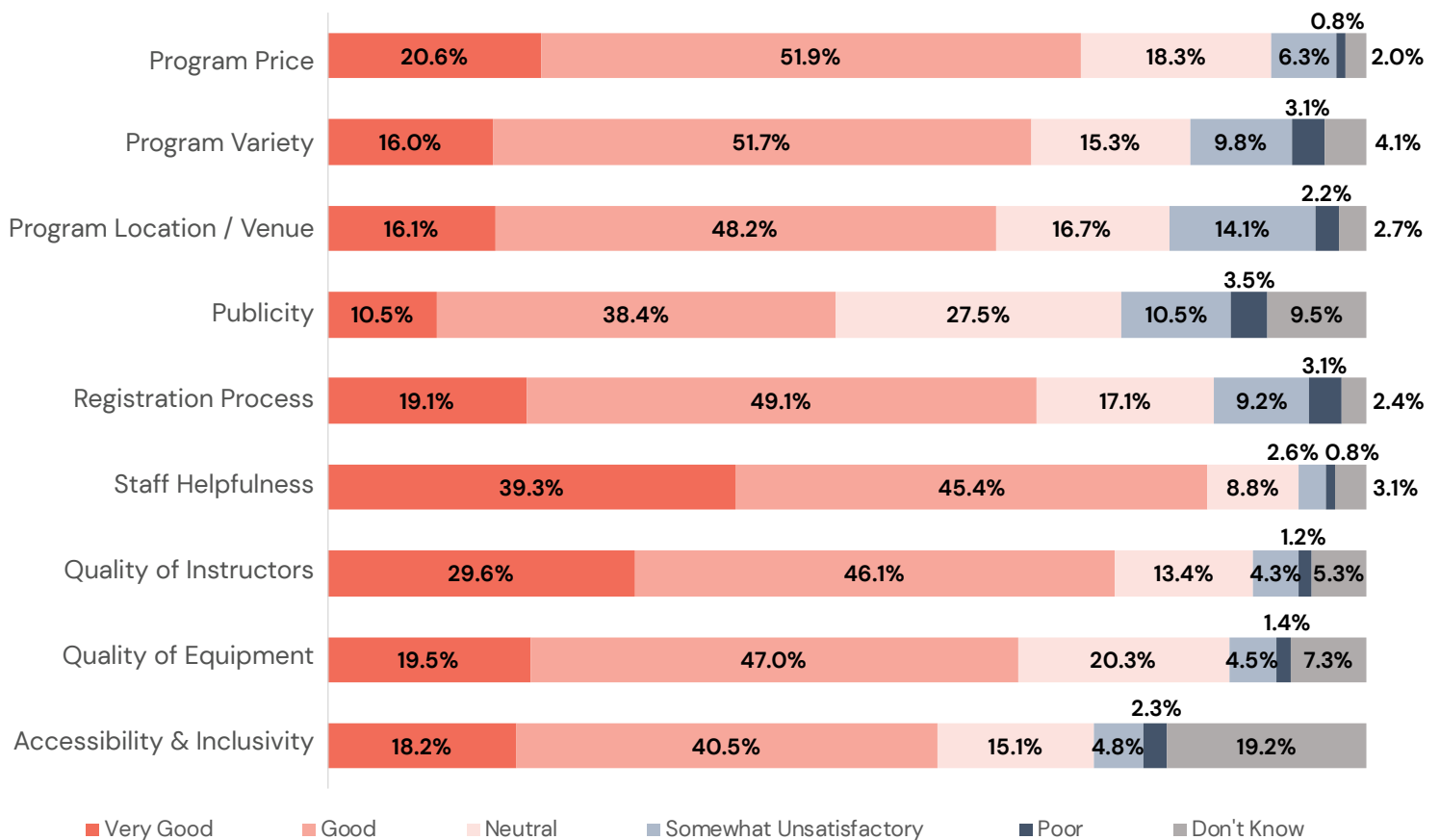
Yes

No

I'm not sure

HOW DO PEOPLE WHO USE THEM GENERALLY RATE THE CITY OF NANAIMO'S RECREATION PROGRAMS OR SERVICES?

Public Questionnaire



Very Good

Good

Neutral

Somewhat Unsatisfactory

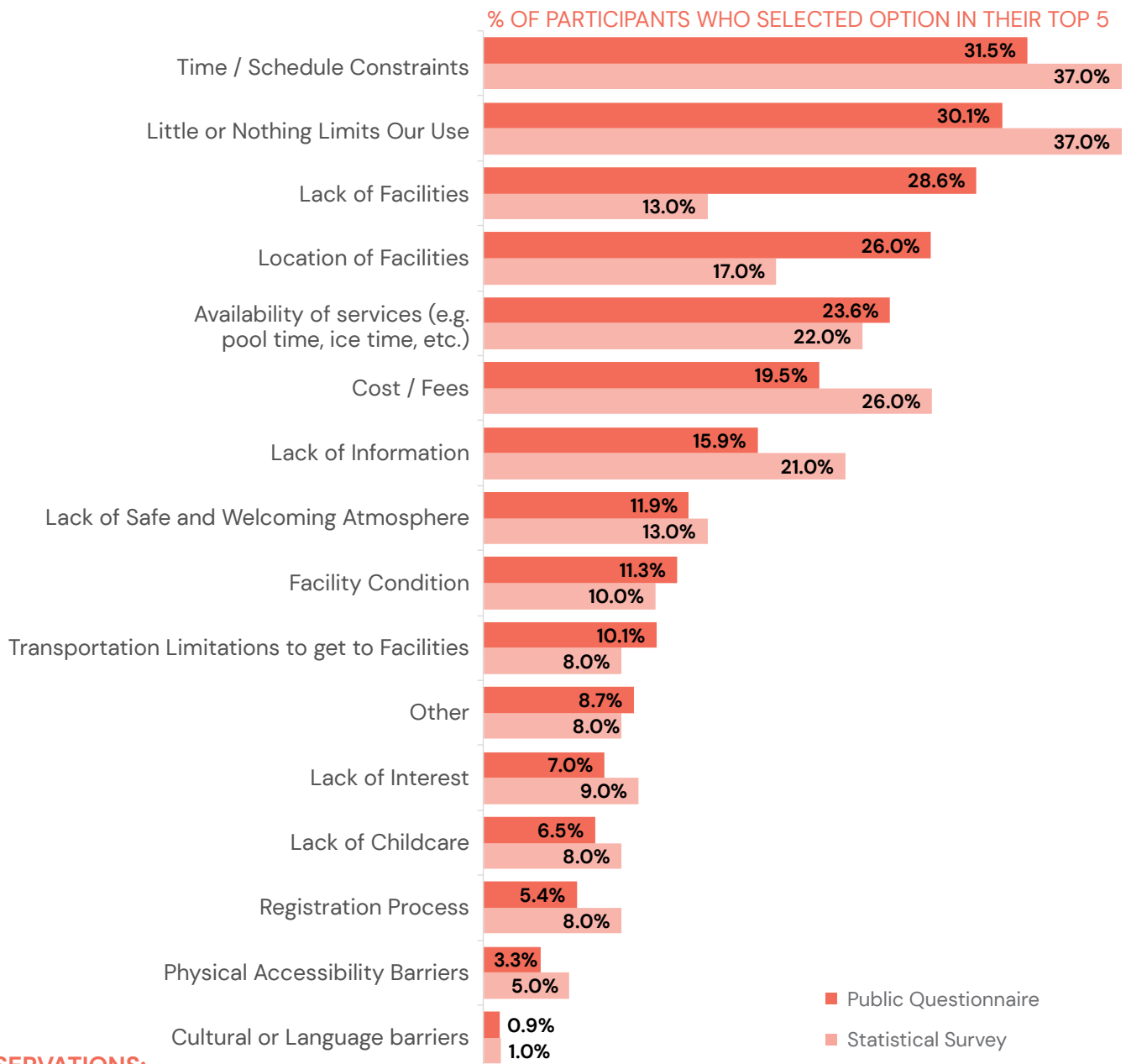
Poor

Don't Know



WHAT LIMITS PARTICIPATION IN PARKS, RECREATION, AND CULTURE SERVICES & ACTIVITIES?

Public Questionnaire & Statistical Survey



KEY OBSERVATIONS:

- ▶ Over **50%** of participants in both surveys have registered for a City program in the past 5 years
- ▶ All aspects of City programs are rated positively by people who use them
- ▶ Aspects that showed slightly lower levels of satisfaction included: program location / venue and publicity
- ▶ More than **30%** of participants in both surveys feel nothing limits their participation in PRC activities
- ▶ Top limitations varied by participant type:
 - ▶ **All participants:** Time / Schedule Constraints
 - ▶ **Statistical Survey participants:** Cost / fees and lack of information
 - ▶ **Public Questionnaire participants:** Lack or location of facilities



IDEAS TO HELP MAKE NANAIMO'S PARKS, RECREATION, AND CULTURE SERVICES MORE ACCESSIBLE AND INCLUSIVE

Public Questionnaire, Ideas Boards & Stakeholder Meetings

Participants were asked if they have ideas that would help Nanaimo's Parks, Recreation, and Culture programs and services be more accessible and inclusive to everyone? Here are themes that were commonly noted:



FACILITY DISTRIBUTION

- ▶ Participants commonly expressed a desire for a more even distribution of facilities across Nanaimo (e.g., ideas for an aquatic centre closer to the north end of the City, ideas for a recreation / community centre closer to the south end of the City)
- ▶ Many feel that a more complete public transit system would better facilitate access to public amenities



CULTURAL DIVERSITY

- ▶ Many suggestions for the addition of more culturally diverse public programs
- ▶ Ideas for including multi-lingual signage in public settings such as parks, trails, and facilities



ACCESSIBILITY

- ▶ Participants expressed a desire to increase the number of accessible playgrounds and parks for people with limited mobility
- ▶ There is support for continued maintenance of parks, trails, and facilities to support equitable use by people of all ages and abilities



All public facilities should have a well-developed, progressive strategic plan that addresses maximizing accessibility for disabled citizens, including those with mobility, hearing, sight, and sensory disabilities as well as those with neurodiversity. Each plan should identify barriers to access in the facility with a plan to provide short term accommodations and longer term solutions to removing those barriers.



PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Providing more free public events
- ▶ Reducing fees for programs and use of facilities

For a full list of verbatim comments, refer to Appendix H

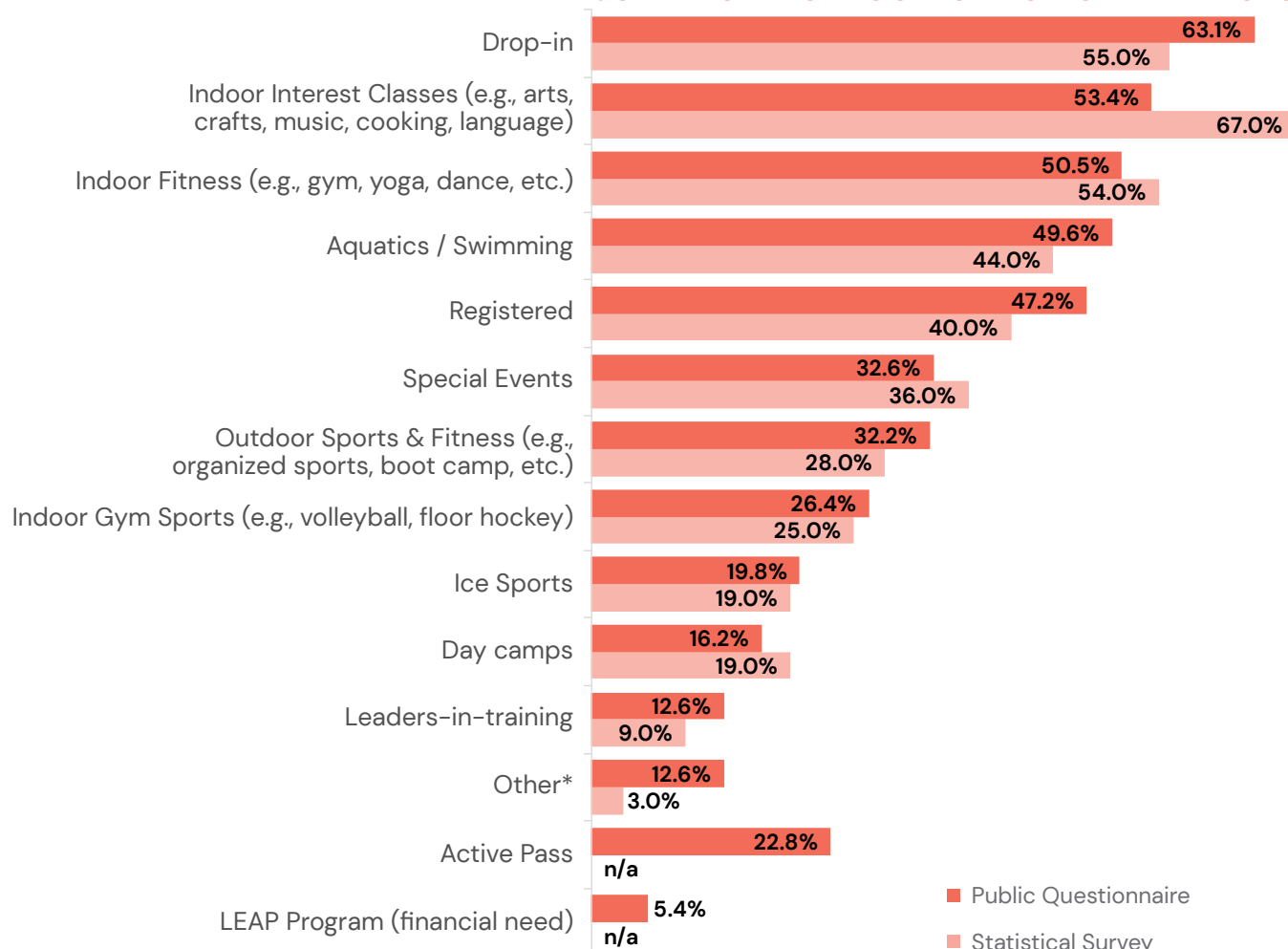


WHAT RECREATIONAL PROGRAMS WOULD PARTICIPANTS LIKE IN THE FUTURE?

Public Questionnaire & Statistical Survey



% OF PARTICIPANTS WHO SELECTED OPTION IN THEIR TOP 5



KEY OBSERVATIONS:

Top types of programs of interest in both surveys:

- 1 Drop-in
- 2 Indoor Interest Classes (e.g., arts, crafts, music, cooking, language)
- 3 Indoor Fitness (e.g., yoga, gym, dance)
- 4 Aquatics / Swimming
- 5 Registered Programs

*"Other" programming ideas:

- ▶ Arts exhibitions / workshops performances / pop-ups
- ▶ Support for people to self-organize small meet-ups
- ▶ Nature courses
- ▶ Classes delivered online
- ▶ Practical training (e.g., haircutting, computer basics)
- ▶ Online network (e.g., social media, websites, podcasting)
- ▶ Indoor tennis
- ▶ Outdoor adventures (e.g., hikes, walks, mountain biking, equestrian)
- ▶ Area history and culture
- ▶ Safe drop-in spaces
- ▶ Ocean / lake water-based activities (e.g., kayaking, diving, fishing)
- ▶ Dancing (classes, drop-in)



IDEAS TO IMPROVE EXISTING PARKS, RECREATION, AND CULTURE FACILITIES, PROGRAMS OR SERVICES

Public Questionnaire, Online Ideas Boards, Pop-ups

Participants were asked if they have thoughts to share for improvements to **existing** Parks, Recreation, and Culture facilities, programs, or services in Nanaimo. Here are themes that were commonly noted:



FACILITY / PARK UPDATES

- ▶ Participants voiced an interest in updating playground equipment in public parks
- ▶ Participants commonly expressed interest in improving / updating existing racquet sport facilities and increasing access
- ▶ There is interest in increasing the number of picnic tables, benches, and trash cans in parks and outdoor public spaces



MAINTENANCE

- ▶ Participants commonly expressed a desire for increased maintenance at public facilities such as pools, gyms, and locker rooms.
- ▶ Individuals feel that City parks and trails would benefit from more frequent maintenance, including trash removal and trail upkeep



PUBLIC PROGRAMS

- ▶ Many were in favour of continuing to increase the variety of programs and courses offered by Nanaimo Parks, Recreation, and Culture
- ▶ Respondents expressed interest in providing additional offerings / time slots for popular classes such as swimming
- ▶ Several suggestions for increasing the number of evening and weekend classes



SAFETY AND SECURITY

- ▶ Individuals expressed safety concerns related to drug use, drug paraphernalia, and crime in public parks



Many playground facilities are old, run down and broken. When I first arrived in Nanaimo (2017-2018) and took my two young children to different playgrounds, I was deterred by broken equipment (Barney Moriez, Maffeo Sutton (resolved), Centennial, Departure Bay). Many playgrounds could use serious modernization and upgrading.



PARTICIPANTS WOULD ALSO LIKE TO IMPROVE:

- ▶ Access to off leash dog areas
- ▶ Access to art space
- ▶ Outdoor classroom opportunities
- ▶ Parking capacity at popular parks and facilities

For a full list of verbatim comments, refer to Appendix H



IDEAS FOR NEW PARKS, RECREATION, AND CULTURE FACILITIES / PROGRAMS (WHAT WE DON'T HAVE BUT NEED)

Public Questionnaire, Online Ideas Boards, Pop-ups



Participants were asked to share ideas for **new** Parks, Recreation, and Culture facilities or programs in Nanaimo. Here are themes that were commonly noted:



NEW FACILITIES

- ▶ Many participants expressed interest in new indoor facilities for several sports (e.g., racquet sports, court sports)
- ▶ Participants often noted that they would like to see the development of additional recreational centres, similar to the Oliver Woods facility, especially in South Nanaimo
- ▶ Strong enthusiasm exists for the development of new arts facilities, including purpose-built spaces for learning, creation, and exhibition, as well as rehearsal and small performance spaces
- ▶ There were some suggestions for development of a new indoor pool / aquatic centre
- ▶ Many would like to see the development of additional artificial turf fields with lighting



A covered / indoor tennis facility would be a valuable addition to the Parks & Recreation program.



Nanaimo is sadly behind other Island Communities in supporting the visual arts. We need an Arts facility... [that can provide] display space, classroom space, and creative space (studios).



GREEN SPACES, PARKS, AND TRAILS

- ▶ Many expressed interest in expanding Nanaimo's public green spaces, parks, and trails network
- ▶ There is a desire for better connectivity between existing parks and trails and pedestrian access to these spaces
- ▶ Participants noted that they would like to see additional public amenities at parks, most notably public washrooms
- ▶ Many would like to see the waterfront walkway extended from downtown to Departure Bay (and possibly beyond)



PUBLIC PROGRAMS

- ▶ Participants would like to see an increase in the number and variety of public classes offered by Parks, Recreation, and Culture
- ▶ There is a desire for more age-focused classes (children, teens, adults, elderly)

PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Developing more community gardens and food forests
- ▶ Improved outdoor spaces for performance

For a full list of verbatim comments, refer to Appendix H



ISSUES, OPPORTUNITIES & IDEAS FOR HOW WE PLAY (PARKS & RECREATION)

Stakeholder Meetings



OVERVIEW

Between October 25 and December 15, 2020, the Parks and Recreation team met with stakeholders from Nanaimo's Parks and Recreation community, including representatives from a wide spectrum of interest areas, for a series of in-person, phone, and Zoom meetings – the purpose being to foster stakeholder input and feedback around the **REIMAGINE NANAIMO** planning process. The sessions were organized into three key topics: Facilities and Amenities, Programs and Services, and Current Trends and Issues. For details of stakeholder involvement, see Appendix A.

KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

INFORMATION

- ▶ Highlight neighbourhood gems on social media
- ▶ Increase information about emerging recreation opportunities (e.g., drone and aircraft, disc golf, climbing, mountain biking, etc.)
- ▶ Continue liaising with stakeholders (e.g., further inter-sport collaborative meetings for user groups to come together, City liaison position)
- ▶ Increase storytelling and human connections in recreation information

PARKS & PLAYGROUNDS

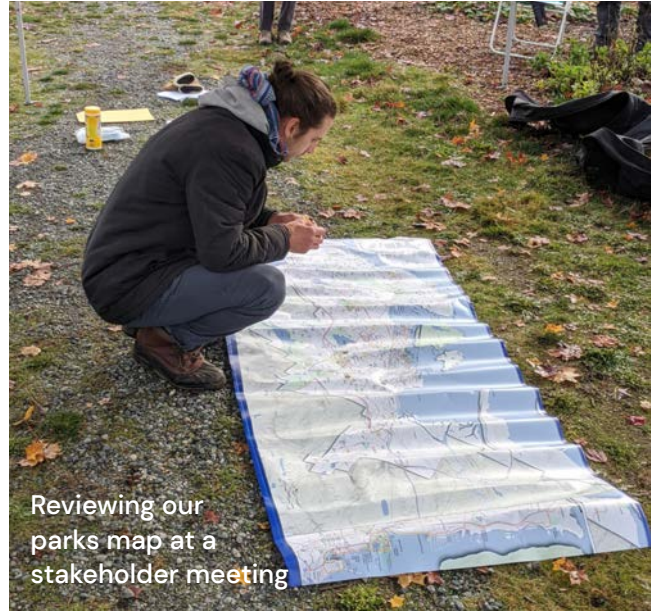
- ▶ Lack of washrooms are a key issue at parks
- ▶ Pandemic has led to increased usage pressures on parks and playgrounds
 - » Desire for more covered spaces in parks and playgrounds (including larger bookable spaces) for physically-distanced gatherings
- ▶ Parking issues at key locations (e.g., waterfront, Third street, Westwood)
- ▶ Opportunities for more splash / water play
- ▶ More power and water supply, technology access at outdoor gathering spaces
- ▶ Opportunities to increase universal inclusivity
- ▶ Signage is becoming outdated, need for renewal and additional wayfinding

PROGRAMS

- ▶ Potential desired program types:
 - » More social drop-in programs / events for seniors (e.g., block parties, healthy aging, staying active, safety, computer use, etc.)
 - » More Indigenous culture programs
 - » More times for barrier-free recreation and adaptive programs (e.g., sledge hockey)
 - » Children's programs (e.g., drop-in for early years, infant-focused programs)
 - » Intergenerational programs for youth and elders
 - » Youth health (e.g., youth-led programs, life skills, health, entry-level / non-sport activities)
 - » Introductory / beginner programs to different sports / activities
 - » More summer camps and options
 - » Family programs (e.g., hockey night, crafts night, etc.)
 - » E-Sports
 - » Programs offered in other languages (e.g., Mandarin)
 - » Maintaining mix of registered and drop-in programs helps provide opportunities that suit different lifestyles / needs
- ▶ Request ideas from newcomers / immigrants
- ▶ Ideas to address cost challenges:
 - » Increase free opportunities for children to try different events or activities
 - » More funding for families with multiple children
 - » Potential expansion of LEAP program

PROGRAMS (CONTINUED)

- ▶ Ideas on accessibility:
 - » Services for hearing-impaired participants
 - » Remove technology barriers (e.g., alternatives for people not using computers, online training)
- ▶ Need to increase efforts to get younger players interested in sport programs (e.g., lower fees, social media, etc.)
- ▶ Due to pandemic's impact on recreational programming, plan for more outdoor events and opportunities (e.g., drive-in movies, physically-distanced outdoor concerts, children's programming)
- ▶ Desire for more volunteer opportunities related to parks and recreation, to foster community stewardship and impact change



Reviewing our parks map at a stakeholder meeting

OUTDOOR ADVENTURE

- ▶ Mountain Biking:
 - » Continue efforts to improve mountain biking resources
 - » Analyze sports tourism and economic benefits
 - » Increase diversity (e.g., beginner routes, skills areas, opportunities for progression, loop trails)
 - » Address conflicts (e.g., hiking, running, motorized)
- ▶ Disc Golf:
 - » Potential expansions to support growing interest and potential for larger scale events (economic / sports tourism)
- ▶ Off-Leash Dog Activities:
 - » Dog population in City is increasing – potential to add off-leash areas in underserved areas
 - » Need for improved education about environmental and health impacts, shared spaces
- ▶ Climbing
 - » Emerging sport
 - » Need to develop policies / plans for Linley Valley Park
 - » Consider more outdoor equipment for beginners (e.g., wall at Harewood Centennial)
- ▶ Skateboarding
 - » Desire for more skateable City features (e.g., planters, curbs, skateable public art)
 - » Increasing as a viable form of active transportation, but has specific needs (e.g., smooth, clean surfaces)
 - » Desire for indoor / covered skate facilities and lessons
- ▶ Scuba Diving:
 - » Potential for amenities for divers (e.g., washrooms / changerooms, ramp for divers with mobility limitations, signage, access to dive sites)
 - » Raising awareness (e.g., tourism, education)
- ▶ Fishing:
 - » Opportunities to increase programming
 - » Opportunities to increase access to fishing areas (e.g., docks, fishing zones)

FACILITIES

- ▶ **Aquatics:**
 - » Improve / upgrade Kin Pool (e.g., accessibility, inclusivity, storage)
 - » Increase spectator space, gathering areas for aquatics (e.g., Kamloops facility)
 - » Desire for more outdoor programs at lake locations (e.g., Westwood, Long, Brannen, Departure Bay)
 - » Potential for future aquatic facility in north end
- ▶ **Gymnasiums:**
 - » Growing need for spectator viewable gymnasium space / indoor track
 - » Loss of Franklyn Gym impacted several groups (e.g., Tillicum Lelum, court users)
 - » Oliver Woods gymnasium is often booked up and is extremely well-liked with more demand for these types of multi-purpose gym spaces
- ▶ **Community Centres:**
 - » Desire for a new centre in the south end (many potential interest groups / collaborators)
 - » Upgrading existing facilities to make them more user-friendly and expand programming (e.g., kitchen upgrades, exterior upgrades)
 - » A Wellness Centre approach that combines health and recreation services (e.g., accessing mental or physical health services in a recreation facility) is desirable
 - » Currently Nanaimo is missing dedicated space for youth (e.g., youth rec centre)
- ▶ **Fields:**
 - » Cricket is growing sport and there is interest in future development of a pitch in Nanaimo (existing pitches in Qualicum Beach, Shawnigan, Victoria)
 - » Existing field spaces are good, but there is interest in improving support facilities around them and at new facilities (e.g., washrooms, changerooms, concessions / food access, lighting, utility access, water, PA)
 - » Support for planned NDSS Community Field / stadium – it is important that this space provides great supporting amenities (see point above)
 - » Support for artificial turf fields at Harewood Centennial Park
 - » Track use has increased substantially with COVID-19, revealing a need for etiquette and signage
 - » Interest from soccer, lacrosse, field hockey, for future indoor field (i.e., dome); ideally would include a social space component
- ▶ **Seniors Services:**
 - » Low-barrier public gyms and weight-lifting are important for seniors and those new to fitness
 - » Need for facilities in south Nanaimo, notably for seniors who can't access northern facilities
 - » Increase access to food services in facilities
- ▶ **Ice / Dry Floor:**
 - » Beban Park facilities are beginning to age, and there is a need to plan for renewal / replacement. This presents an opportunity to consider a multi-use facility that supports a range of users and an enhanced user experience
 - » Ice times are becoming limited and there will be a need for more ice in Nanaimo soon
 - » The new covered outdoor sport court is a significant asset, but could use some minor upgrades now that it is in use. Additional similar facilities are also desired
- ▶ **Courts:**
 - » Pickleball, badminton, and tennis are growing sports and are important for key demographics (e.g., seniors). The shortage of indoor facilities space (e.g., loss of Franklyn Gym, limited floor time in Oliver Woods, etc.) demonstrates an interest for future indoor court facilities
 - » Interest in additional basketball courts (e.g., potential for hoops at the covered sports box)
 - » Interest in additional / upgraded multi-use boxes for activities like ball hockey
- ▶ **General:**
 - » Need to increase inclusivity in facilities (e.g., inclusive washrooms, universal accessibility, safe spaces / quiet rooms, etc.)

For complete notes from stakeholder sessions, refer to Appendix A



Indoor Soccer at Oliver Woods

Departure Creek in Woodstream Park





3.4 HOW WE ADAPT & STAY GREEN



Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

Natural scenery and biodiversity are hallmarks of Nanaimo and preserving these elements are top of mind for City residents. Adaptation means responding to changes in our community and natural environment, while preparing for a successful and resilient future.

WHAT ARE OUR PRIORITIES RELATED TO ENVIRONMENT AND CLIMATE CHANGE?



STATEMENTS IDENTIFIED AS TOP ENVIRONMENT AND CLIMATE CHANGE PRIORITIES

- 1 managing impacts to environmentally sensitive areas
- 2 improving solid waste management of organics and reducing, reusing, and recycling
- 3 managing impacts to urban streams and wetlands related to human activities

OTHER COMMONLY MENTIONED PRIORITIES INCLUDE:



Improving the multi-modal transportation network



Offering environmental education opportunities



Creating green land-use plans and policies



Enhancing and supporting local food systems

HOW IMPORTANT ARE ENVIRONMENT AND CLIMATE CHANGE ISSUES?



Over **60%** of respondents in both surveys rated every environment / climate change issue in the surveys as very important or important



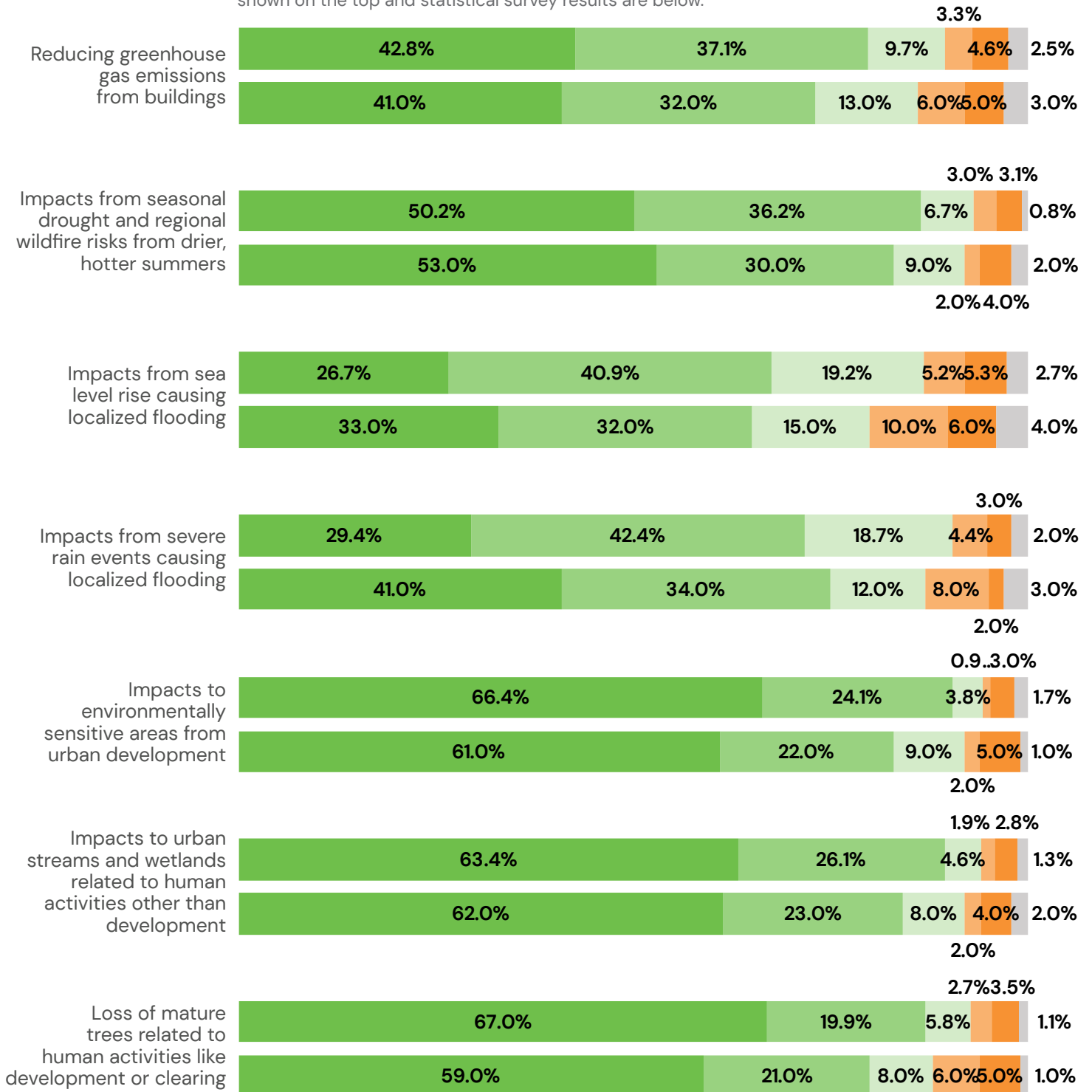
Typically, public questionnaire participants placed a slightly higher level of importance on environment and climate change statements than statistical survey participants



HOW DO PARTICIPANTS RATE STATEMENTS RELATED TO THE ENVIRONMENT AND CLIMATE CHANGE?

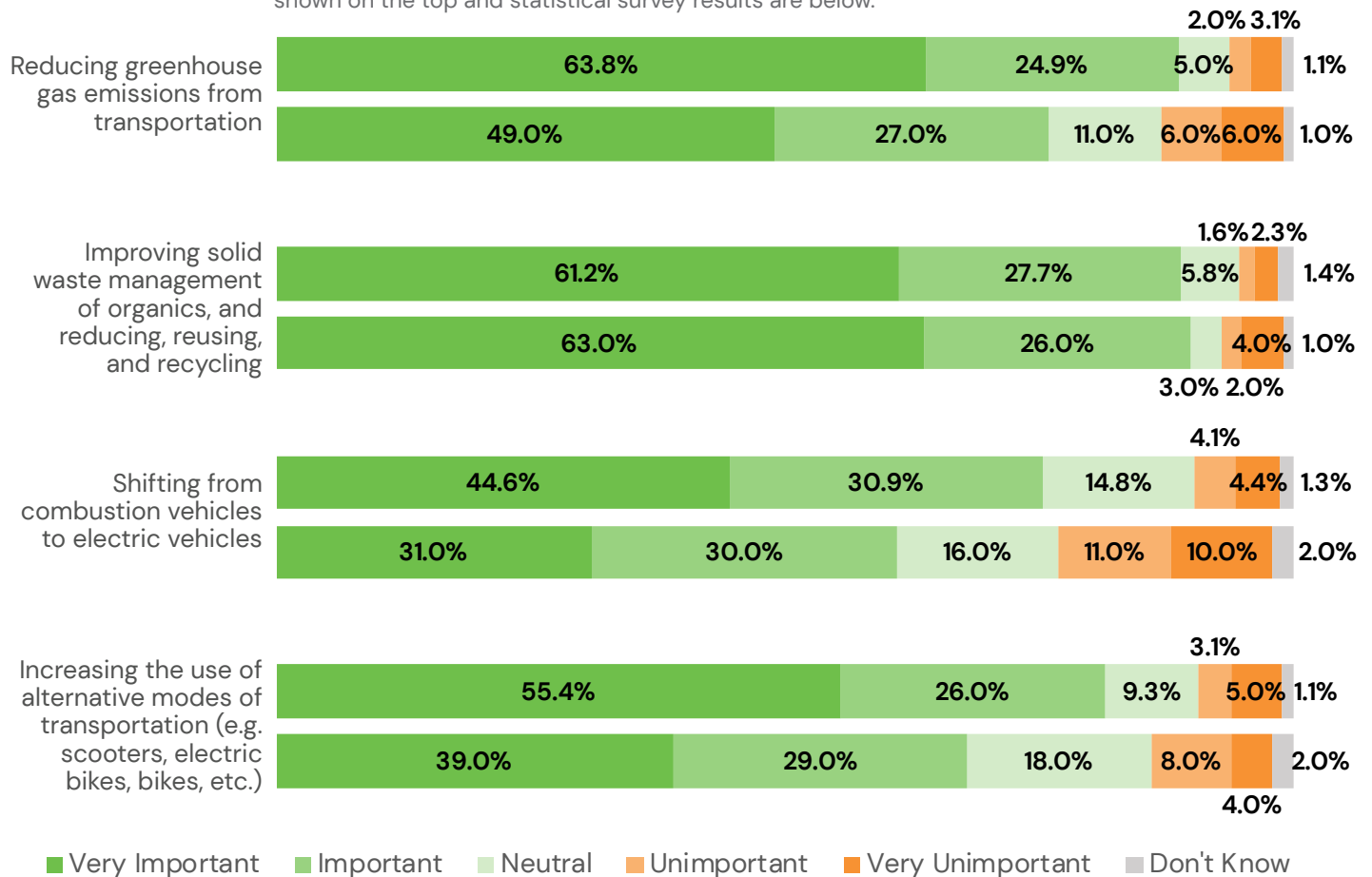
Public Questionnaire & Statistical Survey

For each statement, public questionnaire results are shown on the top and statistical survey results are below.



■ Very Important
 ■ Important
 ■ Neutral
 ■ Unimportant
 ■ Very Unimportant
 ■ Don't Know

For each statement, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

- ▶ **More than 60%** of participants in both the public questionnaire and statistical survey **ranked all statements as being very important or important**
- ▶ A greater proportion of public questionnaire participants typically placed a slightly higher level of importance on environmental and climate change statements than statistical survey participants

Statements most frequently selected as being **important** or **very important**:

- 1 Managing impacts to environmentally sensitive areas from urban development **90% 83%**
- 2 Improving solid waste management of organics and reducing, reusing, and recycling **88% 89%**
- 3 Managing impacts to urban streams and wetlands related to human activities **89% 85%**

Statements most frequently selected as being **unimportant** or **very unimportant**:

- 1 Shifting from combustion vehicles to electric vehicles **9% 21%**
- 2 Managing impacts from sea level rise causing localized flooding **10% 16%**
- 3 Increasing the use of alternative modes of transportation (e.g., scooters, electric bikes, bikes, etc.) **8% 12%**

For numbers above, the first number indicates % of responses who selected this option from the public questionnaire and the second is from the statistical survey.



IDEAS FOR ADDRESSING ENVIRONMENTAL AND CLIMATE CHANGE IMPACTS IN NANAIMO

Public Questionnaire, Online Ideas Boards, Pop-ups

Participants were asked to share their ideas for addressing environmental and climate change impacts in Nanaimo. Here are themes that were commonly noted:



IMPROVE THE MULTI-MODAL TRANSPORTATION NETWORK

- ▶ Many in favour of reducing reliance on vehicle traffic
- ▶ Suggestions for more electric vehicle charging stations throughout the City
- ▶ A range of ideas for improving the multi-modal transportation network (e.g., adding new sidewalks and bike lanes, enhancing overall pedestrian and cycle connectivity, facilities for all ages and abilities)
- ▶ Many are in support of improving public transit (e.g., more extensive and frequent bus service, additional public transit options, incentivizing use of public transit, transitioning more buses to electric power)



PROTECT AND ENHANCE NATURAL AREAS

- ▶ Many strongly support protecting the City's existing urban tree canopy and natural areas
- ▶ Many felt that new developments should be located and designed to preserve existing trees and environmentally sensitive areas
- ▶ Many suggestions for increasing tree planting (e.g., as a requirement of new developments, along streets, in parks and neighbourhoods, on private lots)



CREATE GREEN LAND-USE PLANS / POLICIES

- ▶ Participants shared ideas about land-use planning to address climate change (e.g., development of dense, mixed-use neighbourhoods with a high level of transit connectivity / transit-oriented development)
- ▶ Many suggestions for requiring or incentivizing development of sustainable / green buildings (e.g., adopting higher standards of building codes to support more energy-efficiency, incorporating green building strategies such as solar panels, rain gardens, and passive house technology)
- ▶ Many are in favour of policy changes (e.g., banning single-use plastics, changes that will reduce greenhouse gas emissions)



Natural spaces will reduce the impact of climate change. Deforestation in the city creates heat islands which will make summer days unbearable. The current trend of bulldozing all the green spaces and paving them will make it very uncomfortable to live. I would like to see shade-providing trees either left standing or replanted in all parking lot areas.



PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Integrating environmental / sustainability education in the school curriculum
- ▶ Improving waste management
- ▶ Enhancing and supporting local food systems

For a full list of verbatim comments, refer to Appendix H



KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

Ideas for adaptation:

EDUCATION & SUPPORT

- ▶ Increased availability of information (e.g., City website, social media, videos)
- ▶ Efforts to increase public understanding and awareness about important topics (e.g., trees, stewardship, greenhouse gas emissions)
- ▶ Encourage purchase of carbon offsets (e.g., property tax rebate, local business discounts)
- ▶ Address the climate crisis in a way that also improves housing inequity, the overdose epidemic, systemic racism, and progress towards reconciliation

BUILDINGS & DEVELOPMENT

- ▶ Speed up BC Step Code implementation
- ▶ Financial incentives / payment programs for green homes (e.g., oil conversions, solar, etc.)
- ▶ Permitting a greater variety of housing types (e.g., tiny homes, multi-family)
- ▶ Promoting existing programs (e.g., Clean BC program)
- ▶ Shifts to alternative fuels in buildings (e.g., not permitting natural gas lines to new subdivisions)
- ▶ Review of Development Approval Process through lens of climate change emergency

Ideas for protection:

PROTECTION & ENHANCEMENT OF GREEN SPACES

- ▶ Housing density that protects large areas of green space
- ▶ Increased focus on biodiversity (e.g., City staff position, strategic planning with indicators, measurement, and reporting)
- ▶ Celebrate successes (e.g., map projects)
- ▶ Acquisition / addition of sensitive sites, greenways / corridors
- ▶ Enhanced policies and enforcement for protection and enhancement (e.g., permeable surface requirements, tree requirements, recreation impact management, illegal dumping reduction, etc.)
- ▶ Growing volunteer efforts and need for networking and direction (e.g., community restorations, invasive species removal, student-based projects, adopt-a-park)
- ▶ Protection of highly sensitive and vulnerable ecosystems (e.g., eelgrass in estuaries, bluff areas) especially as use increases
- ▶ Considerations to prioritize protection over recreation in key areas (e.g., limiting dog use, banning motorized vehicles, limiting human use)
- ▶ Open watercourses are an asset with opportunities to enhance, daylight more
- ▶ Strengthen link between policy (e.g., OCP) and action on the ground
- ▶ Increase collaboration between environmental non-profit groups in the region

Ideas for adaptation (Continued):

TRANSPORTATION SHIFTS

- ▶ EV charging throughout the City, including at public parks / trails
- ▶ Incentives to shift from gas to electric vehicles
- ▶ Encouraging shifts in public transportation (e.g., transit changes like mini-buses, zero-emissions ferries, etc.)
- ▶ Policy that encourages people to choose more sustainable options (e.g., free transit, support for micro-transportation like electric skateboards, car share expansion, etc.)
- ▶ Efforts to change public mind-set about short trips (e.g., shift these to non-vehicle trips)

Ideas for protection: (Continued):

TREE MANAGEMENT

- ▶ Enhanced tree protection on private properties (e.g., tree preservation zones, revised tree value calculations to consider ecosystem services)
- ▶ More enforcement
- ▶ Increased collaboration with professional community (e.g., arborists, tree companies)
- ▶ Programs to increase tree planting
- ▶ Closing loopholes in existing policy that fail to support tree preservation

For complete notes from stakeholder sessions,
refer to Appendix A



Volunteer tree planting work party

Biking to school





3.5 HOW WE MOVE



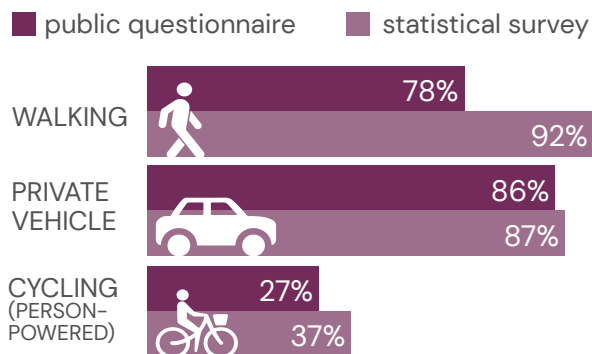
Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

Everyone in our community needs to get around and decisions about transportation affect us all. As our community evolves, our transportation network will need to change accordingly.

HOW ARE WE MOVING IN NANAIMO TODAY?

Following are the top 3 modes of transportation participants reported using at least somewhat frequently:



HAS IT BECOME EASIER OR HARDER TO GET AROUND NANAIMO?

Many respondents (30–80% in both surveys) were neutral for most modes. Trends suggested that more people felt that both electric and person-powered cycling has become easier, while private vehicle travel has become more difficult.

HOW DO WE VIEW ACTIVE TRANSPORTATION?



Over **75%** of respondents in both surveys believe active transportation infrastructure is a good use of tax dollars.

WHAT ARE OUR ACTIVE TRANSPORTATION PRIORITIES?



Feeling safe from vehicles



Creating dedicated cycling routes



Having safe walking routes



Having good transit service frequency

WHY ARE PEOPLE USING ACTIVE TRANSPORTATION?

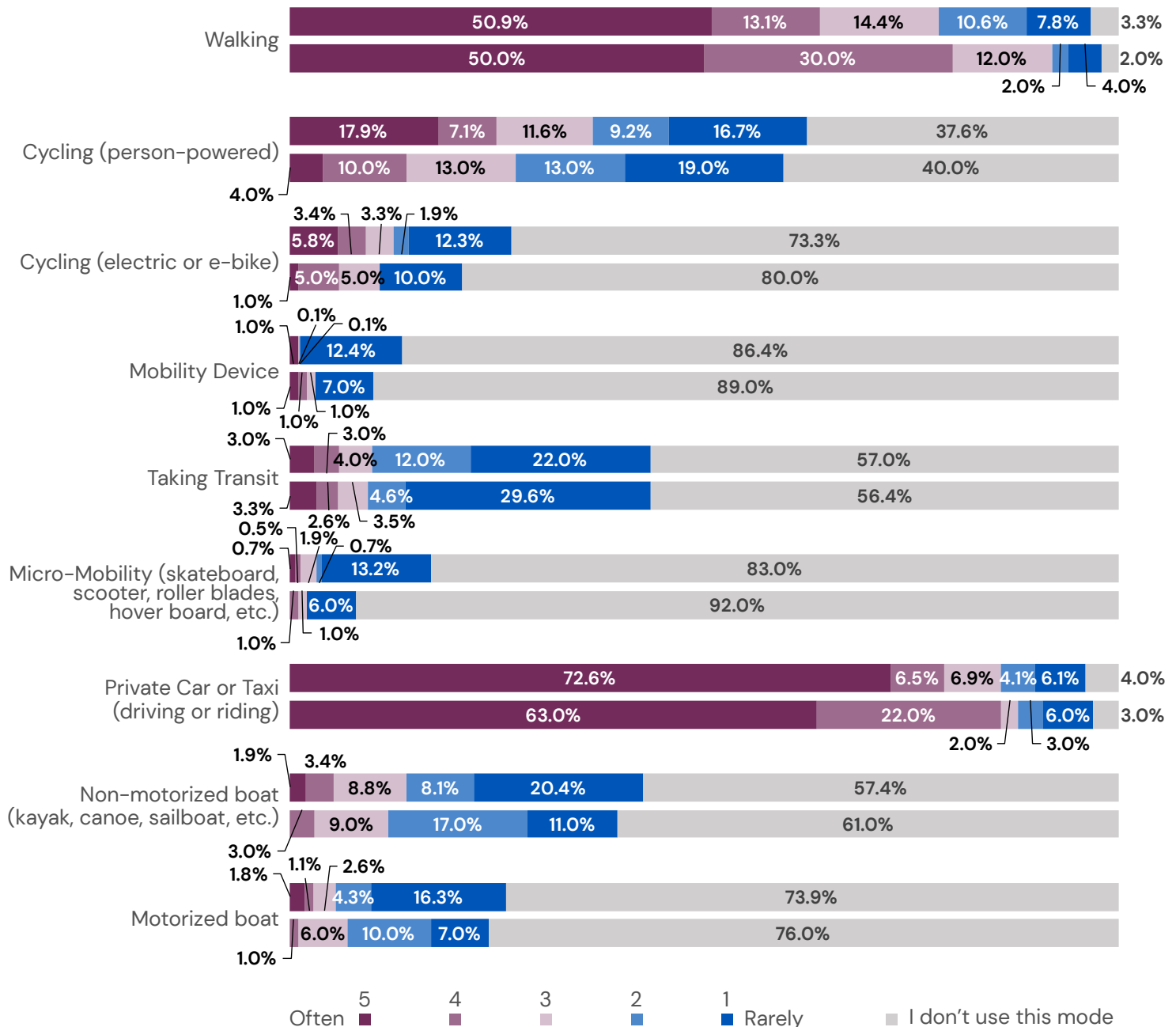
- 92% exercising or recreating
- 65% spending time with family and friends
- 52% going to shops, restaurants, or services
- 26% traveling to work or school



HOW OFTEN ARE PARTICIPANTS USING DIFFERENT MODES OF TRANSPORTATION TODAY?

Public Questionnaire & Statistical Survey

For each mode, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

The following percentages of participants reported using each mode at least **somewhat frequently** (rated as 3, 4, 5 on frequency scale). The first number represents public questionnaire participants and the second, statistical survey participants.

78% 92%	WALKING	14% 12%	BOAT (NON-MOTORIZED)	5% 7%	BOAT (MOTORIZED)
86% 87%	PRIVATE VEHICLE	13% 11%	CYCLING (ELECTRIC)	3% 2%	MICRO-MOBILITY
37% 27%	CYCLING (PERSON-POWERED)	10% 9%	TRANSIT	1% 3%	MOBILITY DEVICE

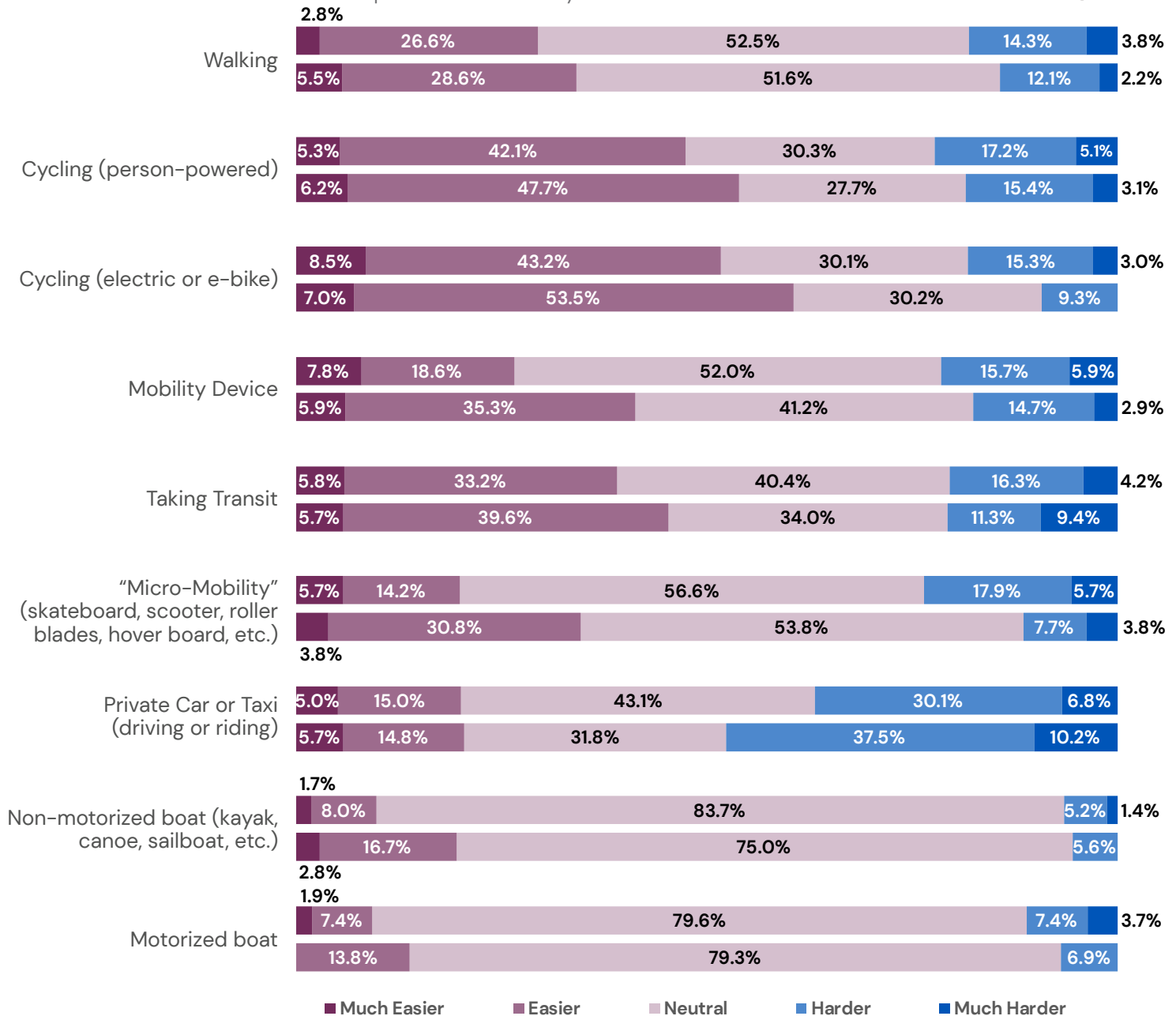


DO THOSE WHO USE EACH MODE THINK IT HAS BECOME EASIER OR HARDER TO GET AROUND NANAIMO?

Public Questionnaire & Statistical Survey

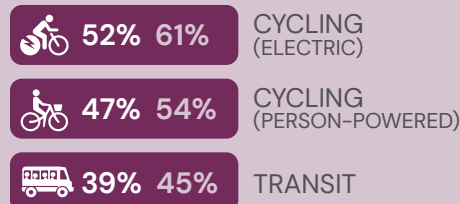


For each mode, public questionnaire results are shown on the top and statistical survey results are below.

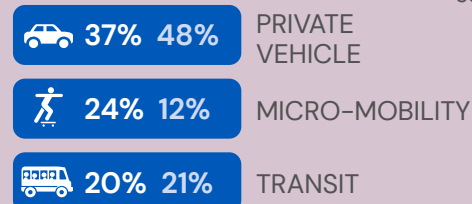


KEY OBSERVATIONS:

Modes that participants feel are getting **easier** to use:



Modes that participants feel are getting **harder** to use:



In the boxes, the first number represents public questionnaire participants and the second, statistical survey participants.

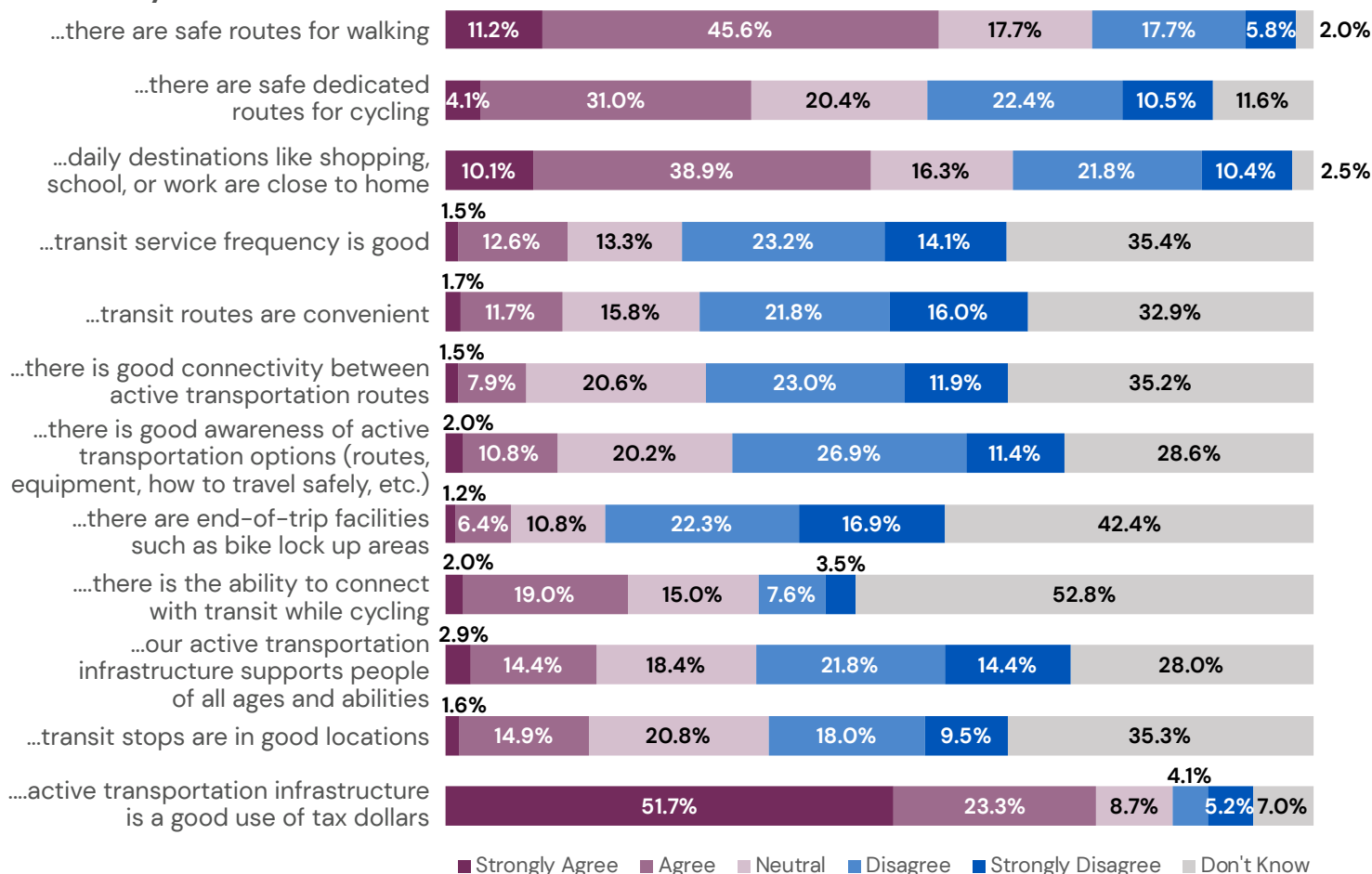
- Many participants (**typically 30% – 80%**) in both surveys were neutral on whether things have stayed about the same for most modes in the past 10 years



HOW DO PARTICIPANTS FEEL ABOUT PROVISION OF ACTIVE TRANSPORTATION IN NANAIMO TODAY?

Public Questionnaire

Currently in Nanaimo...



KEY OBSERVATIONS:

75%

of public questionnaire participants agree that active transportation infrastructure is a **good use of tax dollars**

A significant number of public questionnaire participants **agree** or **strongly agree** that currently in Nanaimo:

- 1 there are safe routes for walking (**57%**)
- 2 daily destinations like shopping, school, or work are close to home (**49%**)
- 3 there are safe dedicated routes for cycling (**35%**)

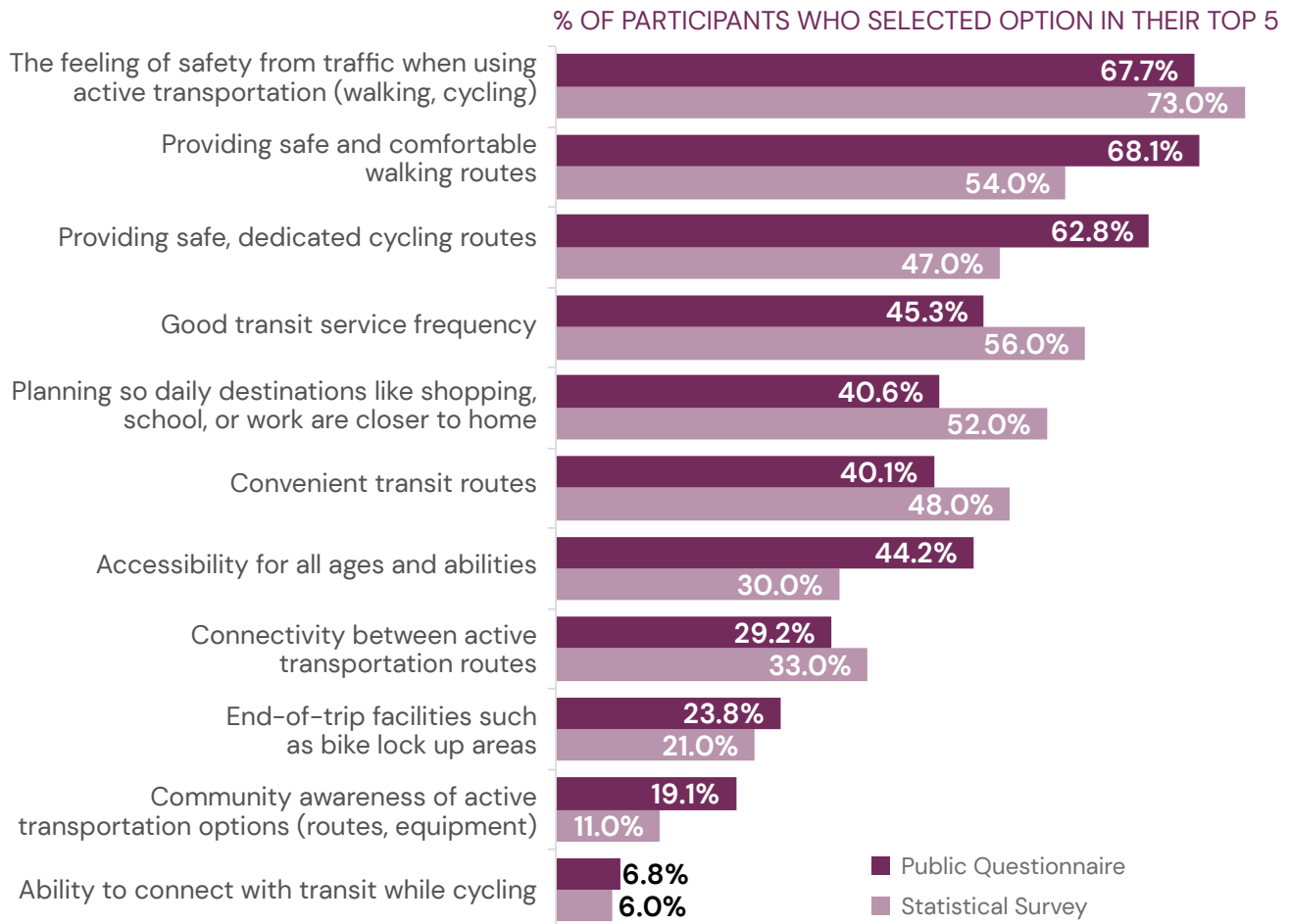
Over **35%** of public questionnaire participants **disagree** or **strongly disagree** that currently in Nanaimo:

- 1 there are end-of-trip facilities such as bike lock up areas (**39%**)
- 2 there is good awareness of active transportation options (routes, equipment, how to travel safely, etc.) (**38%**)
- 3 transit routes are convenient (**38%**)
- 4 transit service frequency is good (**37%**)
- 5 our active transportation infrastructure supports people of all ages and abilities (**36%**)



WHAT ARE PRIORITIES FOR ACTIVE TRANSPORTATION?

Public Questionnaire & Statistical Survey



KEY OBSERVATIONS:

Both public questionnaire and statistical survey participants agreed that the **top priorities** for future active transportation include:

- 1 The feeling of safety from traffic when using active transportation (walking, cycling)
- 2 Providing safe and comfortable walking routes
- 3 Providing safe, dedicated cycling routes
- 4 Good transit service frequency
- 5 Planning so daily destinations like shopping, school, or work are closer to home

Priorities varied by participant type:

- **Statistical survey participants** tended to prioritize transit service, both frequency and convenience more than public questionnaire participants
- **Public questionnaire participants** tended to prioritize safe and comfortable walking routes and safe, dedicated cycling routes more than statistical survey participants

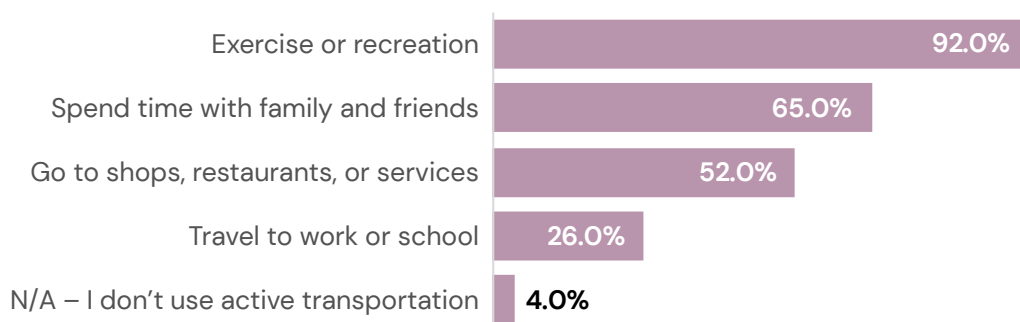


HOW IS ACTIVE TRANSPORTATION PART OF OUR LIVES TODAY?

Public Questionnaire & Statistical Survey

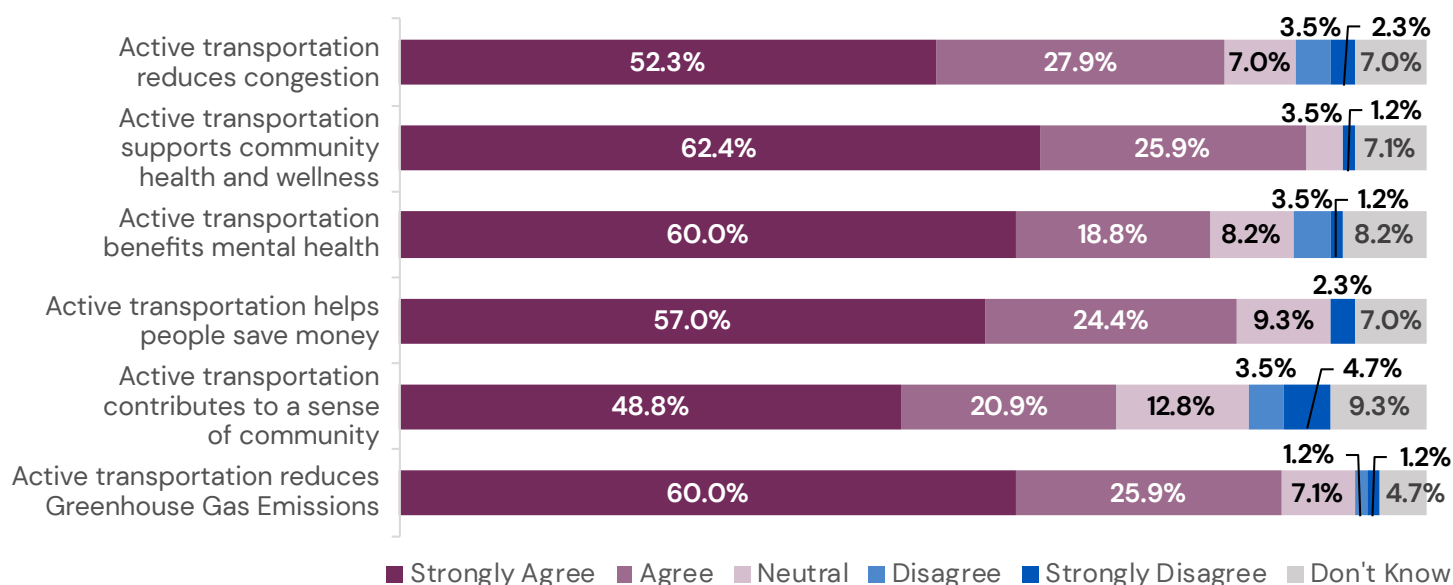
WHY ARE PEOPLE USING ACTIVE TRANSPORTATION TODAY?

Statistical Survey



WHAT VALUES OR BELIEFS DO PEOPLE HAVE FOR ACTIVE TRANSPORTATION?

Public Questionnaire



KEY OBSERVATIONS:

- ▶ A large portion (**92%**) of statistical survey participants use active transportation for exercise or recreation
- ▶ About one-quarter (**26%**) of public questionnaire participants report currently using active transportation to travel to and from work or school
- ▶ Over **70%** of participants agreed with **all six values** identified in the public questionnaire
- ▶ The values that participants most commonly **agreed** or **strongly agreed** with included:
 - ▶ Active transportation supports community health and wellness (**88%**)
 - ▶ Active transportation reduces Greenhouse Gas Emissions (**86%**)



IDEAS FOR IMPROVING NANAIMO'S ACTIVE TRANSPORTATION NETWORK

Public Questionnaire, Online Ideas Boards, Pop-ups



Participants were asked to share ideas that would improve Nanaimo's active transportation network. Here are themes that were commonly noted:



IMPROVED PEDESTRIAN INFRASTRUCTURE

- ▶ Participants favoured developing a complete network of sidewalks that connect residential areas with commercial hubs



Dedicated bike lanes so we can safely bike to work and school. Better and more sidewalks... Traffic calming like speed bumps in school zones and near parks.



IMPROVED BICYCLE INFRASTRUCTURE

- ▶ Participants' prioritized developing a better connected bicycle network that features protected bicycle lanes and paths
- ▶ Many are in favour of increasing the amount of safe and secure bicycle parking / storage opportunities, especially in the downtown area
- ▶ Participants expressed interest in enhancing signage and wayfinding associated with bicycle paths and trails
- ▶ Individuals suggested integration of bicycle charging stations at key destinations as e-bikes gain popularity



Focus on building up a solid centralized core zone of active transportation infrastructure emanating from downtown and to VIU...



ENHANCED PUBLIC TRANSIT

- ▶ Participants envisioned enhancing the public transit system through additional routes and running buses more frequently
- ▶ Respondents expressed a desire for additional bus shelters, especially along well traveled routes
- ▶ Participants suggested that smaller buses could be used for less busy, residential routes



ENHANCED SAFETY MEASURES

- ▶ Participants expressed interest in enhancing safety for pedestrians and cyclists through measures such as reduced speed limits on local roads, traffic calming measures, and more pedestrian activated lights at busy street crossings

PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Developing a light rail system
- ▶ Enhancing and extending the waterfront walkway

For a full list of verbatim comments, refer to Appendix H



ISSUES, OPPORTUNITIES & IDEAS FOR HOW MOVE

Stakeholder Meetings



KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

ACTIVE TRANSPORTATION

- ▶ Narrowing road lanes would give more space to bikes and pedestrians
- ▶ Need to accommodate emerging forms of micromobility (e.g., skateboarding) that have compatibly with other active transportation, yet slightly different needs (e.g., smooth surfaces)
- ▶ Increasing use of active transportation corridors is starting to lead to conflict (e.g., E&N Trail is too narrow to accommodate all speeds / uses)
- ▶ Active transportation must be a key consideration for all new subdivisions
- ▶ E-bike growth is broadening the user base and increasing needs for safe / family-friendly routes (e.g., separation, lighting)
- ▶ Need to create connections and improve wayfinding from key spines (e.g., E&N Trail) to other infrastructure and to / from destinations (e.g., parks, trails, downtown)
- ▶ The existing network is fragmented and does not support tourism to its full potential or encourage a behavioural shift to active transportation yet
- ▶ Need to increase end-of-trip facilities at commercial / employment centres and schools with safe storage of varied types (e.g., covered / uncovered, lockers, bike valet, etc.)
- ▶ Safety concerns at key locations where active transportation intersects with vehicle transportation (e.g., E&N Trail intersections, Third Street, downtown)
- ▶ Increase wayfinding throughout the network
- ▶ Need to amend maintenance procedures for active transportation (e.g., stop snow clearing piled on sidewalks)
- ▶ A safety audit could be completed to identify critical short-term update
- ▶ Sidewalks and active transportation are essential for more vulnerable populations (e.g., low-income, seniors)

TRANSIT

- ▶ City is perceived to be difficult to navigate without a vehicle
- ▶ Better linkages needed to connect transit and active transportation (e.g., bike racks on buses fill-up quickly)
- ▶ Public transportation could be better linked with recreation programs to help people to participate when they don't have access to personal transportation
- ▶ Opportunities to consider free transit (e.g., teens, seniors, all users, etc.)
- ▶ People wish to see more amenities (e.g., washrooms, covered shelters) within the transit system
- ▶ Handydart booking requires a lot of pre-planning (fills quickly) and cannot be used for emergency or last-minute trips
- ▶ Local and regional connections are difficult and timing and frequency of connections often don't align (e.g., bus to BC Ferries)

SAFETY & EDUCATION

- ▶ Need for more education about active transportation (e.g., introductions to children at an early age including Safe Routes to School program, all ages bike safety courses, driver education on shared roads)
- ▶ Consider an Active Transportation Committee
- ▶ Connect with adjacent communities / BC Ferries and transit hubs to cohesively plan active transportation for residents and tourism
- ▶ Consideration for bike co-ops to increase access to bikes for all
- ▶ Need for enhanced safety at key crosswalks
- ▶ Need to consider cycling / active transportation at roundabouts (e.g., clear signage, markings)

UNIVERSALITY & UNIVERSAL DESIGN

- ▶ Nanaimo, particularly downtown, is challenging to get around for blind or partially-sighted individuals and those with mobility limitations
- ▶ Experiential learning helps build understanding (e.g., wheel walkabout, walks with blind / partially-sighted)
- ▶ Focus should be on inclusion – no matter ability
- ▶ Accessibility challenges for people who are blind or partially-sighted include:
 - » Lack of audible signals, outdated technology
 - » Street clutter and obstructions in sidewalks (e.g., posts, poles), inconsistencies, limited tactile warnings, poor location of activation buttons, driveway dips
 - » Roundabouts are particularly difficult to navigate and need special consideration in design
 - » Audible stop announcements on buses can be difficult to hear
 - » Electronic vehicles and bicycles are quiet making them difficult to detect
- ▶ Opportunities to improve mobility for blind / partially-sighted residents include:
 - » Providing straight lines of travel, physical or auditory ways to find indicators, tactile wayfinding, continuous curbs
 - » Electronic lines in intersections to guide crossing for the blind and users of “smart canes” (though important not to rely too heavily on technology)
 - » Contrasting colours help those who are partially-sighted
 - » Involve stakeholders in design of new projects
 - » Look to good examples (e.g., Melbourne, AU)
- ▶ Accessibility challenges for people who have limited mobility include:
 - » Bus stop locations (e.g., hills) can be challenging
 - » Pedestrian activation locations (too high),
 - » Accessible parking stalls that are not necessarily designed for wheelchair users (wheelchair users require more space)
- ▶ Density and access to nearby services is very important to universal accessibility

EMERGING TECHNOLOGIES

- ▶ Car-share (Modo) is available in Nanaimo – one car share can replace the need for 8-12 single vehicles
- ▶ Car-share can be encouraged by ideas like:
 - » Providing parking variances where car-share stalls are provided and/or developer purchases a shared vehicle(s)
 - » Parking bylaw requirements that make car-share spots more visible, offer more affordable rates for car-share spaces
 - » EV charging stations
 - » Support car-share partnerships with large organizations / employers
- ▶ Autonomous vehicles are coming and will represent an important change for users with vision or mobility limitations who cannot currently drive a vehicle (as well as society overall)
- ▶ Shared active transportation (e.g., e-bike rentals) has potential to increase the number of users

PRIORITY CONNECTIONS

- ▶ Waterfront walkway expansion and Stewart Avenue upgrades are a top priority from both an active transportation and tourism perspective
- ▶ E&N Corridor adaptation is top-of-mind for many (different ideas):
 - » Hop-on / hop-off connection between North and South
 - » Restored rail / lite rail connections up / down Island
 - » Trails and greenway corridor throughout City and up / down Island

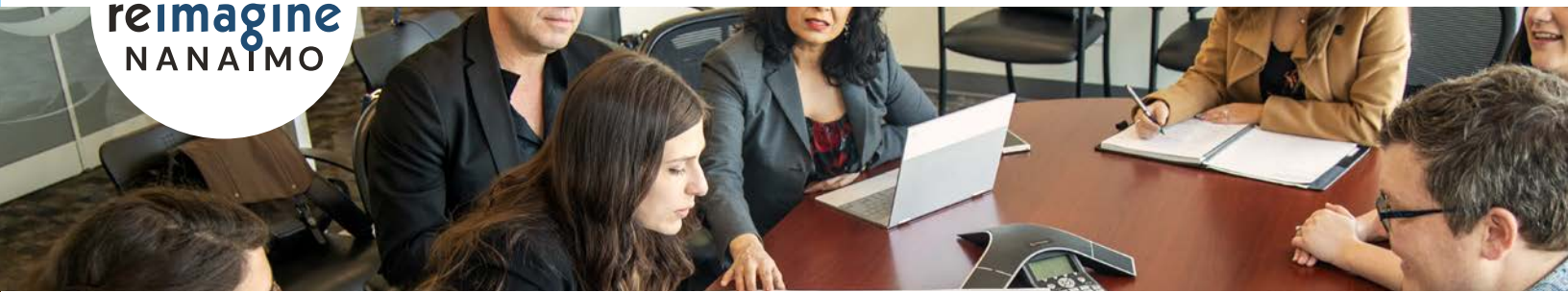
For complete notes from stakeholder sessions, refer to Appendix A



Construction at the downtown
hotel site on Gordon Street



3.6 HOW WE WORK



Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

Jobs and businesses are essential for a community to thrive. Participants shared feedback on goals and objectives for creating a strong economy and the sectors where people see potential growth along with ideas for strengthening Nanaimo's economy.

WHAT ECONOMIC GOALS AND OBJECTIVES ARE MOST IMPORTANT ?

PARTICIPANTS' TOP 3 ECONOMIC DEVELOPMENT GOALS ARE:

- 1 creating quality, sustainable jobs
- 2 improving residents' overall quality of life
- 3 encouraging economic growth

PARTICIPANTS' TOP 3 ECONOMIC DEVELOPMENT OBJECTIVES ARE:

- 1 improving local infrastructure
- 2 expanding existing businesses
- 3 assisting entrepreneurs and startups

WHAT ECONOMIC SECTORS DO WE FEEL HAVE THE HIGHEST POTENTIAL?

For each grouping below, the first number indicates responses from the public questionnaire and the second is from the statistical survey.



84% 85%
Health and Public Services



81% 76%
Technology



71% 65%
Arts, Culture, and Entertainment



85% 83%
Tourism and Recreation



77% 74%
Education



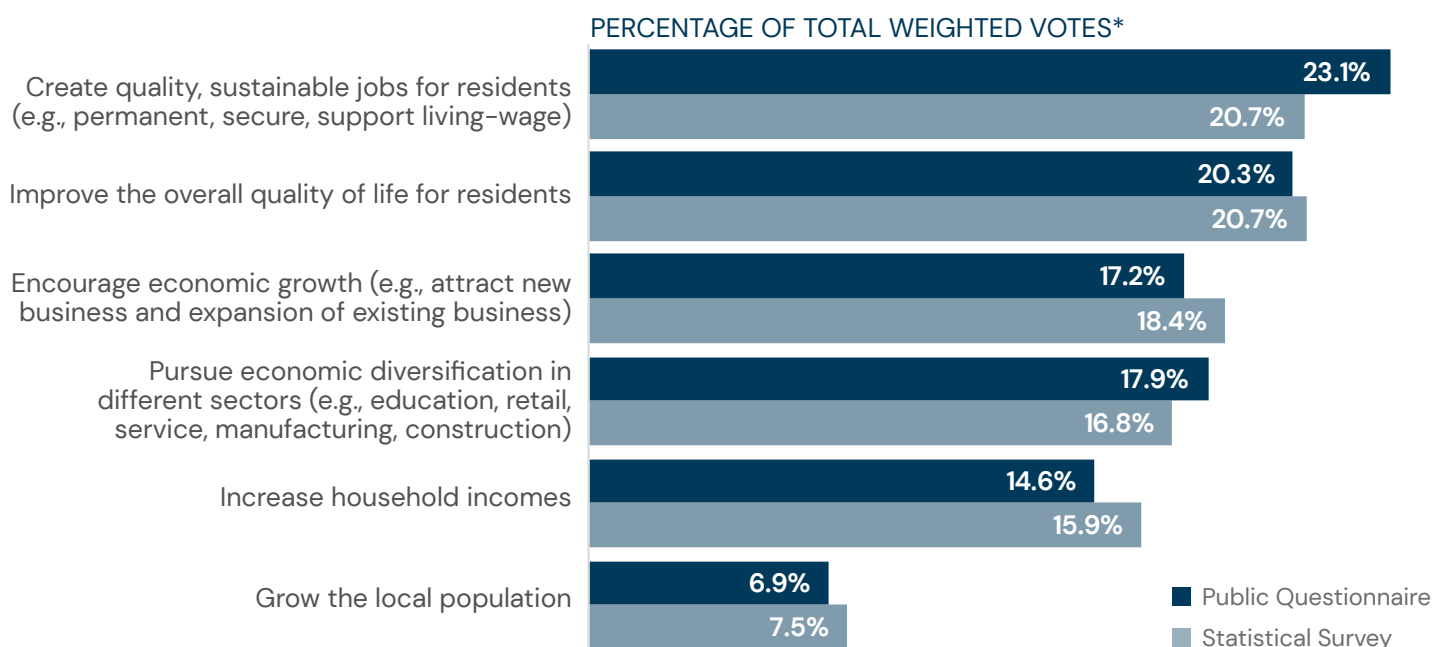
55% 77%
Construction



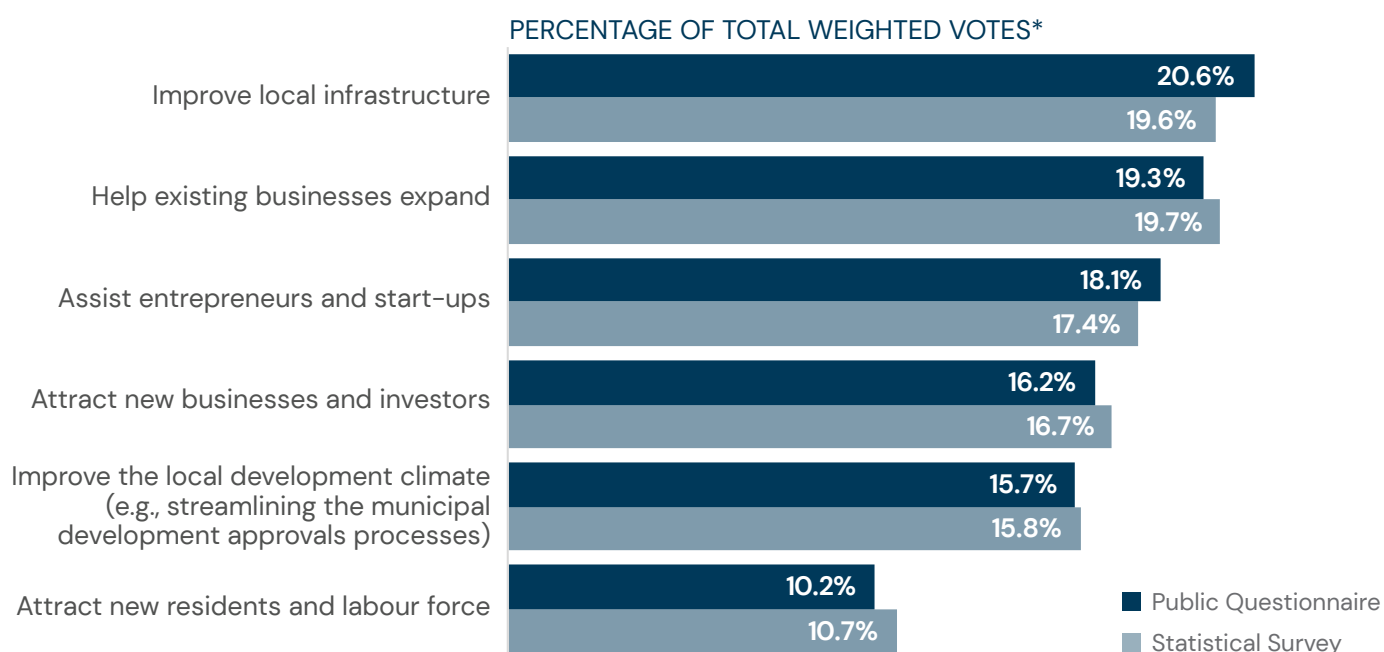
HOW DO PARTICIPANTS RANK ECONOMIC GOALS AND OBJECTIVES?

Public Questionnaire & Statistical Survey

RANKING **GOALS** FOR ECONOMIC DEVELOPMENT



RANKING **OBJECTIVES** FOR BUSINESS AND ECONOMIC DEVELOPMENT



*The percentage represents the overall preference of respondents. A person's choice is valued through a weighted score, calculated by the number of picks and the rank assigned, where the 1st rank is "6 points" and the 2nd rank is "5 points" etc. The higher participants ranked an option and the more times it was selected, resulted in a higher percentage.

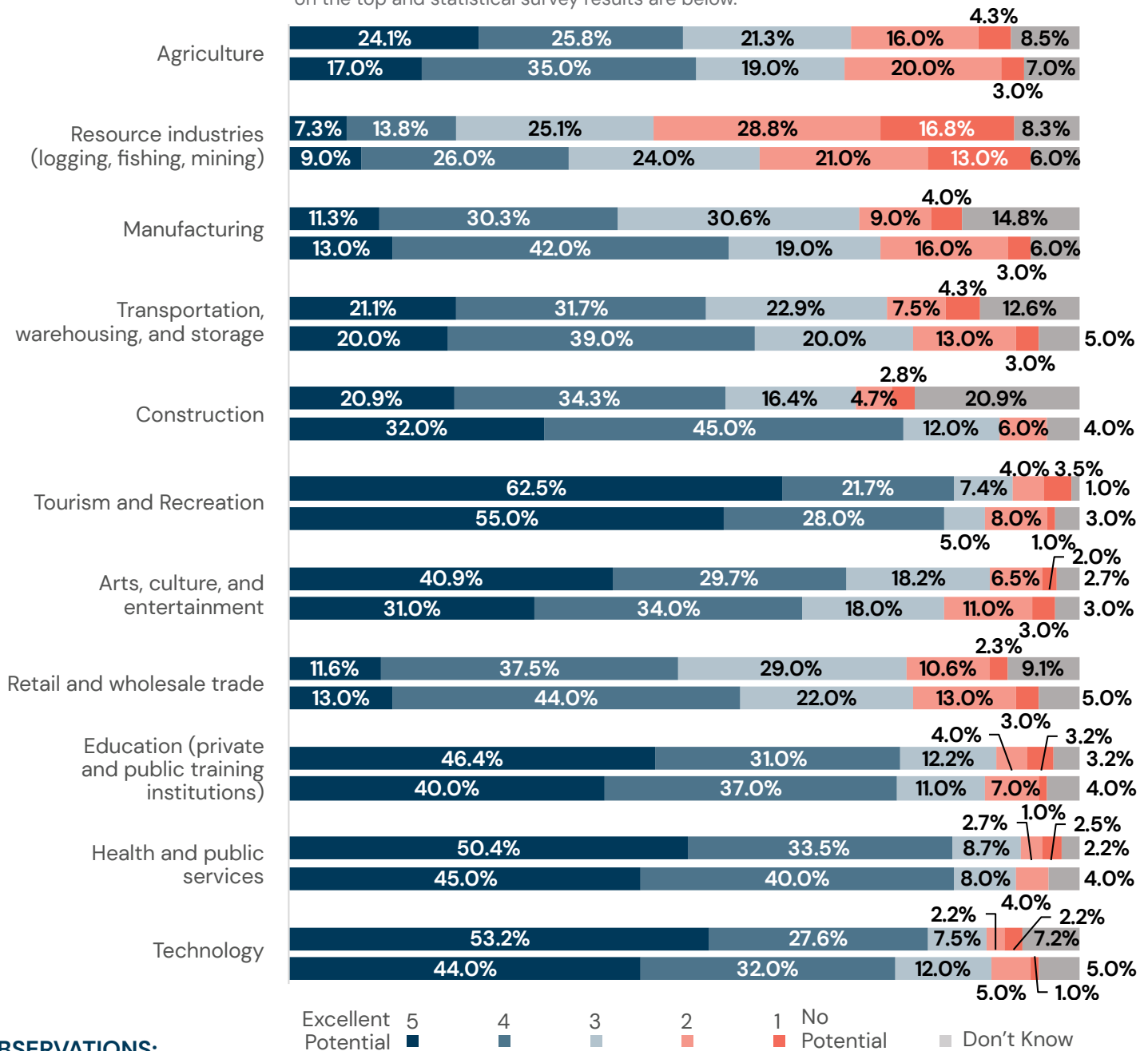


WHAT POTENTIAL DO PARTICIPANTS SEE FOR THE FOLLOWING SECTORS IN NANAIMO?

Public Questionnaire & Statistical Survey



For each sector, public questionnaire results are shown on the top and statistical survey results are below.



KEY OBSERVATIONS:

The **goals** that ranked highest for economic development:

- 1 Create quality, sustainable jobs for residents
- 2 Improve the overall quality of life for residents
- 3 Encourage economic growth

The **objectives** that ranked highest for economic development:

- 1 Improve local infrastructure
- 2 Help existing businesses expand
- 3 Assist entrepreneurs and start-ups

The sectors participants see as having high future potential (3+ ranking):

- 1 Health and public services (93% 93%)
- 2 Tourism and recreation (92% 88%)
- 3 Education (90% 88%)
- 4 Technology (88% 88%)

Above, the first number represents public questionnaire participants, the second, statistical survey participants.



COMMENTS ON NANAIMO'S ECONOMY INCLUDING STRENGTHS, WEAKNESSES, OR OPPORTUNITIES

Public Questionnaire, Online Ideas Boards, Pop-ups

Participants were asked to share ideas about strengths, weaknesses, or opportunities for Nanaimo's economy. Here are some of the commonly noted themes:



A STRONG TOURISM INDUSTRY

- ▶ Many participants shared ideas related to Nanaimo's tourism industry, particularly leveraging outdoor and adventure tourism opportunities to encourage economic growth
- ▶ Participants are in favour of moving forward with a rapid pedestrian ferry to Vancouver to grow downtown Nanaimo's potential as a tourist destination
- ▶ Opportunities exist to expand upon existing arts and cultural tourism offerings
- ▶ Potential to expand the existing trail network to connect tourists from downtown to outdoor recreation destinations (e.g., Westwood Lake, Neck Point Park)



A CENTRAL LOCATION ("HUB CITY")

- ▶ Participants felt Nanaimo's central location on the Island and proximity to Vancouver is a key strength which should be further leveraged to bolster the economy
- ▶ Many noted that as telecommuting and remote working becomes more common, Nanaimo has great potential to serve as a hub for tech employees and other industries that support remote work



AN AFFORDABLE ALTERNATIVE

- ▶ Participants noted that affordable housing will lure young professionals and retirees to Nanaimo and this is a key factor for future growth



A DIVERSE AND SUSTAINABLE ECONOMY

- ▶ Many feel that long-term economic dependence on resource extraction is not viable and the City must seek opportunities to grow other sectors (e.g., tech, education, clean manufacturing, transportation, arts)
- ▶ Many noted that opportunities related to local and sustainable agriculture could increase food security, provide jobs, and protect the environment



It's important to take advantage of and build on existing strength[s] of Nanaimo. There is much untapped tourism, education (VIU), arts (movie industry), transportation (foot ferry to Vancouver and train / bus to Victoria) and technology potential, with an over dependence on traditional resource based and construction industries. Nanaimo also has a substantial provincial government sector... with a growing government remote workforce which can be expanded...



PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Leveraging Vancouver Island University
- ▶ Streamlining permit processes to support small business
- ▶ Reducing crime
- ▶ Celebrating and embracing the arts

For a full list of verbatim comments, refer to Appendix H



ISSUES, OPPORTUNITIES & IDEAS FOR HOW WE WORK

Stakeholder Meetings



KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

GREEN ECONOMY

- ▶ Zero-waste circular economy (e.g., support for repair cafes, libraries of things, etc.)
- ▶ Program offerings at VIU on environmental economy
- ▶ Marketing of Nanaimo as a green city (with bylaws and policies that demonstrate this)

SPORT TOURISM / RECREATION

- ▶ Much more potential to leverage recreation events (e.g., tournaments) to promote Nanaimo
- ▶ Disconnect between sports venues and accommodations (e.g., locations are separate)
- ▶ Potential to strengthen link between revenue opportunities and sport (e.g., bar and grill at the arena)
- ▶ Need to improve shuttle / transit services around events
- ▶ Increased marketing of outdoor recreation opportunities (e.g., mountain biking, hiking, etc.)

For complete notes from stakeholder sessions,
refer to Appendix A





Inclusive playground in Maffeo Sutton Park



3.7 HOW WE CARE



Read this 1-page of highlights for a quick overview of this section.
The below information reflects what we learned from all engagement opportunities.
View the pages that follow to find more details.

HIGHLIGHTS

Everyone needs a place to live, food to eat, and to experience a sense of belonging in their community. How we care for our community and for one another is vital to Nanaimo being a livable city for today and for future generations. Participants shared their ideas for creating a more caring Nanaimo.

HOW DO WE VIEW SOCIAL EQUITY IN NANAIMO?



OVER 50% OF PUBLIC QUESTIONNAIRE PARTICIPANTS AGREE THAT CURRENTLY IN NANAIMO:

- 1 my household has access to educational opportunities to support our needs
- 2 I have access to the health services that I need
- 3 I have affordable access to the transportation services and amenities that I need to get around



OVER 35% OF PUBLIC QUESTIONNAIRE PARTICIPANTS DISAGREE THAT CURRENTLY IN NANAIMO:

- 1 progress is being made towards addressing homelessness
- 2 people from all walks of life are able to feel safe and enjoy public amenities
- 3 I am able to easily find housing that suits my needs

WHAT ARE TOP SOCIAL EQUITY PRIORITIES?

For each grouping below, the first number indicates responses from the public questionnaire and the second is from the statistical survey.



62% 62%

Strongly support improving the challenges of homelessness



60% 55%

Prioritize creating affordable housing



74% 51%

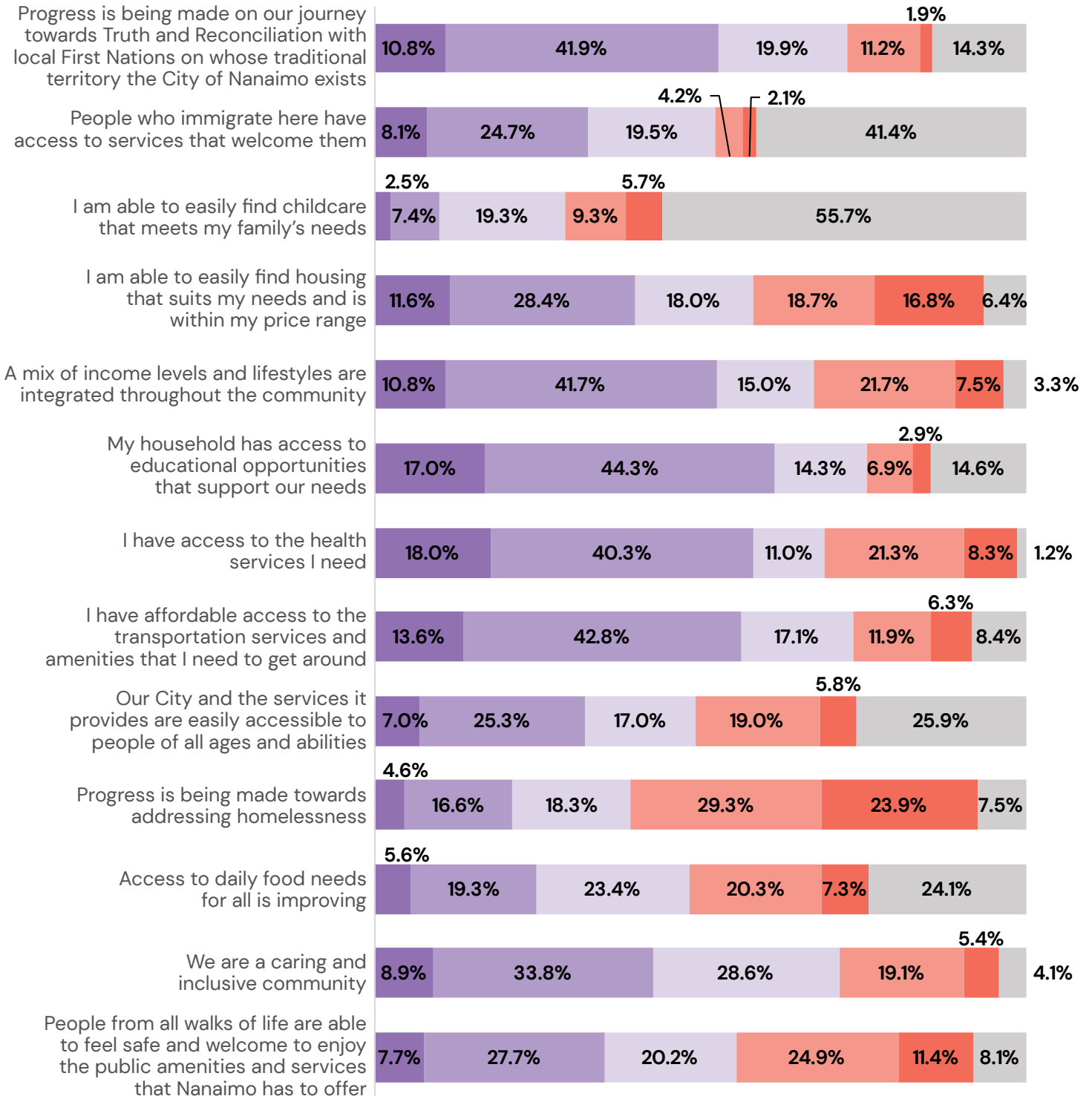
Support accessible and affordable health services



HOW DO PARTICIPANTS VIEW SOCIAL EQUITY IN NANAIMO TODAY?

Public Questionnaire

Currently in Nanaimo...

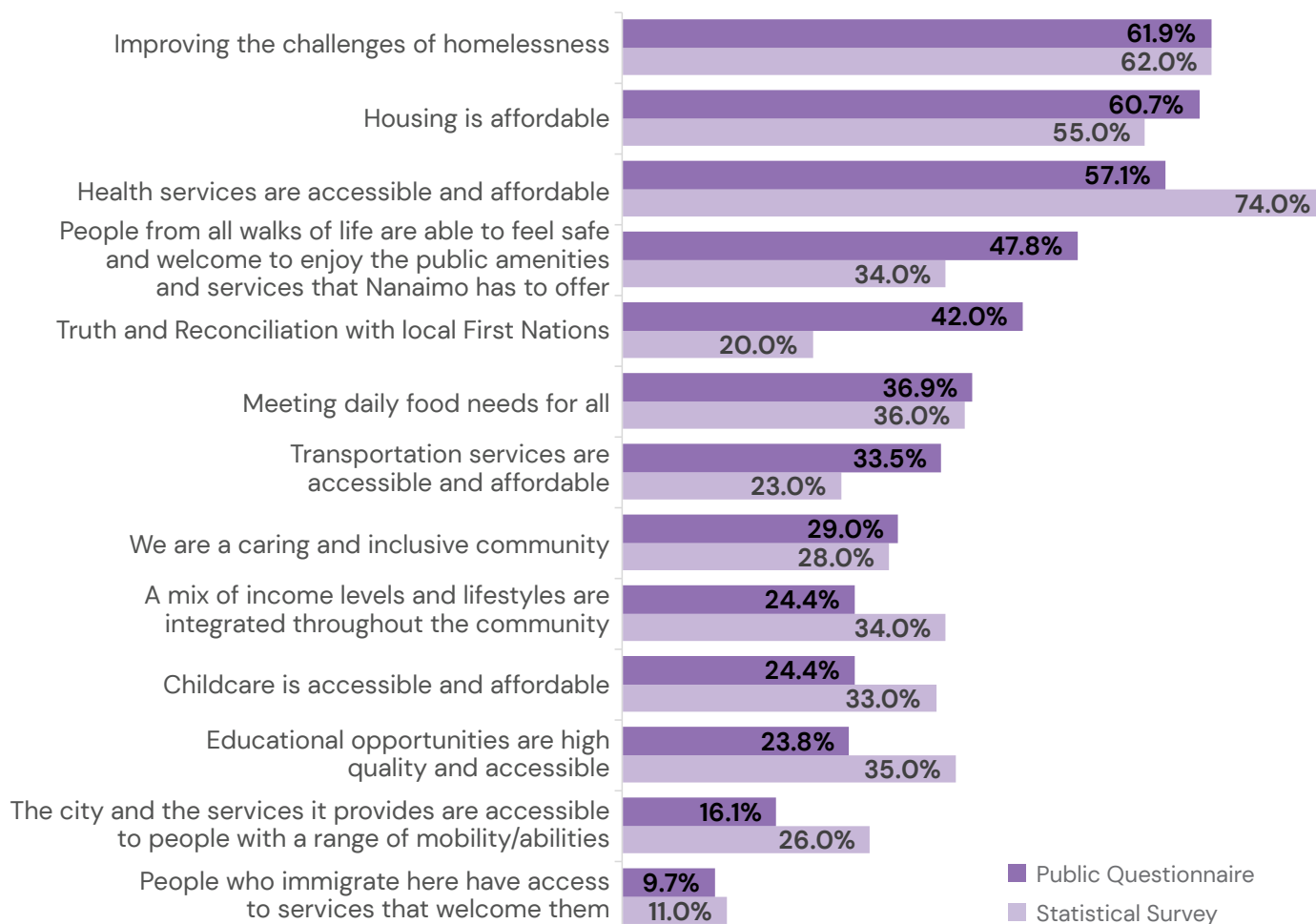


Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know



WHAT ARE PRIORITIES FOR SOCIAL EQUITY?

Public Questionnaire & Statistical Survey



KEY OBSERVATIONS:

Most (**50%+**) public questionnaire participants **agree** or **strongly agree** that in Nanaimo:

- 1 My household has access to educational opportunities that support our needs
- 2 I have access to the health services I need
- 3 I have affordable access to the transportation services and amenities that I need to get around
- 4 Progress is being made on our journey towards Truth and Reconciliation with local First Nations on whose traditional territory the City of Nanaimo exists
- 5 A mix of income levels and lifestyles are integrated throughout the community

Over **35%** of participants from both surveys **disagree** or **strongly disagree** that in Nanaimo:

- 1 Progress is being made towards addressing homelessness
- 2 People from all walks of life are able to feel safe and welcome to enjoy the public amenities and services that Nanaimo has to offer
- 3 I am able to easily find housing that suits my needs and is within my price range

The top social priorities participants identified were:

- 1 Improving the challenge of homelessness
- 2 Creating affordable housing
- 3 Supporting accessible and affordable health services



WHAT OTHER SOCIAL EQUITY ISSUES ARE PRIORITIES FOR NANAIMO?

Public Questionnaire, Online Ideas Boards, Pop-ups

Participants were asked to share ideas about social equity **issues** that are priorities for Nanaimo. Here are some of the commonly noted themes:



SUPPORT THOSE STRUGGLING TO FIND HOUSING

- ▶ Many felt very strongly that additional support is needed to help those struggling to find housing and that shelter is a basic human right
- ▶ Many noted that this is a multi-faceted challenge that is closely tied to many other issues (e.g. addiction, mental health, and safety)



ASSIST THOSE LIVING WITH ADDICTION

- ▶ Participants commonly listed supporting those living with addiction as a top issue and noted that partnerships on all levels of government are required to address this challenge
- ▶ Many comments supported decriminalizing drug use and providing safe, supportive places for rehabilitation, rather than punishment



PROVIDE MENTAL HEALTH SUPPORT

- ▶ Participants felt that support should focus on the most vulnerable, including people struggling with mental health concerns



IMPROVE SAFETY

- ▶ Many respondents feel that crime has increased and the feeling of safety has decreased in public spaces throughout the City, notably in the downtown, the south end, and in public parks
- ▶ Many participants noted additional support is needed for small businesses, particularly in the downtown area, who may be impacted by crime or the perception that crime is increasing



STRENGTHEN TRUTH AND RECONCILIATION EFFORTS

- ▶ Many respondents felt that clear actions need to be taken to strengthen truth and reconciliation efforts and enhance understanding about issues of inequity and systemic racism



Addressing mental health and addictions and NOT thinking that the homelessness issue is about housing. The issue is more complex than simply affordable housing... The provincial and the federal governments need to step up and get involved... I am disheartened at how the homeless are being treated and left without resources to help them at least live a life with proper shelter, food, medical (including the drugs that they are addicted to), and a safe place to live...



PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Childcare and family supports
- ▶ Downtown improvements
- ▶ Food access and security
- ▶ Healthcare / physician availability

For a full list of verbatim comments, refer to Appendix H



IDEAS THAT COULD HELP IMPROVE SOCIAL EQUITY IN NANAIMO

Public Questionnaire, Online Ideas Boards, Pop-ups



Participants were asked if they have ideas or suggestions that could help **improve** social equity. Here are some of the commonly noted ideas:



IDEAS FOR SUPPORTING THOSE STRUGGLING TO FIND HOUSING

- ▶ Integrate alternative forms of housing (e.g., tiny houses, carriage homes, co-housing, co-op housing opportunities)
- ▶ Fast-track permitting for new affordable housing units and requiring a certain percentage of affordable units in all multi-family developments
- ▶ More affordable housing options for community members over 65 and first-time home buyers
- ▶ Lower rental housing costs (e.g., rent control, financial support for renters)



IDEAS FOR ASSISTING THOSE LIVING WITH ADDICTION

- ▶ Develop new rehabilitation facilities to provide support (not just the hospital)
- ▶ Provide easy access to counseling and outreach meetings (public or in-person)



IDEAS FOR PROVIDING MENTAL HEALTH SUPPORT

- ▶ Increase access to counseling and outreach for those in need
- ▶ Integrate clinical and spiritual support, and encourage culturally sensitive opportunities for healing
- ▶ Provide support centers that are easily accessible and well-distributed geographically throughout the City



IDEAS FOR IMPROVING SAFETY

- ▶ Develop a unified and integrated community policing / addiction / mental health / homelessness support system to ensure vulnerable citizens receive the assistance they need and public places feel safe for all citizens to enjoy



Less NIMBYism, more thinking about how our stories are all connected -- and more listening. Navigation centres and situation tables are a great start -- let's come together and do this.



PARTICIPANTS ALSO SHARED IDEAS ABOUT:

- ▶ Accessibility and mobility
- ▶ General healthcare access
- ▶ Education and training
- ▶ Systemic racism
- ▶ Living wages

For a full list of verbatim comments, refer to Appendix H



ISSUES, OPPORTUNITIES, AND IDEAS FOR HOW WE CARE

Stakeholder Meetings



KEY INSIGHT HIGHLIGHTS (SEE APPENDIX A FOR FULL SUMMARY)

RECONCILIATION

- ▶ Need to recognize that cultural safety and reconciliation is not a concept – it is a spiritual experience
- ▶ Should encourage open dialogue on truth and reconciliation and help reduce incidences of silence related to fear of mistakes (i.e., welcome conversation and recognize people are on a journey)

FOOD SECURITY

- ▶ Increased agricultural focus in parks (e.g., citizen-led farm, community gardens, food co-ops, greenhouses, outdoor learning areas, etc.)
- ▶ Longer leases for food providers to support security
- ▶ More food in schools (e.g., programs, production, local food consumption, provision of water)
- ▶ Improved farm to table network that increases access to local food
- ▶ Increased public awareness and connection of the food network (e.g., tours, online food map, social media, information at local resources, food production, community food programming, food services for those who cannot cook)
- ▶ More edible landscapes in the City
- ▶ City-wide agricultural / food assessment to see what lands could support food security and use of underutilized City-land for food production
- ▶ Adding a food lens to planning and policy, including potential for a City staff position
- ▶ Places where people can cook / eat together
- ▶ Increased access to nutritional foods in City facilities / programs to support those who may not have access at home

CHILDCARE

- ▶ Address challenges of meeting capacity demands for childcare

SUPPORTING THOSE STRUGGLING TO FIND HOUSING

- ▶ Low-barrier community jobs for people with unstable housing (e.g., involvement in maintaining parks, food network, agriculture, etc.)
- ▶ Creating more affordable housing opportunities is important, but done in a way that improves an area / doesn't impact neighbours
- ▶ Many people live in insecure units and don't have protection under the Residential Tenancy Act which has negative impacts on mental health

INCLUSIVITY

- ▶ Members of the LGBTQ2S+ community often face discrimination when trying to find housing and shelters are not usually welcoming to gender-non-conforming and trans people
- ▶ Health services and elder care for LGBTQ2S+ have limited access
- ▶ Need for a more central hub for LGBTQ2S+ services
- ▶ Desire for a community that reduces stigma and welcomes all

UNIVERSAL ACCESS

- ▶ Need to systematically remove barriers from City parks and facilities and make universal design standard (e.g., accessibility audits, retrofits, emerging adaptive technologies)
- ▶ Increase integrated accessibility information in parks and at trailheads and online
- ▶ Use lens of inclusivity and barrier free design in all new projects (e.g., Rick Hansen certification, review by accessibility users) and in policies (e.g., snow clearing, parking, etc.)
- ▶ Create inclusive streets (e.g., intersection crossing notifications, curb design, sidewalks on all streets)

3.8 OUR CREATIVE COMMUNITY



REIMAGINE NANAIMO BY CREATIVE LEADERS IN THE COMMUNITY

The City of Nanaimo Culture department commissioned three local arts leaders to share their insights for REIMAGINE NANAIMO.

The Change I Want To See

by Youth Poet Laureate Valina Zanetti

The Harbour City
could be so much more...
If our emissions are cut off at the core.

If the town had more trees up than down,
and old stores weren't left to create ghost towns.

If we could walk along the harbour at night
without receiving a creepy invite,
and if people learned to not get uptight
when a person who is wearing "revealing" clothes is in sight.

If we could stop prejudice
against folds from across the seas,
and if we can stop judging people by the colour of their skin.
Racism shouldn't be.

If we could see homelessness as
a broken system's greed-
funding could be moved
to help these humans shine and succeed.

If we could see someone and not assume their gender.
We can do it!
Everyone just needs to work together.

If we make these changes in stone,
Nanaimo will be beautiful and kind for when my children are grown.



Sonnet L'Abbé on stage at the Port Theatre performing "Song for Nanaimo"



"Looking Forward" Graphic Illustration by Sebastian Abboud

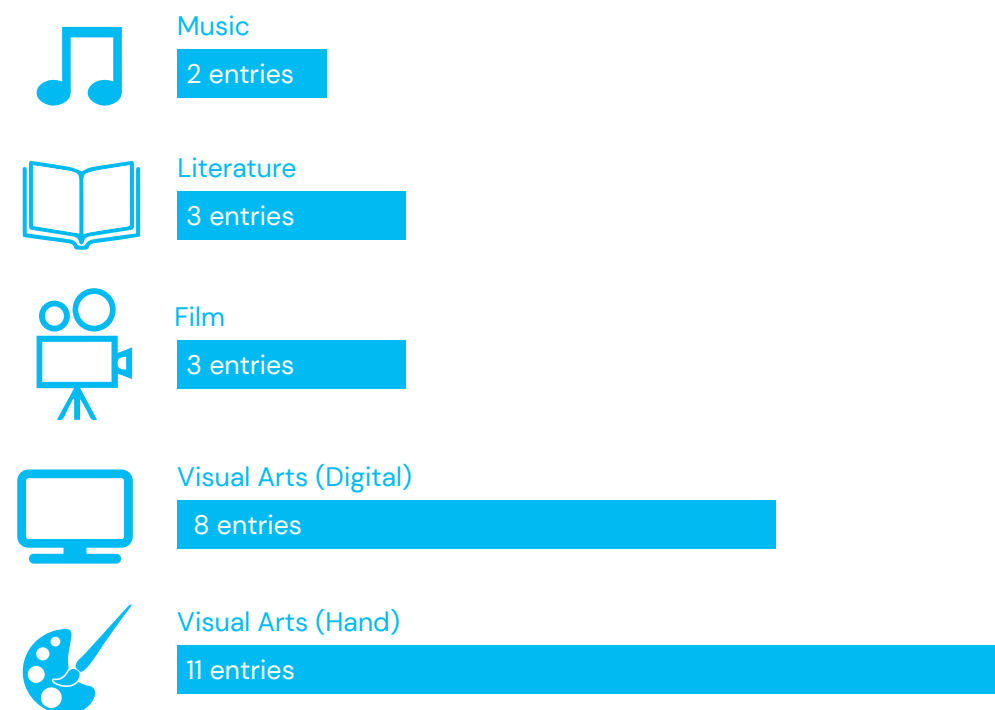


CREATIVE COMMUNITY CONTEST

The REIMAGINE NANAIMO Creative Community Contest encouraged creative exploration, idea generation, and fun. People of all ages and abilities were welcomed to submit their creative responses to any (or all) of the following themes.

- Theme 1** Show us your idea for making Nanaimo greener or reducing the impacts of climate change!
- Theme 2** Show us your great ideas for parks, recreation, and culture in Nanaimo!
- Theme 3** What do you consider the HEART of Nanaimo? Is it a place? Is it an experience?
- Theme 4** Show us what a thriving economy looks like for Nanaimo's future! What jobs are there? What types of businesses?
- Theme 5** Show us how you imagine getting around Nanaimo in the future!
- Theme 6** Show us your future dream neighbourhood in Nanaimo! What defines its character?

In total, 27 entries were submitted for the Creative Community Contest. The diverse creative media used in the entries is illustrated below:





A SAMPLING OF CREATIVE COMMUNITY CONTEST ENTRIES



THANK YOU TO ALL WHO PARTICIPATED!

All entries can be viewed getinvolvednanaimo.ca/reimagine-nanaimo.



Our river Our mountain Our ocean (Connie Paul)



My Dream Home (Soba)



Year-round Farmers Market (Sophie Chernykh)



The Neon Butterflies (Sonya A. Sierks)

Growing Old Together

Growing old alone
it's something that we fear
can we stay at home
and enjoy a life we hold dear?
or can we band together
share our strengths and weaknesses too
maybe not forever
but there is something we can do
my neighbourhood is green,
we share housing, working and play
we are a little team
and make things work everyday.

(Anonymous)



Downtown Nanaimo



Sunset in Departure Bay



4 NEXT STEPS

With Phase 1 of the **REIMAGINE NANAIMO** engagement complete, the focus shifts to now considering options and scenarios that explore and analyze our community's ideas for the future.

This second phase will include technical analysis of different ways Nanaimo could progress towards the values and directions identified by the community, then review potentially viable approaches with the community.



NEXT STEPS IN THE PROCESS

COMPLETE



PHASE 1 GATHERING IDEAS SUMMER / FALL 2020

The initial phase was focused on sharing information and listening to the community's ideas about Nanaimo's future. This information is being used to build options and scenarios to be explored in Phase 2.

WE ARE HERE!



PHASE 2 EXPLORING SCENARIOS SPRING / SUMMER 2021

Phase 2, beginning in early 2021, will be focused on developing and exploring options for how our community can achieve its shared vision, and evaluating how different scenarios could support our goals. Engagement on options and scenarios is planned to begin in late spring 2021.



PHASE 3 DEVELOPING PLANS FALL 2021

The final step will be to compile preferred directions into the plans, policies, and actions that will guide Nanaimo's future. These plans will be refined together with our community.

Thank you for all your input so far and we hope you continue to be involved in planning a bright future for Nanaimo!







City of Nanaimo
455 Wallace Street
Nanaimo, BC V9R 5J6

E | reimagine@nanaimo.ca

T | 250-754-4251

getinvolvednanaimo.ca

