



# Connecting Courtenay

## Engagement Summary: Round 1

June 21, 2018

**URBAN**  
systems

## **REPORT FOR:**

---

City of Courtenay  
830 Cliff Avenue  
Courtenay, BC V9N 2J7

## **PREPARED BY:**

Urban Systems Ltd.  
550 – 1090 Home Street  
Vancouver, BC V6B 2W9

ALONG WITH:  
Kathleen Hamilton

## **CONTACT:**

Allison Clavelle, P.Eng.  
[aclavelle@urbansystems.ca](mailto:aclavelle@urbansystems.ca)

June 4, 2018

This report is prepared for the sole use of City of Courtenay. No representations of any kind are made by Urban Systems Ltd. or its employees to any party with whom Urban Systems Ltd. does not have a contract. Copyright © 2018.

## CONTENTS

1.	Introduction.....	1
2.	About the Process.....	1
3.	What We Did.....	2
3.1	Engagement Activities .....	2
3.2	Promotion and Outreach.....	3
3.3	Key Topics .....	3
4.	Overall Observations.....	4
5.	Survey Comments By Question:.....	5
6.	Who We Heard From.....	21

## 1. INTRODUCTION

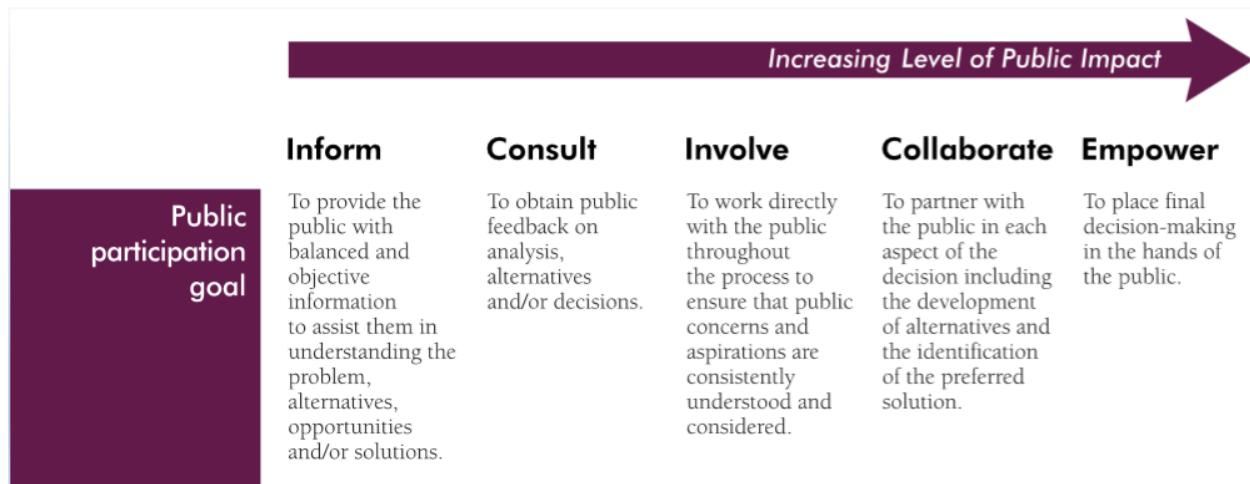
Courtenay has more than doubled in size over the past 25 years, and as cities grow and change, so do their transportation needs. The City is developing Connecting Courtenay, a Transportation Master Plan that will provide direction on transportation infrastructure for the next 20 years. To inform the Transportation Master Plan, the City of Courtenay is seeking public input about issues and challenges and “big ideas” to be considered as part of the long-term transportation network.

Based on public input, best practices, and technical assessment, Connecting Courtenay will identify existing issues, model future impacts, identify long-term improvements and set priorities for five and 10 years investments. The draft plan will be presented to City Council in summer 2018.

## 2. ABOUT THE PROCESS

The daily lives of all citizens are affected by the transportation network, regardless of their mode of choice. Developing an integrated transportation network of the future requires the input and involvement from a range of community interests and perspectives. Meaningful engagement in the master planning process will ensure the plan reflects the community's needs and wants and establishes a greater foundation for public awareness and understanding for implementation of the plan over coming years.

Public engagement efforts will focus the on “inform – involve” phases of the spectrum International Association of Public Participation (IAP2) values and spectrum:



After extensive data collection completed in the fall of 2017, the first phase of engagement kicked-off with an open house and online survey in early March 2018, followed up a series

of engagement booths at busy public gathering places and meetings with various stakeholders.

For more information: [www.courtenay.ca/connectingcourtenay](http://www.courtenay.ca/connectingcourtenay)

## 3. WHAT WE DID

### 3.1 ENGAGEMENT ACTIVITIES

To reach a broad range of stakeholders and the broad community, a series of public engagement activities and tools were utilized.

- An open house was held at the Florence Filberg Centre - Conference Hall Wednesday, March 7, 2018, from 5 p.m. – 7 p.m. Over 90 people attended.
- A series of stakeholder meetings were held with key groups including the Accessibility Committee, School District #71, several regional government partners and the Cycling Coalition.
- To raise awareness and make it easier for the broad public to participate, several “engagement booths” were held at a variety of high-traffic public locations including North Island College, the Comox Valley Farmers’ Market, Driftwood Mall and the Lewis Recreation Centre. These booths were an opportunity to reach a diverse range of residents “where they are.”
- An online survey was available from March 7 to March 29, 2018. Print surveys were also offered as an alternative to the online version. The survey was the central repository for public input and garnered a high response rate with 965 surveys completed including over 3,000 comments.



## 3.2 PROMOTION AND OUTREACH

In an effort to establish broad awareness of the “Connecting Courtenay” initiative and the opportunities to provide input, a number of activities occurred:

- Established a project tag line of “Connecting Courtenay” and posed a call to participate asking “What Moves You?
- A project logo and consistent visual identity were applied to encourage recognition of the initiative.
- 500 business cards promoting the online survey were distributed to residents to encourage participation in the online survey.
- Media release was distributed to local media resulting in event promotion and attendance at event
- The open house and online survey were advertised in the local newspaper (Comox Valley Record)
- Digital signage in City facilities
- Promoted on City of Courtenay website and within City of Courtenay social media (Facebook and Twitter)
- Emails to key transportation stakeholders and large employers within the Comox Valley
- Information was shared through established City of Courtenay communications tools

## 3.3 KEY TOPICS

- How do residents currently travel?
- What is their experience?
- What discourages them from using other modes?
- How would residents like to see transportation funding change in the future
- What is their bold idea for transportation in Courtenay? What is your vision?



## 4. OVERALL OBSERVATIONS

Survey respondents indicated the three

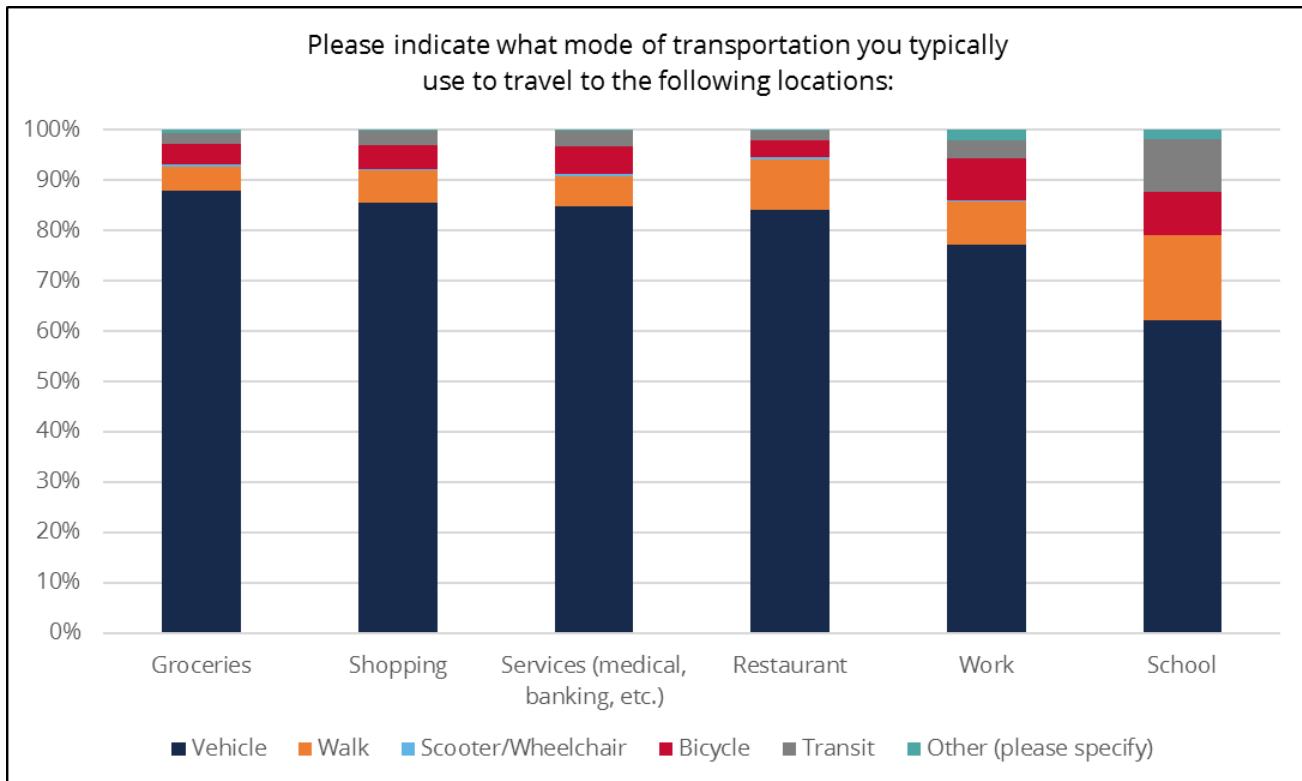
- There were 975 respondents to the survey.
- Sixty percent of respondents identified as women and 40% as male. There was broad representation across all adult age groups with a slight majority within the 30-39 age range.
- 80% of respondents own their home and 75% of respondents live in a single-family home.
- The majority of respondents are residents and their primary mode of travel is vehicle. 75% of respondents indicating owning a bike.
- When asked where greater transportation investment should be made, more than half of respondents indicated transit, cycling, and pedestrian networks. More than half of respondents also indicated ‘other’ and gave a more specific example – around a quarter of these requested more spending on river crossings.
- Congestion during peak/desired travel times was identified as the top challenge when driving.
- When asked what could improve the driving experience, respondents indicated greater investment in transit, as well as cycling and pedestrian infrastructure.
- More trails and pathways and physical separation from vehicle traffic were rated highest to encourage greater travel by foot or bike. Sidewalk lighting was also indicated.
- Respondents indicated transit service is not frequent enough and takes too long to reach their destination.
- Improvements to existing bridges and the addition of new crossings were commonly mentioned within the comments.
- When respondents were asked to state their bold vision for Courtenay, the majority of comments are related to major capital,
- Survey results did not vary significantly by gender, age, resident or business owner.

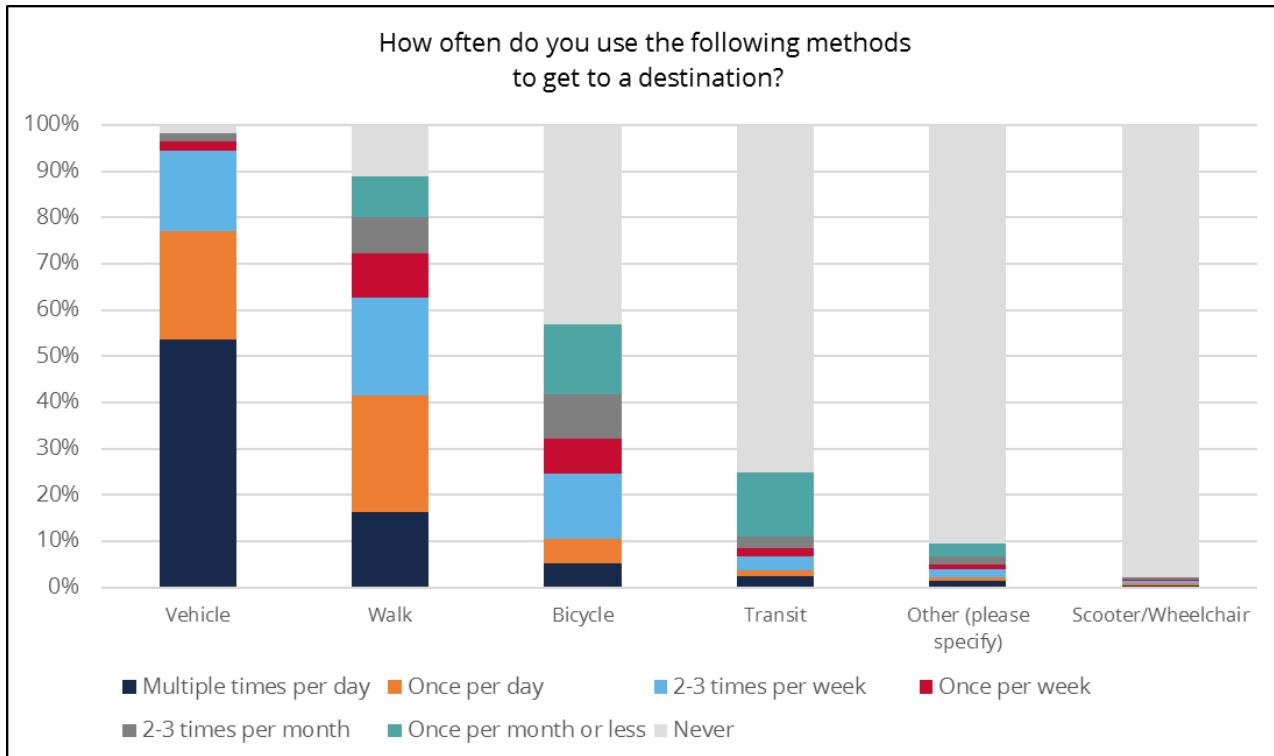
## 5. SURVEY COMMENTS BY QUESTION:

Total number of survey respondents (print and online): 965

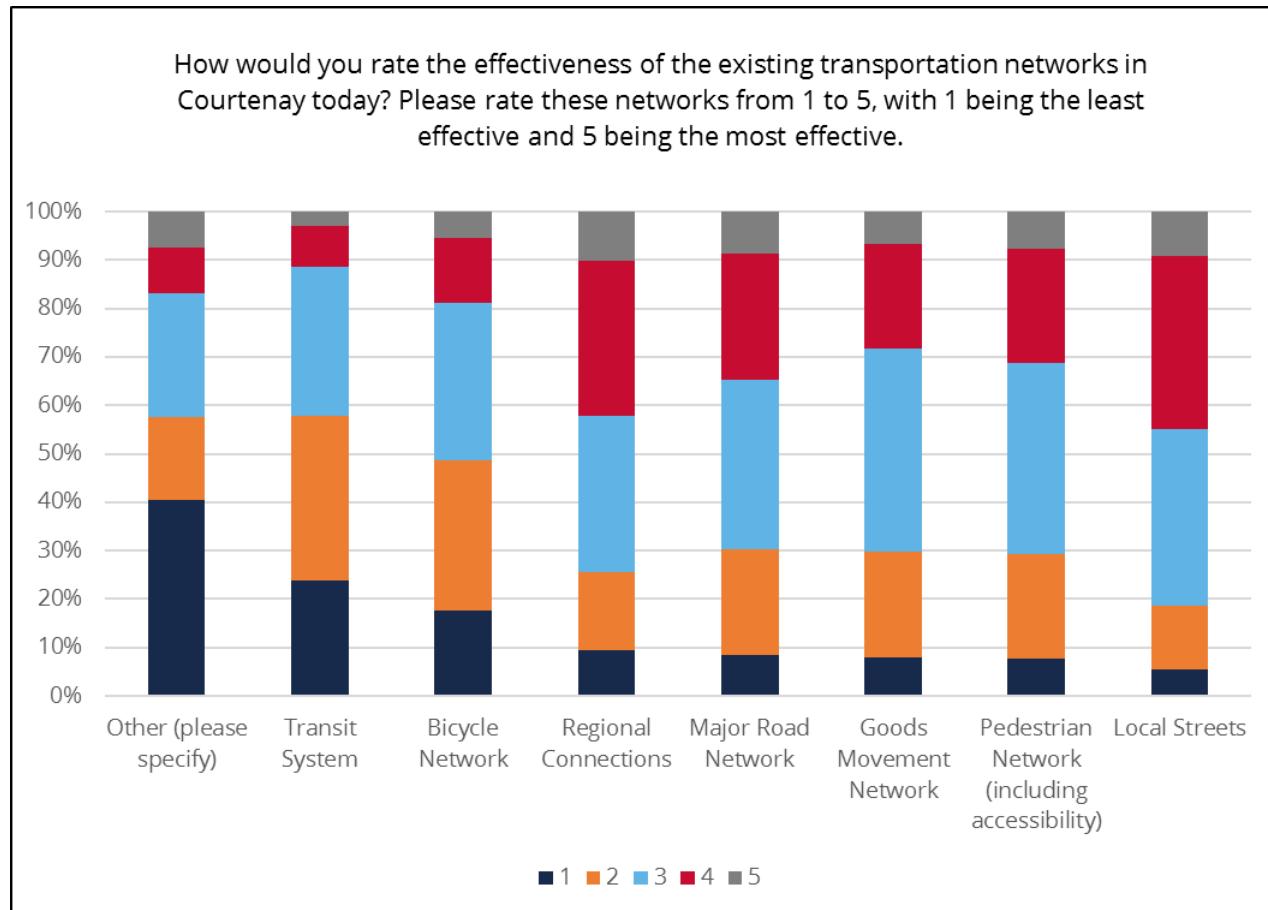
# of comments: ~ 3,000

1. Please indicate what mode of transportation you typically use to travel to the following locations:



**2. How often do you use the following methods to get to a destination?**

3. How would you rate the effectiveness of the existing transportation networks in Courtenay today? Please rate these networks from 1 to 5, with 1 being the least effective and 5 being the most effective.



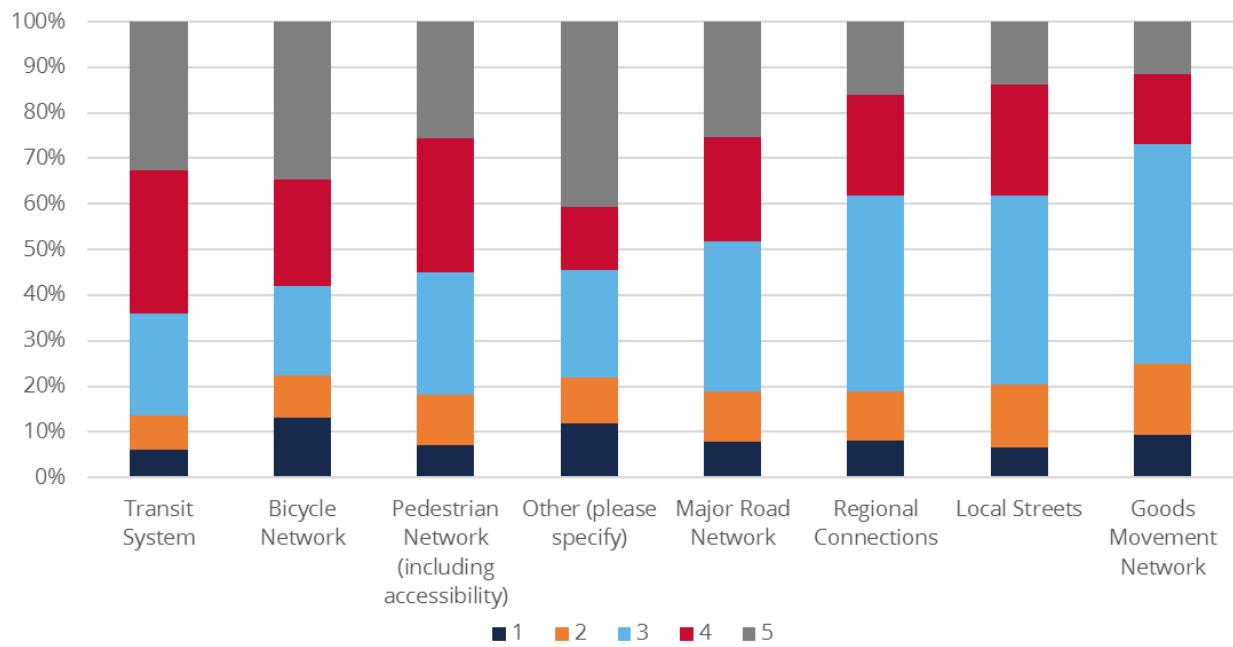
75 comments for Other (please specify):

- Need new bridge/bridges improved/crossings need addressing (23)
- Desire commuter train to rest of island (4)
- Transit needs to be improved (3)

4. The City invests capital and operating funds into the construction, maintenance, and operation of transportation networks today. How would you like to see that funding change in the future? Please rank these networks from 1 to 5, with 1 being much less investment, 5 being much more investment, and 3 being the same level of investment as today.

The City invests capital and operating funds into the construction, maintenance, and operation of transportation networks today. How would you like to see that funding change in the future? Please rank these networks from 1 to 5, with 1 being much less

i

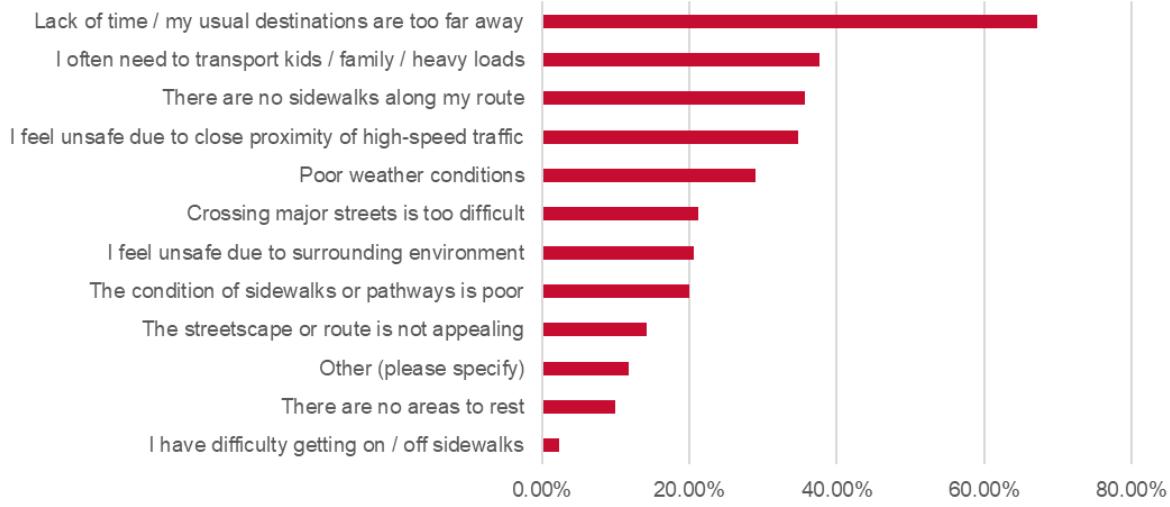


#### 84 comments for Other (please specify)

- Bridge mentions (28)
- Commuter train to other island destinations (5)
- Bike routes (4)

5. Which of the following factors discourage you from walking for more of your day-to-day needs? Our definition for “walking” includes using a mobility aid such as a wheelchair or scooter.

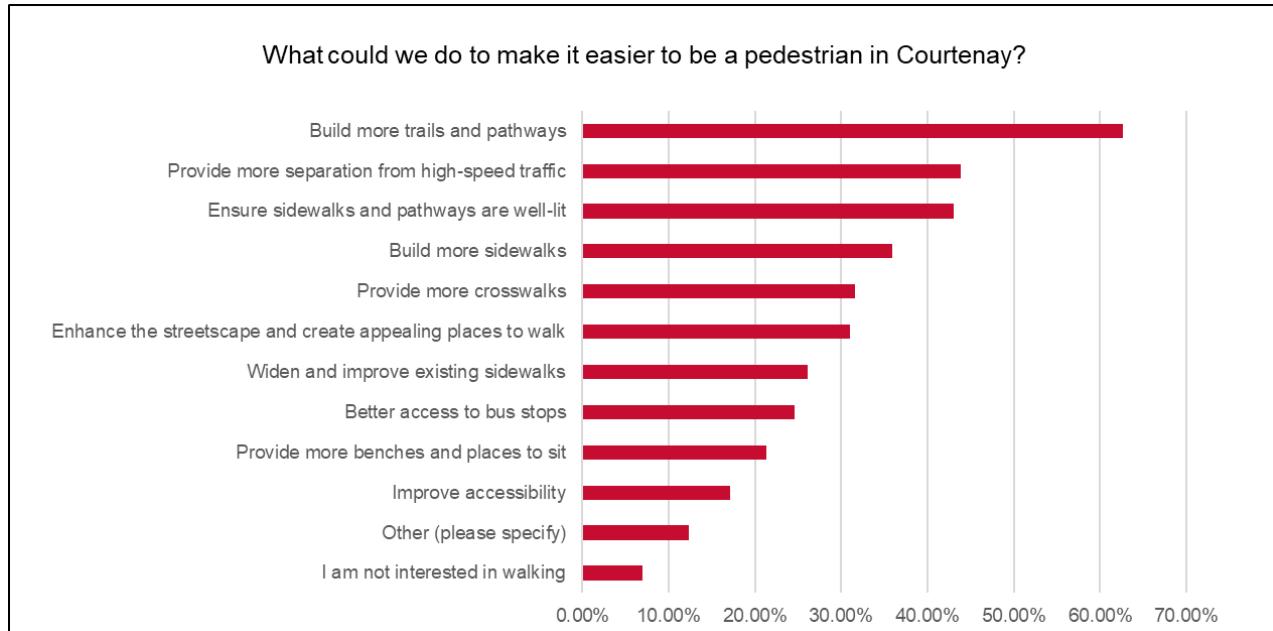
Which of the following factors discourage you from walking for more of your day-to-day needs? Our definition for “walking” includes using a mobility aid such as a wheelchair or scooter.



98 comments for Other (please specify)

- Poor connections/destinations too far (17)
- Age/health/mobility limitations (14)
- Air quality/wood burning (4)
- Unsavory characters/personal safety (4)
- Crossings not marked (3)
- Parked cars on sidewalks (3)
- Sidewalks too high or too narrow (3)
- Street lighting (3)

## 6. What could we do to make it easier to be a pedestrian in Courtenay?



### 101 comments for Other (please specify)

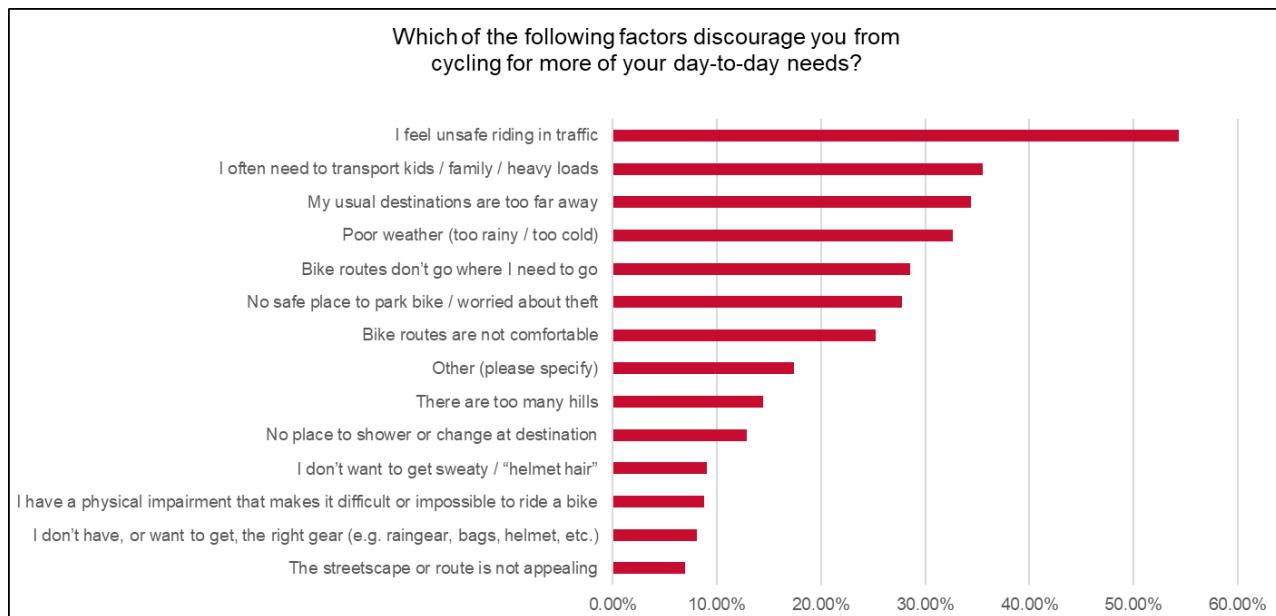
- More pedestrian controlled signals at crossing/improved lighting (9)
- Snow clearing in winter (7)
- Enforcing/lowering speed limits and traffic calming (5)
- Air quality/wood burning (5)
- Pedestrian bridge at Ryan/Lerwick/sidewalks on Ryan (4)
- Land-use planning – increased density, less sprawl, “complete” streets planning (4)
- Visibility of crosswalks (3)
- Education about benefits of walking/active-healthy lifestyle (3)
- Personal safety/unsavory characters (3)
- Connect existing infrastructure (3)

## 7. What else should we know about being a pedestrian in Courtenay?

268 Comments

- Ryan Road mentions (24)
- Need improved connectivity to destinations and close sidewalk gaps (16)
- Enforcement of speed/distracted drivers (11)
- Education and awareness activities (7)
- Sidewalk clearing (7)

## 8. Which of the following factors discourage you from cycling for more of your day-to-day needs?



142 comments for Other (please specify)

- Lack of cycling infrastructure (14)
- Need wider roads/shoulders (12)
- Lack of connectivity (8)
- Lack of street cleaning (8)

## 9. What could we do to make it easier to bike in Courtenay?



108 comments for Other (please specify)

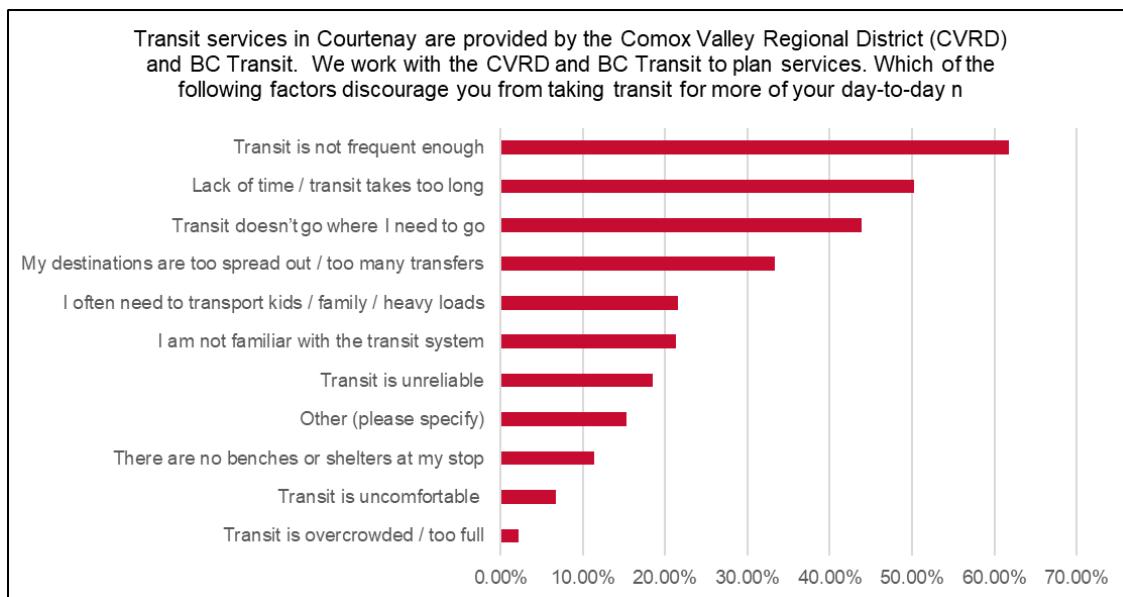
- Increased regulatory - enforcement/bike licensing/speed limits (15)
- More cycling education/maps (13)
- No more cycling investment needed/maintain status quo (11)
- Increased street cleaning/sweeping – salt/sand (8)
- Invest in bike paths and trails (4)
- More cyclist controlled signals (4)

## 10. What else should we know about riding a bicycle in Courtenay?

222 comments

- Need more dedicated cycling infrastructure (32)
- Conflict that exists between cyclists and drivers (24)
- Need increased education (18)
- Increased enforcement of cyclists and drivers (15)
- Safety concerns (14)
- Ryan Road, Superstore, Lerwick area (11)
- Connections to destinations and close gaps (8)
- Street cleaning (7)

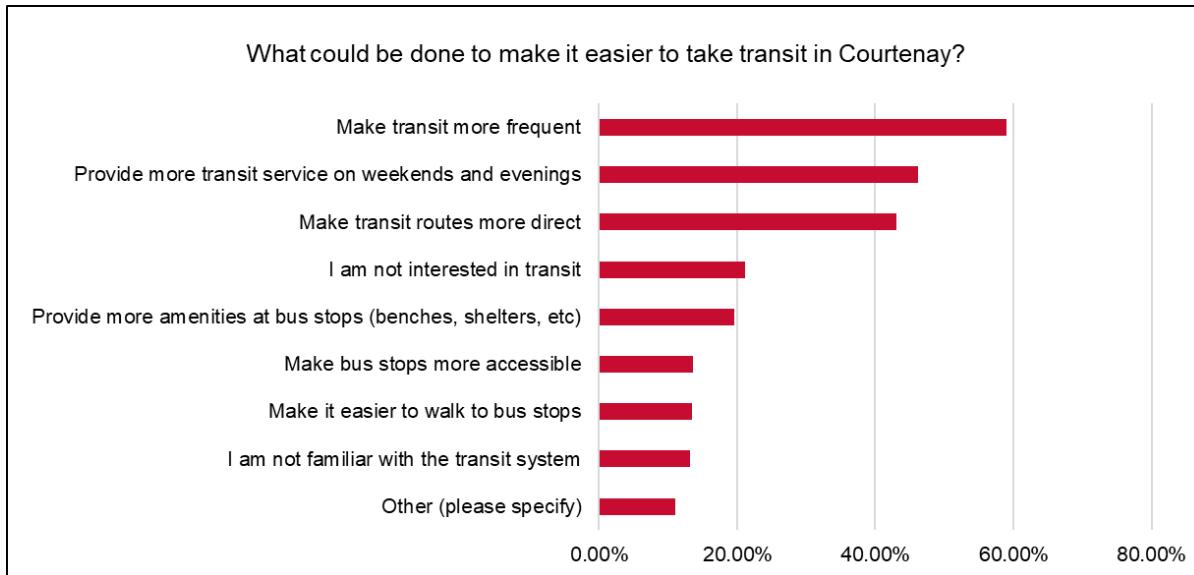
## 11. Transit services in Courtenay are provided by the Comox Valley Regional District (CVRD) and BC Transit. We work with the CVRD and BC Transit to plan services. Which of the following factors discourage you from taking transit for more of your day-to-day needs?



122 comments for Other (please specify)

- Distance to bus stop too far/doesn't service my area (28)
- Schedule limits evening/weekend service (17)
- Intervals are too far apart/routes too long (11)
- Poor public information (7)
- Better service needed to major destinations including North Island College/hospital (5)
- Arden mentions (4)

## 12. What could be done to make it easier to take transit in Courtenay?



85 comments for Other (please specify)

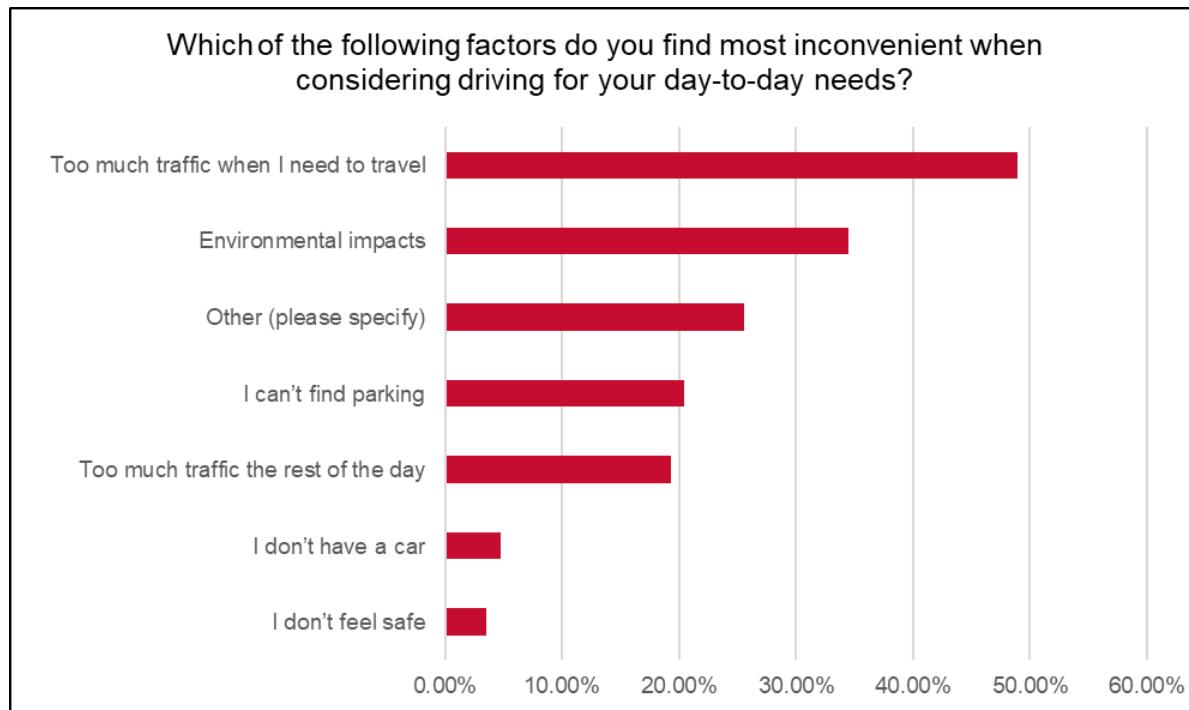
- Expanded coverage to more areas (15)
- Increased frequency/intervals (13)
- Improved schedules/public information/maps (9)
- Smaller buses more often/more routes (7)
- Increased short, return loops/fewer one way (4)

## 13. What else should we know about taking transit in Courtenay?

153 comments

- Increase frequency (21)
- Need to connect to specific destinations (16)
- Increased evening, early morning and Sunday service (15)
- Shift to smaller buses to increase frequency (11)
- Improve public information (8)

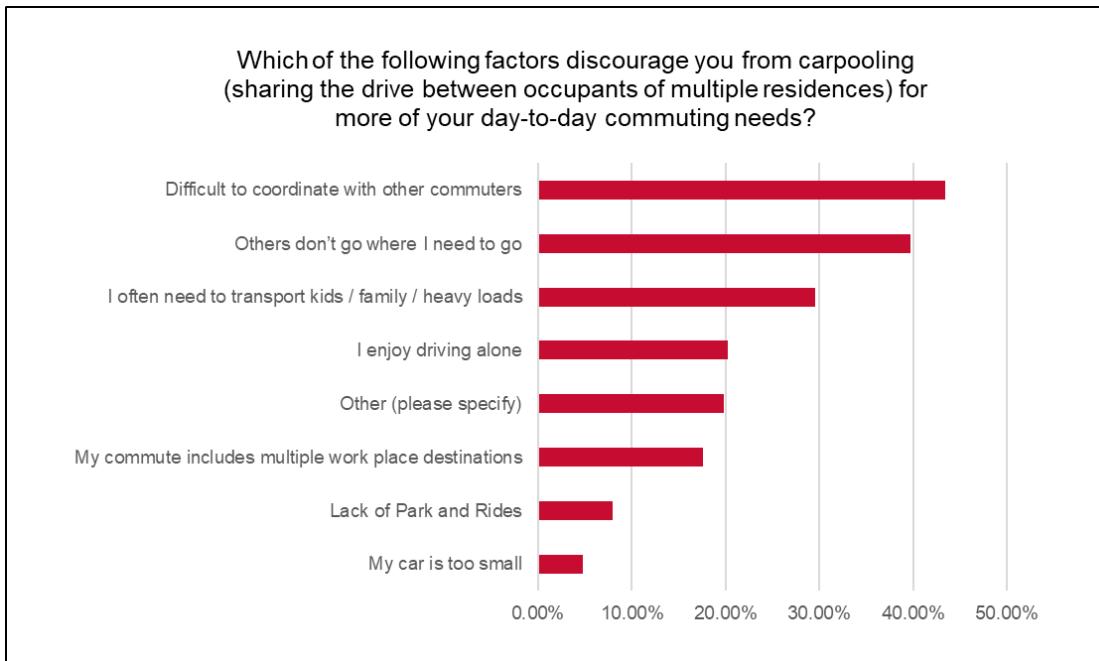
**14. Which of the following factors do you find most inconvenient when considering driving for your day-to-day needs?**

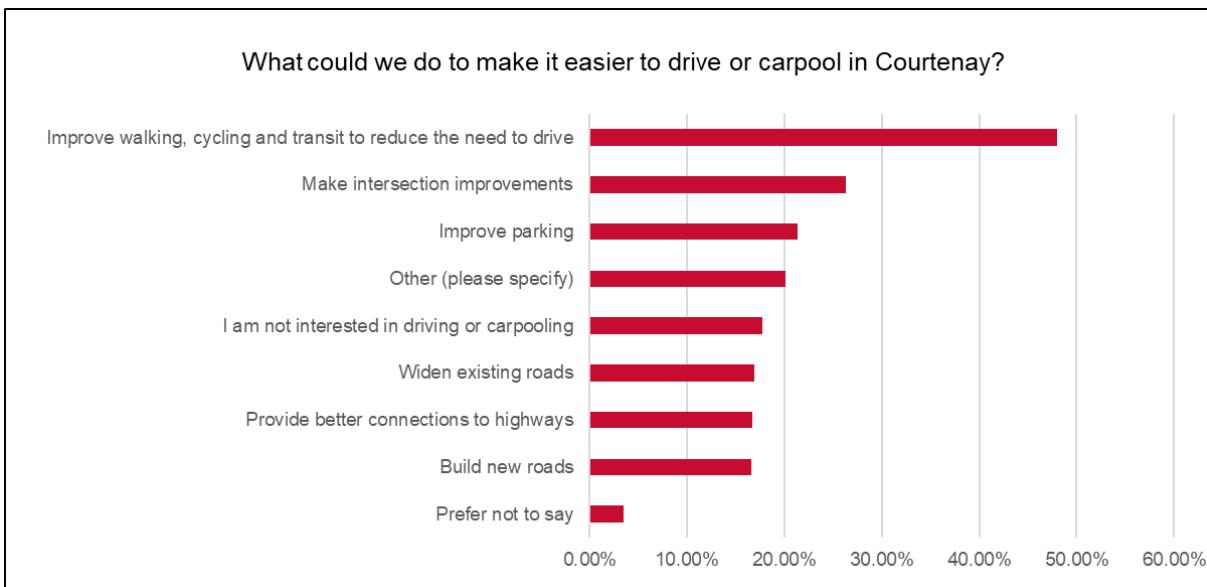


181 comments for Other (please specify)

- Congestion at bridges/Ryan Road to downtown (57)
- General congestion (18)
- Cost of gas/insurance (11)
- Too many signalized intersections/timing of signals (9)
- Lack of parking downtown (9)
- Lack of enforcement (5)

**15. Which of the following factors discourage you from carpooling (sharing the drive between occupants of multiple residences) for more of your day-to-day commuting needs?**



**16. What could we do to make it easier to drive or carpool in Courtenay?**

137 comments for Other (please specify)

- Increased capacity at crossing/another bridge (61)
- Introduce coordinating functions/car share forums/ride share companies (19)
- Disincentives to driving/narrow roads/make it more difficult (8)
- Traffic light timing (7)

## 17. What else should we know about driving and carpooling in Courtenay?

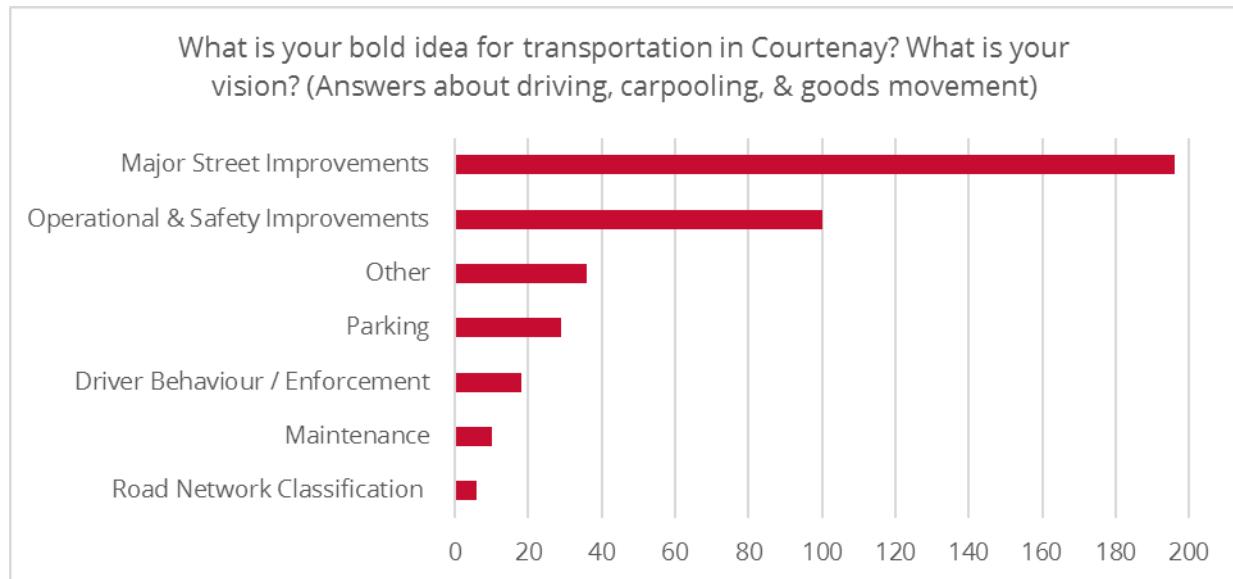
155 comments

- New crossing/increased capacity at crossings (31)
- Signal timing (13)
- Invest in infrastructure for cycling/ped and bus (9)
- Allow rideshares/provide coordination tools to support carpools (7)
- Create incentives not to drive (6)
- Create parking for carpoolers (5)

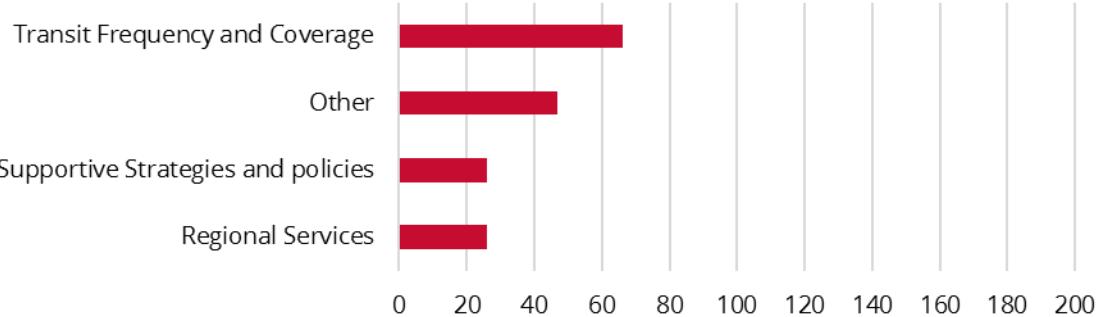
## 18. What is your bold idea for transportation in Courtenay? What is your vision?

594 comments

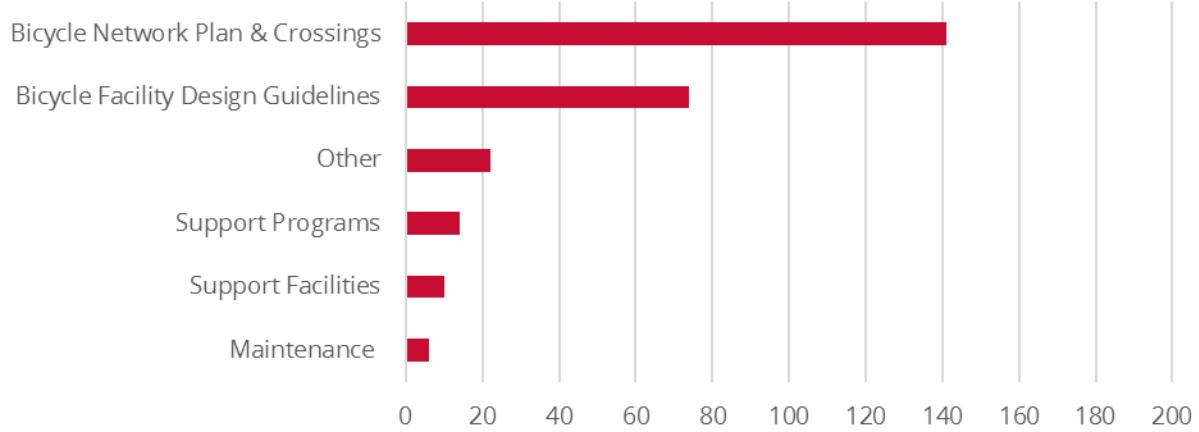
The comments were organized by mode and categorized by the 'type' of big idea. Some comments included multiple ideas and were counted in multiple columns. The results are summarized by mode in the tables below.



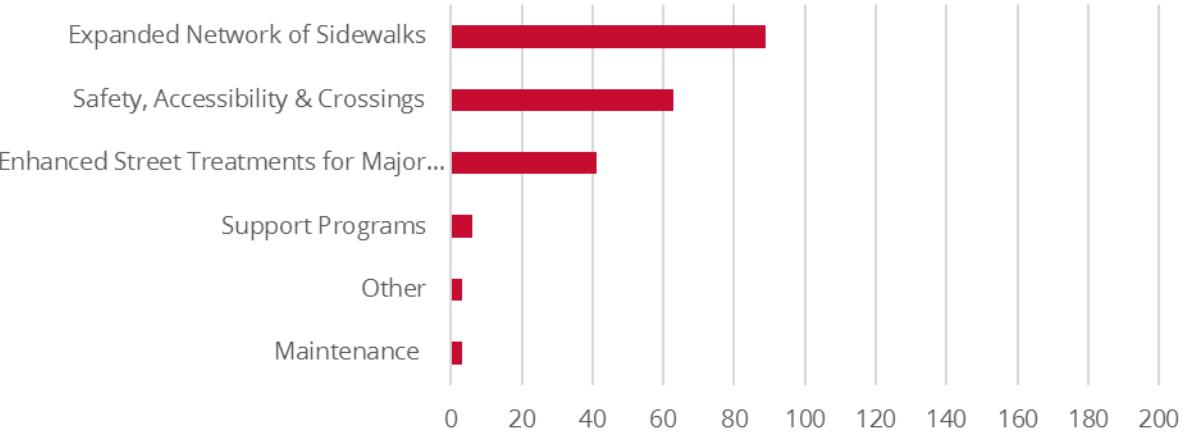
What is your bold idea for transportation in Courtenay? What is your vision? (Answers about transit)



What is your bold idea for transportation in Courtenay? What is your vision? (Answers about cycling)

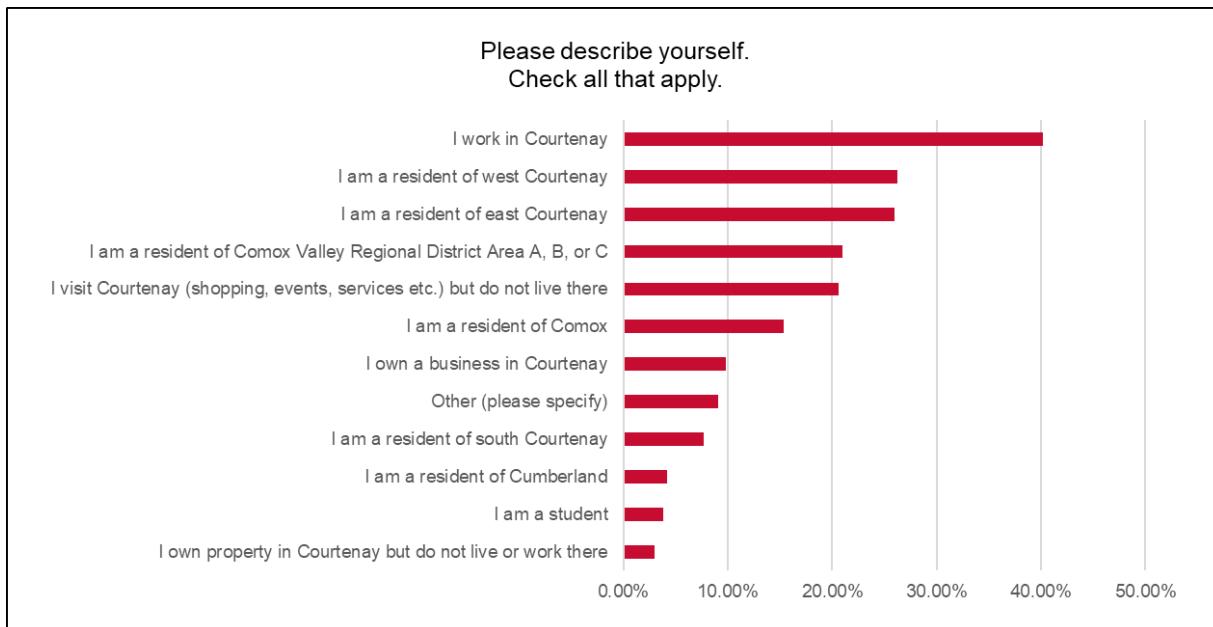


What is your bold idea for transportation in Courtenay? What is your vision? (Answers about being a pedestrian)



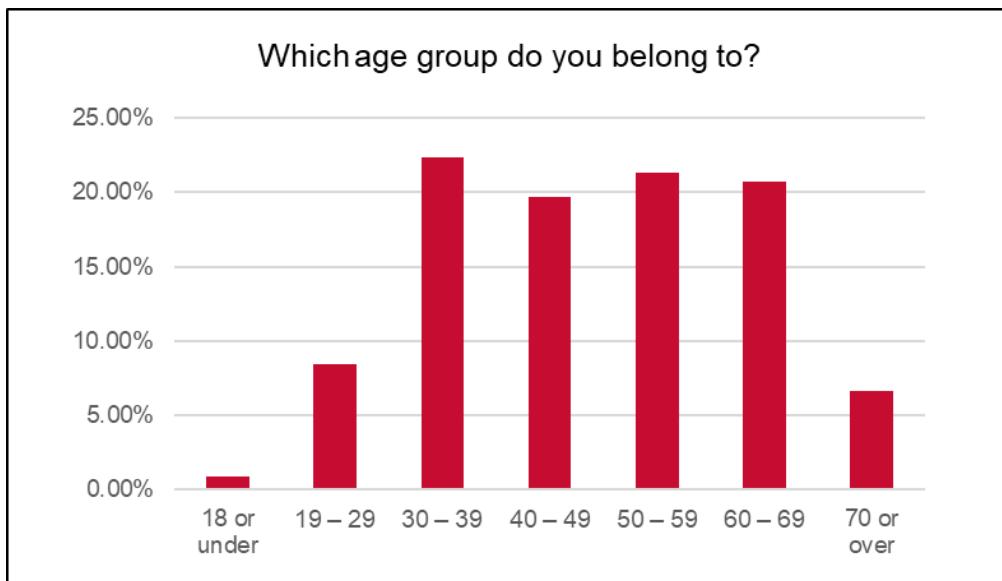
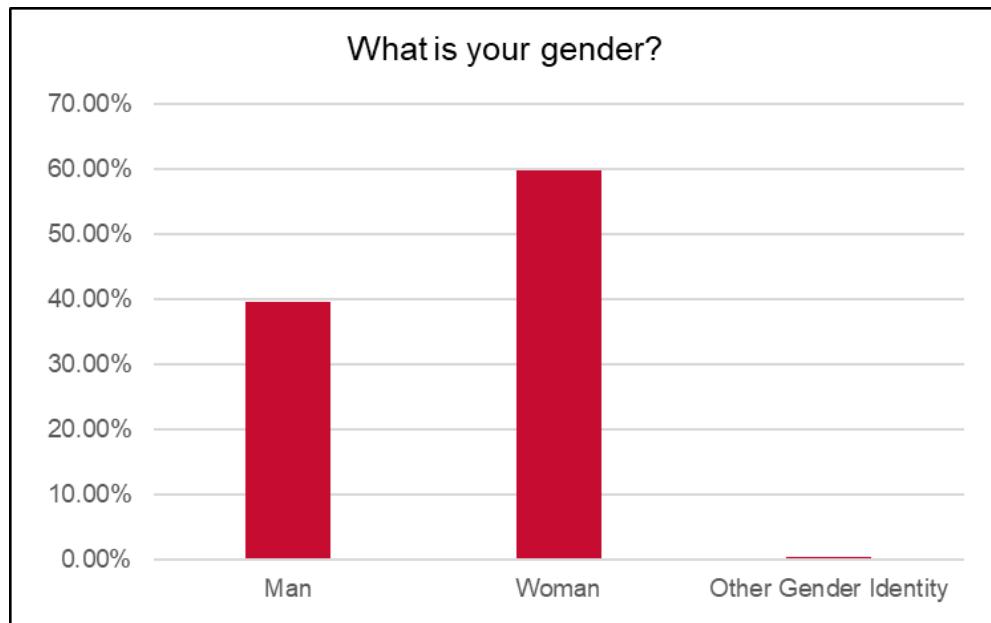
## 6. WHO WE HEARD FROM

### 19. Please describe yourself. Check all that apply.

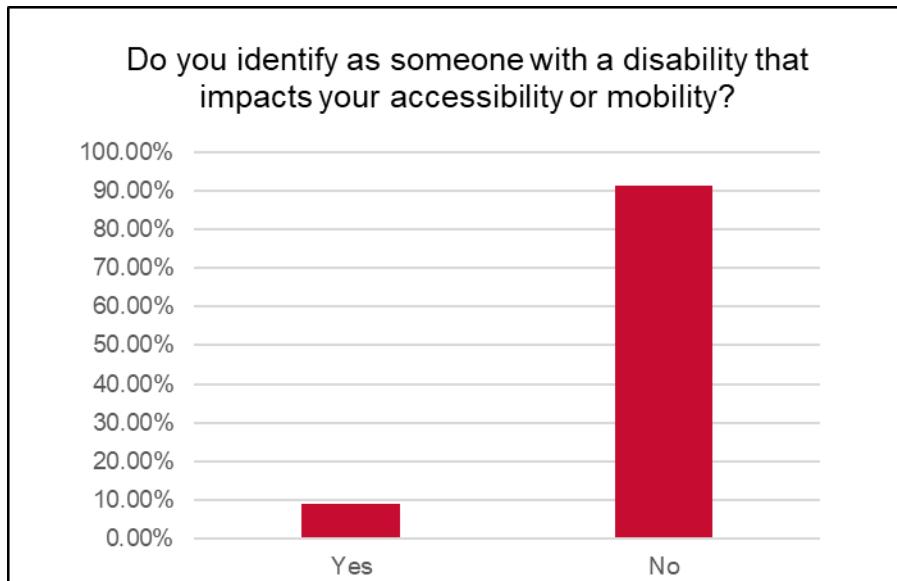


### 21 comments for Other (please specify)

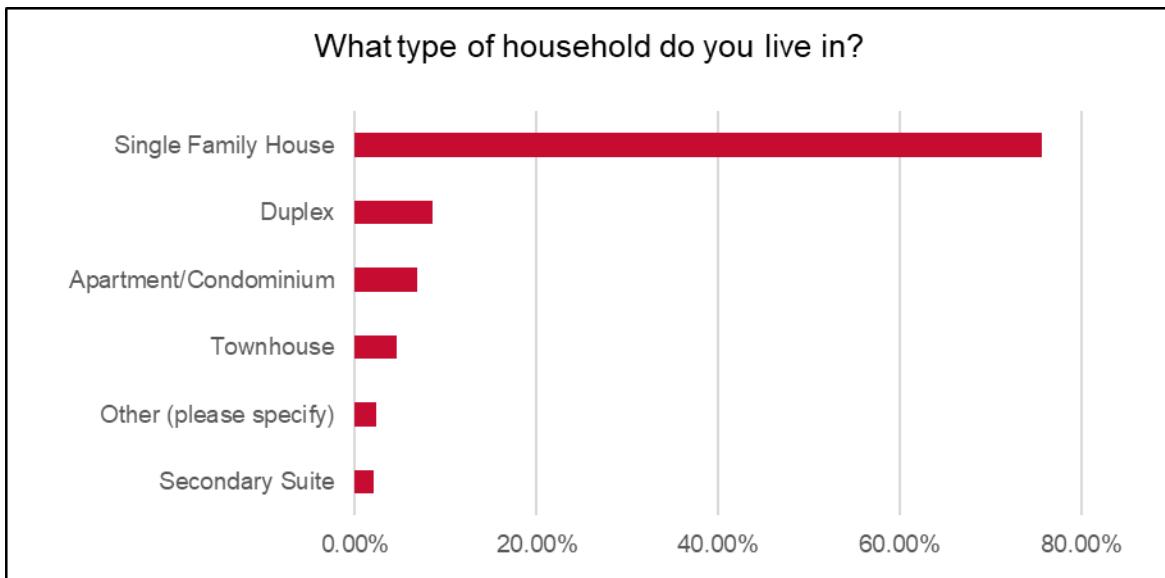
- Several mentioned “retired” should be option
- Some were unaware of which quadrant of Courtenay they lived in (N, W, S, E)

**20. Age group****21. Gender**

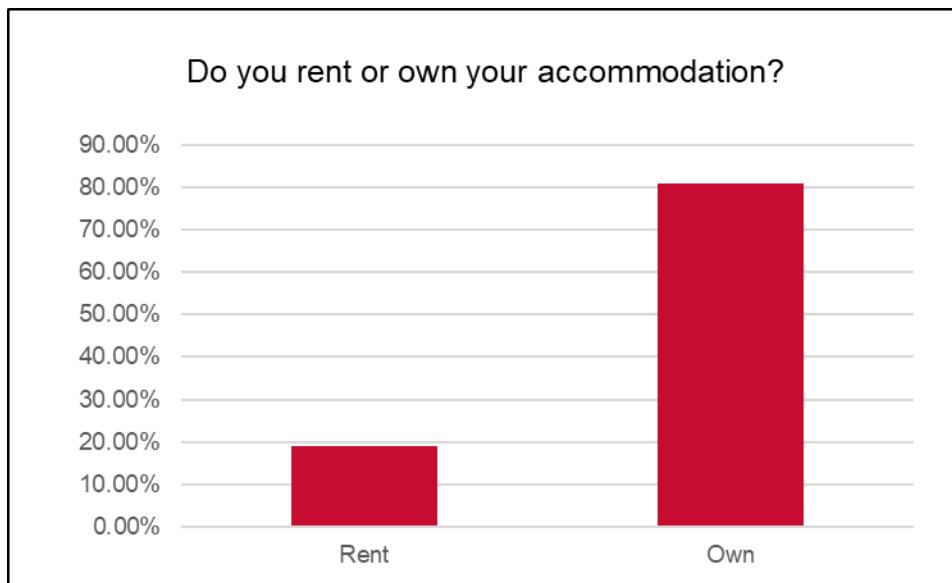
## 22. Accessibility



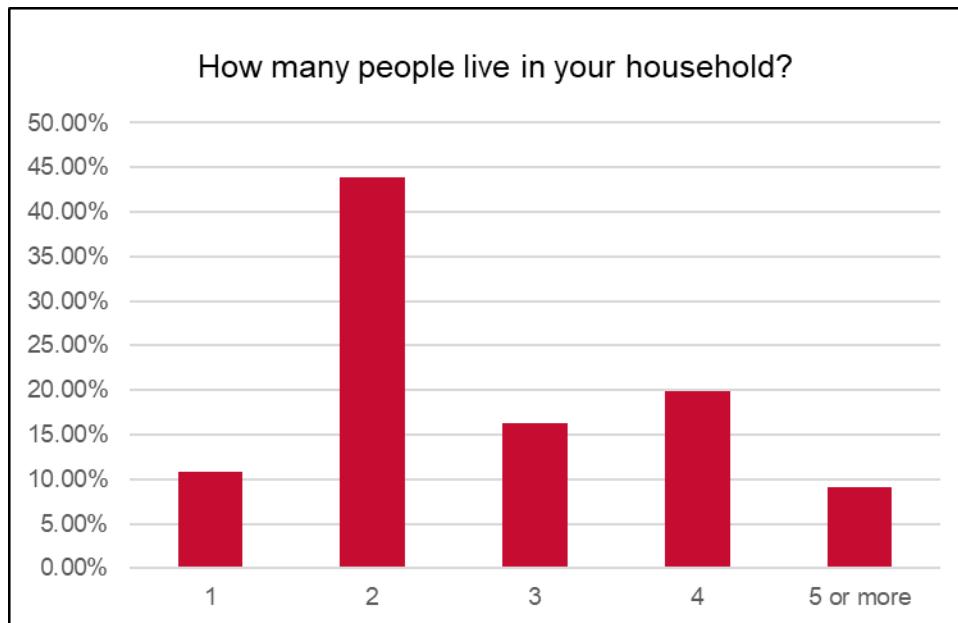
## 23. Household

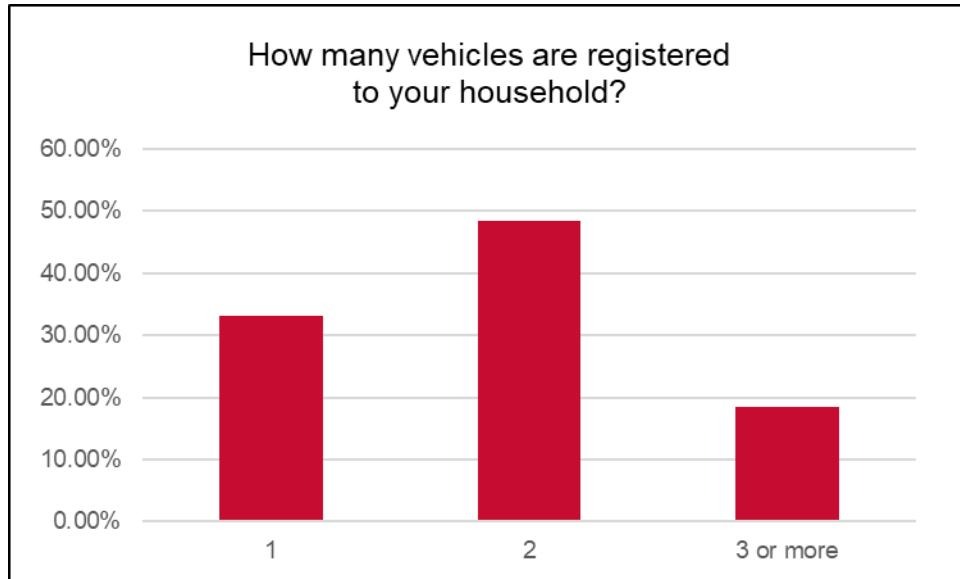
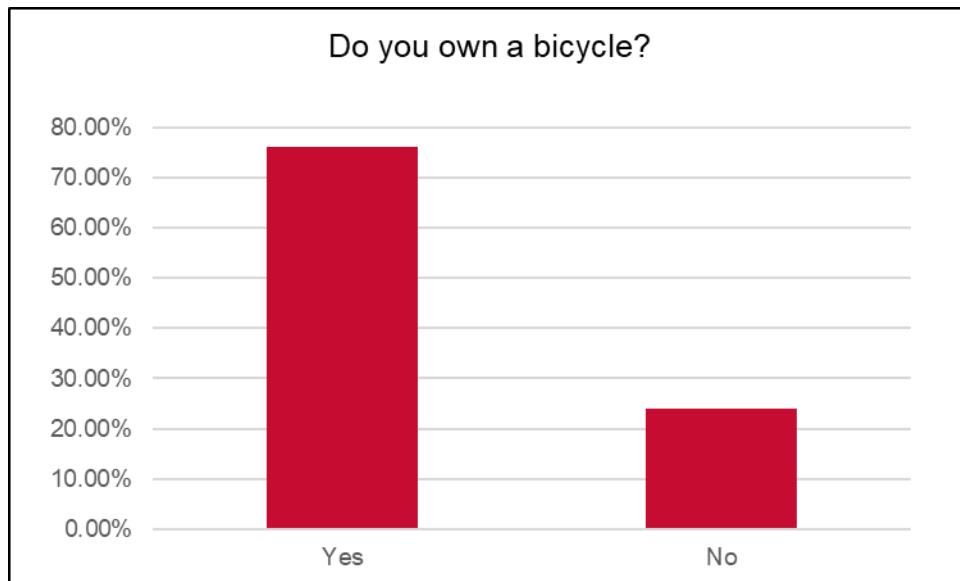


## 24. Accommodation

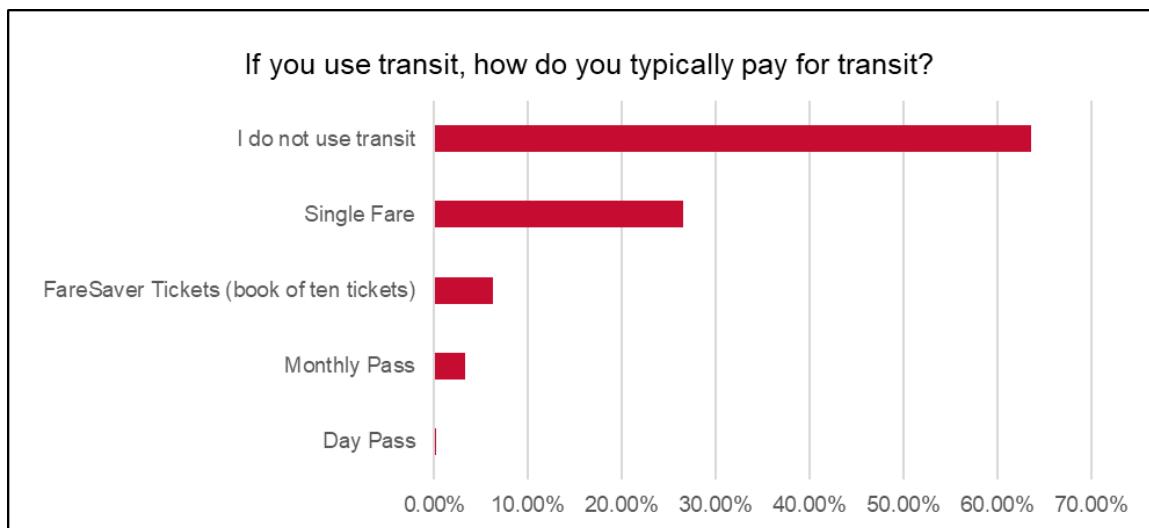


## 25. People in household



**26. Vehicles****27. Bike**

## 28. Transit



## 29. Groceries



### 30. Commute Distance

