

Nanaimo Transportation Master Plan Phase 1 Consultation Summary Report



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1. BACKGROUND

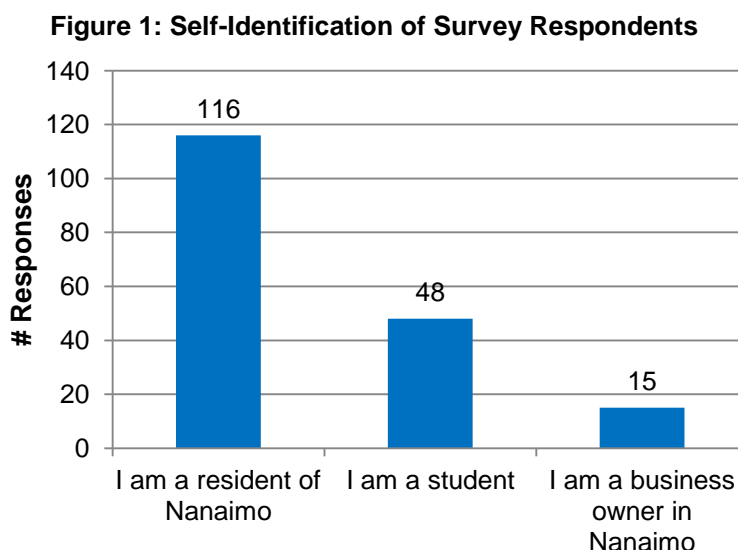
The City of Nanaimo recently initiated the Nanaimo Transportation Master Plan (NTMP) process. In preparation for the development of the NTMP, the City undertook a Pre-Plan Consultation Process in 2011, which included open houses and surveys to identify key themes and priorities to be considered during the development of the NTMP. The first phase of NTMP builds on the findings from the Pre-Plan Consultation Process and includes an extensive review of existing transportation conditions and identification of key transportation issues and opportunities.

To help understand existing transportation issues and opportunities, the first phase of the NTMP included a comprehensive communications and consultation strategy, referred to as Phase One Consultation. As part of the Phase One Consultation, the City has conducted two open houses, one stakeholder workshop, and issued an online survey, that was available to the public in October – November 2012. The survey was available to complete until early November 2012 and provided residents, business owners, and others with an opportunity to provide input on existing transportation issues and priorities in Nanaimo. The survey format and questions are provided in **Appendix A**. The survey was available on-line on the City's PlaceSpeak page, and information about the on-line survey, as well as the broader NTMP process, was posted regularly on the City's webpage. The PlaceSpeak NTMP site received nearly 1,400 unique views, with 187 people signing up to PlaceSpeak, and 153 surveys completed. This represents an 11% response rate compared to those who view the site, which is representative of PlaceSpeak experience elsewhere.

This memorandum provides a summary of the input received from the Phase One Consultation process, including key themes received from the PlaceSpeak survey responses, as well as comments and feedback received from the two open houses and Stakeholder Workshop. Detailed responses from the survey, open houses, and stakeholder workshop are provided in **Appendix B**.

2. SURVEY RESPONDENT CHARACTERISTICS

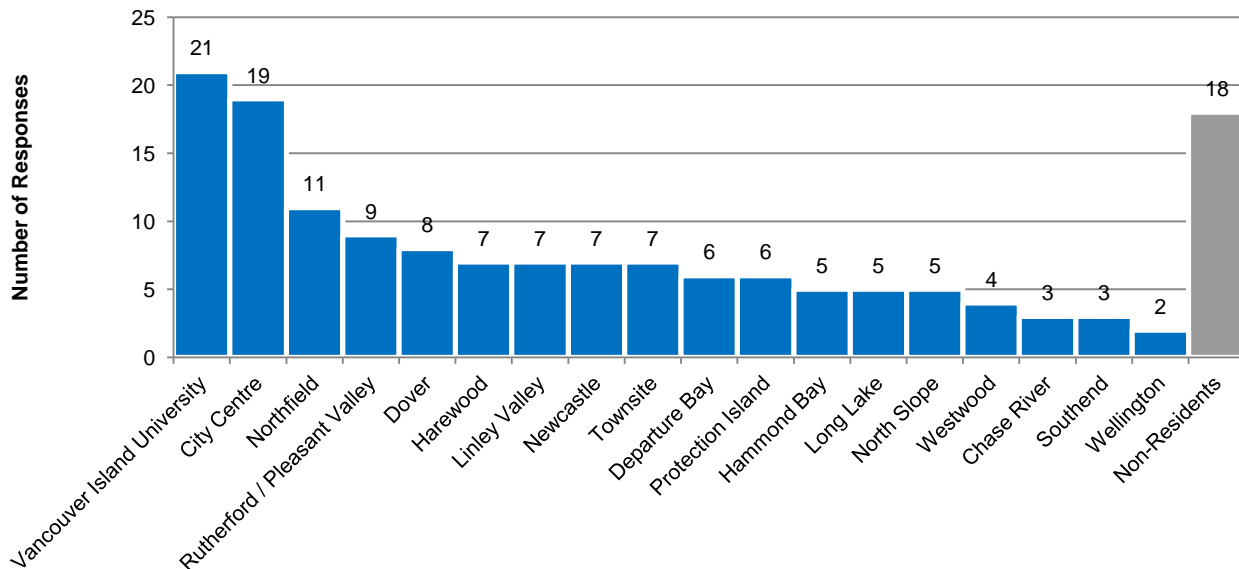
This section summarizes characteristics of the survey respondents. In total, 153 survey responses were received, including 136 responses from City of Nanaimo residents and 17 responses from people living outside of the City of Nanaimo. Approximately 90% of surveys were received from residents, students or business owners living in Nanaimo. The majority of survey respondents identified as residents, with a significant proportion identifying as students **Figure 1** shows how survey respondents identified themselves.



All neighbourhoods of Nanaimo were represented in the distribution of survey respondents, with a higher number of responses from the central neighbourhoods of Nanaimo. In particular, the Vancouver Island

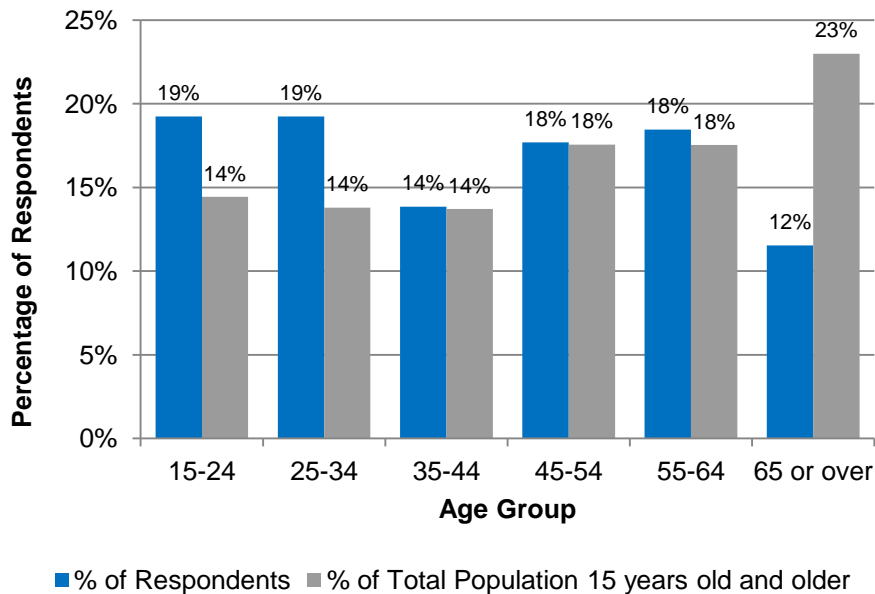
University neighbourhood was likely overrepresented in the survey responses compared to population distribution, which is likely due to the high number of student responses to the survey. **Figure 2** shows the distribution of respondents from Nanaimo’s neighbourhoods.

Figure 2: Neighbourhood Representation of Survey Respondents



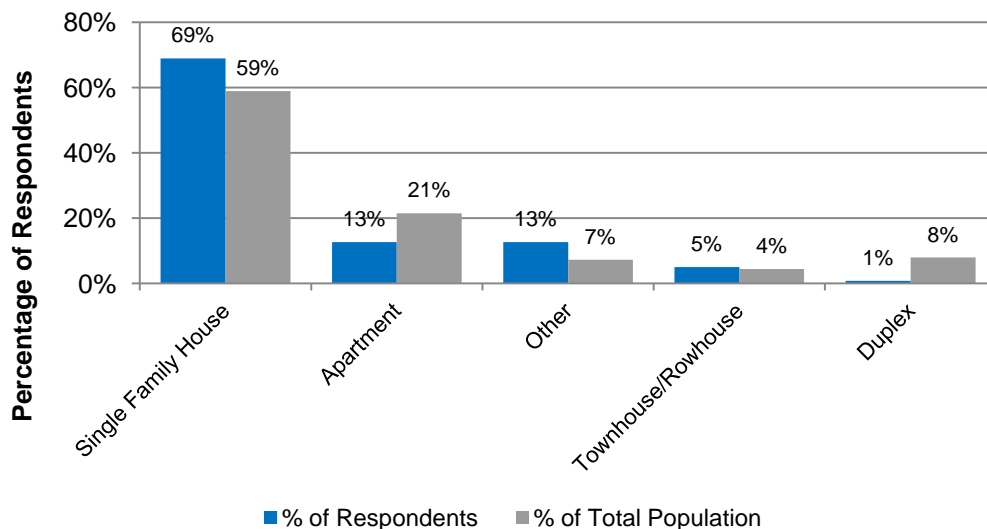
Out of all the respondents (including both Nanaimo residents and non-residents) over half of respondents (53%) were female, compared to approximately 43% male (remaining 4% didn’t indicate gender). As shown in **Figure 3**, a large proportion of respondents were in the young adult and young family age categories, as just under 40% of respondents were between 15-34 years old, which is higher than the proportion of Nanaimo residents in those age groups. Conversely, seniors aged 65 and over represented only 12% of survey responses, which is significantly lower than the proportion of the population in this age category. Responses for people aged 35 to 64 were representative of the overall distribution of the population. The higher response rate among young adults and young families, and conversely the lower response rate among seniors, could be a reflection of the use of an on-line survey and could be a result of access to computers or familiarity with the internet. However, it should be noted that the open houses and the stakeholder workshop included a diverse cross-section of the population and that the key issues and priorities identified at the open houses and the stakeholder workshop were generally consistent with the findings of the on-line survey. In addition, the results of the on-line survey were generally consistent with the themes and priorities identified through the Pre-Plan Consultation process.

Figure 3: Age Breakdown of Survey Respondents



Just under three-quarters (70%) of survey respondents live in a single family house in Nanaimo, which is higher than the population distribution throughout the City. Conversely, apartment dwellers were underrepresented in the survey. Interestingly, 13% of survey respondents indicated that they live in a basement suite, which could be a reflection of the high number of responses from students and younger demographics. **Figure 4** shows the housing distribution of survey respondents (both residents and non-residents). Note that basement suites are in the “other” category among survey responses.

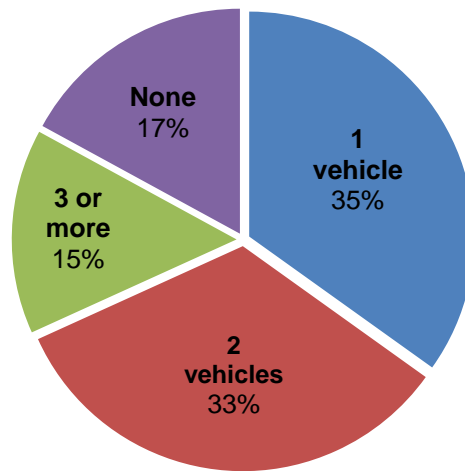
Figure 4: Housing Types of Survey Respondents



Just over one-third of respondents (35%) reported having one automobile registered to their household, with another third (33%) reported having two automobiles registered to their household. Approximately 15% of survey respondents reported that there are three or more vehicles registered in their household, while 17% of respondents stated that they do not have a registered vehicle, as shown in **Figure 5**. In

addition, nearly three quarters (73%) of respondents indicate that they own at least one bicycle, only slightly lower than the proportion of respondents that own at least one vehicle (83%).

Figure 5: Survey Respondents' Reported Vehicle Ownership



3. SURVEY RESPONDENT TRAVEL PATTERNS

The online survey asked respondents to indicate how frequently they travelled by various modes of transportation, including walking, cycling, transit and carpooling, and to indicate the primary purpose of their trips by each mode. This section summarizes travel patterns of survey respondents.

- Walking.** 42% of respondents report that they walk daily for transportation purposes, and 22% report they walk at least 2-3 times a week. 27% walk 2-3 times per month, and 10% responded as never walking for transportation purposes. The primary purpose of walking trips in Nanaimo is exercise (35%), followed by commuting (22%), shopping and errands (14%), and recreation (13%).
- Cycling.** Although nearly three-quarters (73%) of respondents reported that they own a bicycle, 48% of respondents indicated that they never cycle for transportation purposes. 23% of respondents report that they cycle for transportation at least 2-3 times per month, and 15% report that they cycle for transportation 2-3 times per week, with 15% also reporting that they cycle daily. Most cycling trips were reported as taken for the purpose of commuting (20% of all cycling trips) or recreation and exercise (also representing 20% of cycling trips).
- Transit.** 22% of respondents reported taking transit daily, while 15% reported taking transit 2-3 times per week, and 19% reported taking transit 2-3 times a month. 44% stated that they never take transit. Over one third (37%) of transit trips were for commuting, following by shopping and errands (13%). Approximately 8% of respondents used an employer transit pass, and 9% used a monthly transit pass.
- Carpooling.** The majority of respondents (39%) never carpoolled, with 30% carpooling 2-3 times per month, 24% carpooling 2-3 times per week, and 7% carpooling daily.

Table 1 summarizes the travel patterns indicated by survey respondents for walking, cycling, transit, and carpool trips. **Table 2** summaries the stated trip purpose of survey respondents trips by mode.

Table 1: Travel Pattern Summary

	Walking	Cycling	Transit	Carpool
Daily	42%	15%	22%	7%
2-3 times a week	22%	15%	15%	24%
2-3 times a month	27%	23%	19%	30%
Never	10%	48%	44%	39%

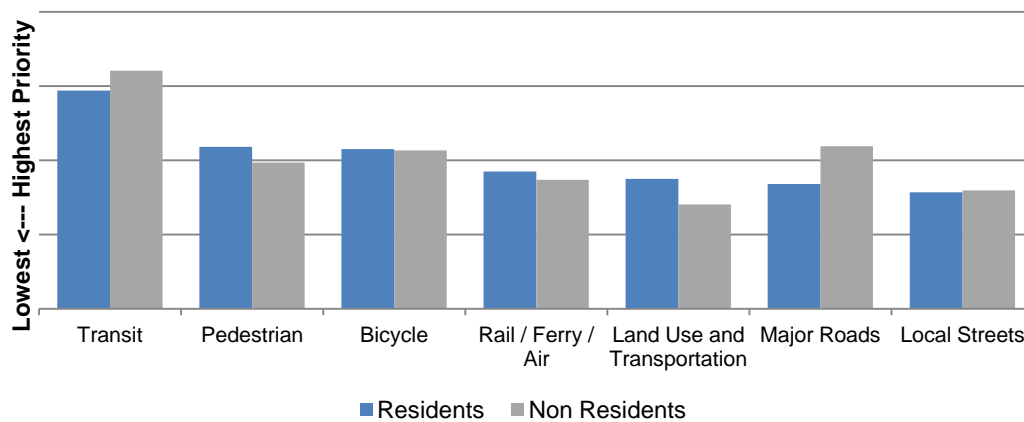
Table 2: Trip Purpose Summary

	Walking	Cycling	Transit	Carpool
Commute	26%	40%	64%	46%
Shopping	16%	14%	23%	14%
Recreation	15%	25%	1%	25%
Exercise	41%	17%	N/A	N/A
Other	2%	4%	12%	2%

4. TRANSPORTATION PRIORITIES

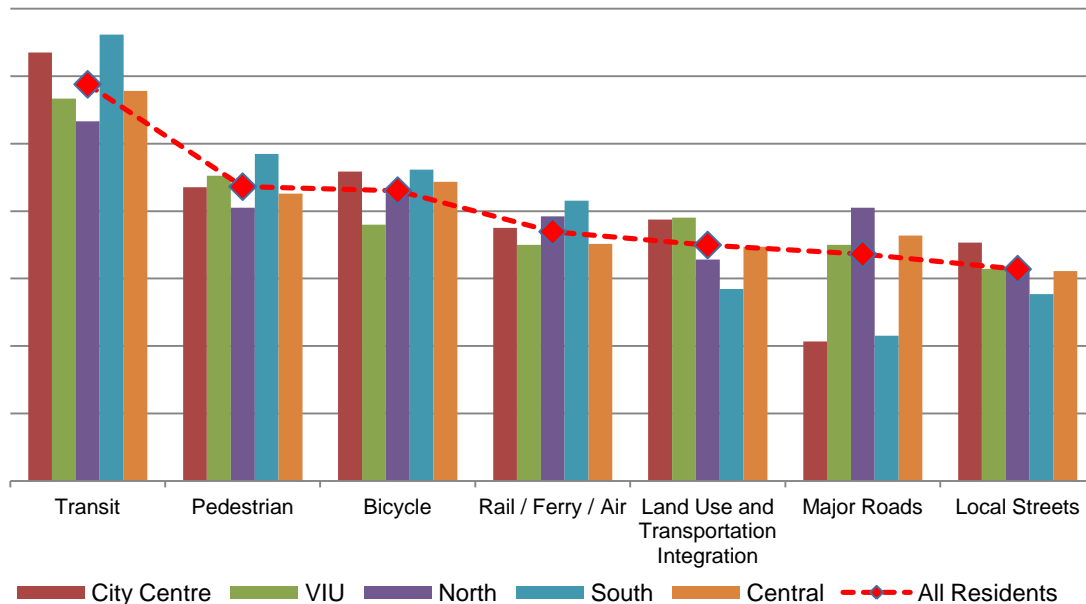
The online survey asked respondents to indicate which aspects of Nanaimo’s transportation system should be considered as the highest priorities for the new Transportation Master Plan, on a scale of 1 (least important) to 7 (most important). As shown in **Figure 6**, improvements to the transit system were identified by Nanaimo residents as the highest priority, followed by improvements to the pedestrian network and the bicycle network. Non-residents of Nanaimo responded with the same priorities for transit, pedestrians, and cyclists, and also demonstrated a higher emphasis on prioritizing major roads.

Figure 6: Transportation Priorities Identified by Survey Respondents



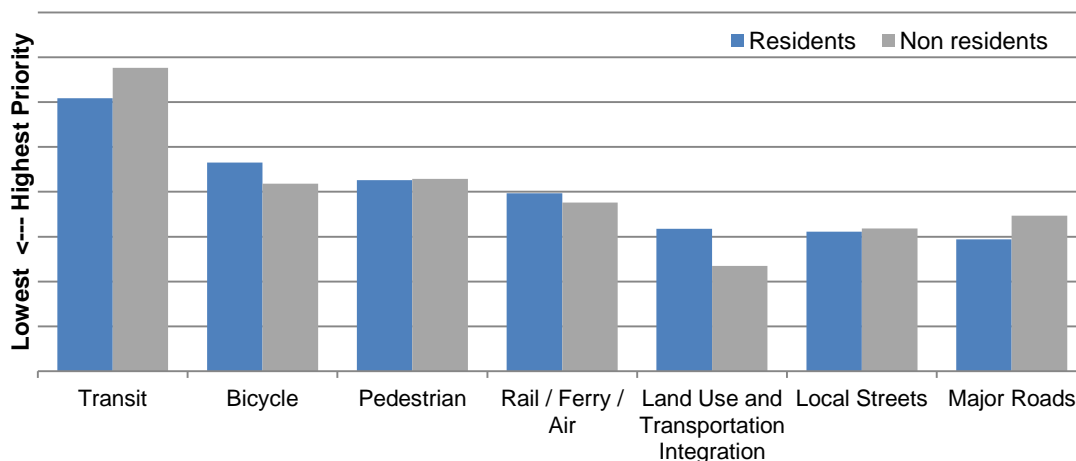
The survey results showed that there are notable geographic differences in terms of transportation priorities throughout the City. **Figure 7** shows transportation priorities in different geographic areas of the City. This shows that, while the relative trends in transportation priorities are generally similar in all neighbourhoods, transit is identified as a higher priority for residents in the City Centre and South Nanaimo, while that major roads are identified as a higher priority in North and Central Nanaimo.

Figure 7: Transportation Priorities by Neighbourhood



The survey asked respondents to indicate which transportation facilities are in most need of improvement in Nanaimo, on a scale of 1 (needs the least improvement) to 7 (needs the most improvement). As shown in **Figure 8**, improvements to the transit network, bicycle network, and pedestrian network system were ranked as being in need of the most improvements by most residents and non-residents. Non residents showed a slightly higher emphasis on transit and major roads, while residents emphasized that the bicycle network and land use and transportation integration is a higher priority. These findings are generally similar to the findings of transportation priorities noted above, in the transit is clearly the highest priority and needing the most improvement, followed by walking and cycling; while local streets and major roads were identified as the lowest priority and needing the least improvement.

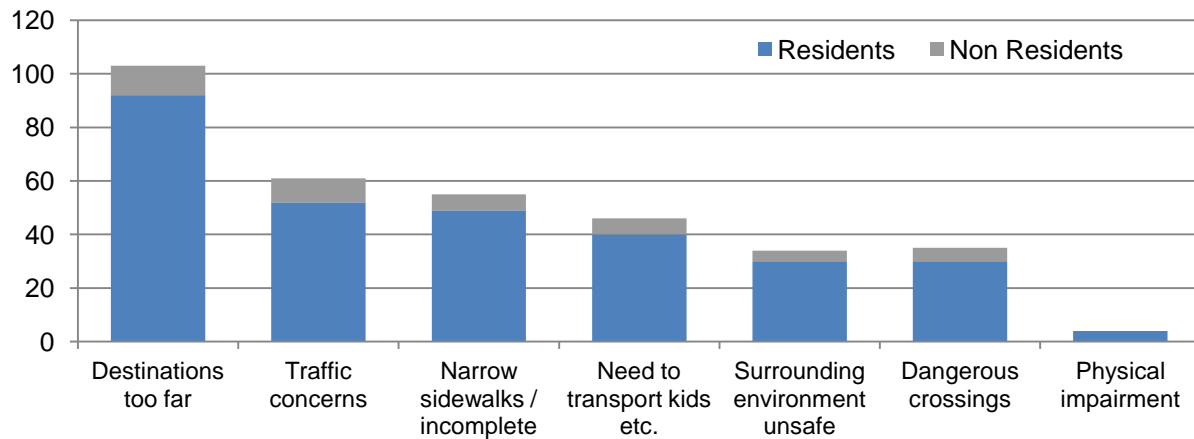
Figure 8: Transportation Facilities Needing the Most Improvement



Survey respondents were asked what factors discourage them from taking sustainable transportation modes such as walking, cycling and transit. **Figure 9** shows the answers that were received from respondents regarding deterrents for walking, with residents of Nanaimo stating that destinations are too far, traffic safety concerns (volumes and speeds), and narrow or incomplete sidewalks are primary

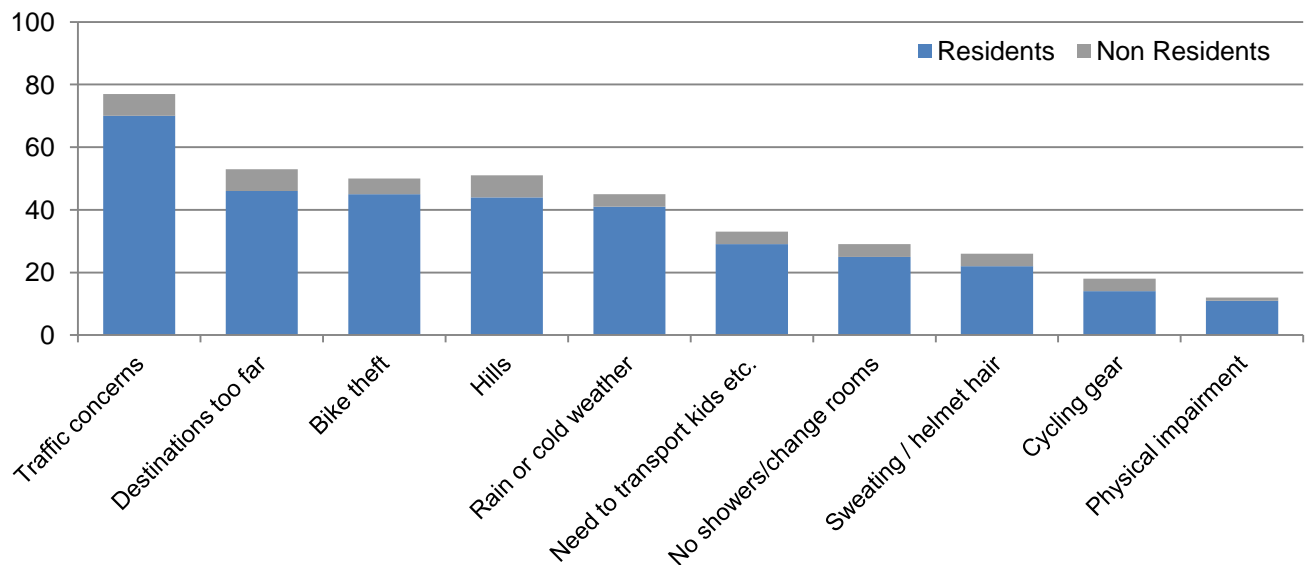
deterrents. Non-residents also indicated that the far proximity of destinations was a major deterrent for them to walk. These deterrents can generally be grouped into land use concerns (destinations too far away) and engineering / infrastructure concerns (traffic concerns, narrow sidewalks, dangerous crossings), and other factors that cannot be influenced through the transportation plan, such as the need to transport children and physical impairments. This highlights the need to coordinate land use and transportation in creating walkable environments with destinations within reasonable walking distance, as well as to improve pedestrian infrastructure such as sidewalks and crossings.

Figure 9: Factors Discouraging Survey Respondents to Walk



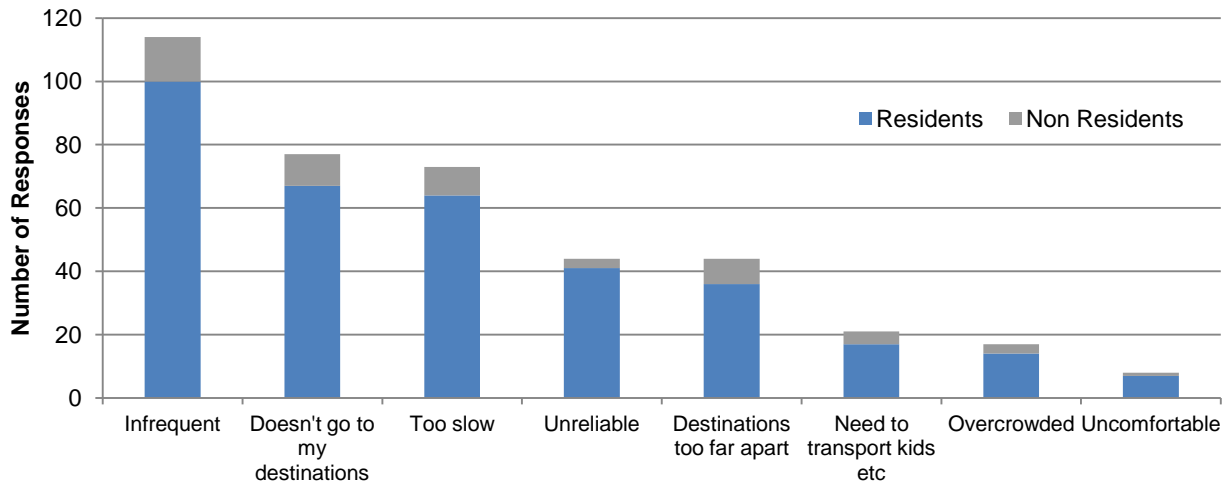
For factors that discourage cycling, survey respondents stated that traffic concerns (such as high traffic speeds and volumes) was the primary factor discouraging them to cycle, followed destinations that are too far apart, which is directly related to land use, similarly to factors discouraging people from walking noted above. **Figure 10** shows the distribution on answers from both residents and non-residents.

Figure 10: Factors Discouraging Survey Respondents to Cycle



The major deterrent to taking transit was overwhelmingly reported by both residents and non-residents as infrequent transit service. In fact, three of the top five deterrents from using transit relate to transit service (infrequent service, transit is too slow, or transit is unreliable), while land use patterns accounted for the remaining two of the top five deterrents. **Figure 11** illustrates the distribution of responses for factors that discourage transit use, as stated by both residents and non-residents.

Figure 11: Factors Discouraging Survey Respondents to Transit



5. TRANSPORTATION ISSUES AND CHALLENGES

Survey respondents, and attendees of the open houses and stakeholder workshop were asked to identify the top transportation issues or challenges facing Nanaimo today or in the future. Detailed responses are provided verbatim and grouped by theme in **Appendix A**. A summary of the comments is provided below.

5.1 Road Network

Key issues identified through the **on-line survey** included:

- Increasing road congestion
 - Ferry traffic around Departure Bay
 - Northfield / Brechin
 - Major arterials
- Connections between Hammond Bay area and the rest of Nanaimo
- Traffic flow issues (Hammond Bay Road, both highways)
- Lack of East west routes
- Too many traffic signals
 - Island Highway
 - Parkway
- Safer intersections
- Parking pressures (VIU, residential areas, downtown)
- Impact of ferry traffic on surrounding neighbourhoods
- Car reliance / dependency

Many of the above road network issues were identified by attendees of the **open houses** and **stakeholder workshop**, however additional emphasis from these groups was on:

- Local roads and traffic calming, neighbourhood livability
- Minimizing short cuts through neighbourhoods
- Transportation to and from the airport

- Parking pressures in downtown and residential areas
- Cost of maintaining and financing roads

5.2 Public Transit

Key issues identified through the **on-line survey** included:

- Infrequent transit service
- Long transit headways
- Poor evening and weekend service
- Unreliable service - busses not on schedule
- Need for more busses on popular routes
- East-west bus network connections
- Slow bus travel time is not competitive with driving
- Underserved areas
 - Departure Bay Ferry terminal
 - Duke Point
 - Airport
 - South Nanaimo (Cinnabor/Chase River)
 - Rural areas
- More regional connections
 - Parksville
 - Lantzville
 - Ladysmith
 - Duncan
- Transit connections to the university, scheduling integration
- Need for U-Pass program
- Integration of the bus schedules with the ferry schedules at both Departure Bay and Duke Point
- More affordable bus fares
- Need for rail/rapid transit to connect residents with Victoria/Comox/Courtenay
- Concerns over ferry service
 - Unaffordable fares
 - Challenging schedules
 - Protection Island connections
 - Fast ferry connections

Many of the above transit issues were identified by attendees of the **open houses** and **stakeholder workshop**, however additional emphasis from these groups was on:

- Improved service to VIU and a U-Pass program
- Bus stop accessibility
- Better transit passenger amenities (i.e. covered shelters)
- Better regional connections to surrounding communities

5.3 Walking

Key issues identified through the **on-line survey** included:

- Lack of sidewalks and pathways
 - South Nanaimo
 - Rural areas
- Poor quality / uneven sidewalks
- Sidewalk accessibility for wheelchairs and strollers
- Safer routes to school
- More walkable neighborhoods
- Safety at crossings / intersections

- Downtown intersections
- Harewood Area
- Accessibility issues
 - Wallace Street and Fitzwilliam Street
- Undesirable, non-pedestrian friendly streets and areas

Many of the above walking issues were identified by attendees of the **open houses** and **stakeholder workshop**, however additional emphasis from these groups included:

- Better lighting
- Safer crossings- crosswalks and pedestrian actuated signals
- Safe routes to school

5.4 Cycling

Key issues identified through the **on-line survey** included:

- More bike lanes needed
- Expanded bike network
- Dedicated bicycle facilities (i.e. bike lanes, shoulders, separated facilities)
- Safer, more connected bike routes
- Network coverage and connectivity
- Unsafe roadways for cyclists due to traffic volumes & speeds
 - Hammond Bay Road
 - Terminal Avenue
 - Bowen Road
- Debris
- Clearly identified bike infrastructure (wayfinding / signs / stencils)
- Off-street trails
 - Waterfront trails

Many of the above cycling issues were identified by attendees of the **open houses** and **stakeholder workshop**, however additional emphasis from these groups included:

- Separated bike lanes
- Better bike routes
- Cyclist and driver education
- E&N Trail – safety, lighting, extension
- Unsafe cycling infrastructure
- Bike parking and end-of-trip facilities

6. TRANSPORTATION IMPROVEMENTS

Respondents were asked to identify the top three transportation improvements that the City should implement in the future. Detailed responses are provided verbatim in **Appendix A**. A summary of the comments is provided below:

6.1 Road Network

- Road improvements
 - Northfield Road
 - Traffic management around Departure Bay terminal
 - Linley Valley Drive corridor
 - Bowen Road (widen)
 - Stewart Avenue access
 - East-west route (between Hammond Bay Road and Island Highway)
- Intersection improvements
 - Island Highway

- Hammond Bay and Departure Bay Road
 - Northfield Road and Boundary Road
 - Old Victoria / Needham
- Road safety improvements
- Enforcement
- Provide more attractive transportation alternatives to car use, such as improved transit service and safer walking/cycling routes

6.2 Public Transit

- Increased frequency, more busses, shorter headways
- Better scheduling – integrate with ferry service
- More service to Vancouver Island University, U-Pass, integrated schedules
- More evening and weekend service
- Smaller shuttle busses for lower-volume routes
- More network coverage across the City
- Integration of bus and ferry schedule
- Rail/rapid transit (i.e. commuter rail, light rail) connections to Victoria, Comox, Courtney, Duncan
- Improved transit exchange
- Regional service connections
 - Parksville
 - Qualicum

6.3 Walking

- More complete network of sidewalks
 - Fairview
 - Harewood
 - University area
 - Hammond Bay
- Better quality / maintained sidewalks
- More short-cuts / neighbourhood connections
- Safer routes to school improvements
- Pedestrian friendly streets and neighbourhoods
- Extend E&N trail through downtown

6.4 Cycling

- More bicycle network coverage and connectivity
 - South end
 - Harewood
 - Hammond Bay
 - Downtown
 - VIU
- Dedicated bike facilities i.e. bike lanes, paved shoulders, separated bike lanes
- Complete and connected bike routes
- Enforcement
- Multi-use trails
 - E&N trail extension
 - Recreational trails

7. ENCOURAGE ALTERNATE MODES

Respondents were asked a series of questions as to how the City and other agencies could help respondents walk, bicycle, or take transit as part of their daily routine. Detailed responses are provided verbatim in **Appendix A**. A summary of the comments is provided below:

7.1 Walking

- Clean and safe paths to walk on
- Walking routes away from the street
- More trails
- Better links between walkways and recreation/park areas
- More beach access/waterfront walkways
- Better transit would allow for more walking/transit combinations instead of driving\
- More and wider sidewalk infrastructure
- Separation between sidewalks and traffic (i.e. landscaping)
- Better quality / maintained sidewalks
- More street lighting and trail lighting
- More attractive streetscapes
- Make Downtown more pedestrian friendly
- Safer crossings, more visible crosswalks
- Make destinations closer to neighbourhoods, higher density in activity centres

7.2 Cycling

- More and wider bike lanes
- Hammond Road
 - Departure Bay Road
 - Bowen Road
 - Cedar Road
- Separated bike facilities
- Improve network connectivity
- More off-street trails
 - Extend the E&N trail
- Waterfront cycle path
- Better signage for bike routes
- Clearer bike stencils and lines on the road
- Better streetscapes that emphasize pedestrians and cyclists
- Driver education
- More bicycle parking
- Bike racks on busses

7.3 Public Transit

- Better scheduling and route coverage
- More frequent bus service
- More bus service and frequency outside of peak hours
- Better bus connections Downtown, malls, recreation centres
- More bus service in the South End
- Schedule and route information provided at bus stops
- Better passenger amenities at stops, such as lighting, shelters at bus stops
- Express bus service on major corridors
- Improved weekend and evening scheduling
- Cheaper transit fares
- More payment options
- Implement U-Pass

7.4 Carpool

- Car share program
- Posting board for other carpoolers with information on routes/partners
- Create carpool groups
- City website for carpooling

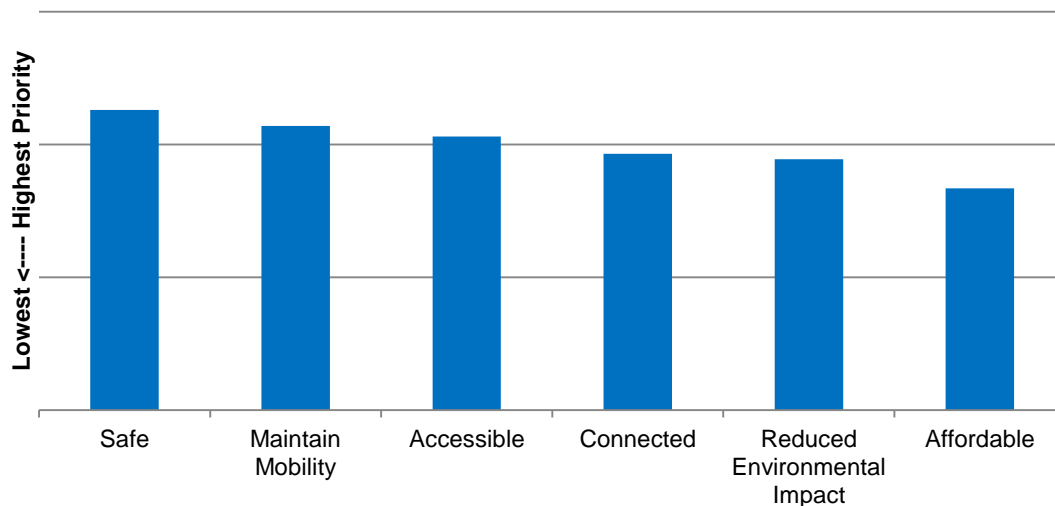
- Preferred parking rates for carpoolers
- Preferred parking spots for carpoolers
- Employer incentives for carpooling
- Tax deductions for carpooling

8. NTMP GUIDING PRINCIPLES

The survey asked respondents to review the six draft principles that have been derived from the City’s Strategic Plan and Official Community Plan to guide the Transportation Master Plan process. Respondents were asked if these draft principles reflect the City’s transportation system, or if there were any changes, additions, or deletions they would suggest. In general, there was an overall consensus among the respondents that the principles were sound and reflected the City’s transportation system. Respondents were asked to rate what they believe are the most important draft NTMP principles, with the results shown in Figure 12. More detailed feedback on specific principles was received as per below:

- **Safety:** More emphasis on what this means, as safety is currently a huge issue. Perhaps incorporating health and safety together. Safety also involves enforcement.
- **Mobility:** Enhance mobility to businesses and commercial areas. Minimizing the infrastructure and operating costs of maintaining mobility
- **Accessible:** Include wording on being inclusive. Extend wording to areas outside of urban areas. Incorporate time as a factor of accessibility, in terms of transit scheduling and bus stop accessibility.
- **Connected:** Speak to connecting people and places, focus on connectivity for all modes.
- **Environmental Impact:** Specifying reducing GHG emission, climate change, sustainability, and more focus on promoting alternative forms of transportation.
- **Affordable:** Address unaffordability of transit fares, and how this is a component of meeting basic needs.

Figure 12: Factors Discouraging Survey Respondents to Transit



Appendix A
NTMP Survey

Transportation Issues & Opportunities Survey

Thank you for your interest in the Nanaimo Transportation Master Plan. We would appreciate if you could take a few minutes to give us your comments by completing this survey. **Please complete this survey by Friday, November 16, 2012.** This survey should take less than 10 minutes to complete.

The City undertook a pre-plan consultation process in 2011 to develop awareness about the Nanaimo Transportation Master Plan and to collect early feedback on transportation issues and opportunities. Key issues that emerged during this earlier process included transit service, pedestrian and cycling infrastructure, rail and ferry transport, land use and transportation integration, traffic calming, and environmental quality. Your answers to this survey will help the City further prioritize transportation issues and opportunities in Nanaimo.

You can submit your completed survey in one of the following ways:

- **Online** at the Nanaimo Transportation Master Plan’s PlaceSpeak page: <http://www.placespeak.com/NanaimoTMP>
- **E-mail** the completed survey to: transportationplan@nanaimo.ca.
- **Drop off** or **mail** to:
 - Attn: Amir Freund
 - City Hall, Engineering Counter
 - 455 Wallace Street, Nanaimo BC V9R 5J6

1. What aspects of Nanaimo’s transportation system should be considered as the highest priorities in the updated Transportation Master Plan? Please rank these topics from 1 through 7, with 1 being most important and 7 being least important.

	Most Important					Least Important	
Pedestrian Network	1	2	3	4	5	6	7
Bicycle Network	1	2	3	4	5	6	7
Transit System	1	2	3	4	5	6	7
Major Roads	1	2	3	4	5	6	7
Local Streets	1	2	3	4	5	6	7
Rail / Ferry / Air	1	2	3	4	5	6	7
Land Use / Transportation	1	2	3	4	5	6	7

2. In your opinion, what are the top three transportation issues or challenges facing Nanaimo today or in the future?

1. _____

2. _____

3. _____

3. In your opinion, what are the top three transportation improvements that the City of Nanaimo should implement in the future? Please be specific in describing the location and type of opportunity.

1) _____

2) _____

3) _____

4. What transportation facilities need the most improvement in Nanaimo today? Please rank these topics from 1 through 7, with 1 needing the most improvement and 7 needing the least improvement.

	Needs the most improvement					Needs the least improvement	
	1	2	3	4	5	6	7
Pedestrian Network	1	2	3	4	5	6	7
Bicycle Network	1	2	3	4	5	6	7
Transit System	1	2	3	4	5	6	7
Major Roads	1	2	3	4	5	6	7
Local Streets	1	2	3	4	5	6	7
Rail / Ferry / Air	1	2	3	4	5	6	7
Land Use / Transportation	1	2	3	4	5	6	7

5. How often do you walk, cycle, take transit, or carpool for transportation purposes?

Walk	Cycle	Transit	Carpool
<input type="checkbox"/> Daily	<input type="checkbox"/> Daily	<input type="checkbox"/> Daily	<input type="checkbox"/> Daily
<input type="checkbox"/> 2-3 times a week	<input type="checkbox"/> 2-3 times a week	<input type="checkbox"/> 2-3 times a week	<input type="checkbox"/> 2-3 times a week
<input type="checkbox"/> 2-3 times a month	<input type="checkbox"/> 2-3 times a month	<input type="checkbox"/> 2-3 times a month	<input type="checkbox"/> 2-3 times a month
<input type="checkbox"/> Never	<input type="checkbox"/> Never	<input type="checkbox"/> Never	<input type="checkbox"/> Never

6. What is the main purpose of most of your walking, cycling, transit, or carpool trips?

Walk	Cycle	Transit	Carpool
<input type="checkbox"/> Commute	<input type="checkbox"/> Commute	<input type="checkbox"/> Commute	<input type="checkbox"/> Commute
<input type="checkbox"/> Exercise	<input type="checkbox"/> Exercise	<input type="checkbox"/> Shopping/Errands	<input type="checkbox"/> Shopping/Errands
<input type="checkbox"/> Recreation	<input type="checkbox"/> Recreation	<input type="checkbox"/> Other	<input type="checkbox"/> Other
<input type="checkbox"/> Shopping/Errands	<input type="checkbox"/> Shopping/Errands	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> Not Applicable
<input type="checkbox"/> Other	<input type="checkbox"/> Other		
<input type="checkbox"/> Not Applicable	<input type="checkbox"/> Not Applicable		

7. How could the City help you walk more often as part of your daily routine?

8. Which of the following factors discourage you from walking for more of your day-to-day needs (not including walking for recreation/exercise)? Our definition for 'walking' includes using a mobility aid such as a wheelchair or scooter.

- Lack of time / my usual destinations are too far away
- I often need to transport kids / family / heavy loads
- I feel unsafe due to close proximity of high-speed traffic
- I feel threatened due to surrounding environment (e.g. low lighting, hidden corners, etc.)
- Sidewalks are too narrow or incomplete
- Crossing major streets is too difficult
- I have difficulty getting on / off sidewalks
- Other (please specify): _____

9. How could the City help you cycle more often as part of your daily routine?

10. Which of the following factors discourage you from cycling for more of your day-to-day needs (not including cycling for recreation/exercise)?

- Lack of time / my usual destinations are too far away
- I often need to transport kids / family / heavy loads
- I feel unsafe riding in traffic
- There are too many hills
- I don't want to get sweaty / 'helmet hair'
- It's too rainy / too cold
- I don't have or want to get the right gear (e.g. raingear, bags, helmet, etc.)
- No safe place to park bike / worried about theft
- No place to shower or change at destination
- I have a physical impairment that makes it difficult or impossible to ride a bike
- Other (please specify): _____

11. How could the City and other agencies help you take transit more often as part of your daily routine?

12. Transit services in Nanaimo are provided by BC Transit in conjunction with the Regional District of Nanaimo. Although the City of Nanaimo doesn't provide transit services except bus stop infrastructure, we work with BC Transit and the RDN to plan services. Which of the following factors discourage you from taking transit for more of your day-to-day needs?

- Lack of time / transit is too slow
- I often need to transport kids / family / heavy loads
- Transit is overcrowded / too full
- Transit is not frequent enough
- Transit is unreliable
- Transit is uncomfortable (i.e. don't like the seats, standing or riding with unfamiliar people)
- Transit doesn't go where I need to go
- My destinations are too spread out
- Other (please specify): _____

13. How could the City and other agencies help you carpool more often as part of your daily routine?

14. Do you have any other comments about transportation issues and opportunities in Nanaimo?

15. As a starting point, the following draft principles have been derived from the City’s Strategic Plan and Official Community Plan to guide the Transportation Master Plan process. The six draft principles are described below:

- *Safe:* Our transportation network should be safe, it should emphasize protection of vulnerable road users and create streets that are comfortable for all road users.
- *Maintain Mobility:* Our transportation network needs to meet the basic mobility needs of our community. It should be efficient, allowing residents, services and goods to move around the City while minimizing infrastructure requirements and operating costs.
- *Accessible:* Our network should be accessible; it should accommodate those of varying income, ability, and age across a wide range of travel modes.
- *Connected:* Transportation networks connect places; our network should emphasize connectivity, within the City, between adjacent communities and between different modes of transport to create an integrated system.
- *Reduced Environmental Impact:* Our network should be sustainable, it should facilitate our current need for mobility while minimizing impacts on our natural environment.
- *Affordable:* Our network should be affordable, now and over the long run, making efficient use of existing and future infrastructure while encouraging lower cost travel options.

Do you think the draft principles above reflect the City of Nanaimo's transportation system, or are there any additions, changes, or deletions you would suggest to these principles?



NANAIMO
TRANSPORTATION MASTER PLAN



16. In your opinion, what are the three most important draft principles in order of priority? Rank from 1 to 3, with 1 being the most important.

- | | Ranking |
|---------------------------------------|----------------|
| • Safe | _____ |
| • Maintain Mobility | _____ |
| • Accessible | _____ |
| • Connected | _____ |
| • Reduced Environmental Impact | _____ |
| • Affordable | _____ |

17. Do you think there is anything missing from the draft principles?

18. Please describe yourself:

- I am a resident of Nanaimo
- I am a business owner in Nanaimo
- I am a student
- Other (please specify): _____

19. Which age group do you belong to?

- | | | | |
|--------------------------------------|----------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> 14 or under | <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 45 – 54 | <input type="checkbox"/> 65 or over |
| <input type="checkbox"/> 15 – 24 | <input type="checkbox"/> 35 – 44 | <input type="checkbox"/> 55 – 64 | |

20. What is your gender?

- Male Female Other

21. What type of household do you live in?

- | | | |
|--|------------------------------------|---|
| <input type="checkbox"/> Single family house | <input type="checkbox"/> Townhouse | <input type="checkbox"/> Basement Suite |
| <input type="checkbox"/> Duplex | <input type="checkbox"/> Apartment | <input type="checkbox"/> Other |

22. How many people live in your household?

- | | | |
|----------------------------|----------------------------|-----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 3 | <input type="checkbox"/> 5+ |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 4 | |

23. How many vehicles are registered to your household?

- 1 2 3 or more

24. Do you own a bicycle?

- Yes No

25. If you use transit, how do you typically pay for transit?

- | | | |
|--|--|---|
| <input type="checkbox"/> Single fare | <input type="checkbox"/> Monthly Pass | <input type="checkbox"/> Other |
| <input type="checkbox"/> FareSaver tickets (book of ten tickets) | <input type="checkbox"/> U-Pass | <input type="checkbox"/> I do not use transit |
| <input type="checkbox"/> Day Pass | <input type="checkbox"/> Employer Pass | |

26. Where do you live? (optional)

Street Name / Number: _____

City: _____

Postal Code: _____

27. Do you want to receive updates regarding the Nanaimo Transportation Master Plan?

- Yes, please e-mail me updates regarding the Nanaimo Transportation Master Plan
- No, please do not e-mail me any updates regarding the Nanaimo Transportation Master Plan

28. Thank you for taking the time to complete this survey! If you would like to receive e-mail updates throughout the course of the Nanaimo Transportation Master Plan, please provide your name and contact information below (optional).

Name: _____

E-mail: _____

Thank you for completing this survey!

Appendix B
Detailed Consultation Feedback

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The below summary is of the responses received from the online survey, the Open Houses, and the Stakeholder Workshop. **There are three different colour codings used to identify the source of the feedback:**

- Black text indicates the feedback from the online survey;
- **Green text** indicates the Open House feedback; and
- **Blue text** is the feedback received Stakeholder Workshop.

1.0 TRANSPORTATION ISSUES AND CHALLENGES

Survey and open house respondents were asked to identify the transportation issues or challenges facing Nanaimo now or in the future. Those who attended the Stakeholder Workshop were asked “what’s at stake?”. Detailed responses from all public consultation events are provided below. For the most part, comments are provided verbatim but have been grouped to identify key themes.

1.1 Road Network

1.1.1 General Network

- Road and railway lines
- I find that there are stop signs where there could be yield signs
- Vehicle access/ transportation roadways and intersections/
- Downtown to North Nanaimo
- Finishing construction on Bowen so the community can drive freely down that road again...
- Improving connections to other cities on the island
- Availability of alternate routes
- Link to nearby cities.
- Again, lack of connection between the area of Nanaimo.
- Road network connectivity - many roads with breaks - starting - stopping and then starting again
- Adding a connection from Hammond bay to Arrowsmith road.
- Lack of an east-west route between Hammond Bay Rd and the Island Highway between Rutherford Rd and Departure Bay Rd. Would reduce congestion on Hammond Bay Rd
- Not enough connection between regions of town (i.e. Harewood/VIU lacks connection to Chase River)
- Hammond Bay road - no cross connections - you need to drive a long way either to Departure Bay end or to Island Hwy end
- Narrow network
- Flow from Hammond Bay area to rest of city
- Improving connections to other cities on the island
- Availability of alternate routes
- Difficult and time consuming to get from one area of the city to the other without taking the highway.
- Good links to high demand areas like shopping complexes, university, ferries, airport, leisure areas/centres from any part/sector of the city/RDN road network
- Direct routes
- Awkward road way set ups
- Narrow streets
- Ludicrous road layout south of Country Club
- Road building
- Need of double lanes on Hammond Bay Road
- **Corner of Bruce and Campbell is an accident waiting to happen**
- **Improve the Kilpatrick Road area**
- **Encourage people to live close to work/nodes**
- **Access Woodlands School**

- Consistent street naming
- Removal of commercial trucks from Departure Bay/Horseshoe Bay to Duke Point
- Continuing to encourage auto traffic by expanding roads (eg. Bowen Road) is counterproductive. Stop, we cannot afford it.
- More divided not “shared space” on roadways for cars and other traffic ie. Bikes
- Enhancing and expanding our downtown to promote bike, bus and pedestrian traffic for access without jeopardizing the multi-cultural effect. Keep the brinks, artwork, colourful trees etc.
- Interconnectivity – roads,trails,traffic
- Mobility – north/south all modes
- Educate drivers about sharing the road

1.1.2 Traffic Signals

- Too many lights on main roads.
- There are too many lights on the expressway; expressways are meant to BYPASS the city, so it doesn't make sense that the traffic has to stop to let people on
- The Parkway- way too many lights and congestion and those overpasses that were proposed eons ago need to be constructed
- I find the lighting at night less than adequate along the highway from the center of the city to the north end. I am sure there is some standard and I wonder how Nanaimo stacks up against other cities of comparable size in Canada.
- To cut down on existing traffic lights and stop signs, by installing alternatives such as yield signs or mini traffic circles, to keep traffic flowing better
- Too many traffic lights
- Way too many traffic lights - should be overpasses or tunnels, particularly on Parkway
- Fewer lights on the Island Highway
- Change signaling frequency according to traffic and as “green wave” to allow smoother traffic
- Traffic light should be added at Victoria Road/Haliburton/Island Highway
- Island Highway signal timing
- Traffic lights need to be coordinated

1.1.3 Traffic volumes / congestion

- Too many cars on the road
- Increase demand of vehicles on the road
- Decrease use of roads for single person/family vehicles especially discretionary travel
- Continued increase of car traffic on main roads.
- Congestion on Island Hwy
- The roads are too crowded and some main routes (Northfield) need to be double lane, not single.
- Traffic congestion from ferry traffic at Brechin/Hwy to Northfield
- Escalating auto traffic
- Increased vehicle traffic and limited infrastructure
- Increased congestion with growth
- Traffic congestion on both major and local streets.
- As the city grows the amount of cars on the roads go up and most of our city is not set up for a massive influx. It's hard to find places to park at even the biggest lots during busy times now, never mind 10 years from now.
- Congestion for cars on major arterial routes
- Identifying and improving traffic congestion locales
- At peak times, the car traffic is very heavy. However, if the first two problems I mentioned (bike and bus) then more people would choose those methods and the roads wouldn't be so congested.
- Congested streets and poor layouts
- Increase in traffic congestion

- Traffic congestion/grid lock/longer times to get to places
- Gridlock
- Increased air pollution
- More driving – less healthy population
- Congestion/time
- Slow trips due to congestions

1.1.4 Traffic Flow

- To many intersections
- Keeping traffic flowing smoothly on arterial streets such as Hammond Bay Road as traffic increases due to infill development adjacent to these streets.
- Flow of traffic from ferries to parkway
- The housing along Nicole street greatly restricts the highway traffic flow
- Better flow of traffic on the highways, LESS traffic lights. On both highways in Nanaimo.
- More round-a-bouts rather than traffic lights
- The whole downtown should have either 4-way stops or round-a-bouts to slow down traffic protect
- Traffic flow from Hammond Bay would isolate Departure Bay exit
- Variable speeds

1.1.5 Intersections

- Not enough merge or turning lanes off major roads
- Way too many traffic lights in most places roundabouts can be put in place not only saving money re fixing lights and the environment because cars will not use as much fuel because they will not have to keep stopping. Less accidents because people will be trying to make the light.
- Better and safer intersections
- Major highways (overpasses instead of lights please.... Commuting from Nanoose to VIU sucks)
- Development/upgrade costs - there are a lot of intersections that need to be fixed (roundabouts installed etc) and new transportation services (train) need to be built and there is a large cost associated with these items
- Comox Road/Wallace Street/ Prideaux Street drivers turning and do not see pedestrians in crosswalk

1.1.6 Local Roads

- Pressure from interest groups to put in stop signs and traffic calming on access roads to subdivisions
- Local streets (x2)
- Design local streets to slow traffic down
- Can we adopt city streets for trees and landscaping
- Painted traffic circles
- Reduces speed limits in residential areas
- Shortcutting on local streets
- Parks
- Need to reduce roads short-cutting through Old City Neighbourhood
- Lower speeds on local streets (30km/hr)
- Add traffic calming all types of speed humps / traffic circles
- Traffic calming as part of new developments
- Design roads to change driver behaviour / slow down
- Large vehicles on neighbourhoods streets not good
- Traffic circles not traffic lights
- Incentives for cars – traffic calming

1.1.7 Road Condition

- Poor road upkeep in the winter season
- Snow on roads and bus routes (I live in an area with steep hills near a bus route, yet they are some of the last to get plowed)
- Plowing of side streets after large snowfalls

1.1.8 Safety

- Fixing existing danger zones e.g. Old Highway and Meredith
- Enhancing traffic safety, especially at high usage intersections
- Unsafe high speed of cars and buses though our neighbourhood
- Overall safety of local people
- More monitoring by RCMP
- Dover and Hammond Bay Roads
- Dover Road
- Separate Bike lanes
- Scooter Lanes for seniors
- Implement blue sky project
- Save energy, make driving safer for pedestrians
- Sidewalks needed on Dover, expanding highway north of Divers Lake
- Majority of road users will remain unaware and uneducated about rights of cyclists
- Traffic calming in residential areas and near schools
- Health and safety / more fitness
- Safe walk, cycle, driving routes to school
- Safe movement or transportation of all road users
- Higher density on roads – higher risks of crashes, increased injuries/fatalities
- Response time in all police situations increases during peak hours
- Safe streets and using CPTED principles
- More accidents involving youth without better / more transportation options

1.1.9 Parking

- Parking expensive for those having to drive
- Parking issues at Vancouver Island University
- Parking and the way it is administered. We should not have to prepay for more parking than we need!
- Parking pressure in residential areas
- Increased spots for pick-up for people with challenges stroller/wheelchair access
- Parking in old City Quarter – residents have nowhere to park
- Shopping will be more difficult downtown – transit/parking needed
- Mix of businesses and residential uses creates competition for parking
- More cars per household and secondary suites – parking pressures
- More land uses being allocated to vehicle parking
- Look at varied parking time limits in areas with mix of uses

1.1.10 Airport Connections

- Transportation to the airport
- Connection either between airport /ferry
- Airport is regional but majority of business in Nanaimo – north connection
- Good transportation to airport and ferry
- Commuting by plane increasing, need more services to airport

1.1.11 Taxes / costs

- High taxes for infrastructure for automobiles

- RDN to support ICF Funding request
- Taxes go up / more costs to maintain roads
- Changing infrastructure will likely cost more as time passes

1.1.12 Other

- Links to the RDN Rural areas as commercialisation in some areas become more limited demanding travel to the city core e.g. Lack of any hospitals anywhere else or new shopping /entertainment complexes
- Extend Wally Creek Path
- Design local streets to slow traffic down
- Can we adopt city streets for trees and landscaping

1.2 Public Transit

1.2.1 General

- Public transit
- Better public transportation
- Transit improvements
- Efficient mass transit
- Currently abysmal bus transit
- Better public transit
- Improved public transit
- Transit system improvement
- Pedestrian unfriendliness and lack of public transport
- Improving transit in the city
- Public transportation - buses
- Lack of transit
- Continued improvements and investment in transit
- Encouraging people to use our public transit system more to help keep it economically viable.

1.2.2 Network

- Transit system must have direct arteries for speed of moving from one place to another. Arterial routes should feed these main routes. You should not have to go all over Harewood to get from the bus terminal to Westwood Lake for example.
- The transit system does not get people around the city in a timely way, nor does it move people up and down the island effectively. If I could take the bus from where I live, I would. However, I have to drive into Parksville in order to take the bus, and the times it leaves and returns are too infrequent for me to even consider it (not to mention the transfer delays)
- Transit buses don't link well with the Departure Bay ferry and don't service Duke Point or the airport at all
- Nanaimo is so spread out it is difficult to use quick public transit to get from one end of town to another
- Creating an efficient bus system that connects the major areas of Nanaimo, especially the North end to South end/ university with few connections and more direct routes.
- Bus routes do not go everywhere
- Frequency of busses and where the busses go
- The bus system all over Nanaimo and to neighbouring communities
- Students need better bus routes
- The bus systems getting to the university as well as downtown although it exists should be added to
- Public Transit Service is non-functional in South Nanaimo - not useful at all for 9-5'ers, barely useful at all unless you go to university or the North end!

- A lack of efficient transit service in the south end of town. If you live central Nanaimo or north Nanaimo you can get anywhere you want to go with relative ease because the buses run so frequently. The #6 Harewood loop runs once every 70 minutes, and where I live is an almost 30 minute walk from a stop as it is. There needs to be more stops, and more frequent service - maybe along 10th? A south end companion to the #15 to Woodgrove would be well used based on how full the 8/7 always was when I lived in Cinnabar heading home in the afternoons.
- There are not enough buses going to Parksville after school I would like it if there were more so I would not have to cut class short to catch the bus
- Not enough buses for need at major routes like VIU
- Transportation to VIU and other major employers/users
- Some areas no transit service
- Availability of public transit - transit seems to be set up to transport people between Woodgrove Mall and a few select points in the city, with nothing in between. Where there are other buses the schedules are inconvenient.
- Transit to Ladysmith and Airport
- South end of town lacks convenient transit times/routes
- Lantzville does not offer enough buses to make riding them worthwhile.
- Poor transportation. Need more busses and more routes covered.
- Bus service does not adequately serve a wide area of the city
- Transit service to connect to Duncan transit
- Connecting various parts & outskirts of the city with the university
- Public transportation for all of Nanaimo including Protection Island
- Access to bus routes
- Some areas are very difficult to access by bus unless you go to Prideaux and then take a bus back out to where you want to go.
- Trying to serve a rural population with public transit rather than accepting that public transit is only effective in densely populated areas
- Needs improving on where they stop
- Local transit is improving, but needs to be greatly expanded (frequency, especially). Design for safe non-private motor vehicle travel - transportation, not just recreation
- #8 #9 #2 should go to Departure and Hammond Bay
- Co-ordinate bus with ferry
- Could we have a bus in South Wellington that could go behind Ruthledge street or Schoolhouse Road I have a daughter that lives out there and there is no bus service
- Transit transfer ability to Newcastle island
- Get More people on transit
- Shopping will be more difficult downtown – transit/parking needed
- Stop buses idling – need idle free bylaws
- Need more transit to get youth around city without having to drive
- Better planning of streets to accommodate growing population – i.e. wide enough for bus access
- Bus stops within a 10 min walking distance
- Need to promote transit/walking in SE neighbourhood
- Integrate transit with timetables at shifts at hospital

1.2.3 Transit Service

- Good, inexpensive transit system
- Public transit is very inefficient; if someone does not own a car they are stranded.
- Transit (bus) system that is effective, regular, user friendly
- BC Transit - Not enough buses
- Better bus service if you want people out of their cars
- Lack of service. I worked outside of Nanaimo in a neighbouring urban community. I was disappointed to find out that even though I was leaving from downtown and arriving at the Tourist

Information Centre near where I worked, the bus service was not viable - shocking because tourists coming to Nanaimo and heading to this major destination would be at a loss.

- Bus transportation remains ineffective, as there are inadequate East / West connectors. The North / South routes seem to be well established and approximately 30 minutes between buses is reasonable. But to cross from West to East and then travel North or South adds an hour to most trips. This makes the bus connection to some larger facilities "unattractive" to many commuters. As an example, try using the bus to commute from Hammond Bay Road to VIU - the bus system imposes over an hour of travel in each direction to commuters, and is not reasonable.
- Public transport from the growing southern part of town (Cinnabar/Chase river) to VIU, ferries, and airport
- Connecting and integrating services for ease of transportation. I.e. Connecting bus services w ferries.
- Increasing bus service
- Not enough buses for certain routes.
- Increasing university population with a very lacking transit system.
- Challenging bus schedule
- The public transit system is a joke. Most employers do not consider the transit system a reliable form of transportation
- Improving the public transportation system to a point where it is a viable alternative to using cars.
- The bus system is awful. In most other cities that i've lived in the bus ran every 15-20 minutes from 6 am until 9 pm. I don't go out in the evenings anymore because I don't want to be trapped at the bus stop for an hour trying to get home again.
- Bus transportation takes too long and a person can often walk to their destination before getting there by bus. When I am well, I can do that, but I can't if I am not well. Often it works well one way, but not the other.
- Needs to start earlier
- Bus transit isn't late enough on Saturdays and Sundays
- Bussing to integrate with school schedules
- Don't stick to schedule - sometimes leave early
- The transit system makes people dependant on cars. What I have noticed in the recent past is that residential neighbourhoods with low walking scores (the lower the walking scores the more car dependant you will be if you live there) have little to know transit availability. The #2 has two different routes that it takes but the times are so spread out that using the bus when living on Hammond Bay is not ideal. Areas with high walking scores (that is places that are already within a short walking to malls and grocery stores) have more efficient and frequent transit times. This may just be a coincidence but the transit board needs to take this in to consideration. Areas where people are car dependant should get an increase in public transit frequency. For me, if I plan on taking transit I need to plan my day in advance which is not ideal. I should be able to leave my house knowing that I will be able to catch a bus and get to my destination without much delay. I should be able to know that if I miss one bus I can catch another one and get to where I am going without worrying about being stranded or adding more delay time to my travels.
- Get people riding buses -- more useable schedules while keeping fares low
- The transit system needs to be worked on so more people can use it someone times it is quicker to walk then it is to take a bus because of the length of time it takes.
- Transit service to connect to Duncan transit
- Lousy transit system (Although I don't personally take transit)
- Lack of use of transit - buses seem to be half empty most of the time
- An effective public transit system!
- Having smaller buses for less frequent routes. Or "hub" type parking lots, where people who live out of town can leave their car and take a bus into major places of employment (e.g. A lot of VIU employees live outside the immediate area).
- Transit system is too difficult to understand and too many or poor connections

1.2.4 VIU Service

- The university needs more buses at certain times of the day such as 3:00 pm
- How useless the bus routes are, they either end up being an hour early or late for everything. I use the #15 designed for getting me to VIU and it still useless.
- A long spanned amount of time between buses to Woodgrove and to downtown, to the university, etc.
- Having smaller buses for less frequent routes. Or "hub" type parking lots, where people who live out of town can leave their car and take a bus into major places of employment (e.g. A lot of VIU employees live outside the immediate area).
- The layout of the city is not amenable to public transit at all, too heavy a reliance on cars to get to all the shopping malls that are spread far away from the downtown core. The public transit system is currently reliable but quite slow and not adequate for a growing population (articulated buses would be quite useful on super-busy University routes in the mornings and evenings) The bus system is not adequate for a growing city and aging population (becoming more reliant on public transit as less and less able to drive).
- Convincing more of the public to use the transit system that they see as a massive inconvenience- and convincing the VIU Students' Union to opt for the U-Pass.
- Bus transportation remains ineffective, as there are inadequate East / West connectors. The North / South routes seem to be well established and approximately 30 minutes between buses is reasonable. But to cross from West to East and then travel North or South adds an hour to most trips. This makes the bus connection to some larger facilities "unattractive" to many commuters. As an example, try using the bus to commute from Hammond Bay Road to VIU - the bus system imposes over an hour of travel in each direction to commuters, and is not reasonable.
- Public transport from the growing southern part of town (Cinnabar/Chase river) to VIU, ferries, and airport
- [U-Pass program](#)
- [Better public transit to accommodate students \(VIU, schools\)](#)
- [Better buses, U-Pass](#)
- [More bus routes to the University of Victoria](#)
- [Offer frequent connections to main north/south line eg. Woodgrove to the University of Victoria](#)
- [Please modify bus service and Wellington Secondary to 15 to 20 minutes after the bell \(3:15 to 3:20 would be perfect, currently it is at 3:06 then 3:45\) – 3:00 on Monday to Thursday and 1:40 on Friday](#)

1.2.5 Service Frequency and Scheduling

- Not enough runs - have to wait too long between buses
- Bus service
- Providing accessible & effective public transit to reduce vehicle usage and congestion
- Transit bus service not frequent enough, takes too long to get to certain points in the city
- Transit system is inefficient. I can't justify taking transit when it takes an hour to get somewhere I can drive in 5 minutes.
- The unreliable, infrequent, and limit hours of the bus schedule
- Bus schedule does not accommodate those who do shift work (ex hospital). If you want to take the bus from downtown to the hospital you will not be on time for the start of your shift. If the idea is to increase transportation use, the transit system should work to accommodate the large amount of people who work shift work
- Not enough bus times
- Reliable transit for all major areas of Nanaimo - especially Hardwood/University District. The #6 Bus only runs every 1 hour and 10 minutes - at peak times! And doesn't connect properly downtown - missing connections to the North end by 10 minutes.
- Frequency of busses and where the busses go

- For me a huge issue is the consistency and reliability of the public bus system. With smaller routes I can understand having less frequent transit times but on major routes I would like to see more efficient and frequent schedules. When I am in school some days I don't have class until 11 or 12 and I live in the north end so it is rather inconvenient that the only options for the #15 is either 8:45 (approx) or 9:55 (approx). I get that there is little demand for the bus during these times but if you want people to start taking public transit and be less dependent on their vehicles we need to know that we can rely on the bus at any given time throughout the day and night.
- Buses arriving late or leaving early, causing you to miss your bus or your transfer.
- Not having enough buses running throughout the day
- Bus service is not frequent enough
- Lack of frequency for many bus routes.
- Bus service! (needs to be improved, especially in rural areas)
- Lack of consistent bus times, especially evenings and weekends.
- Bus schedule and availability (ex why does the 15 not run on Sundays??? It really should!)
- Poor transit service in evenings
- Infrequency/lack of convenience with public transportation
- Not enough buses run, frustrating to get anywhere (especially on Sundays!!)
- Transit times, they do not run late enough or early enough for lots of jobs
- Punctuality of buses
- Transit service that runs more often in the evenings
- Better transit, on time, more frequent.
- Bus transit do not come often enough
- Transit is ineffective I cannot even get a bus to start work at 730 at NRGH from Turner Road which is 10 km away. An express bus needs to move up and down the old island highway every 10-15 min. And connect with smaller buses servicing the different areas of the city 2. The bus network cannot get people. The transit system is terrible, it is not even possible to commute to NRGH to start work by 730 am and get home after 730 to Turner Road which is ~12 km away. I look around at the empty old buses running in this city and wonder why not run them up and down the main highways and get smaller buses to connect to them more frequently.
- We need buses that come more frequently.
- Lack of sufficient transit routes and frequencies means citizens rely on cars and do not support the transit system enough.
- Buses are too infrequent.
- Better transit - someone needs to bite the bullet and have buses running more frequently. Smaller buses and smaller interlinked bus loops maybe
- Improving bus service with more frequent buses, extend hours of operation - basically make it so that taking the bus is an option instead of needing a car.
- Takes too long on buses to get place to place
- Buses do not run on a very regular basis and some areas are not covered (by Brenan Lake)
- Reliability. The bus service is remarkably unreliable and thus people can not depend upon it to get to work.
- The 15, or a new bus that goes quickly and directly via the parkway, should go Sundays and later than it does. There are night classes at the university. It would also be helpful for students who work or live in the north end.
- Some bus frequencies are too spread apart.
- Bus doesn't run early enough on the weekends
- People who work late nights or early mornings are not served by transit, they should be
- Is there an option for smaller more frequent buses?
- Weekend service is too infrequent
- Increase late night service from Downtown to Northend - cut into unused daytime routes

1.2.6 Rapid Transit / Trains

- Some form of rapid transit or train to connect Nanaimo with Victoria and Comox/Courtney would be key in economic development and revitalization of the real estate sector.
- We need a subway or train within the city.
- With an increased population of people who may or may not work in Nanaimo, there should be alternatives to driving that are cost effective and convenient. Such as the train. When the Malahat is closed there should be an alternative route to connect the various towns.
- Rebuild the passenger rail facilities, hopefully improving to several trains a day
- Passenger rail service to Victoria (leaving Nanaimo in the morning) and Courtney. Seniors need good rail access to Victoria for medical services.
- Getting the train going again
- No rail system in operation
- How potential increased rail usage will integrate with crossings and other means of transportation that need to cross the rail tracks
- There is still no daily rail commuting option between Nanaimo and Victoria.
- Future of the E&N rail line
- Sky train or Subway in the future
- Getting the E&N Rail line up and running in the right direction (south in the morning, north at night) and viable.
- The sky train in Vancouver is absolutely amazing. Perhaps this might be a consideration for Nanaimo in terms of a future project. The sky train covers a HUGE area and is well used. This might be a better way to move people up and down the island
- I suggest that the E&N rail corridor is highly underused right now, and should be strongly considered for light rail rapid transit, interconnecting effectively with bus services
- Train service. How fabulous could train travel be-from one end of the island to the other, with a trans link to ferries and airports. Get the cars off the road
- Rail - rail service to Victoria in the am, and return in the pm, would be used by our family all over the island for appointments etc. If scheduling and prices were appropriate!
- [No rail](#)
- [North –south alternatives for public transit \(rail\)](#)
- [Rail transit vs. increasing public transit to carry passengers north-south](#)

1.2.7 Accessibility / Affordability

- Transit for the elderly
- Cost of public transportation and intercity transportation, especially for seniors and often poor choices.
- Cost for youth fare is a barrier to employment
- Elderly people need better bus routes
- [Bus stops curbs for wheelchair accessible](#)
- [Transit/cycle systems do not allow linkages to employment centres](#)
- [Economics giving more access and options for groups of people who don't have the capacity to pay for a vehicle](#)

1.2.8 Passenger Amenities

- Safe bus stops (clearly identified/lit)
- Connections between bus routes and lack of facilities at Downtown Transit Exchange are not conducive to transit use
- [Create covered bus shelters](#)
- [Create more bus shelters](#)
- [Better wind and rain protection at transit stops](#)
- [No shelter at Country Club where #3 stops](#)
- [Provide a schedule at every bus stop](#)

- Bus Shelter at Bastion Street and Skinner
- Downtown exchange + food cart = Bus hangout
- Central Transit Exchange – not just for bus, make it people friendly and food and safe
- Central transportation hub
- Is waterfront the best use for a transportation hub and safe

1.2.9 Bus and Ferry Connections

- The buses do not connect with the ferries
- Easy access via bus to ferry and airport
- Co-ordinating the busses with BC Ferries as is done in Vancouver
- Co-ordinate bus with ferry
- No access to downtown Vancouver other than air, need fast ferries
- Ferries in residential areas / congestion
- Ferry traffic going through residential
- Ferry unloading in residential neighbourhood / short quick explosion of vehicle traffic overloading north-south city streets
- Public transit does not always move foot traffic off of ferries
- Ferries not cost effective
- Cost of ferry rates

1.2.10 Other / General

- Integration of various systems
- On transit people don't want to sit together; they'd rather stand but then they crowd the hall making it hard to get around
- Buses becoming too full.
- Outdated and awkward public transit
- Cost. A u-pass system would be helpful.
- U-Pass at VIU
- High cost/low convenience. If costs were lower and routes were more connected, more people would take transit and costs wouldn't need to be so high.
- People with allergies have to grin and bear it with public transport. I'm allergic to smoke and the smell of alcohol, and may times on my way to school I end up with massive headaches because of this, and I cannot afford to drive and I'm too far away to bike.
- Use newer buses eg. Electric
- We need sufficient density to support public transit and secondary suites and carriage houses will not provide this. We need a development plan that emphasizes corridors and puts that plan into action
- Departure Bay and Uplands put back bus stops

1.3 Walking

1.3.1 General

- More pedestrian friendly streets are needed.
- Encouraging and supporting pedestrian and cycling activity
- Pedestrian unfriendliness and lack of public transport
- It is very hard to move around the city, efficiently, without using a car. There should be much more emphasis on improving the walkability index of the city (see www.walkscore.com), which would improve housing, liveability, and safety.
- More benches
- Activated crosswalk button hard to reach at Wallace and Fitzwilliam Street
- We have a wonderful trail system – we could expand this, but I enjoy what we already have

- [Trails/Paths \(E&N, Waterfront, east-west\)](#)

1.3.2 Routes / Network

- Pedestrian access to E&N trail from Departure Bay
- Pedestrian seawall walkway linking Departure Bay to downtown.
- Lack of pedestrian friendly walkways that connect throughout neighbourhoods
- Safe walk routes/ to schools(x2)
- Connecting the harbour walkway to the ferry for pedestrians and cyclists - if not possible, at least allow cyclists to ride this car-free area. You can post signs with a speed limit if that is the concern. The harbour defines Nanaimo and it should promote healthy activities, not hinder them.
- Pedestrian walkway along Hammond Bay Road
- There are walking paths but not always comfortable or accessible
- An extended and more integrated network of pleasant walking and cycling paths would draw a younger, more environmentally conscious demographic to the city, as well as tie-into tourism objectives.
- It's time to develop the water front walk way system so more cyclists and pedestrians don't have to drive to the down town or Departure bay, etc.. This development will also attract more tourists here.
- Poor sidewalks and pedestrian walkways outside city core
- Adequate sidewalks and bike routes
- [Increased danger for cycling and pedestrians](#)
- [Better routes](#)
- [Travel choices – bike/walking](#)
- [Connectivity](#)
- [Developments more pedestrian friendly](#)
- [Make it easier to walk](#)

1.3.3 Sidewalks

- Lack of sidewalks.
- Terrible side walk access for people in wheel chairs, or with strollers. I.e.: a telephone pole in the center of the sidewalk. Ridiculous!!!
- Lack of sidewalks/sidewalk maintenance
- Many areas have unsafe sidewalks or uneven shoulders difficult for the less-mobile to manoeuvre.
- Not enough sidewalks, or they end really randomly
- Not enough proper sidewalks to allow pedestrians to walk safely. With increased pressure on being "green", proper, safe facilities are needed to allow increase pedestrian and cycling use.
- Poor sidewalks and pedestrian walkways outside city core
- Nanaimo is not set up for pedestrian traffic or bicycles, except along the major corridors. In many places there are no sidewalks, and even where there are sidewalks if it snows pedestrians are forced out onto the street because the sidewalks are not cleared.
- A lack of pedestrian sidewalks in the south end. Sometimes walking places gets a little scary because there are little to no shoulders in some spots
- Side roads missing sidewalks
- Sidewalks in more rural areas
- [Sidewalks needed everywhere](#)
- [Extreme lack of sidewalks highway north of country club](#)
- [Level the walkway at Departure Bay](#)
- [Poles in the middle of sidewalk are not good](#)
- [I like sidewalks to be separated from the road like those seen at the high school. This feels safer.](#)
- [Must improve sidewalks along North Terminal](#)
- [Sidewalks to get to buses which should be well signed](#)

- Sidewalk continuity
- Build sidewalks
- Connect trails and sidewalks

1.3.4 Safety / Crossings

- Unsafe for walking public!
- To make walking, safe, enjoyable and accessible. Do away with turning right on a red light-the rules are not obeyed by too many drivers. They do not see pedestrians.
- Pedestrian safety. I often walk, but feel endangered by drivers who take risks or are unclear on rules of the road relating to pedestrians.
- Safety of cyclists and pedestrians
- Corner of Wallace Street and Fitzwilliam Street is not accessible to people in wheel chairs
- Pedestrian safety and convenience
- There is some places where more crosswalks could be useful.
- Several intersections in downtown and the Harewood area are dangerous for pedestrians.
- Better lighting for low traffic streets
- Safety/good lighting and safe clothing. Very important especially on dark, rainy nights like tonight
- Better lighting for pedestrians
- Add a crosswalk at Nicol Street in front of Port Place
- Safety on sidewalks/crossings/personal safety
- Differentiate between cars and peds in shopping areas
- Sidewalks with lights
- Safety/Lighting
- Improved lighting
- No left/right turns on red
- Flashing lights at crosswalks
- Re-engineer infrastructure to for walking have safe routes
- Better walk routes to school
- Schools/Kids
- Promotion/Education

1.3.5 Accessibility

- Corner of Wallace St and Fitzwilliam St is not accessible to people in wheel chairs
- There are walking paths but not always comfortable or accessible

1.4 Cycling

1.4.1 Network and Trails

- Lack of good bicycle paths for commuting throughout the city. Some real goods one do exist, there just aren't enough of them.
- Safe routes for cycling
- Lack of bicycle paths
- Network of bike lanes is severely lacking
- Non-bike friendly city! There are very few bike racks outside businesses or downtown and the bike lanes are scary. I would prefer a bike lane fully separated from the street, like I have used in Montreal. The city should plan and implement infrastructure to attract cyclists in the future (e.g. Put in more bike lanes and racks than are *currently* needed, so that it is easier for people to adopt these behaviours).
- Connecting the harbour walkway to the ferry for pedestrians and cyclists - if not possible, at least allow cyclists to ride this car-free area. You can post signs with a speed limit if that is the concern. The harbour defines Nanaimo and it should promote healthy activities, not hinder them.

- Unsafe cycling network
- Get rid of the rail line and make the area into a bike path similar to Galloping Goose, would be a great tourist attraction
- Bike lanes are great throughout Nanaimo; I used to ride my bike a lot. I'd like to see more push for other people towards this option.
- An extended and more integrated network of pleasant walking and cycling paths would draw a younger, more environmentally conscious demographic to the city, as well as tie-into tourism objectives.
- It's time to develop the water front walk way system so more cyclists and pedestrians don't have to drive to the down town or Departure bay, etc. This development will also attract more tourists here.
- Continue to develop bicycle paths and lanes to encourage this mode and integrate them with walking paths.
- Continuation of bicycle paths that already exist
- Adequate sidewalks and bike routes
- Bicycle route accessibility. There are bicycle routes in some parts of the city, but they are not necessarily connected, or respected by motorists.
- [Complete bike trail network](#)
- [Extend E&N trail further north](#)
- [Interconnect with Parkway Trail](#)
- [Uninterrupted bike access running east to west that connects parkway trail & E&N](#)
- [Improve safety on E&N trail](#)
- [Development to integrate existing green spaces for bike paths as opposed to paving and boulevards](#)
- [Completing the E&N Trail](#)
- [Access to recreational sites \(Lynley Valley, Westwood Lake\)](#)

1.4.2 Safety

- Bike paths are not well defined. It is dangerous to ride on roads beside cars. Motorist don't identify that bikes have a lane or a position to stop at to initiate lights.
- Roads that are not safe for cyclists
- Safe bicycling on the roadways
- The City of Nanaimo is not a safe place for bicycle riders to commute, other than the established biking paths along the Parkway and the E&N routes. Since these two routes are not complete throughout the City, bicyclists are exposed to inordinate amounts of traffic, and even hostile reactions from automobile drivers along substantial corridors through the City. Try riding a bicycle along Hammond Bay Road or along Terminal Avenue as examples of dangerous conditions. Bowen Road is also a dangerous corridor when traffic conditions are at higher volumes.
- Safety of cyclists and pedestrians
- Make it illegal for a cyclist to ride without a means of warning- a bell or klaxon
- It is hard to share the road with vehicles when on a bicycle
- Drivers do not know how to drive with bicyclists
- Lack of lighting along pathways to make it safe for cycling after 4:30 pm in the winter season
- [Slow traffic down on some main corridors such as Hammond Bay Road – round-a-bouts, stop signs.](#)
- [The centerline on Turner Road is too close to one side – dangerous for cyclists.](#)
- [Safety issues at larger intersections](#)
- [Cyclists will be deterred from riding due to unsafe/disconnected badly planned cycle routes](#)
- [Increased danger for cycling and pedestrians](#)
- [Safety of cyclists – no safe infrastructure](#)
- [Make it safe \(signage, paint, speed limits, level crossings i.e. Northfield and Waddington\)](#)
- [Unsafe to ride at night \(too many lights when going north\)](#)

- Space issues for safety. Proper lighting for cycling lanes
- Paths are unsafe at the night in the rain
- Most people don't like/want to be on shared routes
- Lightings at intersections

1.4.3 Bike Routes

- Poor bicycle routes
- Proper cycling routes - I would ride to work if there were proper cycling lanes.
- Disconnected for cyclists
- Separated bike routes from car lanes
- Current cycling infrastructure is poorly designed or absent. This will only get worse as population increases.
- Reengineer entire cycling infrastructure
- Too hilly for bikes
- Focus on areas already popular for bikes
- Maintenance
- Incomplete / badly planned cycling routes
- Input from cycling committee when building / modifying infrastructure
- Increase safe, direct, connecting bicycle paths
- Serious investment in cycling infrastructure (from cars to bikes) not just grants
- Bowen Road – missed opportunity
- Acknowledge current cycling routes
- Promote safe bike and walk routes to schools

1.4.4 Bike Lanes

- Safe (specific lane for bikes) bicycling lanes that encourage environmentally friendly commuting - build them and more people would bike: less pollution, less noise, more friendlier attitudes, healthier citizens
- Need bike lanes dedicated to cyclists and not pedestrians or electric scooters
- Need bicycle infrastructure badly, separated bike lanes to more pavement markings
- There are no bike lanes in Nanaimo to support bike commuters Compared to other cities Nanaimo is very unfriendly to commute by bike. For example, there is no reason why cyclist needs to take to the sidewalks in fear on Bowen road which is wide enough for two lanes and a bike lane.
- It is fairly easy to get around by bike in Nanaimo, however, the shoulders of the highway and the bike routes themselves are often littered with debris for the entire dry season. This has lead to many flat tires and a lack of desire to travel by bike.
- Lack of bicycle infrastructure
- Bike Lanes - Paint more so cars understand bikes are allowed on the road
- More Bike Lanes and Public Bike Lockers in key locations
- Bike lanes or lack of them
- The lack of bicycle paths and friendly/safe routes
- We need more bicycle lanes.
- Basically no bike lanes
- Need bike lanes
- Just add another line (Green) ½ meter inside the white shoulder line – Simple and relatively cheap. Green bike line has no legal status – but gives a place for riders
- Better bike lanes/
- Need separated bike lanes
- Parked cars in bike lanes
- Create lanes in areas cyclists already use – not where some city engineer things they should ride

- Having proper lanes to major facilities (hospitals etc). More space for bikes
- Move from shared shoulders to segregated bicycle lanes
- Bike lanes with other transportation modes

1.4.5 Bike Education

- Educate drivers of laws and etiquette of cyclists
- Lack of adherence/education about rules of the roads for drivers and cyclists
- Educating drivers and cyclists on safety
- Get younger people on bikes (bike/walk to school challenges)
- Education of drivers and cyclists

1.4.6 Bike Parking

- Work places are not always set up for parking bikes
- Incentives to build real and secure lockups for bikes
- Lack of secure storage and shower facilities
- Provide secure storage and shower facilities in small businesses
- End of trip facilities
- Comprehensive bike network that promotes dedicated bike lanes and end of trip facilities
- Lack of secure storage and showers in downtown core

1.4.7 Other

- Landscape - the city is very hilly and bike routes that avoid hills and narrow roads need to be developed
- More Bike Lanes and Public Bike Lockers in key locations
- Encouraging and supporting pedestrian and cycling activity
- Little support/encouragement for bicycle usage which has the potential for the greatest benefit
- No car parking in select locations
- Bike route to University of Victoria
- Equality between cyclists and pedestrians – rules of cycling largely ignored
- Signage (mileage, junction)
- Increased bicycle rentals in Nanaimo (i.e. Stanley Park, Mt. Washington etc)
- Get committee of cyclists to give input to community plans (understand topography)
- Cycling coordinator on staff
- Communication between city depts.
- Copenhagenize Nanaimo
- Different types of cycling (mountain, commutes)
- Clear snow on sidewalks around schools

1.5 Other

1.5.1 General

- Burden on taxpayer of underwriting transportation infrastructure cost of virtually uncontrolled development
- Lifestyle: people depend on vehicles for mobility because fuel is relatively inexpensive (currently, but not for ever) and other mobility alternatives are crappy (lack of pedestrian / bicycle infrastructure; infrequent and ineffective transit)
- I strongly disagree with privatization of any part of our port, seeing it as a major element to our transportation needs.
- Cost
- Funding (x2)
- Integrating VIU with Downtown Nanaimo

- Connecting various parts & outskirts of the city with the core
- Future cost of fuel
- Transportation to major shopping areas
- Student transportation.
- Lack of a strategic use of limited funds.
- Sustainable transportation is fragmented. Needs to be inter-connected.
- Think simple and do things looking at the 10 year total cost of start up and operating. What is the cheapest to start up may not be the cheapest to run. Think of the maintenance cost: do you need a hand lawnmower or ride lawn mower, how much weeds will there be?
- Cost to Taxpayers
- Rising costs.
- The rapid growth of population and senior citizens in the area
- GPS, or maps compatibility
- Raising prices....students can not afford that

1.5.2 Ferry - Cost

- Ferry rates too expensive.
- Ferry rates are too high - people that live on Vancouver Island should get a discounted rate
- Ferry prices - we just don't travel anymore, and when we do it's often cheaper and quicker to fly harbour air now, than to take a ferry.
- Ferry prices are projected to get a bit out of hand, and I cannot really afford to go to the mainland as it is.
- Cost of ferry transportation to mainland
- Affordable and frequent ferries
- Cost-effective transportation connecting Nanaimo to the lower mainland.
- Push the province to build a bridge to the mainland. The ferry system is a complete waste of money. I'd rather pay \$50 to get across a toll bridge than pay \$80 to sleep on a ferry...
- Cost of ferry service is exorbitant and it's supposed to be part of our highway system.
- Increased expenses using ferry system
- Ferry costs economically isolate Nanaimo
- Maintaining/expanding affordable access from off the Island

1.5.3 Ferry - General

- Serving Protection Island (x3)
- Elimination of the Gabriola vehicle ferry dock ,Nanaimo inner city
- Travel to and from the mainland, especially with ferry cuts.
- The lack of a fast foot-passenger ferry to Vancouver
- Viability of ferry services, meaning can it be made affordable so people can use it.
- Keeping the Duke Point Ferry terminal
- We need a fast ferry to Vancouver.
- Ferry travel
- The Departure Bay ferry terminal should be closed as the traffic congestion plus the speeding traffic trying to get to the ferry or off of the ferry and on route is hazardous to the residents of Nanaimo.
- Coordination of transportation systems ferry with rail with roads
- I am a recent (5 year) resident of BC, currently on Gabriola and visit Nanaimo on a regular interval for recreation, shopping and entertainment. My main request is to make some effort to coordinate ferry and bus schedules in some way to make them more useable and attractive. Traveling from Port Place to the hospital and back is difficult and time consuming. I find the layout of streets confusing and while I understand it is impossible to change the layout maybe some way can be created to make moving around the city easier for new comers and tourists. For much of the 5 years we traveled from Port Place to the north end of Nanaimo and back after wandering around streets that ran into streets and avenues that ran into avenues. I know this is a huge thing

to solve but you are asking and I am providing MY experiences. The positive thing is we keep discovering new locations and places within the city we never knew existed whenever we dare venture off our trusted and routine routes. After getting lost on a number of occasions when thinking I was taking a shortcut, I soon stopped doing that and stuck to the main routes. Making it easier, in some way may encourage people to explore the city more. Again, I don't know if there is a solution or what it may be, I'm just sharing my experiences.

- Ferry from the mainland
- Transportation to the ferries
- Links to the mainland transportation services as traffic levels increase whilst services are under pressure to be cut e.g. closure of duke point causing increased traffic at departure bay
- The increasing costs of ferry transportation
- Mismanaged ferry system
- Ferry Cost and maintenance (our ferries seem to break down far too often)
- Challenging ferry schedules
- The BC Ferries do not run on a very convenient schedule. They have cut late sailings and make it very hard to spend a day in Vancouver and come back in the night.
- Ferry schedule
- Have a Small pedestrian only ferry to Vancouver and to Gabriola. Car ferries to Gabriola could be twice a day, Vancouver three times a day.
- Ferries are too infrequent.
- The Gabriola ferry terminal is ridiculous at times! At peak times the line up of cars interferes with regular traffic and transit flows
- [Ferries loading/unloading into residential neighbourhoods](#)
- [North south traffic issues because of Terminal Avenue](#)

1.5.4 Land Use / Planning

- Continued 'spread out' Growth and commuters from North and South
- Urban Sprawl, particularly Hammond Bay area
- Low density, bad planning, city designed so one needs a car to get around
- Density of the population - Nanaimo is so spread out it makes it difficult to provide adequate services for all areas.
- Looking at a long term plan for incorporating growth of Nanaimo now and not waiting for the planning to catch up to growth
- Creating a transportation system that is going to be sustainable in future considering rising gas costs, green house gases and climate change
- Shape of the city; the long, thin layout of Nanaimo creates transportation issues.
- Low population density
- The growth of residential areas along the coast
- The spread-out nature of Nanaimo (north-south) and lack of compaction.
- Growing urban development and density are putting a strain on roads that were not meant to handle the volume of traffic, especially at peak times.
- Ferry fares are outrageous if someone is to bring a car
- The city is very spread out
- In the future if you design your systems to take great care of those considered to be the weakest of our community...you will succeed in meeting the needs of everyone.....you are only as strong as your weakest link
- The city layout is detrimental for efficient transportation. Everything is far too spread out and this just makes it harder to get from point A to point B in the city. There is no central food district, shopping district, etc. So it is not easy being able to rely on transit to get you throughout the city effectively. The city needs a major design overhaul (which admittedly is out of the question) but whoever approved the layout had no consideration for ease of use making it harder to get around
- Environmental impact of a car based society. We build to facilitate the use of cars. Spreading out and creating urban sprawl with poor.

- Spread out location
- Urban sprawl
- Land planning doesn't encourage walking or cycling/local living
- Ensuring future residential and commercial development link to modes of transport other than cars
- Stop Nanaimo area sprawl - Areas like Cable Bay and the reaches of Hammond Bay do not allow for efficient infrastructure, eliminating these areas to build out = densification and in fill would result in more efficient delivery
- Prioritize density around nodes
- Transportation Plan needs to support OCP
- Mix of uses in walkable areas
- Shopping places to work /recreation centre/coffee shop / amenities
- Haliburton/Needham as neighbourhood core
- Each neighbourhood should have a core
- Having a livable community
- Social and economic stratification
- Connectivity – failing to bridge gaps and foster community
- Failure to achieve the OCP goals
- Best use of land-economic component (i.e. waterfront south of Downtown) and safety
- Best use of land – fits well with economic use
- Failure to achieve the stated OCP goals, transportation systems are key to social environment and economic objectives
- Integrate decisions
- Divergence of land use and transportation
- Ad hoc development

1.5.5 Car dependency / Car-oriented planning

- Getting people out of their cars
- Reducing our need for use of cars
- Low density, bad planning, city designed so one needs a car to get around
- Reducing our dependence on private cars, with emphasis on public transit, bicycle and walking infrastructure.
- Convincing people to use their cars less often.
- Convincing people that taking transit is not just for the unemployed, disabled, and DUI's. Being able to drive a car is not freedom - Not having to drive a car is freedom.
- Getting people out of cars
- Too many empty seats in cars, too many people driving alone.
- Too much focus on moving cars quickly. Not enough focus on planning for increased use of bicycles, scooters, e-bikes, etc. There is no incentive to get out of our vehicles if roads and traffic flow favour driving vs. Other modes of travel. I suspect catering to single occupancy vehicles is also the most expensive use of "transportation funds".
- Changing the culture of Nanaimo so it is no longer a car culture
- A lack of adequate choices about how to safely and efficiently move around (i.e. Our city is mostly car-centred)
- Moving away from the obsolete car-centric city
- Vehicles rather than people are presently being given priority when land is developed and roads created/widened
- Locked-in infrastructure: our roads are built for cars, so to encourage lifestyle change, we must rebuild our city street by street
- Travel to and from Nanaimo other than personal transportation is limited.
- Continuing to over-investment in auto infrastructure because of the belief that 'car is king'.
- Discouraging single occupant drivers from being on the road

- Focus on cars detracts from livability
- Too focussed on automobiles, need to change focus to other modes
- Need to move from car culture to transit/bike/walk culture
- Having a transportation system that enhances livability rather than focusing on accommodating cars
- Driving does not create community, it separates. Especially SOV trips.
- Driving Decreases happiness, increases frustration due to people not getting to where they want fast enough

1.5.6 Alternative transportation options / Health

- Supporting energy efficient alternative transport like electric vehicles or bikes.
- Sustainability, reduced reliance on fossil fuel based transport
- Get people moving in a healthy way
- More thought has to be put onto bike paths, pedestrian transportation and public transit and away from the mighty car.
- With an increased population of people who may or may not work in Nanaimo, there should be alternatives to driving that are cost effective and convenient. Such as the train. When the Malahat is closed there should be an alternative route to connect the various towns.
- Lack of a spectrum of practical alternatives to the personally owned vehicle
- Making alternatives to using cars more convenient and desirable.
- Decreasing car dependence by having transit alternatives and bicycle lanes
- . More encouragement to cycle, walk, or use public transportation. Oh and stop urban sprawl too, that's half of why Nanaimo is in this mess.
- Developing an infrastructure for vehicles running on alternative energy sources
- It is very hard to move around the city, efficiently, without using a car. There should be much more emphasis on improving the walkability index of the city (see www.walkscore.com), which would improve housing, liveability, and safety.
- Green transportation - how to avoid using single person vehicles in a city that is spread out like Nanaimo
- Increase use of health care services due to decrease in exercise from people driving more
- Sustainable livable community
- Declining enjoyment of lifestyle
- Health and safety of school students and staff (School district)
- Not moving towards sustainable livable city
- Quality of life
- More active
- Quality of life
- Climate change and global warming
- Survival

1.5.7 Environment

- Lack of environmental care, less buildings more parks
- Reducing pollution, including noise pollution
- Rising cost of fuel: we won't be able to afford the vehicle mobility we currently enjoy so the sooner we make a modal shift, the easier (and more cost effective it will be)
- Having the city switch to alternative energies to power buses or even a tram cause it would be better for the environment
- Fuel costs - even transit options will become more expensive, regardless of fuel type used (gas, diesel, bio-fuel, electric, propane...) As all types will inevitably rise in price.
- Wind turbine on Mount Benson for charging stations
- Decrease in air quality due to more vehicles on the road

- No idle zones at school pick up areas
- More care to transportation needs, saves oil and natural resources
- Energy efficiency, GHG reductions
- Pollution and GHGs
- If not change in status quo, growing traffic congestion / pollution
- Rising GHG emissions
- Reduce emissions
- Current system not able to support increase in use
- Failure to address global warming and climate change
- Transportation systems must move away from SOV to make communities more sustainable
- Climate needs
- Dealing with the needs of tomorrow in a sustainable way
- A sustainable transportation system
- Long-term health effects

1.5.8 Land Use / Transport Integration

- Lack of a strategic integration of all modes of transport.
- Having the systems working together. E.g. Being able to take a bus to connect with Duke Point ferry or the train station and not having to wait an hour there.
- Need for a consolidation and integration of transportation services
- There is no real central hub or integrated network of travel. Airport, ferries, inter-city bus, local bus, etc are all over and not well connected.
- Implement transportation plans in neighbourhood plans

1.5.9 Accessibility

- Further improvements to disabled community's access

1.5.10 Economics

- Economics – access and options for people who cannot afford a car
- Failure to provide diverse transit options creates social economic stratification – mobility ought to be a right, and is certainly necessary in a modern economy of democracy
- Lots of opportunity to make investments into walking, cycling, transit
- Economic (transportation)
- Transit effectiveness with congestion
- Less vehicles therefore less cost
- Increased road costs due to maintenance
- Residents identifying specific priorities and not seeing that reflected in investments

2.0 TRANSPORTATION IMPROVEMENTS

Respondents were asked to identify the top three transportation improvements that the District should implement in the future. Detailed responses are provided below. For the most part, comments are provided verbatim but have been grouped to identify themes.

2.1 Road Network

2.1.1 General Improvements

- More access to VIU
- Ability to get to Vancouver Island University from everywhere in the city within 30 minutes

2.1.2 Specific Road Improvements

- Northfield Rd
- Relocate all Departure Bay ferry traffic to Duke Point as it should be and close Departure Bay permanently.
- Completion of the Linley Valley Drive corridor from Turner road all the way to Arrowsmith road and down to Hammond bay.
- Fix the corner at boundary road and terminal by woodlands school. It is a terrible bottleneck.
- Create a new east-west route between Hammond Bay Rd and the Island Highway between Rutherford Rd and Departure Bay Rd. Would reduce congestion on Hammond Bay Rd
- Widen Bowen road all the way
- Stewart avenue access

2.1.3 Intersections

- Round-about departure bay and Hammond bay
- Improve the intersection of Northfield Road, Boundary Road and the island hwy
- Northfield and old Highway intersection
- Eliminate most 4way and 3way stop signs and replace them with yield conditions in the lower traffic direction
- 5 points intersection at Old Victoria/Needham - I drive through this everyday, and usually someone blows a stop sign, nearly hitting me and my son - this could be a prime spot for a large traffic circle!

2.1.4 Traffic Signals

- Parkway - too many traffic lights - should be overpasses or tunnels, particularly on Parkway

2.1.5 Traffic Flow / Capacity

- Improving main roads to handle increased traffic. This would include extra laning for both cars and bikes.
- Vehicle access - need roadways that include the car and the truck\
- Widen roads to include a second lane.

2.2 Public Transit

2.2.1 Service/Network Improvements

- More and newer buses (articulated ones especially for the busy routes). More express routes for cross-town travel and inter-urban routes. A bus route to the airport.
- Bus service seen as 'easy to catch' throughout city
- More transit
- Improved public transit in general, more people might use transit if it was more convenient
- A bus system that would work for more residents.
- More bus times

- Better bus service! (more buses)
- Improve bus schedule
- Well planned bus routes - for example you can't get from the hospital area to Terminal Park Mall. Also the 3 main bus routes don't meet anywhere except downtown. You have to go too far to transfer.
- Trolley like in Ladysmith
- Bus to Duncan (back again??) shoppers
- A-B service
- Connectivity
- 5 minutes frequency
- 7 minute
- Make it connected, convenient, direct, accessible
- Service to airport
- No bus service to airport – need service upgrade
- Transit signal priority to get through easier

2.2.2 Service Improvements – Area Specific

- Greater public transportation access to other places besides malls: parks for example - can't get to Jack Point from here by bus
- There needs to be bus service to people on the other side of the Parkway (e.g., exit 24, Jinglepot (across from Mostar) for Deerwood residents and new subdivisions (taxpayers).
- Support for decent bus service to the Cedar area.
- Direct bus service (without changing buses) from Cinnabar Valley/Chase River to VIU
- The bus schedule needs to be more frequent and direct for the north to the south and vice versa. All the buses that end up in the North end, leave the south end 2 minutes apart and then arrive at the same time.

2.2.3 VIU / School Transit Connections

- More buses for the university
- Increasing frequency of service on Hammond Bay Road, and, if possible, creating a new more direct route to VIU and the Country Club area.
- Better bus routes and bus times! Especially connections from out of town (e.g. Parksville/Qualicum to VIU)
- Changing the times for buses to match school schedules. My night class gets off at 9 and I have to stand alone in the dark until about 9:33. It's freaky.
- We just need more frequent and efficient transit routes and times. As a university student who prefers public transit it would be nice to have the busses run frequently and later in to the night no weekends and even during the week. It is difficult to go to the bar downtown knowing that if I stay after 11pm that I will need to take a cab home which is expensive. I would like to be able to rely on transit at almost any hour of the day.
- The bus passes are not affordable. They weren't even before the prices were raised. Implement a upass, and VIU might thank you for fixing their parking problem too.
- More Buses running on the current routes
- The kneeling buses are great. So full marks there. Make the schedules more driver friendly so that people have time to get on and off safely. They do a grand job in the bad weather so need a bit of leeway. More fast services to VIU and slower for downtown commuters and shoppers.
- Better service to university
- As I mentioned above, a south end bus route, possibly along 10th, running from the Southgate area to VIU.
- U-Pass, make it work for youth
- Target youth on transit
- Need to make transit that supports UPass
- University students need service to VIU or to Duke Point

- Parking lots stalls full and rental cars being used – opportunities for bus service
- UPass

2.2.4 Improve Frequency/Scheduling

- Improve the bus frequency, If someone is to go from downtown to the Woodgrove mall it can be a 45 min ride with at least two transfers, when it takes only 10mins by car. If low flow of people is the issue smaller buses can be used to run in down times. Having to wait an hour for the next bus just doesn't cut it.
- More buses on a better schedule for all areas of city, with several hubs, e.g. Downtown, Country Club, Woodgrove
- Bus connections should be more frequent to go to the main bus stops. In my case Woodgrove can only be reached a couple of times a day. I would need more frequent buses going from Lost Lake Rd to Woodgrove
- BC Transit - Lack of early morning buses; Have buses running earlier
- Transit/bus. Currently takes too long to get to work downtown from Uplands (1 hour) Frequency, gets me to work too early or too late, want something closer to arriving before 8:30.
- Increase bus frequency and coverage within Nanaimo
- Massive improvements need to be made to the public transit system. More frequent buses along main routes and routes that serve students, i.e. #6, #4, #8, #9 especially. More bus shelters.
- Later bus service, certain routes end too early
- The reliability of Transit for the working public is poorly thought out. The buses stop too soon in the evenings for workers to make it home. My husband works until 11pm and can't get home on transit. He'd be happy to take transit if he could but it is unreliable for him. The only way to increase ridership is to make transit a VIABLE option for the working public not just university and high school students.
- Greatly improve the transit system. I think people would take busses if it were more accessible. I know I would.
- Timing for busses after 5 p.m. Are really far from each other, and especially in the weekends. It would be great to have a half an hour gap in-between fixed
- Fix up the bus schedules. They have been terrible since I started taking the bus, and have only gotten worse. They still have the same timing as they did 30 years ago.
- Due to departure and arrival time punctuality issues mentioned above, improve it in such a way that you're not tempted to leave one bus earlier than usual to guarantee you make your transfer. For example, I should have about three minutes to spare while connecting from the 4 to the 2, but I missed the 2 and had to wait half an hour thanks to the 4 being late.
- Increase frequency of bus service throughout entire city, particularly in the University area
- More frequent bus times on Sundays & evenings
- Better, more flexible and convenient bus schedule (ex please have the 15 run every day, including Sunday - at least during school)
- Improve bus schedule
- Transit times, run more early and later
- More buses and more often
- More often for the bus transit
- Increase buses per day

2.2.5 Rapid Transit / Train

- Intercity Rail run/integrated into BC Transit/RDN on E&N between Qualicum and Ladysmith
- A sky train with stations at Parksville, Duncan and Victoria and other stations at Woodgrove, Rutherford, Country Club, Hospital, Down town, University.
- Mass transit improvements between communities - foot passenger ferry service to downtown Vancouver, rail service to Victoria that would allow residence of Nanaimo to commute to Victoria for work

- The increased use of rail, and marine transportation. Rail service should be the highest priority, using and building on the available infrastructure to utilize this to its fullest potential for inter-city and intra-city travel.
- LRT on rail corridor, with links to feeder busses
- High speed transit from core to outskirts
- We need a subway or train which follows the same path as the old highway so that people can go from North to South Nanaimo without using a car.
- Restart passenger rail service, leaving Nanaimo in the morning for Victoria and returning in the evening.
- Movement of passengers between Duncan and Deep Bay -- perhaps the rails that are currently not being used could be somehow converted to something similar to a sky train? (Please excuse my ignorance if this is too farfetched!)
- Build a train line that goes from downtown (or better yet Duke Point) up the Island Highway to Woodgrove that stops at major bus exchanges (downtown, terminal park mall, brooks landing, country club, Longwood centre, Woodgrove). The train should run continually back and forth (multiple trains would be even better) to provide frequent and continual service between downtown and the north end. This will take the pressure off of trying to plan bus routes along this corridor and then bus services can be focussed around more frequent neighbourhood service from these major stops
- Establishing convenient rail connections to Victoria and Courtenay that would allow people to
- Either there should be light rail running on the E & N railway, or the buses should run every 20 minutes
- As above, and I would add the E&N tracks could provide fabulous light rail transit between north and south Nanaimo, eliminate the need for expanded bus service
- Create a north-south light rail transit or train that runs along the new highway from Woodgrove to south Nanaimo.
- LRT or commuter rail along the rarely used E&N line. To connect South Nanaimo and Downtown to North Nanaimo.
- [Rail transit with supporting public transit](#)
- [Accommodate travel in south of City](#)
- [Commuter rail / intercity rail](#)
- [Use of rail connecting north/south of Nanaimo](#)
- [Rail Commuting to other parts of Island](#)

2.2.6 Express Bus

- Direct bus service (without changing buses) from Cinnabar Valley/Chase River to VIU

2.2.7 Regional Connections

- Bus route connecting Ladysmith, Timberlands, Airport, etc to (at least) Nanaimo, south
- Better bus routes and bus times! Especially connections from out of town (e.g. Parksville/Qualicum to VIU)
- More buses to Parksville for after 4 o'clock

2.2.8 Transit and Ferry Coordination

- Having transit connecting with ferry and train schedules
- Co ordinate schedules between ferry, transit and rail.
- City bus available at all Departure Bay ferry arrivals
- [Connectivity to more people through rail use](#)
- [Create an incentive package / attract private operator](#)
- [Need bridge – eliminate ferry](#)
- [Need for a passenger ferry](#)
- [Guaranteed citizen access from Protection Island into Nanaimo](#)

2.2.9 Exchange

- Central bus station for town and island traffic with easy transfer between all modes of transportation
- Bicycle lanes on major roadways
- Location of bus terminal
- Central transit exchange
- Improve the bus "terminal" at Woodgrove Mall
- Downtown bus exchange located next to Port Place Mall - with washroom facilities, lighting, security, etc. During all hours that the buses run.

2.2.10 Shuttle Busses

- Use of smaller community buses to collect riders, for transfer at exchanges.
- Consider smaller vehicle additions to the bus fleet for better East / West connections that could tie into the existing larger bus fleet movements North and South. By smaller vehicles, I am suggesting small 20 passenger vehicles similar to the Handi-Dart vehicles, but placed on rigid schedules like the larger buses. These smaller vehicles should be economical to operate, by comparison, and should provide immediate relief to the presently awkward connections to destinations.
- Smaller buses for outlying areas, to save costs and permit better services
- [Smaller buses in neighbourhoods, to hubs for bigger busses](#)

2.2.11 Other

- [Gas tax to pay for transit](#)
- [Save money by not upgrading roads and use the money for busses](#)
- [Tax for transit use](#)
- [Increase taxes](#)
- [Employee passes](#)
- [Senior population increasing – how do we get them on the bus](#)

2.3 Walking

2.3.1 Network

- Continue the E and N trail way all the way through town and provide connecting pedestrian and cycling routes to feed it.
- Better pedestrian and bicycle networks, to keep up with the other communities as well as our expanding population
- Increased pedestrian and cycling infrastructure.
- Cycling and walking infrastructure throughout the city that offers a realistic alternative to the private automobile, especially in Harewood and Hammond Bay.

2.3.2 Sidewalks

- Add sidewalks to allow kids to safely walk to school!!
- Connected pedestrian walkways not the stop and start and mixed type of "sidewalks" we have now in the Fairview, Harewood, University neighbourhoods.
- Infrastructure for pedestrians and cyclists: blanket the city with sidewalks and bike lanes, and construct multi-use trails, period. Make it easy to walk: get rid of power poles and light standards from the centre of sidewalks!
- Sidewalks may or may not exist and where they don't exist the walking is often quite rough

2.3.3 Safety

- Safe walk/cycle routes to all schools
- Reinstate the CON engineering support for the Safewalk to school program

2.3.4 Other/General

- Make Commercial Street a pedestrian mall.
- Programs to increase motorist awareness of pedestrian rules/rights, citywide.
- More stops where the ramp can unload and load wheelchairs and strollers

2.4 Cycling

2.4.1 Bicycle Network

- Continue the E and N trail way all the way through town and provide connecting pedestrian and cycling routes to feed it.
- Improve bike and bus routes to recreational facilities. Make routes to recreational facilities with separated cycling lanes so that families can bike safely together and increase frequency/times of buses so that you don't have to leave an hour earlier and get home an hour later.
- A better bike route across Nanaimo, and law enforcement for vehicular traffic that park or pass in these lanes.
- More bike lanes or bike-paths and widening bike lanes in some locations.
- Extend the cycling network ex. E&N trail in the South end
- Better pedestrian and bicycle networks, to keep up with the other communities as well as our expanding population
- Increased pedestrian and cycling infrastructure.
- Cycling and walking infrastructure throughout the city that offers a realistic alternative to the private automobile, especially in Harewood and Hammond Bay.
- [Bike clubs at school](#)
- [Promote bike culture at school \(i.e. Cedar Secondary\)](#)
- [Cycling advisory committee – revive](#)
- [Create a city known for cycling. We have the best weather in Canada to be cycling all year round](#)
- [Integration of areas into cycling routes/recreation](#)
- [Integrate into existing green space as opposed to leveling](#)
- [E&N trail great, can we extend north-south. More separate trails like this](#)
- [Set a target for spending on cycling \(e.g. 5% of city capital budget\)](#)
- [Have better cycling routes, better signage, lighting, improve cycling](#)

2.4.2 Bike Routes

- Improve bike and bus routes to recreational facilities. Make routes to recreational facilities with separated cycling lanes so that families can bike safely together and increase frequency/times of buses so that you don't have to leave an hour earlier and get home an hour later.
- Extend the E&N trailway through downtown following the track, all the way to 10th street where it could join with the existing Parkway Trail system. Work on a more level grade rather than the way the parkway trail was built, just following the contours of the land, resulting in short steep ups and downs, and very unrideable for a road bike. Most on a road bike will ride on the Parkway itself instead over the trail. Fix the roots along the parkway trail system that have overgrown and pushed the pavement up. Use these opportunities to level and fix grade issues.
- Even though Halliburton St is marked as a cycling route I do not like this route as it is. Needs shoulders. Some motorists seem to use Halliburton as a faster way to get into town. I would like to see parked cars removed from Victoria Road.
- Safe cycling routes. Why on earth was part of the cycle lane removed on Jingle Pot leading up to the light at Wakesiah? With the university, a high school and an elementary school close the safe cycling lane should be protected.
- Improve access to dedicated cycling pathways and safe secure bike lockup and parking locations.
- Proper cycling routes to major centres (i.e. VIU, Hospital, Downtown)
- Bicycle routes
- Safe walk/cycle routes to all schools

- I would like bike paths to be well marked and new roads built with enough space for vehicles and bicyclists.

2.4.3 Bike lanes

- Include bike lanes on major transport corridors e.g. Bowen Road
- More cycling paths, lanes, infrastructure.
- Safe cycling routes. Why on earth was part of the cycle lane removed on Jingle Pot leading up to the light at Wakesiah? With the university, a high school and an elementary school close the safe cycling lane should be protected.
- More bicycle lanes
- Built in bicycle lanes in all new road construction
- More bike lanes or bike-paths and widening bike lanes in some locations.
- Infrastructure for pedestrians and cyclists: blanket the city with sidewalks and bike lanes, and construct multi-use trails, period. Make it easy to walk: get rid of power poles and light standards from the centre of sidewalks!

2.4.4 Other

- Improve access to dedicated cycling pathways and safe secure bike lockup and parking locations.
- More bicycle racks in the Nanaimo area, especially new businesses
- Safe walk/cycle routes to all schools
- Educate cyclists and drivers about their rights and the rules of the road
- Cleaner shoulders.
- Adopting a year-round bike rental program, like Montreal's Bixi program where people pay a yearly sign-up fee, or a daily fee, and can take bikes from a number of stations around the city and use them for up to 1/2 hour. This would be really useful for people wanting to bike downhill to downtown, or riding a bike to work/school when it was not raining, and taking transit back home if it was raining.

2.5. Ferry

- Serving Protection Island
- Keeping our boat basis for the citizens of Nanaimo - we need to protect the varied activity in the harbour that makes our Harbour city vibrant
- Start a public ferry or subsidize the current ferry service to Protection Island.
- Dropping costs of busses and ferry.
- Lower fees for ferry transportation
- Cheaper ferry rates.
- Passenger ferry service to Vancouver

2.6 Transportation Demand Management

- Encouragement of mass transit, cycling or pedestrian activity. The benefits are far too numerous and go beyond just transportation issues.
- An organized carpool matching program and promotion to increase awareness of carpooling should be considered.
- Ensuring downtown can be accessed and enjoyed without a vehicle - cater to those cycling and those on foot. Downtown is a tourist spot and the location of many professional, government, and commercial services.

2.7 Other

- Access to and from Protection Island
- Commute from those airports
- Better link with other cities.
- Remove automobiles from the inner city

- Education programs aimed at active transportation and moving away from car culture
- I have chosen to break this down into three different scales (neighbourhood/citywide/and inter-city). All of these are considered in the context of strategic integration of all modes of transport, strategic use of limited funds, sustainability, and safety. Re: Neighbourhood - Critical pedestrian and cycling infrastructure should be completed. The first of these critical sections to be completed should be those portions along major roads that feed into schools and major recreational areas. At present, the tendency is to complete those sections only when upgrading of the road right of way needs to be done for vehicles and utilities. The needs of vehicles and utility services appear to trump all other issues/modes. The accommodation and safety of pedestrian's(especially children), cyclists are a secondary priority. Of course when the road ROW is upgraded for vehicles - upgrades are usually made for pedestrians and sometimes cyclist, but my issue is that nothing is done for the critical remaining sections until the vehicles demands need to satisfied, or some adjacent land is developed. This present process is only strategic as it applies first to vehicles, rather than looking at the critical needs and safety of all modes. Two examples on Hammond Bay Road in our Stephenson Point area. First - Long sections of HB Road feeding into the areas major parks and Departure Bay and Hammond Bay Schools have no sidewalk. These sections happen to be in long established and developed residential areas along either long straight sections of road which invite speeding, or sections with tight blind curves. From the basis of immediate needs, existing highest user potential, strategic use of limited funds, and pedestrian/cyclist safety these sections of HB Rd would seem to be of the highest priority. However, despite repeated requests by residents, both informally and formally, through the OCP Neighbourhood Plan process (1998-2001) nothing has been done. Instead - the only sections of sidewalks that have been installed or upgraded have been those sections adjacent to new developments. These sections sadly, by their very nature of being the furthest in proximity to schools and major parks offer only fractured, disconnected and small isolated sections of sidewalks while the most critical remaining sections await upgrades only when the needs of vehicles and/or utilities need to be satisfied. The second example is the most frustrating. Approximately five years ago a town home and apartment project named "The Shores" was developed. As part of the planning and approval process - the City embarked on an extensive mobility study for that section of HB Road. After very vocal involvement by residents - a plan was developed by a private consultancy hired by the City. The plan showed improvement for all modes. These included a third left turning lane and bus lay-bys in both directions to facilitate better vehicle flow. A designated lane for cycling. The installation of sidewalks and zebra crossing points. What the City constructed was vehicle lane upgrades exactly as envisioned in the plan. However, road pavement was widened with no identifiable priority giving it to cyclists. No upgraded bus lay-by, no sidewalk to service the informal existing gravel shoulders for the buses, and one zebra crossing in what residents identified as a completely unsafe location, but was adamantly insisted upon by City (which within a year was relocated due to safety). Sidewalks were installed but nowhere near the extensive length as envisioned in the plan. The worst part was that the sidewalk upgrades undertaken were halted exactly where the road upgrades ended - leaving at the east end a sidewalk that stopped just before a section that is on the inside and largely blind curve of a tight road lane. It is the best example of the lack of strategic use of limited funds, lack of equal consideration of all modes of transport, and complete disregard or effort to address elementary safety issues for anything but vehicles.

3.0 ENCOURAGE ALTERNATE MODES

Respondents were asked a series of questions as to how the City and other agencies could help respondents walk, bicycle, or take transit as part of their daily routine. Detailed responses are provided below. For the most part, comments are provided verbatim but have been grouped to identify key themes.

3.1 Walking

3.1.1 Network / Routes

- Walking routes should be established so they are clean, safe, efficient and entertaining. Well established paths with surrounding buildings and parks that are appealing. Graffiti lined walking paths detract from use. Networking the paths with shopping centres and parks are aesthetically appealing.
- Maintain or create more of the beautiful trails that we already have
- Link the trail system together better. Have paths from Linley valley to the E&N. Connect the E&N all the way to Lantzville.
- Make safe bike routes to hiking trails and add safe places to lock your bike there. Make walking routes in peaceful areas with bike trails - the more people using the trails, the safer they are. The less noise pollution from cars, planes and trains, the more enjoyable the walk is.
- Increase more local trails in parks etc.
- Walk bridge to Newcastle island
- Better access to the E&N Trail from Departure Bay
- Better links to parks; make it more difficult for developers to evict people for profit
- Efficient, lighted network of pathways and connectors making it easy to get from A to B. If the seawall path were extended to Departure Bay, I'd walk or bike downtown from my home 80% of the time I go downtown, which is probably 3-4 time per week.
- Better/safer walking routes
- Creating safe, well lit and public walkways. Trail like Galloping Goose for example but make it connect to various green spaces in the city - planning for what hasn't been built yet is key - Nanaimo needs a good urban plan now
- More trails like the E&N which connects areas of Nanaimo
- Continue the walking path from one end of city to other....as flat as you can possibly make it.
- I would like to see more off road routes, although I recognize the difficulty of providing this. I am a frequent long distance walker, up to 20 km trips. That makes me unusual I believe. I frequently use E&N Trail, Parkway Trail, Seawall, Bowen Park, and the railroad track as parts of my routes.
- By providing safe pathways and connections through and between commercial/residential areas. Make the city's default speed limit a strictly enforced 30 km/hour.
- Better links to area of recreation
- I walk everywhere I go, as a greener slash healthier option. The city can't really do anything to make me walk more except have more green spaces in the city limits to visit
- Safer pedestrian routes. For example a good portion of Bowen Road and Third Street has no sidewalks at all. The high speed for cars on these roads makes me feel nervous to walk with the current state of pedestrian paths.
- Stop the development of trail networks that already exist in forest and parkland
- Hammond Bay road is a nightmare
- Create more walking/cycling paths
- More beach accesses and build the walkway from Departure Bay to downtown
- Having more pedestrian-friendly routes in my area.
- Public access from North end of Pryde to Townsite Rd. Pedestrian bridge over Millstone river at South end of Pryde (linking to trail around Buttertubs). Re-open public access at south-east corner of Buttertubs trail to Bird Sanctuary Drive.

3.1.2 Sidewalks

- Sidewalks
- Have proper sidewalks everywhere and away from automobile traffic. Also develop the water front walk way for a scenic walking experience.
- Better walking paths
- Have sidewalks adjacent to roadways
- Add Sidewalks. Why are there no sidewalks in the Rock City/Departure Bay areas??
- Provide more sidewalks along Ross Road; it stops halfway past Emerald Drive.
- Improve connectivity of sidewalks and control speeding traffic at crosswalks/intersections
- Better snow clearing of sidewalks - or any snow clearing of sidewalks
- More sidewalks on residential streets.
- Add more sidewalks, particularly in the older areas of the city. It is unsafe to walk in some parts because pedestrians have to walk on the side of the road.
- Improve sidewalks and lighting along Victoria road. Also continue the E&N trail south from the city centre.
- Wider sidewalks
- More sidewalks and better sidewalk design- need for a buffer strip to separate pedestrians from roadway traffic
- By putting in sidewalks. I have never seen such a populated sitting with such high occurrence of lack of sidewalks.
- Put sidewalks in! Many of the residential streets have sidewalks on only one or no sides of the street.
- Better maintained sidewalks, and more pedestrian friendly roads/highways.
- I walk to Terminal Park Mall along the east side of Terminal Ave and find it very frustrating that the sidewalk doesn't continue in front of the mall. I also find it difficult to bike along Terminal Road because the road is very narrow. I either have to option of getting dangerously close to cars and transport vehicles or ride on the side walk
- Install sidewalks along long lengths of major road corridors.
- Have sidewalks on all residential streets-many smaller ones do not have sidewalks and I am uncomfortable walking on them as I have a small child.
- Sidewalks in my neighbourhood would be nice!
- Better sidewalks and more lighting in winter months.
- Better marked crossways (some lack flashing lights) build pedestrian-friendly boulevards and sidewalks -- right now, city is car-friendly but not pedestrian-friendly except in parks
- No more randomly-ending sidewalks.
- More sidewalks
- If you look at all of the major commercial areas other than downtown, they are completely designed to accommodate autos. There may be sidewalks surrounding large parking lots, but there are so many dead-ends and so many major crosswalks that it is impossible to feel safe, to practically park in one place and then walk between destinations.
- More sidewalks. If it's safer I'd be more inclined to just walk places to do minor errands.
- Sidewalks in Nanoose!
- It will help if you fix the sidewalks and create more in the inside roads.
- Safer pedestrian routes. For example a good portion of Bowen Road and Third Street has no sidewalks at all. The high speed for cars on these roads makes me feel nervous to walk with the current state of pedestrian paths.
- A more efficient parking lot near VIU with an easy walk way to the school. In Seattle I saw they have sheltered sidewalks, this would probably influence more walking.
- Woodgrove area is extremely unwalkable by pedestrians. There are many places without adequate sidewalks; the lights don't stay green long enough or the walk signals don't stay lit for pedestrians to cross.
- Link up existing sidewalks.

3.1.3 Streetscape / Safety

- More security in the downtown area, where people have nice areas to walk around and places to go but safety is sometimes a concern.
- Get the criminals off the streets in the south end
- Better snow clearing of sidewalks - or any snow clearing of sidewalks
- Fix Front Street near the marina so I don't get soaked by the vehicles driving through the puddles.
- Make it SAFE! I walk downtown at least two times a day. If you want to find out what is happening to our walkers get out of your office and join me!
- By making it easier and safer to walk. I live by a school and cars speed and don't stop for cross walks very often. It doesn't make me feel very safe
- I walk as much as I can now, but I would like to feel safer on intersections. Otherwise walking is great in Nanaimo. The harbour is wonderful except for all the dogs.
- More safe walk routes and try to get sidewalks or walking areas clear of snow in a timely manner
- Improving the safety of walking areas. Sidewalks, not just lines on the road.
- The streets are not well lit at night - not safe too walk.
- More sidewalks, walkways, crosswalks, multi-use trails, tree-lined streets with boulevards, pedestrian oriented shopping centres, traffic-calmed streets, wider water-front walkway...
- Improve safety of walk routes by ensuring continuity of connections paved shoulders, let down, sidewalks, paths etc
- Better paths for pedestrians
- Provide the infrastructure.
- Make south-downtown more inviting.
- Make the larger downtown area more friendly to walk (prettier, more plants, small parks)
- More lightening/less threatening environment
- Remove obstructing overgrowth from sidewalks. Mixing commercial into residential neighbourhoods. Plant more indigenous trees along sidewalks to increase aesthetics (like Vancouver Avenue)
- Link up existing sidewalks. Provide curb cuts. Ensure crossing devices are accessible (surrounded in concrete).

3.1.4 Traffic

- More sidewalks and better sidewalk design- need for a buffer strip to separate pedestrians from roadway traffic
- Safe routes established away from significant automobile routes would be appreciated.
- Reducing noise created by vehicles
- By making it easier and safer to walk. I live by a school and cars speed and don't stop for cross walks very often. It doesn't make me feel very safe
- By providing safe pathways and connections through and between commercial/residential areas. Make the city's default speed limit a strictly enforced 30 km/hour.
- Better timing for traffic lights. Some are really quick, but some take forever to change.

3.1.5 Crossings/Intersections

- I feel like I already walk often. Improved cross-walk safety would help.
- Mark crosswalks more clearly for drivers (flashing lights)
- More lights at night time and cross walks.
- Improve the intersection to protect pedestrians and cyclists by moving the crosswalk out so the drivers can see the pedestrian and creating a protected turn lane for cyclist turning right as is being down in Holland
- Better marked crossways (some lack flashing lights) build pedestrian-friendly boulevards and sidewalks -- right now, city is car-friendly but not pedestrian-friendly except in parks
- I think pedestrian walkways are quite good. I would walk more if it wasn't so hard to get across Mostar/Jinglepot intersection

- Woodgrove area is extremely unwalkable by pedestrians. There are many places without adequate sidewalks; the lights don't stay green long enough or the walk signals don't stay lit for pedestrians to cross.

3.1.6 Lighting

- Improve sidewalks and lighting along Victoria road. Also continue the E&N trail south from the city centre.
- Creating safe, well lit and public walkways. Trail like Galloping Goose for example but make it connect to various green spaces in the city - planning for what hasn't been built yet is key - Nanaimo needs a good urban plan now
- Make it safer for walking at night, having street lights or more police patrol even
- More streets lights
- More lights at night time and cross walks.
- Create much better lighting and promote walking areas. I recently saw that NAC now carries trail and bike maps which is awesome I picked up a few. Better signage for the area's highlighting they are trails and what level of difficulty they might be. Seniors and people with knee problems would like that. Give it like a ski-hill circle square diamond
- More lights at night.
- Better sidewalks and more lighting in winter months.
- The streets are not well lit at night - not safe too walk.
- Better lighting
- Light dark areas along major routes more, or through parks (like Bowen Park, which is dark and scary, so even though I live very near it, I hardly ever go there)
- Increase lighting.

3.1.7 Destinations / Land Use / Development

- Trails and parks are great!
- Make safe bike routes to hiking trails and add safe places to lock your bike there. Make walking routes in peaceful areas with bike trails - the more people using the trails, the safer they are. The less noise pollution from cars, planes and trains, the more enjoyable the walk is.
- Well, rezoning might help as businesses are spread out in a way that is not beneficial to on foot pedestrians...
- Protection Island residents need to have safe and secure access to the City of Nanaimo. This would include a secure ferry service, and assured dock space for tie-ups in town.
- Stop the sprawl of the 70s and 80s. Leave Linley valley alone. A closer community with shops within walking distance (up to 1km=roughly 15mins to walk). The City could mandate that shopping malls and grocery stores must have sufficient and SAFE bicycle parking. This has worked remarkably well in Europe and more would cycle for short trips.
- Have more density.
- Development of downtown waterfront
- Ensure that businesses stay in the downtown core, have a recreational facility and a hardware store near downtown, fix Front Street near the marina so I don't get soaked by the vehicles driving through the puddles.
- Stop spreading everything out so far apart. Plan the city layout better.
- Development approvals. Please stop the spread and approve density.
- Improve transit frequency so that people can combine walking with bussing. Encourage people to work close to home. Make the city denser.
- I walk everywhere I go, as a greener slash healthier option. The city can't really do anything to make me walk more except have more green spaces in the city limits to visit
- Mixing commercial into residential neighbourhoods.
- Higher density in retail areas/ safer walking routes.

3.1.8 Transit and Walking

- Provide more frequent transit service with less coverage. In other words, I would be willing to walk one or two km to a bus stop if I knew I would not have to wait long for the bus.
- I do need to go downtown sometimes for work. Would take bus if it ran more often from VIU in non-peak hours.
- If the bus system was easier to use I could walk more.
- By having less buses running, but I would prefer more buses and I can than turn walking into a hobby again, and not just a means to get around.
- Make it easier/possible to take public transit for daily transportation needs. Current schedules are too infrequent; routes do not provide access to destinations or serve enough neighbourhoods.
- More frequent transit service that would take me downtown, to the malls and the Aquatic Center without using up the better part of a day.
- More buses - in Victoria we walked one way and then took the bus back home - it was great!!
- Provide a public ferry to Protection Island
- I walk every day. Improved transit will encourage others to walk. If you build it they will come.
- Improve the transit system so that it was feasible to use to get to shopping centre locations - where I would then walk from service to service. I live off 10th street and the closest bus is a 20 minute walk that comes every hour (if I'm lucky).
- Transit service to or near my area would be most beneficial; Because I am absolutely un-serviced, I must use my car to get anywhere - once in the car, too easy to continue
- Have more frequent bus times, it will entice me to walk and use transit more frequently.
- If I didn't have to wait forty minutes after every shift at work for the next bus I might have an extra forty minutes to get some exercise. The same applies to getting to work; because of the infrequency of busses heading from south to north, I arrive consistently 40 minutes early, wasting even more of my time.
- Improve transit frequency so that people can combine walking with bussing. Encourage people to work close to home. Make the city denser.
- Increase number and frequency of bus routes so that walking to take the bus, or walking one way to my destination and taking the bus back is a quick and reliable option.

3.1.9 Currently Walk

- Have bigger, free parking lots in the down town area. Other than that we have great walking available in Nanaimo with many thanks to our forefathers who set the parks and land aside.
- I transport my kids to their actives and schools. Time is of the most importance so we drive. I walk for recreation and exercise already. I live too far away from my errand areas to walk.
- My area, Harewood, is very walkable
- Walking doesn't require any more City investment, just the desire and discipline to do it
- I already walk quite often but generally prefer biking.
- Build it into my work day - formalize it
- Nothing, really. The places I'd want to walk are just fine, and I'd rather not go out alone at night so close to downtown.
- Can't really, I already walk everywhere!
- I do walk often. In some areas the walking is rough. It is my preferred method of getting around. I shop, do errands and appointments as a pedestrian. When it is too far, or bad weather, or my load is too heavy, I return by bus.
- Already walk for exercise/ am too far from work to walk no matter how fancy you make the sidewalks
- I walk a sufficient amount of time during my day. I like to walk one way and take the bus back if I have to.

3.1.10 Challenges Walking

- I live in the middle of Hammond Bay Road, and walking anywhere takes at least an hour so it's not an option.
- Due to health problems I cannot walk longer distances.
- Couldn't because I live in a hilly area of town...not likely to walk to get groceries.
- One does not simply cure laziness.

3.1.11 Other

- I walk every day as part of my routine, but this is because I use the Harbour front Walkway as my main artery into the downtown core.
- Better law enforcement for the terrible drivers in this town. It's a regular occurrence that while walking through an intersection or crosswalk that a vehicle will feel that they have the right away and cut you off.
- Create much better lighting and promote walking areas. I recently saw that NAC now carries trail and bike maps which is awesome I picked up a few. Better signage for the area's highlighting they are trails and what level of difficulty they might be. Seniors and people with knee problems would like that. Give it like a ski-hill circle square diamond
- Start a car co-op program so those who want to get rid of their cars and walk, can access a vehicle occasionally.
- Partner with businesses to encourage employees to walk through some kind of incentive program.
- Subsidize rent for students who have to move into town for university. For the things I need in town I would walk or take transportation if it was more accessible and went where I needed to go
- Water stops are nowhere to be seen. I get thirsty in my wheelchair

3.2 Cycling

3.2.1 Bicycle Network / Routes

- Have a more complete cycling arterial path system.
- Create a bike path between Departure Bay Beach and Downtown (extending the sea-wall would be perfect)
- Give us a way to get our bicycles into the city. Currently I am having no assured access.
- I'd need to cross the Parkway to cycle more than recreationally, and it's too hard to get across in brief time.
- Increase bike specific routes and maybe get rid of some hills!
- More the north end to the south end and flatten a few hills
- Designated cycle routes, other than the paths along the highway and the bypass.
- Better bike routes
- Improve connecting routes to the e and n trail
- More bike lines, more direct routes
- Create bike trails that are safe.
- Better connection between existing bike trails.
- Also, by enforcing a cycle lane separate from cars on the road. On the E&N trail and the Parkway trail there could be line down the middle where one side is for cyclists the other side for pedestrians.
- Build bikeways (road traffic is very dangerous) and build them through areas with the least amount of hills.
- I am too nervous to cycle on the road. Off road paths are nice if they don't have too steep hills.
- Develop a more integrated system of clearly marked, dedicated, bicycle paths.
- Many more bicycle routes that run along major roads. Instead of sharing the road with cars (as this gets very dangerous), cyclists should have their own lanes to ride in.
- Help others by connecting Wakesiah, pine, and Howard St bike lanes to Townsite and the railway trail. Also specifically improve safety for cyclists at Town site & bush intersection

- Create cycle paths that are not on major routes - perhaps creating a walking & cycling path which connects green space throughout Nanaimo
- Make the bike path/walking trail end to end of Nanaimo, and less hilly, more flat and level.
- Complete the bicycle routes through the City that are well started through the Parkway and E&N trails. But the routes need to be completed, and additional East / West routes need to be added.
- Better and more cycling paths -- not just along highways
- Better integration of cycling network i.e. Better interconnection and linking of existing trails/paths
- Designate more streets as cycling routes. Wider streets
- Better cycling areas, so don't have to ride with traffic, especially down Bowen road

3.2.2 Bike Lanes/ Paths

- More bike paths (x2)
- Build dedicated bike lanes (x2)
- More bike lanes (x6)
- Have proper bike lanes away from speeding cars. Have a more complete cycling arterial path system.
- Widen bike lanes on Departure Bay and Hammond Bay road. Currently not safe. Create a bike path between Departure Bay Beach and Downtown (extending the sea-wall would be perfect)
- Having proper bike lanes drawn on streets
- Create bike lanes on the major corridor routes like Bowen Road
- More defined/protected bike lanes
- Proper cycling lanes
- Improve bike paths and cycle lanes on roads - roads are too narrow, it's too dangerous
- More dedicated bike paths and lanes.
- Physical barriers between traffic and bike lanes
- Have dedicated bike lanes so you don't have to share the road with cars which is dangerous
- Clearly marked (painted) bicycles lanes and many more safe secure places to park and lock ones bicycle once at destination
- Provide a bike lane on Hammond Bay Road.
- Put better bike lanes/ sidewalks in Nanoose
- There is relatively few bike lock up spots as well as too few bike lanes.
- For me - probably nothing - as I am older and have steep hills leading to/from any thing I would care to access. I would use transit, drive or walk instead. For others - I would say it is developing clearly identifiable cycling lanes - especially along key major road corridors.
- Provide separated lanes & extend the E&N trail to 7th St
- More cycling paths and traffic calming activities.
- Improving bike lanes and pathways.
- More pathways and bicycle lanes
- Wider lanes alongside the road would mean I would cycle more than just to/from work.
- Implement more bicycle specific lanes, particularly on major roads.
- Have actual bike lanes available for those who would like to use them.
- If there were established bike lanes where a divide was built in to give cyclists a bit of safety.
- Safe bike lanes everywhere please
- Create more bike lanes and bike repair stops.
- Dedicated bike lanes with barriers.
- More commute route signage, more separated bike lanes, more pavement markings.
- Also, by enforcing a cycle lane separate from cars on the road. On the E&N trail and the Parkway trail there could be line down the middle where one side is for cyclists the other side for pedestrians.
- Many more bicycle routes that run along major roads. Instead of sharing the road with cars (as this gets very dangerous), cyclists should have their own lanes to ride in.

- Dedicated bike lanes on Bowen (Townsite to Buttertubs). I see more bikes on the new, wide sidewalks than on the street. I had hoped that the new sidewalks were built wide enough to put bike lanes there. I have seen this in other cities - a painted logo of a pedestrian on one half of the sidewalk, and a bicycle on the other.
- Designated bike lanes - i've seen what they do in Europe - everyone bikes!!
- Add separated bike lanes outside of car traffic. For traffic lights that change from pressure plates being activated by cars, add light changing buttons at those intersections for cyclists.
- More dedicated bike lanes, multi-use trails, tree-lined streets with boulevards, pedestrian oriented shopping centres, traffic-calmed streets, more safe and weather-sheltered bike parking, wider water-front walkway to allow multi-modal use...
- Create bike lanes along major biking arteries, educate drivers about rules of the road and sharing the road, lighting the E&N Trail
- People are rightfully afraid to ride amidst moving cars. Bicycle routes need to be separated.
- Again have dedicated trails beside the road not on the road. No way am I going to put my daughter in a trailer behind my bike and ride on the "bike path" that's on uplands. Are you guys trying to kill people? Get the bike lanes of the road and onto the easement.
- More bike paths; cycling in traffic, especially narrow roads (Cedar), or high speed roads. I'm not going to challenge vehicle traffic

3.2.3 End-of-Trip Facilities

- Bicycle racks that are under observation to prevent theft and sheltered from the rain.
- More SAFE bike parking provided at all malls and grocery stores.
- Clearly marked (painted) bicycle lanes and many more safe secure places to park and lock ones bicycle once at destination
- There is relatively few bike lock up spots as well as too few bike lanes.
- I'm already very committed to cycling. However, more bike racks in well-lit / high traffic areas are required.
- Have bike racks available
- Greater availability of bike racks (perhaps make a bylaw that new developments include a bike rack)
- I would love to cycle more. There aren't enough bike racks, or they are in poorly lit areas. Cycling isn't promoted as being cool (e.g. Campaigns promoting it), and my office building doesn't have a shower. I would love to see a bike-rental program, like the Bixis, so I don't have to cycle both ways. Bike racks on buses -- all buses!
- Not much the City can do. Employers have to provide facilities for changing, showering, etc. As well as extra time.
- Having more bike racks and even shelters throughout the city
- Add more safe areas to park your bike

3.2.4 Education / awareness

- I am very happy about the city's bike state, more education to other people.
- Awareness to drivers to share the road as drivers can be aggressive to those in bike lanes.
- Communicate clear expectations/laws regarding where and how cyclists can use the city streets. Educate drivers about passing/keeping distance. Encourage cyclists who don't wear helmets/lights/other safety gear to do so. The more cyclists using these practices the more aware drivers will be that we are out there.
- Do an education campaign to teach Nanaimo's' drivers proper etiquette.
- Increase motorist awareness through education and enforcement. Share The Road must take precedent even before or along with cycle pathways and routes. The latter must be for practical transportation, not just recreation/exercise. Default speed limit within city of 30 km/hr.
- Many motorists don't understand the rules of the road as they apply to cyclists and have poor respect. Education is required, also slow them down. I am not sure that separating cars and bicycles is the answer, but marked shoulders are helpful.

- Actively discourage bike theft. Severely punish known and caught bicycle thieves, the slap on the wrist they all get does not deter.
- I cycle every day on the road. I obey traffic laws, stop when I'm supposed to and signal my turns. Unfortunately there are far too many cyclists who aren't riding properly. I'm sure many are scared to be riding on the road with cars. Everyone, cyclists and drivers both, need to be better educated about how cyclists are to be treated on the road.
- Create bike lanes along major biking arteries, educate drivers about rules of the road and sharing the road, lighting the E&N Trail
- Increased promotion of cycle routes
- I would love to cycle more. There aren't enough bike racks, or they are in poorly lit areas. Cycling isn't promoted as being cool (e.g. Campaigns promoting it), and my office building doesn't have a shower. I would love to see a bike-rental program, like the Bixis, so I don't have to cycle both ways. Bike racks on buses -- all buses!

3.2.5 Topography/ weather

- It is hard to stop the rain!!!
- Increase bike specific routes and maybe get rid of some hills!
- More the north end to the south end and flatten a few hills
- Find a route that is well-lit and less hilly from Cinnabar valley to VIU

3.2.6 Signage/ Visibility

- Find a route that is well-lit and less hilly from Cinnabar valley to VIU
- Lighting on paths would be wonderful.
- More commute route signage, more separated bike lanes, more pavement markings.
- Light up bike routes at night. Most bike lights are just sufficient to be seen but not to illuminate the road.
- Clearly mark bike route with lines on the road and sweep gravel that accumulates on bike paths.
- Create bike lanes along major biking arteries, educate drivers about rules of the road and sharing the road, lighting the E&N Trail
- More separated bike lanes, more pavement markings, encourage commuting; make it a habit and a "Nanaimo Thing". The more people you see riding the more you'll ride. It will hopefully make drivers less angry towards cyclists and more accepting. Make signage heading south down hwy 1 from downtown that cyclists can take the Halliburton Cycle Route.

3.2.7 Safety / Traffic/ Streetscape

- I cycle daily but alter my route based on the time of day I'm riding to minimize the amount of traffic flying past me
- Physical barriers between traffic and bike lanes
- More cycling paths and traffic calming activities.
- As previously mentioned, clearing the debris off of the shoulders and keeping the bike paths clear
- Clearly mark bike route with lines on the road and sweep gravel that accumulates on bike paths.
- I actually think that Nanaimo is friendly to bikes when it comes to pathways and unfriendly to bikes on roadways. Roads such as Bowen have bike lane signs, but riding a bike on Bowen Road is a death wish... I do not believe that bikes and cars can safely co-exist on the same surface.
- Many motorists don't understand the rules of the road as they apply to cyclists and have poor respect. Education is required, also slow them down. I am not sure that separating cars and bicycles is the answer, but marked shoulders are helpful.
- I am too nervous to cycle on the road. Off road paths are nice if they don't have too steep hills.
- Don't build bike paths that contain drainage systems. I ride a road bike with small thin tires.
- Help others by connecting Wakesiah, pine, and Howard St bike lanes to town site and the railway trail. Also specifically improve safety for cyclists at Townsite & bush intersection
- Add separated bike lanes outside of car traffic. For traffic lights that change from pressure plates being activated by cars, add light changing buttons at those intersections for cyclists.

- More dedicated bike lanes, multi-use trails, tree-lined streets with boulevards, pedestrian oriented shopping centres, traffic-calmed streets, more safe and weather-sheltered bike parking, wider water-front walkway to allow multi-modal use...
- Improved laneway definition plus restricted vehicle operation at certain times
- People are rightfully afraid to ride amidst moving cars. Bicycle routes need to be separated.
- Cycling on the roadways is too dangerous cyclists believe they own the road and disregard all road rules
- More bike paths; cycling in traffic, especially narrow roads (Cedar), or high speed roads. I'm not going to challenge vehicle traffic
- Better cycling areas, so don't have to ride with traffic, especially down Bowen road

3.2.8 Bicycle Services

- Create more bike lanes and bike repair stops.
- Make bike rentals available in the city
- Organize bicycle maintenance workshops.
- Bike share program. Vancouver is looking into this.
- Having a bike share program
- I would love to cycle more. There aren't enough bike racks, or they are in poorly lit areas. Cycling isn't promoted as being cool (e.g. Campaigns promoting it), and my office building doesn't have a shower. I would love to see a bike-rental program, like the Bixis, so I don't have to cycle both ways. Bike racks on buses -- all buses!
- Provide free or low cost loaner bicycles at various locations. It is inconvenient to bring a bike to town from Protection Island.

3.2.9 Bike Parking

- I would love to cycle more. There aren't enough bike racks, or they are in poorly lit areas. Cycling isn't promoted as being cool (e.g. Campaigns promoting it), and my office building doesn't have a shower. I would love to see a bike-rental program, like the Bixis, so I don't have to cycle both ways. Bike racks on buses -- all buses!
- More separated bike lanes, more pavement markings, encourage commuting; make it a habit and a "Nanaimo Thing". The more people you see riding the more you'll ride. It will hopefully make drivers less angry towards cyclists and more accepting. Make signage heading south down hwy 1 from downtown that cyclists can take the Halliburton Cycle Route.

3.2.10 Comments Against Cycling/Unable to Cycle

- I can't cycle to VIU from Qualicum. Too far!
- Cycling not on my agenda - if I fall at my age it takes too long to heal. I have never been a bike rider in my life - just never fit with my lifestyle. I would walk before riding a bike - I used to walk everywhere before having a family.
- Cannot, do not like cycling, did it when I was a child and my knees do not like it in my older years
- I sold my bike as I'm ageing
- I do not now nor will I ever cycle. (x3)
- I don't have a bicycle here (x5)
- Not a big fan of cycling
- They couldn't, I'm terrible at bicycling, so it's safer that I walk.
- If you magically put the university in the north end it might be feasible to have time to cycle between work, school, and home.
- I would cycle more if I lived closer to my job.
- Create a connection between work, live and play in the inner-city
- Do not own bicycle, perhaps a tax credit would be nice. This leads back to the funding issue though.
- I cycle to and from work, 5 days a week, and on Saturdays I will cycle around to do my errands.

- Build it into my day - formalize it
- Fix Handi DART service because it's ridiculous...there's not enough room in this box to discuss everything wrong with it

3.3 Public Transit

3.3.1 Network/Routes – General

- Increased transit hours and direct routes
- Actually have an efficient bus system
- Better schedules and routing
- Bus schedule timing better. More routes.
- Bus routes that go to a destination I'm interested in going to with no changes of bus
- Provide smaller community buses that can travel more roads in the community.
- Improve routes/route connections and most transfer times do not match up well.
- Increase bus routes, frequencies and times that they run!
- We live beyond the city bus service in the south end of town, in Extension.
- Have more frequently running buses with better connections.
- Improve schedules and routes, reduced fares. It costs more to take the bus every day than to drive and pay for parking.
- Accept credit cards, more transit hubs for more flexible routing.
- Reduce costs, more routes and increase frequency of trips. On average it takes me 30-45 minutes to get to a destination when by car it could take me 5-10 minutes
- If transit went through our neighbourhood I would seriously consider using it. My closest bus stop to where I live is where I work. I also don't want to wait 1 hour to go a distance of 10 minutes in my commute.
- Better transit system, not enough stops on right areas, to slow, and not early enough for me to get to work or school
- Again, more south end bus service. More stops/routes. When I lived in the Wakesiah area I could get a bus every 15-20 minutes in peak hours, but it's every 70. Sometimes I feel like the city forgets that there are people in the Harewood/Southgate areas that need to get around just as efficiently as those living in the north end of town.
- I might be persuaded to take public transit if the nearest bus stop wasn't 2km from my residence and if the commute didn't take 10x as long as if done by car.
- Provide transit to somewhere near my area; my nearest bus stop is 8 km away from where I live.
- The connection to destinations is often hampered by poor East / West connections. A bus trip from home to destination of over an hour in each direction compares very poorly to a personal vehicle trip of less than 15 minutes for the same destination (example: Hammond Bay Road to VIU and back, presently).
- Make it more convenient: more frequent trips, more destinations, more direct routes, easier payment (electronic wallet), better connection to ferries and the airports, more trips to special events (parks on long weekends, beach)
- Have seasonal routes to places that people would like to go like the beach or parks, like a shuttle bus. Plan with Victoria and other communities to have high-speed rail for commuters. More frequent, but smaller buses in peak hours and major routes. Have a student fare as part of tuition (UBC).

3.3.2 Network/Routes – Specific

- Another bus to go the rest of the way. (203 Street to 240th)
- More frequent transit service that would take me downtown, to the malls and the Aquatic Center without using up the better part of a day.
- Connectors to cedar loop

- Extend the hours in the evening especially to ferry at Departure Bay. Better service to major evening facilities e.g. Galaxy Theatre
- Nothing as it relates to our daily routine. On a occasional basis the transit system could better coordinate their timing and frequency in regard to the Departure Bay ferry terminal, service Duke Point, service the airport
- Increased frequency of trips. More routes and trips going to places people actually go.
- Run a ferry to Protection Island.
- Better routes between the big locations. If it takes me ten minutes by car to get to a place it should not take an hour to get there by bus for example from VIU to Woodgrove takes over 1 hour by bus and about 15 min by car
- Make it easier to get to places I frequent more convenient bus schedules one should not have to go to Woodgrove to get to the Departure Bay ferry.
- If transit was co-ordinated with ferry - Protection island, Gabriola and Departure Bay
- Provide a trans-link with the P.I. ferry
- Provide better transit service to VIU
- By having the 15 go later (after 9:00 PM) and making other buses that go from north to south or vice-versa travel more frequently.
- Have it run more frequently and on a regular schedule. Not only are the buses infrequent and rarely go where I need them to without multiple transfers, they run irregularly.
- Concentrate bus service on major corridors ONLY and facilitate people getting to the service rather than meandering around trying to make it available to everyone. Serving everyone makes it useless to everyone. Run from Southgate to Woodgrove on highway 1, VIU to downtown on 3rd, Southgate to Comox Rd on 10th/Bruce/Pine, VIU to Country Club, etc.
- The Transit system is good but will need to be expanded and it's missing Hospital potential. There needs to be true intermodal service. Integrate E&N service from downtown Qualicum/Parksville to Woodgrove and Nanaimo Downtown. Same from Ladysmith. This would also Then more resources can be devoted to local buses like #4 and #15 VIU and #88#89
- There are a few peak times when transit is crowded on the #15. An express bus that stops only at Woodgrove, NDSS and VIU would be an incentive for morning (8:00 am) travel and afternoon (2:30-3:00 pm)
- Again, more south end bus service. More stops/routes. When I lived in the Wakesiah area I could get a bus every 15-20 minutes in peak hours, but it's every 70. Sometimes I feel like the city forgets that there are people in the Harewood/Southgate areas that need to get around just as efficiently as those living in the north end of town.
- Bus shelters posted routes and schedules at the bus stops improve the frequency of service in the South End (I live downtown but only get Cedar service) connect to other transportation hubs and urban centres ex. Duke Point ferry, Ladysmith, Cowichan transit system
- Make it more convenient: more frequent trips, more destinations, more direct routes, easier payment (electronic wallet), better connection to ferries and the airports, more trips to special events (parks on long weekends, beach)
- Provide more bus shelters and do not locate them in drainage areas, improve downtown transit exchange (lights, shelter, proper washrooms), better connections with #5 route, restore express service to North town Mall
- Provide it to my side of the Parkway.

3.3.3 Bus Schedule / Time Coordination

- Revise your bloody schedules - the weekend bus service is awful!
- Better schedules and routing
- More buses, better schedules
- Improve the bus schedule so that it comes more frequently, starts sooner and goes later. There are people who work in the north end but live south. The bus commute can take up to 3 hours total.
- Bus schedule timing better. More routes.

- Improve schedules - frequency and coverage
- Improving availability. Better times! I would be taking transit daily if there was better bus times, but as it is now I would spend at least two hours a day just waiting for a bus, on top of the extra 45 minutes it would add to my commute for just taking the bus. Bad bus schedule times easily turns an 8 hr day into a 10 hr day, and those extra two hours are usually wasted
- By sending out routes and schedules to the households say twice a year to remind and inform us of the route and times. Have the same system as they have on the Mainland where you put origin and destination in the computer and it will tell you the route, time of pick up and cost of the trip by transit and if more than one route to get there.
- Better schedule. They've made great strides in recent years but there's still major room for improvement, such as having buses run every day of the year.
- Nothing as it relates to our daily routine. On a occasional basis the transit system could better coordinate their timing and frequency in regard to the Departure Bay ferry terminal, service Duke Point, service the airport
- I frequently use the bus as part of my walking trips but avoid transfers as they waste too much time. Often I can walk the entire route in the same time it would take to ride the bus. For me when #8 and #9 routes were split with #7 my bus riding frequency dropped. Otherwise, I love riding buses in Nanaimo, they are rarely crowded.
- Earlier and more frequent transportation. I start work at 6:30am. When I leave work at 4:30, I don't want to wait 1/2 hour for a bus, then spend 1/2 hour on the bus, when I can be home in 30 minutes or less driving.
- Co ordinate schedules. Currently, if I take a transit bus from the North end to Port Place, I have to wait at 2 gathering places for buses. Not all cities run all buses in an region to a central location and I understand that eliminating these two "meeting places" would require a huge re arrangement and rescheduling in order for buses to intersect
- Make it easier to get to places I frequent more convenient bus schedules one should not have to go to Woodgrove to get to the Departure Bay ferry.
- If transit was co-ordinated with ferry - Protection island, Gabriola and Departure Bay
- By having the 15 go later (after 9:00 PM) and making other buses that go from north to south or vice-versa travel more frequently.
- Have it run more frequently and on a regular schedule. Not only are the buses infrequent and rarely go where I need them to without multiple transfers, they run irregularly.
- Increase service hours in the evening Build sidewalks to ensure stops are accessible (it's useless to be able to get on the bus if you can't get off) Increase shelters and benches. Stop being so stingy around providing transfers. For \$3.75, I can go from Horseshoe Bay to Burnaby. In Nanaimo, it'll cost me \$5.00 to go to and from the grocery store.

3.3.4 Service Frequency / Reliability

- More frequent buses (x7)
- Have more buses at more times throughout the day, especially on Sunday!!.
- More frequent runs and stops
- More frequency in service, shorter times to downtown
- Run buses on the old island highway every 10 minutes
- Increased transit hours and direct routes
- More service on Sunday and more bus trips after 5 pm
- More buses, better schedules
- More frequent bus stops with a wider area covered.
- More buses to get people around without long waits.
- Increase the time of the operational hours
- Improving availability. Better times! I would be taking transit daily if there was better bus times, but as it is now I would spend at least two hours a day just waiting for a bus, on top of the extra 45 minutes it would add to my commute for just taking the bus. Bad bus schedule times easily turns an 8 hr day into a 10 hr day, and those extra two hours are usually wasted

- Increasing bus service on the weekends and evenings
- Improve schedules - frequency and coverage
- Increase and make the service reliable.
- Improve frequency of north south corridor
- More trips in the evening. Standing at a bus stop in the dark for an hour or so is not safe.
- More frequent service to Woodgrove so that I would be able to take connecting busses
- Improve the frequency of bus service. Start transit service earlier in the morning to allow me the time to get to my workplace when I need to.
- Buses running more often so times work for me to get downtown to work on time and not such a long wait at the end of the day for return trip
- Better access to trips that are quicker
- More and better routes, increased frequency. I.e., if someone works at the mall and is going to the downtown area and is off at 9:10pm, they have to wait until 9:40 to catch a bus to country club, then transfer to number 44 and then walk some. That person will get home at almost 11pm!!!
- It would have to get me to work and home again, which would mean more frequency of buses and earlier and later buses.
- Make it easier/possible to take public transit for daily transportation needs. Current schedules are too infrequent; routes do not provide access to destinations or serve enough neighbourhoods.
- Frequency of links to convenient areas is too limited
- More frequent transit service that would take me downtown, to the malls and the Aquatic Center without using up the better part of a day.
- Frequency. I regularly take the bus in Vancouver but never do in Nanaimo.
- Better schedule. They've made great strides in recent years but there's still major room for improvement, such as having buses run every day of the year.
- Have more than one bus every half an hour.
- More frequent and accessible bus times and bus stops
- AS a student, most of the bus times are do not coordinate well with class times.
- Increase frequency and efficiency of transit services. To get from south end to north end I have to walk 20 minutes to catch a bus that comes once an hour to take me to the downtown exchange where I catch another bus that takes another 45 minutes to get to the north end. That's an hour and a half transit OR a 20 minute drive...
- Extend the hours in the evening especially to ferry at Departure Bay. Better service to major evening facilities e.g. Galaxy Theatre
- Improve routes/route connections and most transfer times do not match up well.
- Increase bus routes, frequencies and times that they run!
- Just this past Sunday, I needed to get my daughter to the Beban Sports Facility. The bus we needed to take would get us there 1/2hr before we needed to be there. Coming back, there were no buses past 7pm and we needed a bus at 7:30pm. If the buses were running, the returning closest bus stop is an extra 6 blocks of walking.
- Would LOVE to take transit daily but it takes just under an hour (plus a bus transfer) to get to VIU -driving takes 10 minutes.
- Faster service - rapid transit would be ideal connecting various parts of the city
- Have more frequently running buses with better connections.
- More buses more often - the bus closest to me goes hourly; it's a twenty minute walk to get to University Village Mall and more frequent buses
- Improve schedules and routes, reduced fares. It costs more to take the bus every day than to drive and pay for parking.
- Earlier and more frequent transportation. I start work at 6:30am. When I leave work at 4:30, I don't want to wait 1/2 hour for a bus, then spend 1/2 hour on the bus, when I can be home in 30 minutes or less driving.
- I already take it every day, but I would take it even more often if the buses ran more often, especially in the evening and Sundays

- Make it more efficient...it takes hours (because of lack of busses/scheduling) vs. 15 minutes to commute by bus to my or my husband place of work.
- Increased frequency of trips. More routes and trips going to places people actually go.
- Make it easier to get to places I frequent more convenient bus schedules one should not have to go to Woodgrove to get to the Departure Bay ferry.
- You could have the 15 run on Sundays. You could have busses run every 30 minutes after 7 pm instead of every hour. You could have busses that run in a way that people who travel from south to north could get to work before 7.
- Reduce costs, more routes and increase frequency of trips. On average it takes me 30-45 minutes to get to a destination when by car it could take me 5-10 minutes.
- By having the 15 go later (after 9:00 PM) and making other buses that go from north to south or vice-versa travel more frequently.
- Make it more frequent and have a barebones after hours service so one cannot become trapped when using the bus as the main means of transport.
- If transit went through our neighbourhood I would seriously consider using it. My closest bus stop to where I live is where I work. I also don't want to wait 1 hour to go a distance of 10 minutes in my commute.
- Make it more reliable and run later in the evening and earlier in the morning for the working public to assure those working in the North End of being able to get to work on time. For instance, Wal-Mart's hours are 7:am-11:pm and unless the worker's have middle working hours (which is very UN-common!) They can't take transit or they can't work.
- Have it run more frequently and on a regular schedule. Not only are the buses infrequent and rarely go where I need them to without multiple transfers, they run irregularly.
- Create more frequency in the bus system. I think the HUB should be downtown and not on Fitzwilliam which is on a hill to GET downtown which could impact the seniors living in that area. Right now transit just takes too much extra time to get anywhere. My friend had an hour commute to get to work at the mall from Harewood last year.
- Better transit system, not enough stops on right areas , to slow, and not early enough for me to get to work or school
- I might be persuaded to take public transit if the nearest bus stop wasn't 2km from my residence and if the commute didn't take 10x as long as if done by car.
- Bus shelters posted routes and schedules at the bus stops improve the frequency of service in the South End (I live downtown but only get Cedar service) connect to other transportation hubs and urban centres ex. Duke Point ferry, Ladysmith, Cowichan transit system
- Make it more convenient: more frequent trips, more destinations, more direct routes, easier payment (electronic wallet), better connection to ferries and the airports, more trips to special events (parks on long weekends, beach)
- Make it accessible and efficient!

3.3.5 Rapid Transit

- Build a subway or train
- Skytrains!
- Provide more bus shelters and do not locate them in drainage areas, improve downtown transit exchange (lights, shelter, proper washrooms),better connections with #5 route, restore express service to Northtown Mall

3.3.6 Fares

- Cheaper bus passes!!!
- Lower the cost so that it's cheaper than driving.
- Lower fares
- The cost of transit is also very expensive for students, and unlike most universities who receive a U-pass.
- Lower costs for shorter trips

- Improve schedules and routes, reduced fares. It costs more to take the bus every day than to drive and pay for parking.
- Accept credit cards, more transit hubs for more flexible routing.
- I did buy an annual pass through my employer, but as I work only 8 months of the year it was not economical. How about 6 month passes being available?
- You could implement the U-pass.
- Reduce costs, more routes and increase frequency of trips. On average it takes me 30-45 minutes to get to a destination when by car it could take me 5-10 minutes.
- Improve the transit website -- I can't find a way to input two locations and have it show me transit options between them! Integrate it with Google Maps so that users can easily see what their stops look like (that discourages new users because they might miss their stop). Have discounted transit passes through major employers (e.g. VIU).
- Increase service hours in the evening Build sidewalks to ensure stops are accessible (it's useless to be able to get on the bus if you can't get off) Increase shelters and benches. Stop being so stingy around providing transfers. For \$3.75, I can go from Horseshoe Bay to Burnaby. In Nanaimo, it'll cost me \$5.00 to go to and from the grocery store.
- Make it more convenient: more frequent trips, more destinations, more direct routes, easier payment (electronic wallet), better connection to ferries and the airports, more trips to special events (parks on long weekends, beach)
- Have seasonal routes to places that people would like to go like the beach or parks, like a shuttle bus. Plan with Victoria and other communities to have high-speed rail for commuters. More frequent, but smaller buses in peak hours and major routes. Have a student fare as part of tuition (UBC).

3.3.7 Passenger Amenities / Comfort

- I ride my bicycle just about anywhere I need to go. When I need it the buses have racks for bikes, which I really appreciate.
- I already take it a lot, maybe if it felt safer.
- Stop buses from being so crammed.
- Provide more bus shelters and do not locate them in drainage areas, improve downtown transit exchange (lights, shelter, proper washrooms), better connections with #5 route, restore express service to Northtown Mall
- Better bus stop signage would be great. Some stops are not clearly marked except for a decomposing piece of paper on a pole. Also, in a climate like that of BC, there need to be more bus shelters.
- Improve the transit website -- I can't find a way to input two locations and have it show me transit options between them! Integrate it with Google Maps so that users can easily see what their stops look like (that discourages new users because they might miss their stop). Have discounted transit passes through major employers (e.g. VIU).
- Create more frequency in the bus system. I think the HUB should be downtown and not on Fitzwilliam which is on a hill to GET downtown which could impact the seniors living in that area. Right now transit just takes too much extra time to get anywhere. My friend had an hour commute to get to work at the mall from Harewood last year.
- Creative promotion, get me to love it again. Or make people think you're the only way to easy access to transport.
- Make driving a car less convenient: charge for parking, design neighbourhoods for pedestrians and transit--not cars

3.3.8 General Support

- I don't need public transit as I walk/bike everywhere
- Retired
- I do not have a car, so must use transit, even with the challenges outlined in the question below.

- I can walk to work, school and for groceries.
- I take transit daily
- Unsure, I do not feel the need to use transit
- Likely would not use as I own a vehicle
- I already use it daily, and I hate it
- I do take transit every day to get to school
- I use it every day
- I live too close to VIU to worry about transit, I'm only a 15 minute walk away!
- Fix handidart service because it's ridiculous...there not enough room in this box to discuss everything wrong with it
- As I cycle and walk the local transit is not as important to me. I maintain and insure a vehicle for the sole purpose of regional travel. If the city could support and expand regional travel I might not even need a vehicle. I like the ideas of rail (E&N). I do commute on transit to Vancouver as well.
- Never going to happen. My car only costs me \$90 a month between gas and insurance. Why would I spend \$70 on a bus pass? Maybe you should get smaller more fuel efficient busses next time the Regional district replaces the current ones.
- Not a problem. I use the bus for VIU (the oldest student) uphill and after dark. In the good weather, the Third Street park is wonderful, across from the high school and onto Jingle Pot. Great.
- I use our car very little. A few months to go and I will be 65. I plan to get a bus pass at that time

3.4 Carpool

3.4.1 Carpool Network/ Program

- Set up a better carpool network between towns in the region.
- Offer an inexpensive car share program for university students under the age of 25.
- Provide some sort of network, list of volunteers wanting to carpool, some method of communicating those who want to
- Setting up a carpool programs
- Have set carpool routes and publish them so that people know the routes and times that they could carpool
- For me it's only a matter of hooking up with coworkers on similar schedule from same area; thankfully my place of work has a registry to assist people in doing this, so I need simply to follow through. However, for public at large, perhaps City can consider a registry for people whose employers do not offer something similar
- Provide meetings to help meet people traveling to the same places.
- Provide and promote a central carpool matching program, carpool parking, etc
- Advertise a centralized car pool agency widely (billboards).
- A city-wide ride-share posting board may help connect people for carpools
- Make it appealing and easily accessible... Create groups where people can go to find carpoolers, as well as using things like free parking for vehicles with car pooling label or provide incentives

3.4.2 Online Carpool Website

- Perhaps a city sponsored website
- No way. I don't know anyone to carpool with! Maybe, start a website? A carpool website?
- By having approved sites to find others to carpool with posted.
- A carpooling website/webpage is very useful in finding ride-shares.
- Create a Nanaimo carpool meeting website
- Create a carpooling website through the city
- Create and promote an online community where people can find people in their area that need a ride? Then create an app for that feature.
- Create a webpage where people could connect to share rides.
- Incentives to carpool. Carpooling networks.

- Set up a government run website where people can enter their destinations and people can compare with and contact them. This could also be integrated into a transit trip planner. (Buses run from A to B at this time but citizen 1 goes from A to B just before that.)

3.4.3 Parking

- Provide incentives for parking or other kinds of incentives
- More carpool parking spots
- Cheaper parking rates.
- Create car pool parking spots that you don't have to pay for
- Reduce parking spaces at business centres.
- Make driving more expensive: charge for parking. Make car pooling more convenient: no charge for parking, preferred parking locations
- Designated carpool parking areas would make carpools easier to organize.
- Designated Carpool Parking at City Facilities (i.e. Park & ride)
- Make carpool meeting spots better known. More carpool parking. Often malls have rows upon rows of unused handicap parking, more carpool lanes on parkway.
- Make it appealing and easily accessible... Create groups where people can go to find carpoolers, as well as using things like free parking for vehicles with car pooling label or provide incentives

3.4.4 Promotion/ Incentives

- Employer incentives
- Provide incentives for parking or other kinds of incentives
- Increased promotion
- Create an incentive program
- Perhaps provide a tax deduction incentive for those who offer to carpool?
- Offer tax breaks to employers who implement carpool programs.
- Incentives to carpool. Carpooling networks.
- Better perks to carpooling
- Offer tax incentives to those who give up their cars.
- I think carpooling is sufficient, but maybe give families a discount if they have fewer cars to encourage it more within the families.
- Make it appealing and easily accessible... Create groups where people can go to find carpoolers, as well as using things like free parking for vehicles with car pooling label or provide incentives

3.4.5 Car share

- Perhaps a car-share program?
- Is there are car-sharing program at the city? That might be interesting to consider.
- Offer a car sharing service such as the one in Vancouver.
- Continue and increase support for the Nanaimo car share Co-operative.

3.4.6 Currently Carpool

- I carpool as often as possible already
- N/A. I carpool as often as possible.
- I carpool with my grandparents- I doubt I could carpool more than I do.
- I carpool frequently because I have no other choice.
- I no longer use carpooling to work because I am retired. However, I try to share car use with friends to attend activities.
- Carpool now
- This is not a problem for me. I do car pool on a daily basis, and even my personal trips are "carpoled" with my wife for maximum expediency of our own trips.
- I live in a condo; we tend to share rides when we can. Good bus service would be better; perhaps a senior's pass valid during off peak hours would encourage more seniors to use transit. Few of my friend do, they drive.

- We carpool whenever we can but we need more people who want to go to the same destination
- I don't want to always be the one driving, which is not a true carpool anyway, but that seems to be how it works out. At the moment I don't see any way of helping.

3.4.7 Usage of Other Modes/ Not Interested

- Cannot as I am retired and do not go the same place on a regular bases
- I don't carpool (x7)
- I do not own a car (x2)
- N/A prefer to walk or use transit
- No need for carpooling, I live close to work.
- I don't commute to work, hence little need for carpool
- I don't drive.
- Don't do it often enough
- Don't have any one to carpool with
- I drive as little as possible due to incredible increase in traffic between parksville and Nanaimo over past 5 years. I would like to take Transit more, not Carpool.
- I'm not convinced the City could convince me to Carpool
- N/A, carpooling wouldn't need to be an option if transit was convenient.
- I would not trust a City run carpool.
- I can't see how. I don't go to specific places regularly and I am not comfortable with the idea of travelling with strangers on a one-off basis.
- This is not possible as I transport a child to a different location
- Do not work in a place that carpooling works because we live all over the place
- People live too far away. So maybe if I didn't have to stop at so many lights, I'd have more time to pick up a friend (put in overpasses)
- Fix handidart service because it's ridiculous...there's not enough room in this box to discuss everything wrong with it

3.4.8 Other

- Set up organized hitchhiking
- Provide wheelchair accessible shuttles. As seniors age, there will be an increasing need to ensure those without licenses can access carpooling with their mobility aid.
- More reminders around-sometimes we forget that climate change is a big issue.
- Stop expanding the roadways! This NEVER works. Ask Los Angeles if their ever-expanding highway system has ever solved their traffic problems? Ask Portland Oregon if improving transit and reducing auto convenience has made their City one of the most attractive in North America.

3.5 any Other comments

3.5.1 Road Improvements

- Stop adding traffic lights. Use much more traffic circles.
- There are too many lights on the Highway. It seriously slows down traffic and commutes.
- Very simple upgrade current road problems and add more bicycle options.
- Just put in roundabouts instead of traffic lights

3.5.2 Transit – General Improvements

- Improve the look and comfort in buses.
- Just make public transit more reliable and frequent.
- Better transit
- Just please do something about the transit here in Nanaimo!
- Improve the bus systems! PLEASE!! I would 100% prefer to take transit, and would on a daily basis if there were better bus times.
- Increase the service and lower the fares.

- As well, the bus system needs major improvements. Both with more buses, more routes and better reliability.
- Public transit needs to link to other points of public transportation and urban centres. Decision makers should have to take public transportation regularly.
- The transit system as is massively inconvenient. I spend 14-18 hours per week travelling by bus to and from school/work across a geographical distance that shouldn't take that long.
- Most people only drive their cars, because the city is too spread out and there is not adequate transit to get to a destination at all or within a reasonable amount of time.
- Need to connect better with surrounding communities via some form of transit.
- Nanaimo's population is generally linear and if transportation plans tried to focus on north south transportation we could take advantage of this fact
- Nanaimo is long and linear and is well suited to transit: a transit corridor along the spine of the city needs to be dedicated, and future developments need to be oriented towards corridor

3.5.3 Transit – Network/ Routes

- To make transit successful it must be able to take me from within 3 blocks of my house to any where I want to go in no more than 40% longer than if I drove there! I should be able to connect to the ferries, airport, train stations and also go to Parksville, Combs and Parksville to make a success
- Need more access to VIU
- Buses need more frequent stops, in a route that makes more sense. Prioritize downtown and VIU. Prioritize getting to Westwood lake, getting to Beban, nac, Bowen, Woodgrove.
- We need the passenger train to Victoria back
- Protection Island residents need to have safe and secure access to the City of Nanaimo. This would include a secure ferry service, and assured dock space for tie-ups in town.
- Need more service to VIU from Cinnabar Valley/Chase River
- Somehow there should be bus service to duke point. With that service the downtown Gabriola terminal could be moved to duke point. The Gabriola downtown terminal alternatively could be moved to departure bay.
- Public transit needs to link to other points of public transportation and urban centres. Decision makers should have to take public transportation regularly.
- It would be nice to have more intercity connectors and from North Lantzville, Cedar, and Ladysmith....
- Need transit to go through college heights
- Run a free shuttle-bus from VIU to Nanaimo - especially on week-ends between 16:00 and 02:00
- Restoration and expansion of the E and N service. Running a train from each end of the line every day plus connection to Port Alberni could take traffic off the Malahat help people commuting/shopping and provide tourism opportunities. The bonus would be reducing GHG emissions
- We look forward to the restoration of the train service, allowing us to easily make day trips to Victoria for medical and other reasons. Passenger rail service will become increasingly important in the future for sustainability, as the population ages and as highways become more crowded and dangerous, especially through the Malahat
- Get faster bus service between the big centers and stop giving us tours just get us from mall to mall or hospital to VIU etc

3.5.4 Transit - Fares

- Bus fares are expensive. I can only change once, if I need to change buses a second time I have to pay again. In other countries you pay for the whole journey once.
- A senior's pass, with a fairly low monthly rate would be nice, or tickets that are not so expensive even if the times are restricted to off peak times. I am not poor, but the tickets seem pricy to me when I am considering whether to drive or not.

3.5.5 Transit - Schedule

- I think bus scheduling should consider Protection Island and Gabriola Island ferries. Often the ferries arrive in downtown and the passengers just miss their bus and have to wait an hour for the next one.
- Follow up on plans by transit. For the past 7 years they've promised that the #6 would run every 1/2 hour instead of an hour and 10 minutes between buses at PEAK times! Every time the schedule comes out, Harewood is ignored - again! Those most in need of transit for work are penalized and students get all the benefits of transit.

3.5.6 Transit – Faster transport options

- For a starting point on how Intercity Rail could work.... Go to link. Underground walkway would be needed for stop at Woodgrove. Pedestrian Overpass would be best at Rutherford and Country Club. [Http://www.vifreightbyrail.ca/north-island-intercity-rail-service/](http://www.vifreightbyrail.ca/north-island-intercity-rail-service/)
- We need a subway or train and more buses!
- I think sinking money into rail, or the rail system we occasionally have, is a mistake. It will just drain resources from other modes of transportation that actually work
- We need to think in terms of "quick wins" for the immediate future, and "immediate planning" for the intermediate and longer term futures. Light rail should be in our visions for the near term and longer term future, and bicycle / pedestrian routes should be in short term and intermediate term future conditions.

3.5.7 Transit – Other

- I suggest the City order smaller buses. They are cheaper to run. I suggest that the routes be reviewed. The City was built along the waterfront and bays but it has grown to the west and the routes do match the growth.
- Opportunities are endless. Think big. Is it possible to get big oil companies to chip in and help pay for public transit?
- I am a student and take the bus everyday and I would like to see some improvements. If you would be able to create an app like Translink app in Vancouver. Also create an app for passbook so you could just keep your transit pass on your iphone and scan it somehow when you get on the bus.
- Marketing! You need to be convincing about the benefits of using transit. Give out free passes so people can try it. I've saved \$200/month in gas and parking - put it aside for 6 months and today, I'm going to Mexico!
- Beautify the transit options somehow -- that seems shallow but it helps.
- Close the Departure Bay ferry terminal as the traffic congestion, noise, speeders and traffic conflicts will be lessened for our city.
- Fix handy dart so it actually functions properly for those who need it
- No, not really. The bad urban planning of the city (big box stores and shopping malls spread too far apart, coupled with a downtown core weak on basic shopping services) makes developing a cohesive transit plan a real challenge, I think.

3.5.8 Cycling

- Let's get a better biking infrastructure!!
- Very simple upgrade current road problems and add more bicycle options.
- I'm a dedicated cyclist and this city needs some MAJOR improvements to both infrastructure as well as education. Also we need shifts in cultural attitude towards cycling if you hope to get more people riding bikes on the road.
- I understand that there was a \$40,000 'Cycling Master Plan' from a Vancouver consultant done back around 1994. What ever became of it? Every mile of auto use is a cost. Every mile of alternative transport is a net gain. Lower costs for healthcare, infrastructure, maintenance, fewer traffic deaths and injury, happier, less stressed commuters.
- I want Nanaimo to promote bike transportation like the Netherlands. Put bike safety courses in school curriculums, add separated bike lanes to all roads, make biking a pleasure.

- Most people only drive their cars, because the city is too spread out to bike from one destination to another.
- We need to think in terms of "quick wins" for the immediate future, and "immediate planning" for the intermediate and longer term futures. Light rail should be in our visions for the near term and longer term future, and bicycle / pedestrian routes should be in short term and intermediate term future conditions.
- Allow limited speed motorcycles on railway trail; require designated parking facilities for bicycles, electric bicycles, and limited speed motorcycles at commercial buildings; require showers and lockers at some classes of commercial buildings; ticket oversized vehicles parked in designated small car spots.
- Nanaimo's population is generally linear and if transportation plans tried to focus on north south transportation we could take advantage of this fact

3.5.9 Pedestrians

- I support a pedestrian bridge to Newcastle Island
- The city should fill in ditches and add sidewalks to make it safer for pedestrians. Get the crazy old people on scooters off of the roads! They are a significant safety issue in many parts of the city. The medians should be drive through instead of humped up as these scooter people just go around them into the traffic areas.
- Some trails are in poor condition, along Wakesiah between 5th and 4th for example the pathway is not maintained. Bushes are growing over it and it's cracked. Roots have broken the cement presenting a tripping hazard.
- I'm so happy that you asked. Most of the time my life in Nanaimo works very well but there are hazardous crossing places, like the right turns on Commercial street (by the Royal bank) where I pulled a friend out of the path of a turning truck. WE had the right of way. But it wasn't clear to the truck driver.
- I would love to see the city take a really, really progressive approach to transportation and liveability. Plan for 25-50 years down the "road", to make it a much, much more walkable and liveable city. That improves safety and health of residents! Also beautify the transit options somehow -- that seems shallow but it helps.
- We need to think in terms of "quick wins" for the immediate future, and "immediate planning" for the intermediate and longer term futures. Light rail should be in our visions for the near term and longer term future, and bicycle / pedestrian routes should be in short term and intermediate term future conditions.
- Please finish off the water front walk way; build more bike/pedestrian walk ways; close the Departure Bay ferry terminal as the traffic congestion, noise, speeders and traffic conflicts will be lessened for our city.
- For a starting point on how Intercity Rail could work.... Go to link. Underground walkway would be needed for stop at Woodgrove. Pedestrian Overpass would be best at Rutherford and Country Club. [Http://www.vifreightbyrail.ca/north-island-intercity-rail-service/](http://www.vifreightbyrail.ca/north-island-intercity-rail-service/)

3.5.10 Liveability

- Investing in it to make it the best it can be is the solution. Once it becomes optimal, people will use, rely on it and it will free up household income to spend on other items that will support the city's and Vancouver Island economy. Get creative, look at Ladysmith and their trolley. Put an old steam locomotive on the track and run it for fun.
- I would love to see the city take a really, really progressive approach to transportation and liveability. Plan for 25-50 years down the "road", to make it a much, much more walkable and liveable city. That improves safety and health of residents! Also beautify the transit options somehow -- that seems shallow but it helps.

3.5.11 Parking

- I have nowhere to leave my car without paying in order for me to walk while I am in town. I have to drive to school and am then forced to drive anywhere else I need to pay because I can't leave my car
- Many people drive to down town area and park on residential streets instead of pay parking- even at Origins (Longwood) many cars are parked on street indicating parking provided at facility are inadequate.
- Allow limited speed motorcycles on railway trail; require designated parking facilities for bicycles, electric bicycles, and limited speed motorcycles at commercial buildings; require showers and lockers at some classes of commercial buildings; ticket oversized vehicles parked in designated small car spots.

3.5.12 Funding

- I think the City of Nanaimo has done a very good job of supplying walk trails etc. I realize funding is always an issue and that the highest of priorities will likely be the only ones that receive attention.
- Just to emphasize that the City has to be more strategic in use of limited funds. The City needs to find new ways that make investments better reflect the rhetoric.

3.5.13 Car Share

- The city needs to assist car sharing, as every car share car that is on the road about seven cars are taken off of the road; users are far more likely to use other modalities (walking, cycling, buses, car pooling, etc.), thus reducing GHG emissions and the cost for all.
- I think as much support as possible should be given to "car-sharing" organizations. I think the downtown core ("the hub") would be a fabulous car-free zone. This would be something good for the citizens (healthy living - exercise, less fumes/noise) and create an "attraction" for tourists. ("Very European")

3.5.14 General Support

- Congratulations on the good job with trails.
- I do like the air conditioning on the buses. Nice touch.
- Good Luck!
- So pleased the city is finally taking action on this very important subject. It is the one issue that makes me regret moving to Nanaimo.
- Just gain trust back and be honest in your improvements :) Thanks
- I am starting to move my lifestyle towards an urban without car ethos. This is a choice and not driven by financial need. Anything the city can do to reduce single vehicle traffic and encourage mass transit would be appreciated.
- I think the City of Nanaimo has done a very good job of supplying walk trails etc. I realize funding is always an issue and that the highest of priorities will likely be the only ones that receive attention.

3.5.15 Other

- Get your act together Nanaimo, I feel like I'm living in the dark ages.
- Clean and paint what we already have before you fix something else
- Volume of traffic on major roadways (Hammond Bay Road) has not been considered when the city has approved developments
- Allow limited speed motorcycles on railway trail; require designated parking facilities for bicycles, electric bicycles, and limited speed motorcycles at commercial buildings; require showers and lockers at some classes of commercial buildings; ticket oversized vehicles parked in designated small car spots.

- Stop letting traffic engineers and 'worst case' emergency response thinking decide the future of our City. Giving priority to wide, flat, straight, and blasted with light so that bigger and bigger fire trucks can have easy turning radius in case of a major catastrophe while requiring all of us to live in a sea of asphalt and concrete all the time..

4.0 NTMP GUIDING PRINCIPLES

The survey asked respondents to review the six draft principles that have been derived from the City's Strategic Plan and Official Community Plan to guide the Transportation Master Plan process. Respondents were asked if these draft principles reflect the City's transportation system, or if there were any changes, additions, or deletions they would suggest. The responses are provided in detail below.

4.1 Agree

4.1.1 Generally Agree

- Yes (x9)
- These are a good start.
- Principals are fine
- I think the draft principles are realistic
- Sounds good
- It looks fine.
- These principles are a good start but I'd like to see the emphasis on people not vehicles
- The principles are sound; the application will always be an ongoing process.
- Looks like a good set of principles to me. If you want a more concrete example to follow, look to Copenhagen, Denmark for their cycling infrastructure and programs.
- I agree with the principles.
- They're good
- It sounds like a good starting point.
- We agree with the principles.
- Principles look good, but I don't think they are currently being met.
- Excellent principles - but - Include Protection Island Include VIU
- Looks good, I think that the city of Nanaimo must look beyond the immediate needs though and create a comprehensive plan for future growth. A really good urban plan, breathing neighbourhoods should be a focus which will encourage people to live in Nanaimo, remain here or move here. There is a real opportunity to plan for a really green city and take these into account as new areas are developed.
- I have read the 6 principles and find that they do not require change
- I like it
- No changes.
- I think the principles are good, I think those are good to try to attain - especially affordability
- I think they are great draft principles that do not currently reflect Nanaimo's transportation system.
- I hope they are not only words on papers.
- I agree with these principles
- These are good, maybe add Ease of Use.
- Seems to cover everything
- I do, the City has done a good job so far.
- I wouldn't say they necessarily reflect the transportation system but they are good ideals for it.
- The draft sounds ideal if it is able to be enacted.
- It sounds like it would be great if any of those things actually happened.
- IF these can be made a reality, then I'm all for them
- It's very vague and generalized but it's a good start I guess
- Seems pretty alright
- Yes they do
- They reflect an ideal Nanaimo but not necessarily what's in place at the moment. Safety, accessibility and connected they are not.
- No, I generally agree with this draft.
-

4.2 disagree

- No (x4)
- This question doesn't make sense. If you are asking whether the draft guiding principles reflect the City's current system, I don't have enough information to answer that. If you want my opinion about the draft guiding principles, they look good to me and I don't have any changes to suggest.
- Does not reflect the current state.
- They don't reflect the current situation. If these guiding principles are met it would be a big improvement.
- Unsure

4.3 Suggestions

- Should also be flexible so that if an event was planned at VIU that extra busses could be put in service for the event and that would be communicated along with the announcement of the event
- Improve Mobility - I would like to think that we would be doing the master plan to improve our transportation within the City. Welcome innovation

4.3.1 Safety

- No. There are intersections along Stewart and Brechin, where all of the Departure Bay ferry traffic is, that don't have proper crosswalk markings or lights. I travel on these two road ways and have never seen police radar set up there which is why there are tons of drivers racing to get to the ferry terminal or racing to get on route to where they are going. This does NOT constitute a safe transportation system. Also there are really no real bike lanes away from the E&N and Parkway trail system
- The first point, safety, seems a little over rated to me\
- Safe: The City does not provide any service, so how can it be safe?
- Yes, I like those principles and the priority in which they have been placed. However, another principle (or one that can be added to the Safe principle) is law enforcement. We have adequate laws in place that would make our present routes a lot safer if they were enforced. See below for more details.
- That safety, accessibility and connectivity are priority areas for non-car improvement.
- I think these are problematic because they are mostly interpreted by engineers, emergency response people and risk management professionals whose primary objective mitigating liability in worst case scenarios. 'Safe', for instance, gets interpreted as wide, flat and straight so that large fire trucks can manoeuvre and police cars can go fast when necessary. We end up living with wide, unfriendly streets every day because there might be a flood some day.
- Safe is alright quite often at night it is rather scary. Mobility is alright. Accessible is a problem, due to the removal of a number of different bus stops it is less accessible for many. Connected if meaning connections from one bus to another it lacks highly! Many busses do not connect at all they quite often may look like it but getting off a bus to get to the next quite often is unachievable because there is not enough time of an overlap (focus mainly on Woodgrove centre & country club.
- Re; 1)Safe - the language - 'road' user - either unintentionally or implicitly does not adequately give equal emphasise to pedestrians. I am certain it is intended to include pedestrians, but it just doesn't adequately say it. Perhaps to simply refer to it as - the right-of-way. Re; 2)3)4)6) Somewhere in one or all of these there should be the practical acknowledgement that the City can not afford to everything one would like. There needs to be mention to critical strategic choices
- I like it! :) It would be nice to incorporate "health" in the "safe" part of this. Discouraging car use, and encouraging other options has great potential to improve the overall health of citizens. Factors include noise, fumes, vehicle fluids (leaking, drips, etc), exercise, increased sense of community (more interaction when out of our cars), greater security (more people on the street)...
- It needs to connect in better places, and be faster

4.3.2 Maintain Mobility

- Mobility: There are no secure ramps on Protection Island.
- With regards to #2. From a business standpoint I understand wanting to make sure you meet the basic needs of consumers to limit the amount of wasted funds, however, from a consumer standpoint I would like to see you strive for more than just the basic needs.
- Safe is alright quite often at night it is rather scary. Mobility is alright. Accessible is a problem, due to the removal of a number of different bus stops it is less accessible for many. Connected if meaning connections from one bus to another it lacks highly! Many busses do not connect at all they quite often may look like it but getting off a bus to get to the next quite often is unachievable because there is not enough time of an overlap (focus mainly on Woodgrove centre & country club.
- Of course, it would be ideal to minimize infrastructure and operating costs (under: Maintain Mobility). However, the development of these transportation networks and the infrastructure they require should be seen as investments in boosting the city's image and productivity. I would edit or omit that statement. Otherwise, it looks great!

4.3.3 Accessible

- I would suggest using the "inclusive" in the wording under #3
- I would suggest they add something in the accessibility for those outside of city limits to get safe rides home without also having to add another hour long walk home (cedar, etc.)
- Accessible: No City-supported ferry and no City-supported moorage for Protection Island boats.
- Accessible: I suggest adding a sub-phrase or sentence to include accessibility irrespective/independent of location.
- TIME is a factor of accessibility. A transit system that runs every half hour is not very accessible to anyone. Downtown Vancouver buses run every ten minutes and people use them. Think of ways to encourage people from all walks of life to use transit. Not just for those who can't afford a car.
- TIME is a factor of accessibility. A transit system that runs every half hour is not very accessible to anyone. Downtown Vancouver buses run every ten minutes and people use them. Think of ways to encourage people from all walks of life to use transit. Not just for those who can't afford a car.
- That safety, accessibility and connectivity are priority areas for non-car improvement.
- Safe is alright quite often at night it is rather scary. Mobility is alright. Accessible is a problem, due to the removal of a number of different bus stops it is less accessible for many. Connected if meaning connections from one bus to another it lacks highly! Many busses do not connect at all they quite often may look like it but getting off a bus to get to the next quite often is unachievable because there is not enough time of an overlap (focus mainly on Woodgrove centre & country club.

4.3.4 Connected

- Transportation networks connect people and not places. Peoples' needs, and habits, and, pastimes, and residential/work locations change, and the transit network must change
- Connected - we need to have transit connected better to all types of transportation - especially the ferries
- That safety, accessibility and connectivity are priority areas for non-car improvement.
- The transportation system is not connected. Lack of cycling infrastructure
- Safe is alright quite often at night it is rather scary. Mobility is alright. Accessible is a problem, due to the removal of a number of different bus stops it is less accessible for many. Connected if meaning connections from one bus to another it lacks highly! Many busses do not connect at all they quite often may look like it but getting off a bus to get to the next quite often is unachievable because there is not enough time of an overlap (focus mainly on Woodgrove centre & country club.

4.3.5 Reduced Environmental Impact

- #5 should not only 'reduce impacts' but should specifically specify reducing GHG emissions and fossil fuel use.
- Reducing environmental impact means making cycling and non-polluting forms of transportation more enticing than taking a car. Build the separated bike lanes, and more people will bike, thus reducing the environmental impact.
- If it wasn't for climate change, the (un)affordability of our city infrastructure, and the rising cost of fuel, we wouldn't be here (doing this plan). These are the drivers of the NTMP. Implementation – we need an aggressive plan and measurement.
- Transportation system needs to be sustainable into the foreseeable future and needs to consider things such as rising fuel costs, and limiting green house gas production
- So far so good. I'm glad you mentioned care for the environment. We have to breath well while we walk and green spaces provide so much for mental and physical health.
- I prefer to see (5) Reduced Environmental Impact as Promoting of Alternate Forms of Transport. Relabeling the principle is more a more appropriate and specific way for a transportation system to reduce environmental impact.
- Yes, these are good words to use and make sense. I hope the actual plan details it much more concretely, e.g. What does "sustainable" mean? I think it should directly say that we want to reduce car user ship, specifically single occupancy vehicles, in favour of healthier options like walking, cycling, and carpooling. What about skateboarding? That would be popular with youth.

4.3.6 Affordable

- Affordable: The City provides no service.
- Affordable needs to including sliding scale principles, and perhaps tax incentives for those who choose to give up their cars and commit to long term public transit. I do hope that there is a long term plan for light rail transit along the E&N tracks -- that is a worthwhile investment to which many communities besides Nanaimo could buy in.
- Bus fare just went up, so it's less affordable now and a general nuisance, but I suppose that isn't easily avoided. The transit system does meet "basic needs," but it could be vastly improved to satisfy the people using it.

4.3.7 Other

- Cycling should be the least of concerns because really when it is November and pouring rain and the mother needs groceries for her family do you really think she is going to grab her bike and head out
- Addition - reduce road traffic and thereby reduce emissions
- Have the political will do actually do, in the public interest, what has been talked about for decades.
- I think a guiding principal that addresses many of the draft principles should be the encouragement of public transit or alternatives to personal vehicles.
- NO. Most people don't use busses stop wasting time trying to find more was to waste money on public transit.
- TIME is a factor of accessibility. A transit system that runs every half hour is not very accessible to anyone. Downtown Vancouver buses run every ten minutes and people use them. Think of ways to encourage people from all walks of life to use transit. Not just for those who can't afford a car.
- No but living in Qualicum Beach number 4 is vital. At present it takes an awful lot of planning to use the bus roundabout route which is very slow as it takes a very
- I agree that it should be organized so that the working public is encouraged to take transit - safe, reliable, accessible (including the sidewalks to the stops for mobility challenged/seniors). While it's nice to be considered a University City, the students shouldn't be the only consideration. I

listed Ferries at the bottom of my list because since it became 'semi-private' I haven't been able to afford to use it. I have family (including an elderly parent) that I can't visit because of cost!!!

- The bus system needs to be reliable I need to know that the bus is going to come even in the winter, instead of just deciding to skip Nanoose and drive right past on the other side of the highway.
- Bus fare just went up, so it's less affordable now and a general nuisance, but I suppose that isn't easily avoided. The transit system does meet "basic needs," but it could be vastly improved to satisfy the people using it.
- More frequent buses, more people will use the system if it is convenient.
- More Frequency of transit!!!

4.4 Is anything missing?

4.4.1 General

- No (x35)
- The principles could also be tied to larger urban planning context. I.e. Integrated Vision: to reinforce tourism and community economic development objectives.
- Encourage healthy lifestyles...auto transport not very healthy walking very beneficial
- Speed- Need to focus on getting people efficiently from one end of town to the other. Want to reduce environmental impact- Use MORE traffic circles and less traffic lights.
- Time! Needs to be quicker to get places
- The master transportation goal should be to promote healthy lifestyles for the citizens of Nanaimo.
- No, seems a good summary but we have to remember that if you build a road they will fill it. Without all the money, time, environmental waste of the Quarterway project, we might have arranged for a few more buses and a lot less cars and still have several million dollars left for our real needs.
- I think they cover most factors. How do they compare with the existing policies or current mission statement(s)? What's changing?
- I think you have all areas covered, somewhere I am sure round about will fit in
- I would suggest they add something in the accessibility for those outside of city limits to get safe rides home without also having to add another hour long walk home (cedar, etc.)
- All mention of Protection Island. The City collects about one million in taxes and provides No services other than very marginal road grading services once per year.
- More emphasis (beyond environmental impact) on modes of transport that are consistent with a healthy lifestyle, like walking and cycling.
- The cost of owning a vehicle is becoming prohibitive. Transportation policy should include smaller, cleaner cars that are more available to more people. How the City would do this i've no idea
- Reliable and creative. Look for opportunities to utilize existing infrastructures.
- A timeline for action. Dedicated funding--or a commitment from council to spend the \$\$ required to achieve the goals of this plan. Measurement of our progress. Without accountability, there will be little action.
- Ensure project is handled in a cost effective manner
- Law enforcement is missing from the principles. It appears that downsizing government has resulted in serious degradation of traffic enforcement. The automobile driving "community" has become dangerous through lack of enforcement, and simple adherence to existing laws will make the commute for pedestrians and bicyclists much safer.
- Include Protection Island Include VIU
- Long term outlook/ plan for the city of Nanaimo. Looking at growth in Victoria to North Saanich shows a poorly planned transportation system and how it dealt with growth. Streets were added to the basic highway system with merge lanes when it really should have been with cloverleaves or similar to keep traffic moving and for safety of all
- Remember you cannot be everything to all people. Cars and trucks must have access really folks we are not going to ride our bikes in the rain and snow

- Mention of the two cooperatives in the city: bike and car
- No, it very thorough. I'm unclear why I had to rank the principles though. They all seem equally important. It does not make very much sense to identify important issues and then only pick the top three. All the options that were identified as important should be considered equally.
- We should be able to connect with Ladysmith and Chemainus not just with Parksville. You can travel to Black Creek now but can't even get to the Airport in Cassidy. Whose bright idea was that?
- Convenience
- Please pave over Commercial street. And don't build any more large shopping centres. WE need small stores, within walking distance of every neighbourhood so that neighbourhoods become communities simply because people meet each other whilst buying dinner ingredients. SEE The Old City organics as an example, and the area around Fitzwilliam Gate.
- Safe walk routes to schools - this will lessen traffic congestion and environmental impact
- Because I know how these words get interpreted, I don't like any of the above choices. We've got to 'Maintain Mobility' e.g. Add more lanes. We've got to be 'connected' e.g. Open new roads so fire trucks have easier access. We've got to 'reduce environmental impact' e.g. Add clover leaves to the highway so that cars aren't idling at stop lights, etc.
- I think they underestimate the number of youth using our roadways walking to school each day
- Mentioned above
- Timelines to make it happen.

4.4.2 Transit

- Yes. There should be reliable. Nothing is worse than being trapped by just missing the last bus or having filled buses zip past you
- You should also start believing that people do want to travel by bus in the evening instead of waiting outside for an hour waiting for the bus in an ill lit area where across the street hooligans are loitering about and making the rider feel unsafe.
- Make transit Connections easier to understand
- More Frequency of transit!!!
- Transit should be fast not just meet basic mobility needs.
- Just more options... Nanaimo currently has next to nothing for transit
- An emphasis on not catering to the single occupant vehicle. An indication of what priority different types of users will be given. For example, pedestrian needs will be considered before cyclists. Transit within the city, will take precedence over transit between cities.