

Bernard Avenue Fact Finding Workshop

January 18 2010

Royal Anne Hotel, 348 Bernard Avenue

The following people were present at Royal Anne Hotel , 348 Bernard Avenue for the public workshop and information session held for the primary stakeholder along Bernard Avenue from approximately 4:30 - 7:30 pm:

Workshop Attendees

Jean Treadgold
G Feeny
Linda Smith
Derek Voitula
Tim Mather
Casey Donovan
Pat Davies
Elke Kaminske
Christopher Blake
Larry King
Arlene Henderson
Louise Drummond
Karen & Gary Brandel
Andre Thomas
Brent Lobson
Renata Mills
Jeff Bloven
Margaret Trethewey
Clayton Drewlo
Hayley Cone
Anne Marie Meehan
Dale Knowlan
Dustin Sargent
Senia Duceac
Gabe Ross
Bell Knowles

Perry Freeman
Jan Johnson
Sharon McKenna
Linda Keil
Shawn Ferguson
Shamen Lamontague
Randall Quinn
A Harmen
Miriam VanLeeny
West Kmet
Bob Stedham
Bernie Wilson
Brian McCormick
Jim Paterson
Reg Henry
Jim (Jamie) Turcotte
James Klukas
Peter Schultz
Fred Parent
Lefty Hembrickson
Mike Bronswyk
Elizabeth Balderston
Kevin Johnson
Luke Stack
Ben Wasenius
Tracy Regan
Neil Thacker
Rita Milne
Dave Cullen
Lori Burns
Hans Birker
Terri Birker
Robert Howe
Grant & Pauline
Johnson
Chad Biafore

D.Synnot & J Anderson
Betty-Anne Cornock
Shasta McCoy
Martin Tuill
Kamel Abougoush
Michael Neill
Trevor Neill
Linda Winnick
Dave Pihl
Kelly Cromie

City of Kelowna	Patrick McCormick Terry Borton
Downtown Kelowna Association	John Derrott
Consultants	
space2place	Jeff Cutler Mike Teed Layla Pirelahi
Associated Engineering.	Don Daigneault, CET
Commercial Marketing Inc.	Lewis Silberberg
hjba (Hugh J. Bitz Architect)	Hugh Bitz

The meeting was initiated by Patrick McCormick, City of Kelowna, Urban Planner, who introduced the project and the consultant team. He presented the project context and policy background. Aging underground utilities require replacement in the next several years. The requirement for this construction is also an opportunity to shape the improvements to the street when it is replaced. Patrick identified that the streetscape improvements would involve cost-sharing between the city and property owners and south pandosy street was identified as a model for this . The utility upgrades will be paid for by the city.

Jeff Cutler introduced the consulting team and introduced the format of the public process. The public process is proposed as a series of four workshops. The first workshop is a fact finding session, the second workshop looks at preliminary design ideas, the third workshop illustrates the preferred concept and the final workshop is a public open house presenting the workshop format. Jeff then outlined the goals for the evening session. He expressed that the attendees should identify what works on the street and what does not work. These will help to identify priorities that will be addressed through the design of the street.

The format of the workshop was presented as a free and open exercise and comments by participants were received without bias and no way reflects the views of all participants.

Jeff also asked for attendees' feedback on site analysis done by space2place to mention if anything is missing. Jeff requested that the stakeholders commit to participation through all the future workshops for the best results.

The workshop began with a brainstorming activity where participant identified activities that occur each hour throughout a typical 24 hour period on Bernard Avenue. The activities were listed on a day/night diagram by space2place. (see facing page)

The participants then engaged in a 'fact-finding' session to generate a large number of facts without judgment about what works and what does not work on Bernard Avenue.

The consultants circulated to different groups to answer questions and help stimulate discussion. They facilitated the workshop by prompting the attendees with questions to help clarify the facts. This included questions such as: "What are the facts surrounding the problem/opportunity?", "What are the real facts?", "What facts are really assumptions?", "What facts are missing?", "What would we like to know but don't?", "Who, what, when, where why?"

The 'fact-finding' session was then filtered through a voting activity which enabled participants to identify the most important ideas. Three stickers were given to each participant to mark their top three preferences. This voting activity began to identify key issues that were most important to the participants.

Each smaller group then reported their top priorities back to the entire group.



6 AM- 10 AM

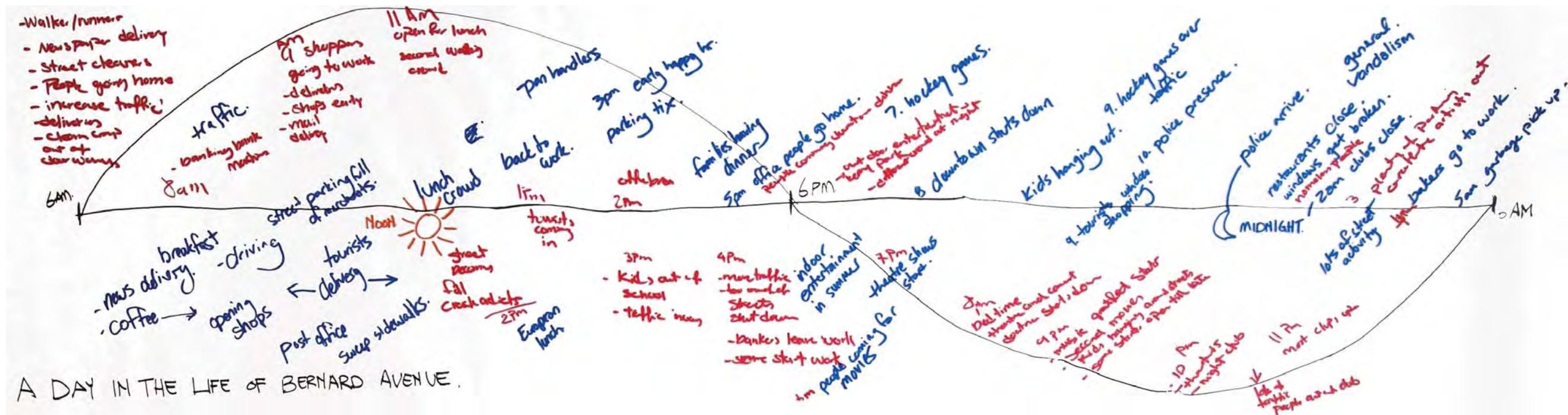
- walker/runner
- newspaper delivery
- street cleaners
- people going home
- increase traffic
- deliveries
- clean crap out of doorways
- banking at bank machines
- traffic
- breakfast
- news delivery
- coffee
- driving
- opening shops
- shoppers going to work
- deliveries
- shops early
- mail delivery

10 AM- 2 PM

- streets parking full of merchants
- tourists
- delivery
- post office
- sweep sidewalks
- open for lunch
- second walking crowd
- lunch crowd
- street becomes full of crack addicts
- european lunch
- tourists coming in
- back to work
- panhandlers

2 PM- 6 PM

- coffee break
- early happy hour
- parking tickets
- kids out of school
- bankers leave work
- traffic increase
- families having dinner
- much traffic
- too many of streets shut down
- office people go home



A Day in the Life of Bernard Avenue

6 PM- 10 PM

- outdoor entertainment at kerry park
- indoor entertainment in summer
- different crowd at night
- hockey games
- theatres show stuff
- people coming for movies
- people coming downtown for dinner
- kids hanging out
- downtown shut down
- tourists window shopping
- hockey games over traffic
- theatres and concerts
- second movies
- some stores open till late
- music starts

10 PM- 2 AM

- police presence
- theatres
- night clubs
- lots of people out of clubs
- most clubs open
- police arrive
- restaurants close
- windows get broken
- homeless people

2 AM- 6 AM

- clubs close
- general vandalism
- plenty of parking
- Graffiti artists out
- lots of street activity
- bakers go to work
- garbage pick up

Key facts important to each of the groups identified as follow:

Group 1

- Monitored public washrooms
- Deal with loitering
- 2 lane traffic (one lane each way)
- Federal funding
- Access all during construction
- Free charging for electric vehicles
- One way Bernard – going east from the sails
- Pedestrian friendly – nice landscaping/lighting
- Bike racks
- Underground garbage – (small opening on top) –Storage get rid of trash cans – vacuum up at end of day
- Clean streets
- Don't want to lose parking
- Wide sidewalks
- Parking on both sides of street



Group 2

- Business disruption
- Parking
- Timing – firm
- Method of payment from stakeholders
- Pedestrian street for Bernard Bertram to the Sails, Evenings: Thurs to Sun
- Do it right – make it spectacular – so that everyone will say "Wow, that is the best downtown in BC"
- Bike lanes – take them off sidewalks
- Music buskers
- Free trolley service till 2am



①
 - MONITORED PUBLIC WASHROOMS
 - FREE PARKING
 - WAIT TO UNDERSTAND IMPACT OF 1ST BEFORE PROCEEDING
 - TIME - MUST BE DONE QUICKLY
 - DEAL WITH LOITERING:
 - CAN NORTH OR SOUTH SIDES BE DONE SEPARATELY (TIMING)
 - MORE TREES AND LANDSCAPING
 - MORE NODES - SEATING/ GATHERING AREAS (LOW LANDSCAPING)
 - PUBLIC ART/SCULPTURE
 - GET RID OF FOUNTAINS
 - ACCESS TO BUSINESS - WHAT DOES THAT LOOK LIKE

②
 - 2 LANE TRAFFIC (ONE LANE EACH WAY)
 - WIDE SIDEWALKS
 - FEDERAL FUNDING
 - PEDESTRIAN FRIENDLY
 - PARKADE ON WILLOW SITE
 - PUBLIC WASHROOM
 - WORK DONE IN OFF SEASON (JAN - APRIL)
 - ACCESS ALL DURING CONSTRUCTION
 - RCMP KIOSK IN CITY PARK
 - CLEAN UP CITY PARK
 - NO CARS ON BERNARD: PEDESTRIAN MALL

③
 - DAYTIME ACTIVITIES IN THE CITY PARK
 - MAKE ABBOTT STREET A PEDESTRIAN STREET
 - PANE BUTTONS - STRATEGICALLY PLACED
 - FREE CHARGING FOR ELECTRIC VEHICLES
 - PUT PAY PHONES BACK IN A TRANSLATOR (LIKE ATM) FOR TOURISTS
 - ONE WAY BERNARD - GOING EAST FROM THE SAILS
 - PEDESTRIAN FRIENDLY - NICE LANDSCAPING/LIGHTING
 - NEW CHRISTMAS DECORATIONS, CONTINUE REVITALIZATION OF THE SIDE STREETS

④
 - BIKE RACKS
 - SIDEWALKS THAT ARE WALKABLE - MAY NOT COBBLE - STONE
 - UNDERGROUND GARBAGE (SMALL STORAGE - GET RID OF TRASH CANS - VACUUM UP AT END OF DAY)
 - CLEAN STREETS!!
 - DON'T WANT TO LOOSE PARKING
 - WIDE SIDEWALKS
 - PARKING ON BOTH SIDES OF STREET



AS
 1. Business Disruption?
 2. Work schedule
 3. Heritage Idea
 4. Parking
 5. One block at a time
 6. Timing - (Firm) no false promises
 7. Minimize Construction Noise
 8. Explain Entertainment
 9. Explain Sidewalks
 10. Part of part of (checkboxes) that
 11. Parking again
 12. Lighting
 13. Method of payment from
 14. Do it all - or - don't bother
 15. Pedestrian street for Bernard
 Bertram to the Sails -
 Evenings - Thurs - Sun

16. Do it right - Make it Spectacular - so that everyone will say "Wow" - that is the best downtown in BC
 17. Bike Lanes - take them off sidewalks
 18. Music Buskers
 19. Free trolley service - till 2:00 AM



Group 3

- Antique lighting – trees circle
- Trolley service – free (all over downtown)
- Off street parking
- No panhandling
- More awnings (consistent, weather protections for shoppers)
- Markets downtown (evenings as well)

Group 4

- Uniformity of sidewalk surface
- Aesthetic distinctiveness
- Flexible by-laws
- Pedestrian priority
- Product display on sidewalk
- Patio diversion
- Special events
- Potential loss of business
- Lacks 'social community feel'
- Lacks 'brand' identification
- Greenery



• ANTIQUE LIGHTING - TREES CIRCLE
 • TROLLEY SERVICE - FREE (all over downtown)
 • OFF STREET PARKING
 • NO PANHANDLING
 • MORE AWNINGS (CONSISTENT) (weather protection for shoppers)
 UNIQUE CHARACTER
 MUSIC / FUNK
 CLASSY, STREET VENDORS IN THE PARKING SEATING AREA'S
 LIMIT OFFICES on Board Ave (parking lot)
 MARKET DOWNTOWN (evenings as well)
 OUTDOOR DINING
 COLORED PAVEMENT

- UNIFORMITY OF SIDEWALK SURFACE
 - ANGLE PARKING (SAFETY)
 - AESTHETIC DISTINCTIVENESS
 - FLEXIBLE BYLAWS
 - SIGNAGE ISSUES
 - PEDESTRIAN PRIORITY
 - PRODUCT DISPLAY ON SIDEWALK
 - PATIO DIVERSION
 - VENDORS & BIKERS ON STREET
 - SPECIAL EVENTS
 - CROSSWALK DYNAMICS
 - TIMING OF CROSSWALK LIGHTS (NOT ENOUGH TIME)
 - TRAFFIC CALMING TECHNIQUES
 - POTENTIAL LOSS OF BUSINESS
 - VANDALISM & GRAFFITI
 - SECURITY
 - MORNING CLEAN UP
 - CONSTANT BUSINESS HOURS
 - POOR LIGHTING
 - XMAS DECORS
 - LACKS SOCIAL COMMUNITY FEEL
 - LACKS 'BRAND' IDENTIFICATION
 - USE OF ADJOINING ALLEYS
 - GREENERY
 - AGING INFRASTRUCTURE
 - LACKING PRIDE IN OWNERSHIP



Group 5

- Keep angle parking (maximize available parking)
- Improved lighting – reflect heritage look
- Motivate owners to restore heritage buildings
- More cohesive look to downtown
- Employers should enforce employees to park in parkades
- Street should reflect heritage character
- Minimal interruption of business – parking
- More trees with twinkle lights
- Build one block at a time – 3 shifts
- How is the city going to advertise that the businesses are open during construction



- NEED REMOVABLE OUTSIDE PATIOS

KEEP ANGLE PARKING (MAXIMIZE AVAILABLE PARKING)

- SHUTTLE TO PARKADE

- IMPROVED LIGHTING REFLECT HERITAGE LOOK

- MOTIVATE OWNERS TO RESTORE HERITAGE BUILDINGS

- MORE COHESIVE LOOK TO DOWNTOWN

- MORE BIKE LOCKERS

- EMPLOYERS SHOULD ENFORCE EMPLOYEES TO PARK IN PARKADES

STREET SHOULD REFLECT HERITAGE CHARACTER

MINIMAL INTERRUPTION OF BUSINESS - PARKING

MORE TREES - TWINKLE LIGHTS

BUILD ONE BLOCK @ A TIME - 3 SHIFTS

HOW IS THE CITY GOING TO ADVERTISE THAT THE BUSINESSES ARE OPEN DURING CONSTRUCTION

DURING CONSTRUCTION PERIOD CUSTOMERS GET PARKING UNEXPECTED FROM STREETS

2 types of businesses - stop & shop - pick up & go

Do not affect the south end of block during prime tourist season - use public

Better seasonal decorations

Street Directory

WIDER SIDEWALKS

CONSTRUCT ONE SIDE OF ST @ A TIME (PHASING)

How will utility upgrades affect series of businesses

public washrooms (tourists)

from water st to Sault Ste. Marie

Group 6

- More trees (mature) shade and noise
- Use Pandosy in the interim for parking
- Textures – Cobble stone roadway with smooth surface for cycle and skate
- Slow traffic, promote active uses of transportation
- Trolley bus – circle downtown free, cultural district
- Infiltrate storm water
- Outdoor dining – close street
- 3 lanes, 2 way (one lane is a turning lane that varies block to block)



NO CONSTRUCTION DURING SUMMER MONTHS + CHRISTMAS PHASED

BOOK BY BLOCK

MAKE TREES (MATURE) SHADE + NOISE

PARKADE - KEEP IT, ADD MORE

USE PANDOSY IN THE INTERIM FOR PARKING

FOCUS IMPROVEMENTS CLOSE TO STREETS

MARKET ON SATURDAYS - CLOSE A FEW BLOCKS WATER TO ABBOTT

TEXTURES

COBBLE STONE ROADWAY IN SMOOTH SURFACE FOR CYCLE, SKATE

SLOW TRAFFIC. PROMOTE ACTIVE USES OF TRANSPORTATION

DISTINGUISH "ORIGAMI" STREET CORNERS + ...

PAN-HANDLERS DRIVE BUSINESS AWAY

CITY TO HIRE BUSINESSES NEED A PERMIT

DOG STATIONS & BIKES

RESTRICT PARKING TIMES

TROLLEY BUS - CIRCLE DOWNTOWN FREE CULTURAL DISTRICT

INFILTRATE SEWER WATER, GREEN SPACE - RAIN GUARDIANS

COVERED AREA NEAR DRINKING WATER FEATURES 2D ART

TAKE DOWN THE REBAR + GATES

OUTDOOR DINING - CLOSE STREET

PUBLIC WASHROOMS? PATIOS? SIDEWALK?

Bicycle Infrastructure (lows, parking, etc)

ROBSON STREET STYLE - SINGLE LANE

PROGRAMABLE FRENCH

3 Lanes, 2-way (one lane is a turning lane that varies block to block)

Maps for wayfinding in downtown (like Victoria)

SWING

BOULDERING/BUILDING

Group 7

- 3 lanes – left turns via middle only
- Wider sidewalks
- Cost of construction from duration (ie. Interruption)
- Make downtown a destination not a pass through pedestrian friendly



Group 8

- Washrooms - retractable
- Street lighting – safety and decorative
- Themes
- Seasonal decorations – arches across Street
- Consistent streetscape
- Visible security especially at night – DT patrols
- Cleaner healthier street vs entertainment focus
- Sustainable storm water initiatives
- Shade – trees (potentially negative as have leaves and are dirty/drip sap) clean trees only
- Use of local materials/artists/contractors



- road cost up in parking business - is lost
 - off the street time value - cost?
 - for 1/2 of street of 100ft - residential street - sidewalk
 - design of the parking lanes - design program
 - cost? impact on traffic patterns?
 - idea - 3 lanes - 1 lane on sidewalk (left turn)
 - and business like to pay for sidewalk (locking in
 - less of sidewalk reduction - for 1 lane - 3 lanes)
 - how paid on street parking for 100ft? loss of space
 - how do we charge parking - parking plan from areas and
 - maintain road traffic flow?
 - we need them to pay for sidewalk (locking in
 - we need them to pay for sidewalk (locking in
 - what more (local) areas along sidewalk - already
 - some commercial application of on street parking
 - parking rules for some businesses take up
 - space and parking - spaces are great but
 - some are only used on weekends
 - what about using parking spaces for other people
 - they wouldn't feel they have to park in front of business
 - shopping - walk a bit and others - is business
 - Should all downtown businesses have extra space all
 - of downtown will benefit?
 - how much access to new downtown - how much can be
 - open (to be done - what's the plan?)
 - difficulty to see - streetscape improvements along with
 - what's the plan?
 - what contribution is needed and people
 - on making changes? how to impact?
 - who will impact - costs - streets be
 - accessible to public use and input?

① → 3 lanes - left turns via middle only
 wider sidewalks
 ② cost of construction from duration
 (is interruption)
 ③ - make downtown a destination not
 a pass through - pedestrian friendly
 (consult positive?)



- How many of traffic lanes?
 - Parking lighting - angled, parallel.
 - Free parking?
 - Pedestrian Only events - Steamers Ave. Calgary?
 - Day Washrooms - retractable.
 - Street lighting - safety + decorative.
 - Cost of removing vs re-use of streetlights.
 - Pedestrian crossing locations.
 - Themes?
 - Seasonal decorations - arches across St.
 - Cafe studies - business.
 - Consistent streetscape.
 - Planting - trees can block signage - low - tall
 - Streets open later - on Sundays.
 - Visible security - esp at night. DT patrols
 - Pan handlers - allow people - cautious market
 - Downtown performances - mid-street stop?
 - Tactical parking
 - Cafe - outdoor dining areas - avoid inconsistent
 - sidewalk widths - no barriers or gaps?
 - Public Art?
 - Sign Policy - maintaining some guidelines?
 - July - Aug limit alcohol?
 - New Jan Feb quietest months.
 - Clearer health street vs entertainment focus
 - Provide distinct opportunities.
 - Variety - individuality - signage.

- ON STREET PARKING REQUIREMENT A LOCAL'S OPTION
 - BICYCLE FRIENDLY ROAD
 - LET SOME ROAD TO BIKE RIDE ON
 - BIKE LANE ON SIDEWALK
 - BIKE SHOULD BE DIRECTED TO SIDE STREETS
 - SUSTAINABLE STORMWATER INITIATIVES
 - EXISTING PLAN IS COMPLICATED +
 - EXPENSIVE TO DO
 - SHADE - TREES (potentially negative as have
 - leaves and are dirty/drip sap) Clean trees only.
 - UMBRELLAS, AWNINGS, SHADE STRUCTURE
 - SPRINKLERS
 - INDIGENOUS PLANTS
 - CLEAN SIDEWALKS
 - BEACH THEME SUMMER / WINTER
 - CARNIVAL / FLEXIBLE SPACE
 - IMPROVEMENTS SHOULD EXTEND TO
 - ADJACENT STREETS / CONNECTIVITY
 - SAND BOX
 - SANTA ELVES
 - UNIVERSAL ACCESSIBILITY
 - BIKE LANES
 - USE OF LOCAL MATERIALS / ARTISTS /
 - CONTRACTORS
 - SUSTAINABLE + ACCESSIBLE
 - COST
 - COMPETITIVE PARITY WITH OTHER COSTING
 - Design for disability - lifecycle costs?
 - that that that we had before



Group 9

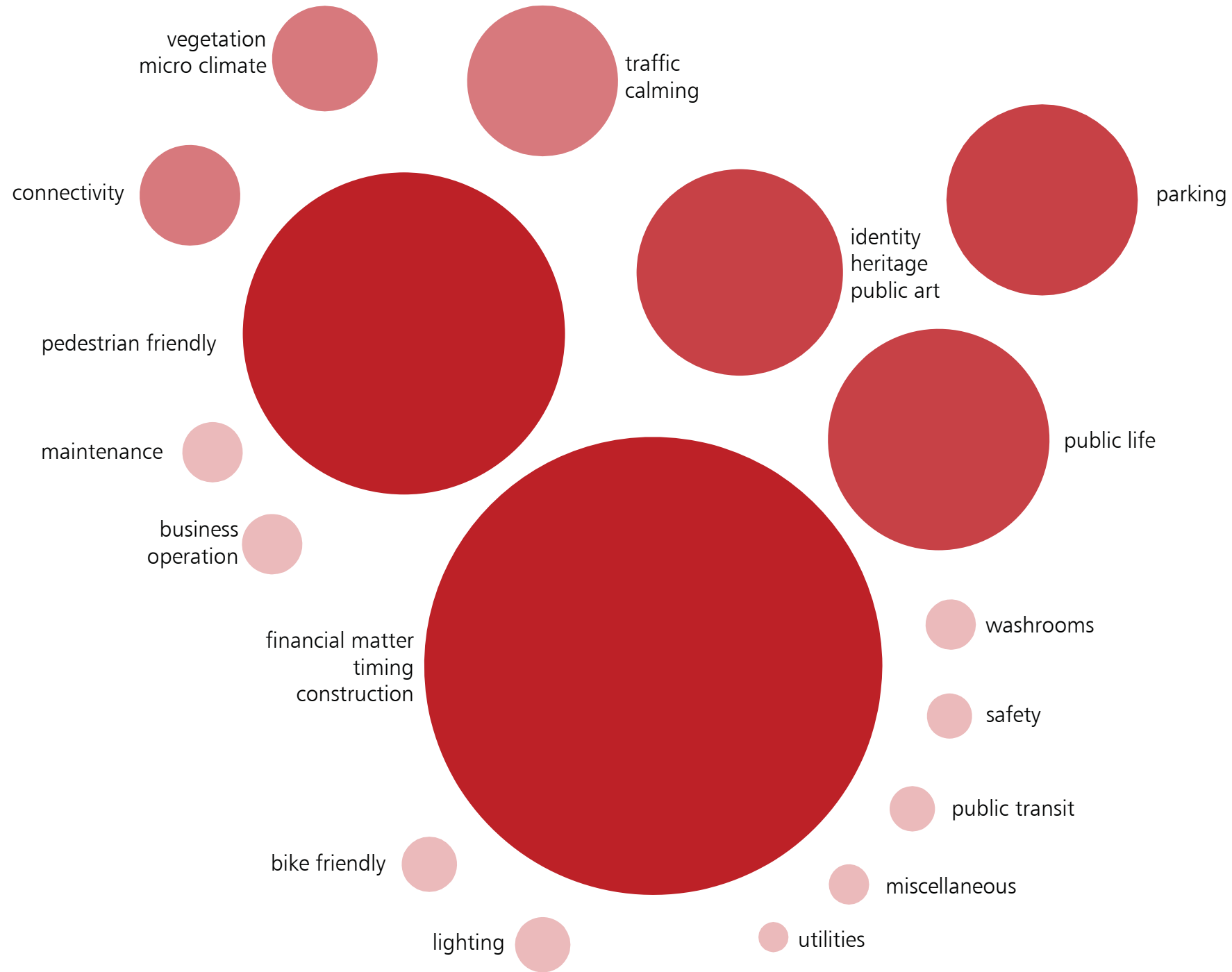
- Clean and up – aesthetics, undesirables, street art, trees/plants
- Restoration of buildings – character
- Sidewalk patios
- Increased urbanization
- Improvements need to be done in slow months
- Time over runs – accountability to retail owners
- Compensation for loss of business example – Cambie street issues
- Report from South Pandosy merchants as to plus/minuses invite
- Incentives for frontage improvements
- Consultancy for business wanting to improve frontage
- Work done 24/7 to complete
- “Huge” media/marketing campaign to let people know that businesses are open!
- Retain accessibility to businesses during construction? Free parking at Willow Site



- Unhappiness / bitterness.
 - Cleaned Up.
 - aesthetics - trees/plants
 - Undesirables
 - Street art
 - Year Round Business
 - Restoration of buildings - character
 - Awkly removed / cleaned up
 - Retail open later + prot traffic
 - Sidewalk Patios
 - Parking issues - ?? shorter term
 - Increased awareness of existing Parkades
 - Pedestrian Only / -comparables
 - Increased Urbanization
 - Approve CDZ
 - Grants to change 2nd floor offices to residential.
 - improvements need to be done in slow months.

- live over runs - accountability to retail owners.
 - ? compensation for loss of business of clean up / muni
 - report from South Pandosy merchants as to plus/minuses + invite.
 - plan for Kerry Park?
 - Aesthetics of side street transition
 - more park benches on street
 - Personality - Consistency.
 - will existing patios be replaced? - shops?
 - Incentives for frontage improvement
 - consultancy for business wanting to improve frontage
 - WORK DONE 24/7 TO COMPLETE
 - “HUGE” MEDIA / MARKETING CAMPAIGN TO LET PEOPLE KNOW THAT BUSINESSES ARE OPEN!

- RETAIN ACCESSIBILITY TO BUSINESSES DURING CONSTRUCTION
 - preparing at Willow Site.
 - WILL LANDLORDS ASSIST TENANTS? LEAS REDUCE LEASES DURING CONSTRUCTION.



Priorities	Noted	Voted	Total
financial matter / timing / construction	50	41	91
pedestrian friendly	33	31	64
public life	28	16	44
identity / heritage / public art	23	18	41
parking	22	16	38
traffic calming	14	16	30
vegetation / micro-climate	13	9	21
connectivity	13	7	20
maintenance	7	5	12
business operation	8	4	12
bike friendly	9	2	11
lighting	6	5	11
washrooms	5	5	10
safety	5	4	9
public transit	3	6	9
miscellaneous	9	0	9
utilities	5	1	6

Priority Diagram