



PHASE TWO ENGAGEMENT MEMO

Bus Garage Qualicum Beach

heart of the community 

February 2024

TOWN OF
QUALICUM BEACH



PWL partnership

Table of Contents

Introduction	1
Outreach	2
Town Staff and Stakeholder Meeting	3
Public Survey	5
Public Workshop	7
Moving Forward	9

INTRODUCTION

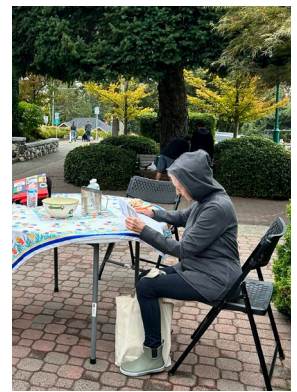
The Qualicum Beach Bus Garage project presents an opportunity to create a community vision for the Bus Garage Lands.

Phase One Engagement, held from September 2023 to November 2023, established how the Bus Garage site is currently used; determined the kinds of activities the Qualicum Beach community would like to see on the Bus Garage site; and collected insight into what the community currently values about Qualicum Beach.

The feedback from Phase One Engagement informed the development of two draft conceptual designs for the Bus Garage site. These options were focused on the amenities and activities that will be included in the future Bus Garage Plan.

The goals of Phase Two Engagement were to share what was learned during Phase One Engagement, demonstrate how that feedback was incorporated into the preliminary design options, and to gather public input on which plaza option and parkade layout is preferred. Public input gathered throughout Phase Two will be incorporated into the final concept design.

Phase Two Engagement, held from December 2023 to February 2024, involved a Town staff and stakeholder meeting, a public survey, and an in-person public workshop.



Bus Garage site photos and phase one engagement.

OUTREACH


Phase Two Engagement was promoted by the Town of Qualicum Beach via the following:

Town of Qualicum Beach Website: The project page for the Bus Garage and Mobility Study process was updated as the engagement process unfolded (see qualicumbeach.com/busrevive). This page features an overview of the process and provides important links to project materials.

Social Media Posts: Four posts, from mid-January to mid-February, were completed on the Town of Qualicum Beach’s Facebook page with a link to the online survey and to promote the Public Workshop.


Constant Contact (Email Notice): Emails were sent out to those on the Town’s email list. One media release was emailed advertising the Bus Garage public consultation process in mid-January. Another media release was emailed out at the beginning of February, advertising the public workshop and survey.

Town Hall: Project information and hard copy surveys were made available at Town Hall. The public workshop invitation was posted in Town Hall.



TOWN OF QUALICUM BEACH

Bus Garage Revitalization - Phase 2 Public Workshop



The Town is excited to share two conceptual designs for Phase 2 of the Bus Garage Revitalization, based on your feedback from Phase 1.

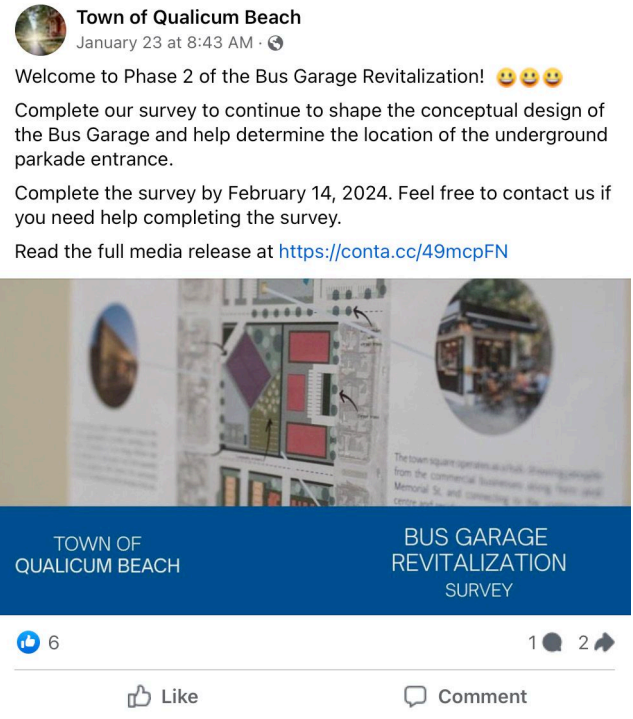
Join us for a presentation of the concept designs, hear about the mobility study, and share your thoughts to help shape the heart of our community!

Monday, February 12th
7:00 pm to 9:00 pm
Qualicum Beach Civic Centre (Pioneer Hall)
747 Jones St, Qualicum Beach

In addition to this workshop, a survey is now open until February 14, 2024, and is available either [online](#) or at Town Hall, 660 Primrose Street.

For more background on the project visit qualicumbeach.com/busrevive

Town of Qualicum Beach Public Workshop invitation.




Town of Qualicum Beach
 January 23 at 8:43 AM · 🌐

Welcome to Phase 2 of the Bus Garage Revitalization! 🙌🙌🙌

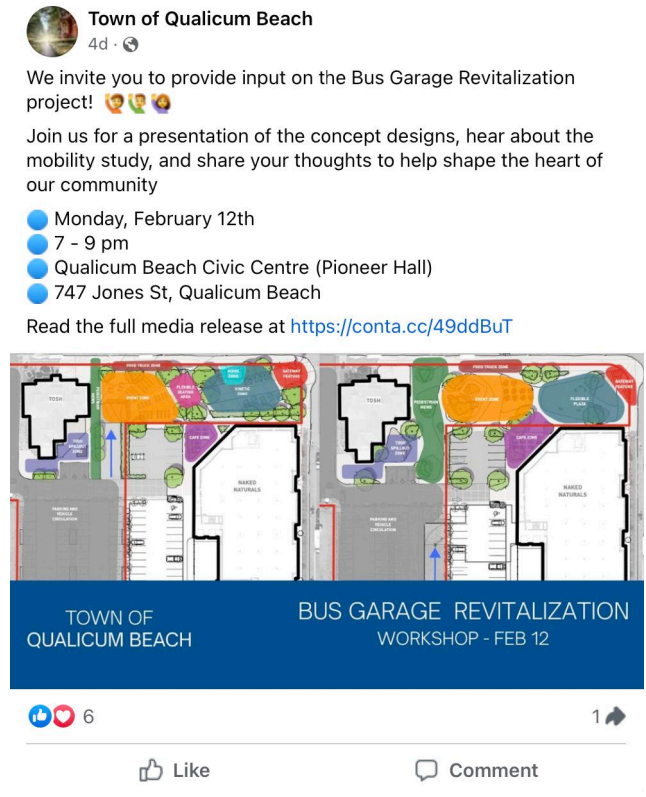
Complete our survey to continue to shape the conceptual design of the Bus Garage and help determine the location of the underground parkade entrance.

Complete the survey by February 14, 2024. Feel free to contact us if you need help completing the survey.

Read the full media release at <https://conta.cc/49mcpFN>



6 likes, 2 comments



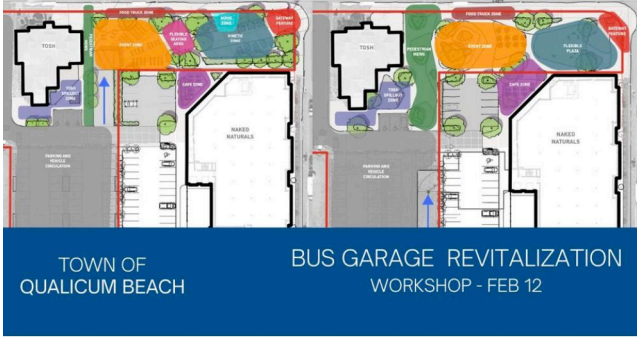
Town of Qualicum Beach
 4d · 🌐

We invite you to provide input on the Bus Garage Revitalization project! 🙌🙌🙌

Join us for a presentation of the concept designs, hear about the mobility study, and share your thoughts to help shape the heart of our community

- Monday, February 12th
- 7 - 9 pm
- Qualicum Beach Civic Centre (Pioneer Hall)
- 747 Jones St, Qualicum Beach

Read the full media release at <https://conta.cc/49ddBuT>



6 likes, 1 comment

Town of Qualicum Beach Facebook posts.

STAKEHOLDER MEETING 2

Engagement Overview

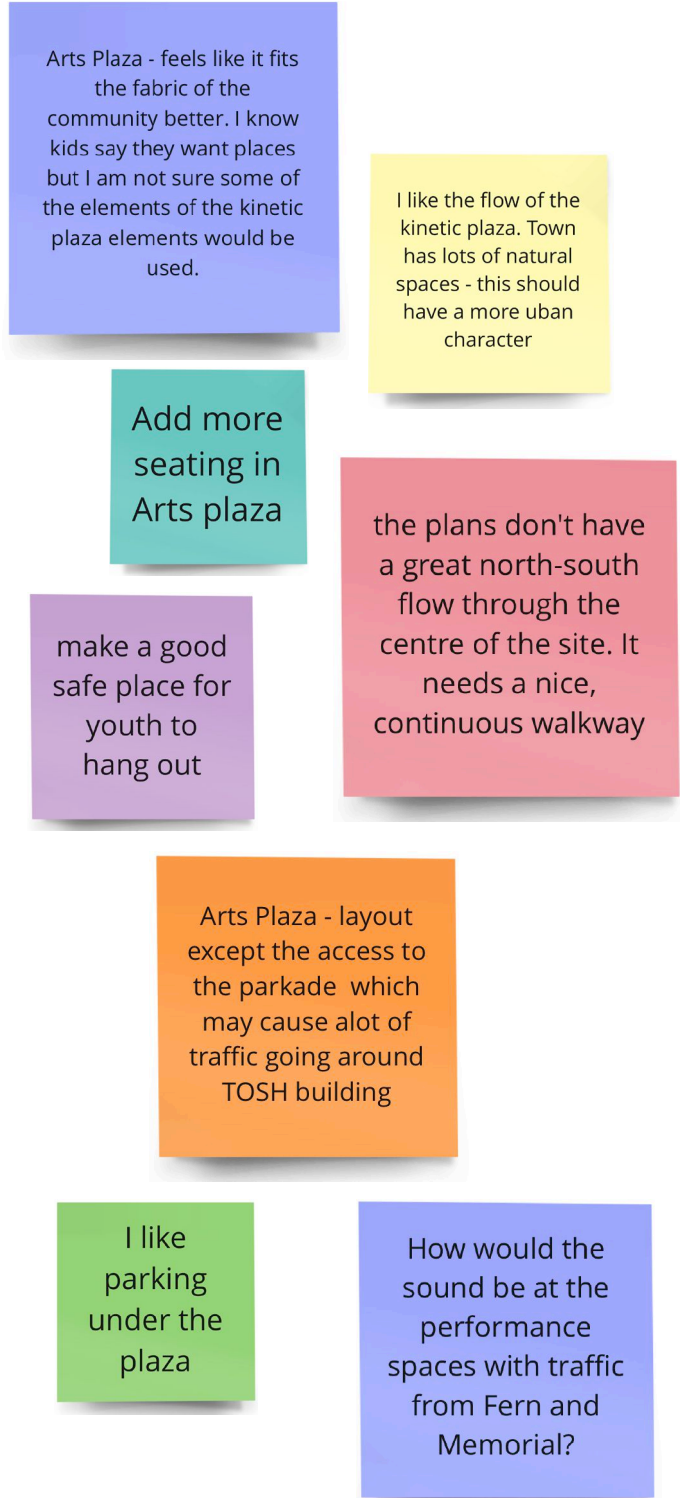
During Phase Two Engagement, the Town continued to engage the stakeholder groups identified during Phase One:

- The Old School House Arts Centre
- Naked Naturals
- Town of Qualicum Beach Staff
- The Old School House

The second Town Staff and Stakeholder Meeting was held virtually on December 15th, 2023. Information was shared and feedback was recorded using Miro, a virtual collaboration platform. The Miro board was available for viewing and comment by the stakeholder group throughout the duration of Phase One and Phase Two Engagement.

An overview of Phase One Engagement activities and results were provided. It was followed by a preliminary analysis of the mobility study findings and two preliminary options for the location of the underground parkade. Finally, the two preliminary plaza design options and their associated programming, along with precedent images, were shared. Participants were then asked a series of questions and invited to provide feedback verbally or to record their own thoughts using the Miro's "sticky note" tool. Verbal feedback was recorded by sticky notes.

Folks said...



Feedback received on virtual whiteboard Miro.

STAKEHOLDER MEETING 2

Summary of Findings

Following the overview of the two preliminary plaza concept design options, participants were asked to respond to a series of questions:

- Which option do you think is a better fit, and why?
- Are there any programming elements that you would like to see added to the Bus Garage plan? Are there programming elements or adjacencies that you see that are a poor fit?
- Is there anything else you'd like us to know?

The feedback received throughout the Town Staff and Stakeholder Meeting has been grouped into four categories: parking and vehicle circulation; preferred plaza options; pedestrian connections; and TOSH-oriented Spaces and Arts Programming.

Parking and Vehicle Circulation

- Participants highlighted a potential conflict between TOSH-oriented spaces, including accessible exits and spill-out spaces, and the proposed parking and vehicle circulation on site.
- Participants expressed a preference for an underground parkade located beneath the plaza. One participant noted that this arrangement would allow for the expansion of the parkade in future phases as the rest of the Qualicum Commons site is developed.

Preferred Plaza Options

- More participants preferred the Arts Plaza concept and expressed that it fits the fabric of the community better. Some participants expressed skepticism that the playful elements of the Kinetic Plaza would be used.
- One participant noted that the Kinetic Plaza's urban character would be a positive contrast to neighbouring Uptown spaces.
- Participants expressed the importance of maintaining views of Mount Arrowsmith from within the site.

Pedestrian Connections

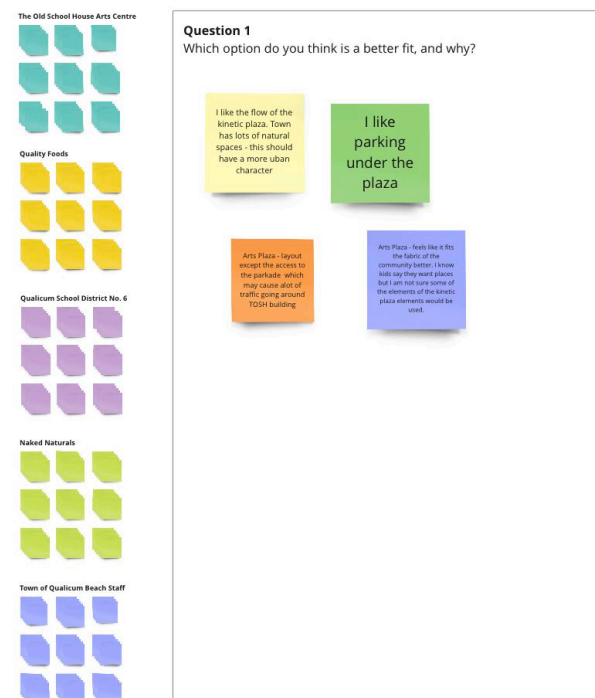
- Participants noted that both options lacked a strong north-south connection through the site for pedestrians connecting to the site via the lane at the southeastern corner.

TOSH-Oriented Spaces and Arts Programming

- TOSH representatives provided feedback on the location of the dedicated TOSH spillout space. The suggestion was to shift this area towards the south of the Old School House building to better align with how the interior spaces are programmed.
- TOSH representatives shared the need for a broader community conversation on how additional arts spaces, such as those proposed in the Arts Plaza concept, would be programmed and funded.

Your feedback!

Please write your answers to each question on a sticky note. Use the colour of the group you represent. Thank you for sharing your ideas and local insight with us!



Example of the questions asked on Miro.

PUBLIC SURVEY

Engagement Overview

A survey was open to the public from January 16th to February 14th, 2024. A total of 263 responses were received. The survey was accessible online at www.qualicumbeach.com/busrevive. Hard copies were also available at Town Hall.

The goals of the survey were to solicit public input on the draft conceptual designs for the Bus Garage Site, focused on amenities and activities in the public plaza. The survey also collected input on two underground parkade options.

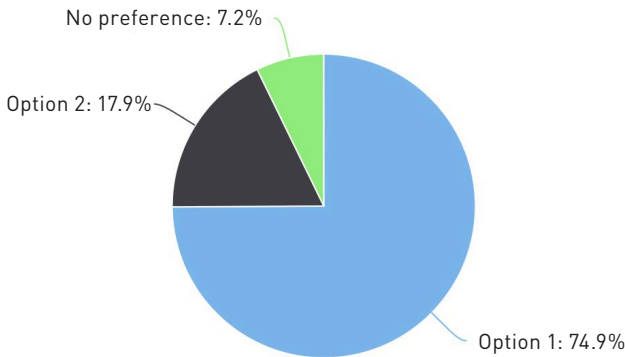
Principle Survey Questions and Summary of Findings

Which underground parking entrance option do you prefer?

Option 1: Underground parking entrance is located outside of the plaza and beside Naked Naturals.

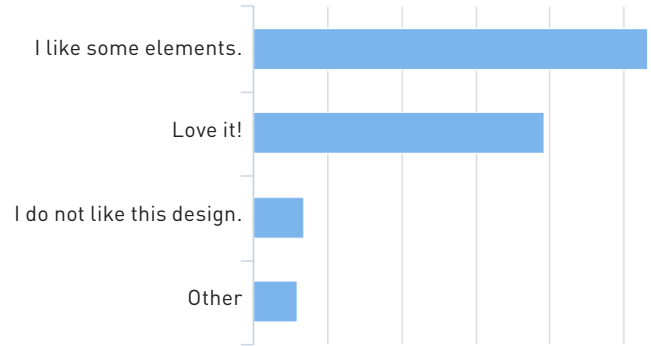
Option 2: Underground parking entrance is located within the plaza and beside TOSH.

Option 3: No preference.



The majority, 75% of the respondents, preferred the option with underground parking entrance located outside of the plaza and beside Naked Naturals. The most common reasons provided were the wider pedestrian walkway beside TOSH and a more spacious plaza. Several respondents raised the importance of considering parking congestion, for both options.

How do you feel about the Arts Plaza?



The majority, 88% of the respondents, either loved or liked some of the elements of the Arts Plaza concept. Some respondents expressed their like for the trees and greenery, and passive use spaces. Bike parking and EV chargers were noted to be missing from this design. Comments on layout of the program elements included: stage is too close to the food truck area and busy intersection, noise pollution, and concerns that the space is over programmed.

Are there any elements that you think are a good fit for the Arts Plaza? A poor fit?

The most common 'good fit' responses included the flexible plaza area, cafe, wide pedestrian access, and event zone. Other respondents added that the TOSH spill out space and the gateway feature were also good elements for the space.

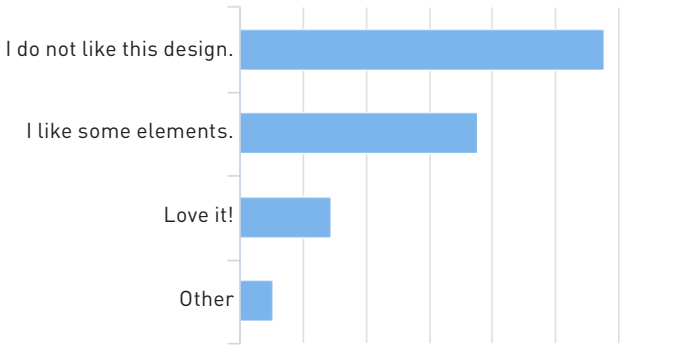
The most common 'poor fit' responses included insufficient space for the events area, over-programming, and the second raised platform stage. The opinions on the food truck area were mixed.

Are there any elements that you would like to see added to the Arts Plaza?

Responses included washrooms, bike racks, water fountain, covered area, and more trees and seating. A couple respondents suggested including some of the kinetic elements or play elements, such as games tables or movie screen, into this option.

PUBLIC SURVEY

How do you feel about the Kinetic Plaza?



Half of the respondents did not like the Kinetic Plaza concept and only 12% of the respondents loved this concept. Respondents expressed concern that the concept is too crowded and location of the games area is too close to a busy intersection.

Are there any elements that you think are a good fit for the Kinetic Plaza? A poor fit?

The most common 'good fit' responses included the cafe, gateway feature, and flexible seating area. Other respondents noted lighting and covered stage.

The most common 'poor fit' responses included too narrow of a pedestrian access, too crowded, lack of seating and trees, and games tables.

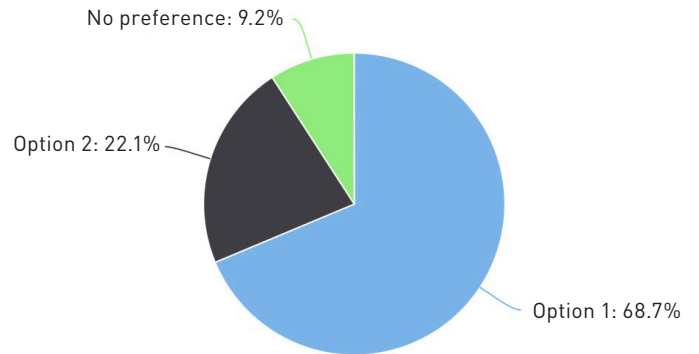
The opinions on the food truck area and movie zone were mixed.

Are there any elements that you would like to see added to the Kinetic Plaza?

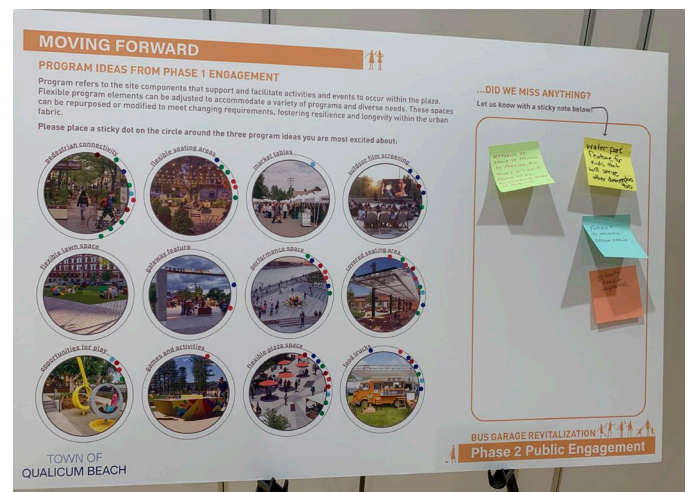
Several respondents suggested that the parkade entrance identified on option 1 would be more suited. Other responses included washrooms, bigger cafe, lawn area, picnic tables, bike racks and more calm/quiet areas.

Which plaza option do you prefer, and why?

- Option 1: Arts Plaza.
- Option 2: Kinetic Plaza.
- Option 3: No preference.



The majority of the respondents (69%), preferred the Arts Plaza concept. Factors contributing to the preference included more green space, better small town feel, larger plaza, flexibility of use, better parking entrance, wider pedestrian access, more seating, and opportunities for social gathering.



Comments from one of the Public Workshop boards.

PUBLIC WORKSHOP

Engagement Overview

An in-person public workshop was held at the Qualicum Beach Civic Centre on February 12th, 2024 from 7:00 to 9:00pm.

The purpose of the Public Workshop was to summarize the feedback received during Phase One Engagement, to provide preliminary mobility study findings, and to share the two preliminary plaza concept design options along with two underground parkade options.

Participants were asked to weigh in on which parkade option was preferred; to share additional feedback on proposed programming within the plaza; and to comment on which plaza concept design option was preferred.

Principle Topics and Summary of Findings

Mobility

Participants expressed the importance of pedestrian safety and comfort at Fern and Memorial intersection and between the back lane and Fourth Avenue.

Potential measures to improved safety were discussed, including:

- Consider introducing a pedestrian scramble signal phase at the signalized Fern & Memorial intersection.
- Consider a pedestrian sidewalk along the south edge of Fourth Avenue across from the site loading area, that would connect the back lane to Memorial Avenue.
- Consider closing the lane south of the site to vehicle traffic. However, the circulation implications for larger vehicles should be further evaluated before lane closure is recommended
- Consider additional benches and enhanced pedestrian road crossings.

Participants expressed a concern that the mobility report used fall traffic volumes instead of summer volumes. It was clarified this was standard practice and while higher tourist volumes occur in summer, it also coincides with reduced local commuter trips, school trips and increases in active modes. The Mobility Report will include further details on implications the seasonal factor has on its findings.

Naked Naturals is not anticipated to generate as much traffic as a typical grocery store, but instead is likely to have some similar characteristics as a specialty retail store where trips rates are about 1/3 of regular grocery store trips.

Parking

Most participants preferred Parkade Option 1. Comments included a preference to reserve as much space as possible for the public plaza and a general sense that additional public parking is needed in the Uptown area. Participants expressed a desire for more information about parkade hours of use, and details on how the parkade would be accessed by the public.

Other comments included the need for electric vehicle infrastructure, including Level 3 chargers.



Participants speak with consultants at the Public Workshop

PUBLIC WORKSHOP

Principle Topics and Summary of Findings

Plaza Program

There was strong support for pedestrian connectivity, both through dot voting and comments left via sticky notes. Other programming elements that received support included flexible plaza space, flexible seating areas, food trucks, and performance space. Opportunities for play and outdoor film screening were also somewhat supported, though overall feedback on these program elements was mixed. Participants questioned whether this site was the most appropriate place for play elements, with some participants commenting that the neighbouring play space could be renewed. Some participants expressed concern that traffic noise would interfere with film screenings.

Plaza Options

The Arts Plaza option was preferred by participants. Comments to improve this option included ensuring enough space between food trucks and pedestrian crosswalks; incorporating some play elements, from the Kinetic Plaza into the Arts Plaza, to accommodate children and families; and ensuring trees have adequate space to grow.

Comments related to the Kinetic Plaza included doubt that outdoor film screening would be successful on this central site, and that the character of this option was not a good fit for its surroundings.

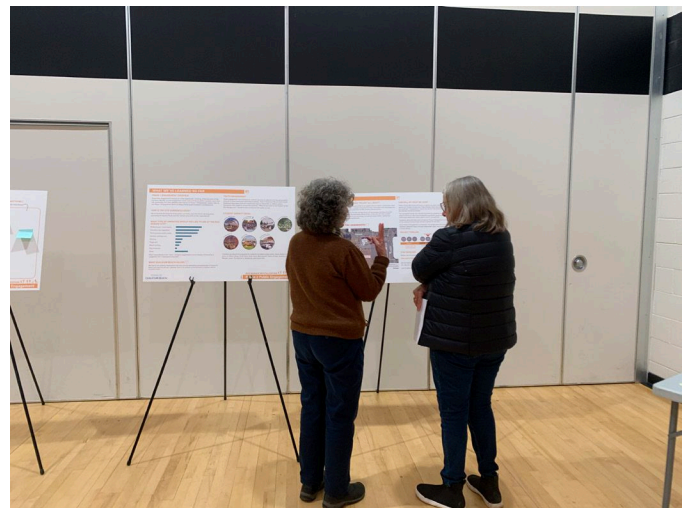
Other Comments

Participants expressed a desire to see more vegetation and tree planting.

Other comments questioned the allocation of so much space to parking at a time when alternative modes of transport are being encouraged.

Some comments expressed a desire for an interactive water feature.

Participants noted that bike parking is needed on the site.



Participants review engagement materials

MOVING FORWARD

Thank you for participating and contributing!

Building on the feedback and momentum achieved during Phase One and Two of public engagement, our next steps will consist of refining the character of the plaza and producing a more detailed site plan that articulates a shared vision for the Bus Garage site. This refined Concept Design and Mobility Report will be shared with the public and Council at the Committee of the Whole (COW) meeting.

What's Next?

- In-Person Committee of the Whole Presentation: March 20th, 2024



The Old School House Arts Centre.



We want to hear from you!

Visit the project website qualicumbeach.com/busrevive to read about public engagement and project progress to date, and to learn more about the next steps.