

Public Engagement Report

April 20th to June 19th, 2017



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This Report

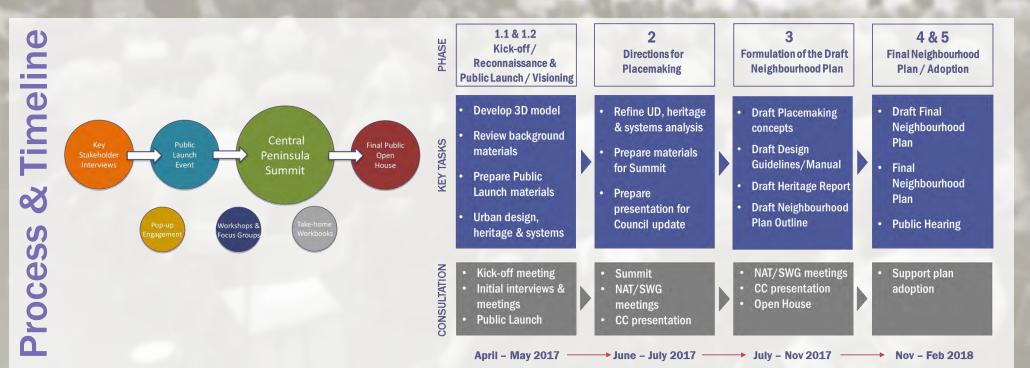
This is the first report on engagement for the Taking Shape project to create a neighbourhood action plan for the Central Peninsula, which includes the Uptown, South End and Waterloo Village. It summarizes the feedback received since the project began; including the May 24th public launch event, 30 stakeholder interviews with more than 70 participants, the TakingShapeSJ digital engagement platform, pop-up engagements at community events, and Neighbourhood Action Team meetings. The feedback received from the wide range of neighbourhood residents and Saint John citizens is helping the project team to understand the community's aspirations for growth and change on the Central Peninsula. Future summaries on community engagement will be produced as the project unfolds.



Taking Shape Engagement Strategy

The TakingShape project includes a broad community engagement and consultation strategy for the development of the neighbourhood plan. The engagement strategy is designed to provide a wide range of community engagement opportunities which encourage a diverse range of residents and stakeholders to provide input on the plan.

The plan will be undertaken through a series of four work phases, which include numerous opportunities for the public to provide input. The key phases of the work plan are summarized below. Each phase includes a significant public consultation component. The City of Saint John will also be hosting smaller consultations and attending community events between each of the key milestones to maintain project momentum and to engage hard to reach populations.



Consultation Activities & Outreach

Community Engagement By The Numbers

April 20th to June 19th, 2017

30 Stakeholder Meetings
& more than 70 Participants

100+ People attended the
Public Launch Event and provided
more than 240 comments

111 Followers on the

Digital engagement platform with

more than 200 comments

76 Survey participants from

The Uptown Saint John Residential Tour Port Saint John Community Day

23 High school students engaged
At St. Malachy's High School

70 Participants engaged during



Upcoming Engagement Activity

Engagement Activities - June 2017

- Inside Uptown Residential Tour, Saturday June 3rd
- Port Saint John Community Day, Sunday June 4th
- St. Malachy's Youth Engagement, Monday June 5th
- SMS Text Message Campaign Launch, Monday June 19th

Waterloo Village Clean-Up, Saturday June 24th

Rainbow Park Splash Pad Opening, Saturday June 24th

Queens Square Farmers Market, Sunday June 25th

Pecha Kucha Night, Thursday June 29th



Large Engagements

May & June 2017

Public Launch

The Public Launch event was held on May 24th, at the Interaction School of the Performing Arts on Germain Street. The purpose of the public launch event was:

- To raise awareness and generate excitement about the Central Peninsula Neighbourhood Plan project;
- To provide information on what a neighbourhood plan is and how the community can become involved; and
- To collect input from the community on their aspirations for the neighbourhood and to identify opportunities for growth and change.

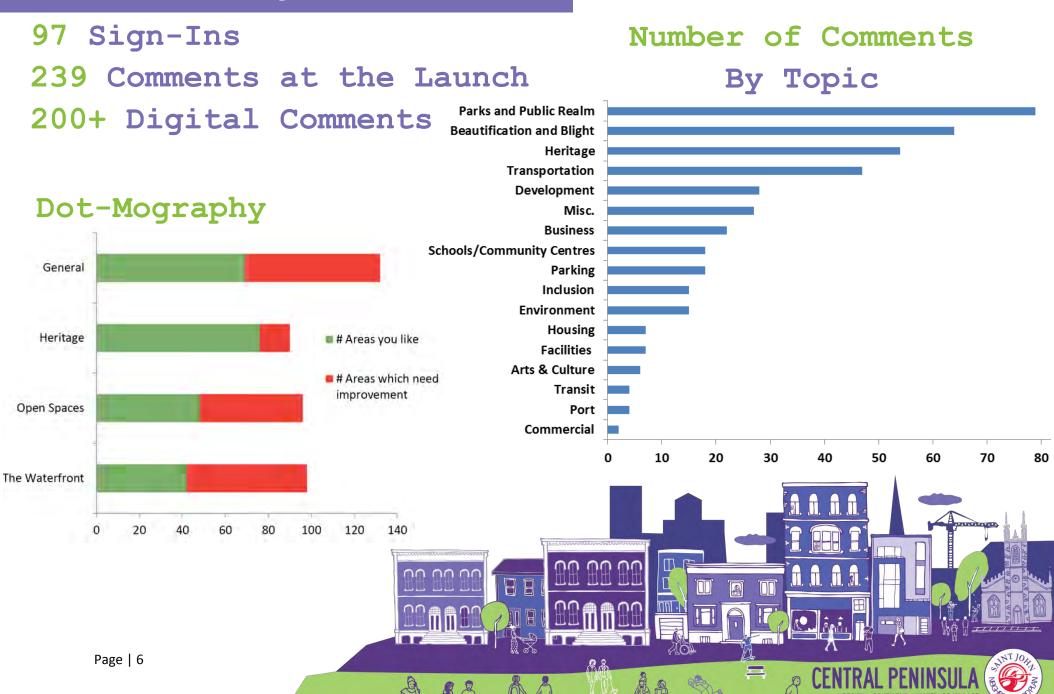
Online Platform

On April 15th, the City of Saint John launched the TakingShapeSJ.ca website for the Central Peninsula Neighbourhood Plan. The website provides an online portal with up to date information on the project and opportunities for engagement. It also includes an interactive online map which allows the public to provide feedback on locations in the Central Peninsula that they like, dislike, and to identify what's missing in their neighbourhood.



Large Engagements

Public Launch & Digital Platform



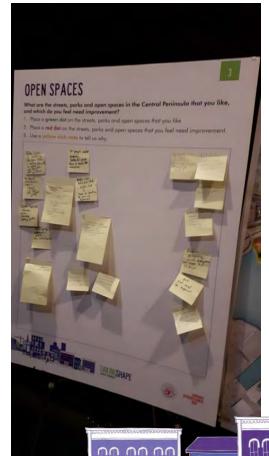
Large Engagements

Public Launch & Digital Platform

Who Attended the Public Launch Event?











The Waterfront - 50 Comments

Public Launch & Digital Platform

The Top Issues

54%

Expand public access, trails and greenspace along the waterfront.

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14%

Develop more mixed use, residential and important community facilities along the waterfront.

10%

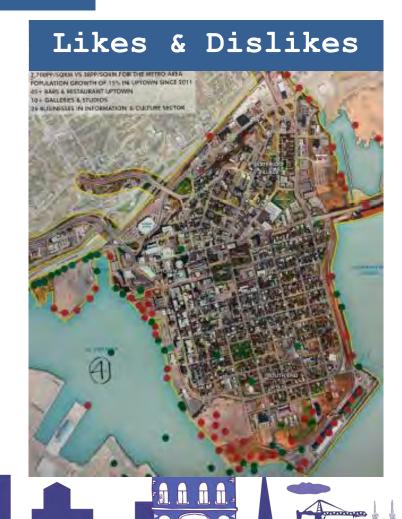
Key waterfront Issues were:

Underutilization of prime land for surface parking Unsightly Industrial Facilities

Where do People Want Change?

- 1. Develop Tin Can Beach as Community Space
- 2. Keep Expanding Harbour Passage
- 3. Soften the Visual Impact of Waterfront Industrial
- 4. Develop Fundy Quay
- 5. Develop the Waterfront along Water Street
- 6. Develop Fort Latour as Community Space

"IMHO, Harbour Passage is one of the greatest additions to the peninsula. More of this please :)"





Community Well Being - 41 Comments

Public Launch & Digital Platform

The Top Issues

39%

Quality neighbourhood based schools are important.

24%

Need to address low income issues, encourage more skills training and provide better services. It is important to build a Central Peninsula that integrates the whole range of income levels.

19%

Need to be cautious not to displace low income populations with new development.

10%

Need more activities and places for youth to go.

7%

Need to make the Central Peninsula More family friendly.

"A school is an important piece of neighbourhood infrastructure. If we want families to populate the neighbourhood we need good, modern schools."



Growth - 59 Comments

Public Launch & Digital Platform

The Top Issues

33%

Encourage more development.

22%

Encourage more infill development on vacant lots.

10%

Provide more incentives to developers.

8%

The Central Peninsula needs a grocery store.

7%

Would like to see Uptown stores expand their operating hours.

7%

Taxes are too high for developers and property owners.

7%

Excited about the urban experience, and the momentum building in the Uptown.

"Grannan Lane has become such an incredible hub over the last year. We need more of this! It would be incredible if this street could become a pedestrian only lane like Victoria Row in Charlottetown."

Top Areas for Growth & Development



Blight & Beautification - 64 Comments

Public Launch & Digital Platform

The Top Issues

52%

There is too much litter and waste.

Need to clean up streetscapes &

improve waste collection.

25%

Vacant & dilapidated buildings are harming our streetscapes. Owners need to better maintain their buildings.

20%

Need to beautify disinvested streetscapes.





"St. James is on life support - Pitt is critical -Duke is a mess."



Heritage - 55 Comments

Public Launch & Digital Platform

The Top Issues

22%

Heritage buildings are a unique and important community wide asset.

22 22 22

18%

Grants and incentive programs are important for preserving heritage buildings.

11%

Concerned about the high cost of maintaining buildings to heritage standards.

11%

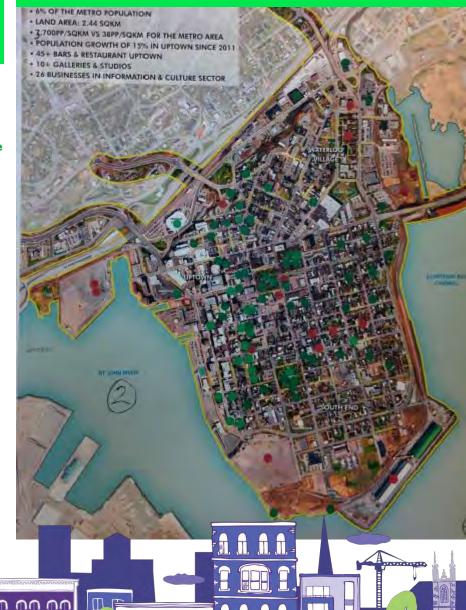
Stick to the heritage program as is. It's working fine.

4%

Introduce more green building options and alternative compliance options.

"Love my heritage City - balance heritage & new development - not heritage and maintenance at any cost - Please enhance new development - incent developers."

Likes & Dislikes



Open Spaces - 74 Comments

Public Launch & Digital Platform

The Top Issues

36%

Expand Harbour Passage and create access to Tin Can Beach / sugar refinery site as a community space.

10%

The farmers market has made Queens Square a great public space.

10%

Rainbow Park needs to be completed.

8%

Beautify streetscapes by planting more trees.

Where do People Want Change?

- 1. Tin Can Beach / Sugar Refinery
- 2. Harbour Passage
- 3. Rainbow Park

"The Peninsula would be an even better place to live with more access to the water and more lively streetscapes"

Likes & Dislikes OF THE METHOD FOR THE METHOD OF T





Circulation - 69 Comments

Public Launch & Digital Platform

The Top Issues

62%

Improve active transportation and focus on improving pedestrian friendly infrastructure.

10%

Improve transit and develop park &
rides.

7%

We don't need any more surface parking lots.

7%

Make parking rules easier.

6%

Consider the business impacts of parking changes.

"How to kill a City: pave it and turn it into parking lots."





Tactical Engagement

April - June 2017

Inside Uptown

City of Saint John staff attended
Uptown Saint John's Inside Uptown
residential tour and conducted a survey
of participants interested in real
estate in the Central Peninsula.

St. Malachy's

A youth engagement session was held at St. Malachy's High School on June 5th. Twenty-three students from three classes were asked to identify on large maps what they liked, disliked and what could be improved.

Port Community Day

City of Saint John staff attended Port Community Day with interactive panels asking the community what they like about the Central Peninsula & what needs improvement.

Stakeholder Interviews

During two trips made by the project consultant Urban Strategies Inc, more than 30 stakeholder interviews were conducted with more than 70 participants.



Inside Uptown

Residential Tour Survey

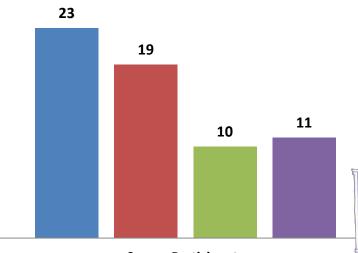


Where were People From?

- Millidgeville / North End
- Central Peninsula

West Sait John

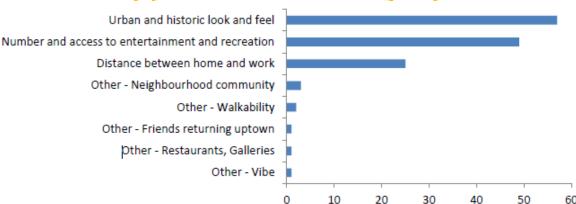
Quispamsis / Rothesay



Survey Participants

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Appeal of Living Uptown



Perceived Barriers to Living Uptown



Youth Engagement

St. Malachy's High School (23 Students)

Things We Like

- The green spaces (King & Queen Square, burial ground, Rainbow Park)
- The Market
- Boardwalk
- The high schools
- Imperial theatre
- Aquatic Centre
- Harbour Station
- Trinity Royal area
- Cruise ship terminals

Things We Don't Like

- Potash Terminal
- Sugar Refinery/Vacant Port lands
- New Irving building
- The roads aren't good in some places
- Shopping isn't good, especially in Brunswick Square and Prince Edward Square
- City Road is run down

What Could Be Better

- Vacant port lands
- Ball field/barracks area
 - o "could have a grocery store, roller coaster rides, entertainment"
 - Housing
- Sugar refinery site "could be an indoor water park, a hotel on the water, shops, stores"
- "need more diverse places to worship"
- Need more entertainment for youth, not just bars
- Need more flowers and trees
- Rainbow Park needs to be better new courts, more maintenance, plants, clean it up
- Long wharf should be developed



Community Day

Port Saint John

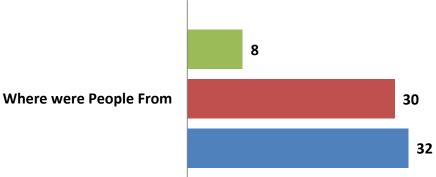


"Tin Can Beach is an underutilized asset in the South End."

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Where were People From?

■ Outside Saint John ■ City of Saint John ■ Central Peninsula



Key Themes

- Improve waterfront access, parkland land and strategic sites such as Tin Can Beach and Harbour Passage.
- Need to improve garbage clean up and repair vacant and dilapidated buildings.
- Heritage is an important asset, but we need to ensure development and building maintenance is affordable.
- Promote housing affordability and be wary of displacement of existing residents.
- Improve transit and active transportation connections to the rest of the City.
- Need more programming and activities for youth.



SMS Text Campaign

Sign Placement Strategy

As a supplementary community engagement tool to support the digital engagement platform, the City of Saint John piloted an SMS text messaging campaign on May 15th. This system allows the City to place signs in the community asking targeted questions and prompting citizens to text in their responses. These responses are then integrated into the City's interactive online map. The first text responses were received at the public launch event and have been included in the engagement summary.

On June 19th, the City launched the first phase of the SMS text message campaign with the placement of nine signs in strategic locations in the Central Peninsula. These locations were identified by the Neighbourhood Action Team and were targeted to encourage participation from areas that were not highly represented at the public launch event. Feedback from the phase 1 SMS text message campaign will be included in the second engagement summary report.

In other cities using this technology, it has proven to be an effective tool to supplement digital engagement platforms allowing the City to better engage vulnerable and hard to reach populations.

Phase 1 Sign Placement





Stakeholder Interviews

April 20-21 & May 24-25

Who Was Interviewed?

Human Development Council

LivingSJ

Uptown Saint John

Waterfront Development

Waterloo Village Neighbourhood Association

PULSE

ACAP Saint John

Third Space Galleries

Discover Saint John

Saint John Non-Profit Housing

Housing Alternatives

Catapult Construction

Planning Advisory Committee

Heritage Development Board

Mayor and Council

Neighbourhood Action Team

Enterprise Saint John

Port Saint John

City Staff

Peter McKenzie

Morgan Lannigan

PMV

Commercial Properties

Historica

Rick Turner

Saint John Arts Board

Jim Bezanson

Bob Boyce

University of New Brunswick

Saint John Real Estate Board

Key Stakeholder Themes

- High taxes, challenging market conditions and land speculation is making development challenging.
- There is an opportunity to attract downsizing baby-boomers and millennials, but the area lacks amenities to attract families.
- The City's heritage is one of its strongest assets, but we need to strike a balance between conservation and affordability.
- Recreation is limited on the Peninsula and Harbour Passage leads to nowhere.
- Tin Can Beach has been a great grass roots success.
- The school is the heart of the South End.
- Need to be cautious not to cause displacement of low income population.
- The lack of a grocery store results in many shopping at convenience stores.
- The City needs a new economic engine. Entrepreneurship and the IT sector can help with this, but industry still needs to be a part of the discussion.
- Need to improve transit services and improve the entrances to the neighbourhood.

• Improve access to the waterfront and pursue more realistic waterfront development projects.

WHAT WE HEARD TAKING SHAPE ENGAGEMENT REPORT

PHASE 2 (JUNE - OCTOBER 2017)





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THIS REPORT

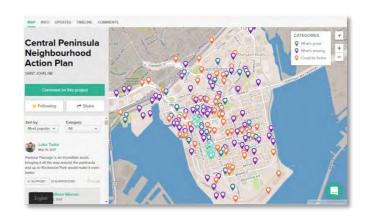
This report picks up where the first engagement report left off and provides a summary of community feedback from the past five months in the Central Peninsula Neighbourhood planning process (Phase 2 - June to October).

The goal of this strategy was to build community interest and ownership over the plan by gathering input from a variety of face-to-face engagements, as well as an online platform.

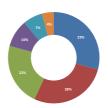
This report is organized by theme, conglomerating the combined feedback into 8 themed chapters, with additional description given where major themes have been identified.

Major themes emerging included calls for the plan to address:

- Vacant Lots and Derelict Buildings
- Garbage, litter, and waste
- Street trees and greenery
- The Heritage Bylaw
- Housing
- Active Transportation







SUMMARY OF ACTIVITIES PHASES 1 AND 2 – May 20th to Oct 13th, 2017

17 Stakeholder Meetings
& more than 70 Participants



1110+ People engaged from May to October

more than 2000 comments

165 Followers on the

Digital engagement platform with

more than 475 comments

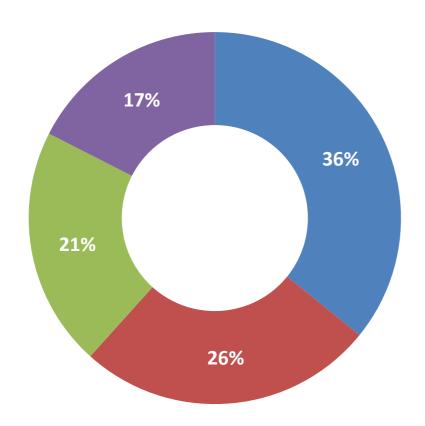
138 Survey participants from Uptown, South End, and BIA

- 32 Interviews with developers, investors and property
- Pop Up Events around the Peninsula

SUMMARY OF THEMES

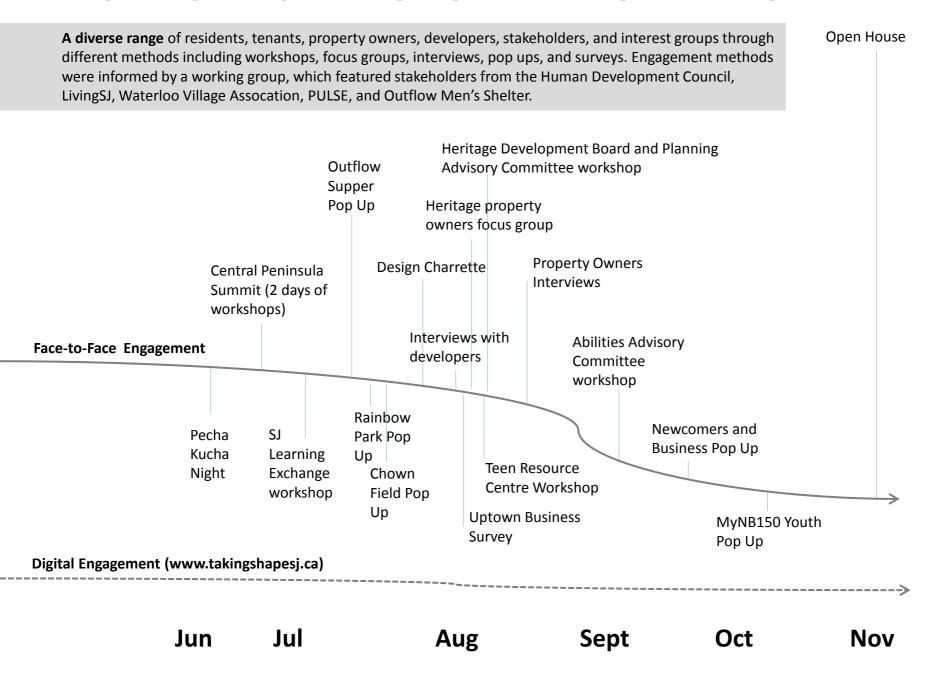
TOP 4 THEMES BY ANALYSIS

- #1 More trees and greening
- #2 Infill vacant lots and address derelict buildings
- #3 Improve active transportation and pedestrian infrastructure
- #4 Clean streets and address garbage issues



WORD CLOUD OF 738 INDIVIDUAL COMMENTS RECEIVED

FACE-TO-FACE ENGAGEMENT STRATEGY

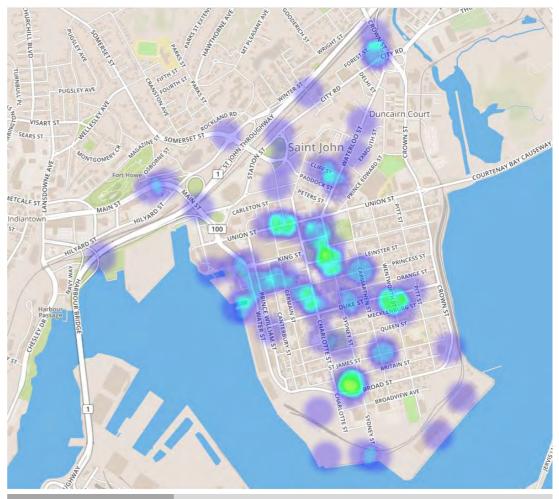


DIGITAL ENGAGEMENT STRATEGY

The online reach of the website (www.takingshapesj.ca) and text message campaign has succeeded in reaching a broad audience online and sustaining interest throughout the planning process:

- 3,287 website visits
- 1,854 unique visitors
- 480 comments
- 165 followers



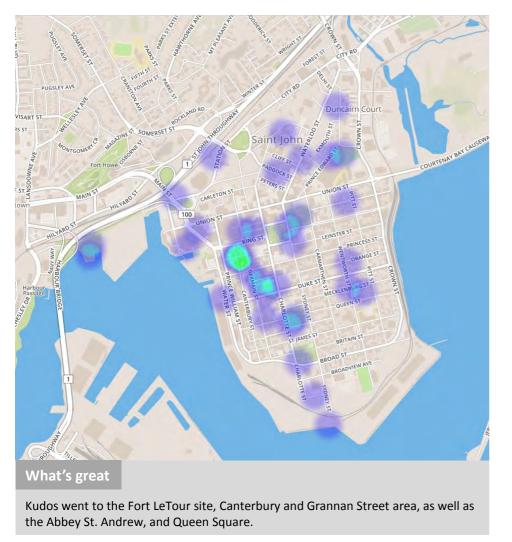


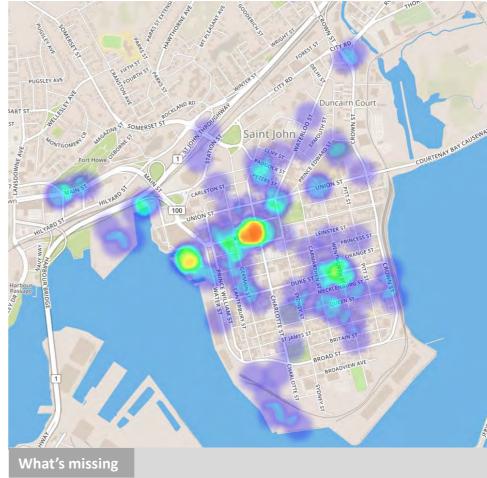
What could be better

Online engagement confirms what we heard in person. Commenters were keen on seeing Rainbow Park completed. Other clusters of comments of "what could be better" included the Mecklenburg recycling site and vacant lots on Union street.



DIGITAL ENGAGEMENT STRATEGY





There was a strong trend for seeing King and Charlotte Street (91 King) as a missed opportunity for a corner site in addition to the Fundy Quay (Coast Guard site).



Over the course of three days the summit brought together upwards of 100 targeted stakeholders and also the general public to discuss key aspects of the plan.

Urban Strategies Inc. walked through redevelopment opportunities in key placemaking areas and provided a rationale for concept drawings for each of the areas below. Thematic discussions were also held, which informed the development of the broader set of policies, actions, and advocacies.











South End

Uptown and Waterfront

South Waterfront

Waterloo Village

South End



Streetscapes of the south end need greening all over.

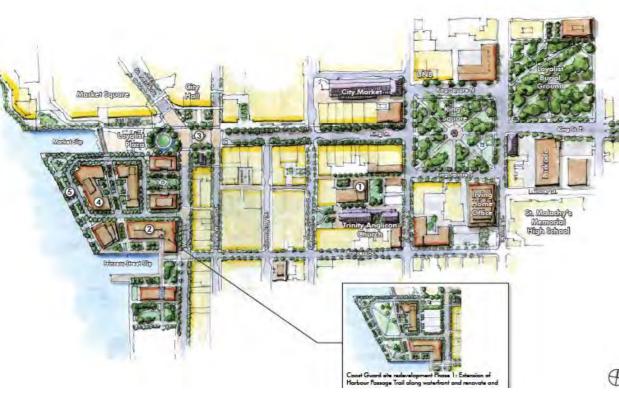
Rainbow Park is good for the community but needs to be completed—better lighting, entries, seating, enclosure, activities and programming.

Ensure any infill around Queen Square is mixed income and buildings "fit in."

Control outdoor storage and provide better landscaping in the St. James/Wentworth St. block.

Community needs a school. It's the heart of the community.

Uptown and Waterfront



We Need an incremental approach to developing the Waterfront.

We need more entertainment along the Waterfront and it needs to be for everybody.



Incorporate more street art.

We need to expand harbour passage along the waterfront and consider cycling infrastructure.

The top of King & Charlotte is a good spot for modern architecture.

South Waterfront



Industry look (e.g. salt piles) minimizes attractiveness of development.

Armouries could be used for Cooking/Culinary Program at NBCC/agricultural program with food security/urban gardens.

Sugar Refinery site—If we could tree/green these lands with mounded areas it'd be great.

Open up Lower Cove Loop onto Germain Street.

We should make streetscapes here to encourage access/use on the south waterfront.

Waterloo Village



Liked the idea of a grocery store on the Central Peninsula. Some concerned about the feasibility.

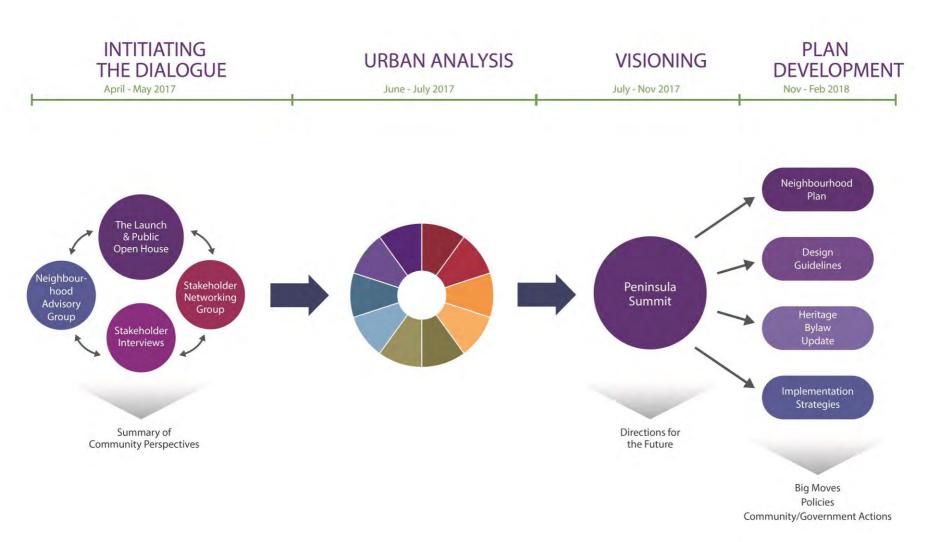
Need to address pedestrian safety issues.

Need to improve the gateways to the Peninsula.

Need more infill housing on Waterloo Street.

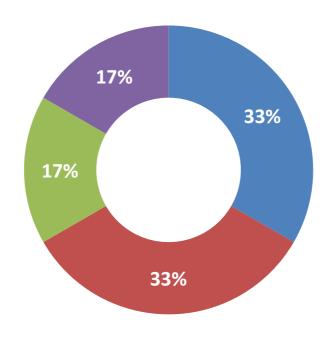
Need to address housing condition issues, particularly on Peters Street.

Thematic sessions during the Summit inform the "Big Moves." Heritage will feed into a report on the Heritage Bylaw update, while review of placemaking concepts for the South End, Southern Waterfront, Uptown, and Waterloo Village will feed into final concepts.



ARTS, CULTURE, AND EVENTS

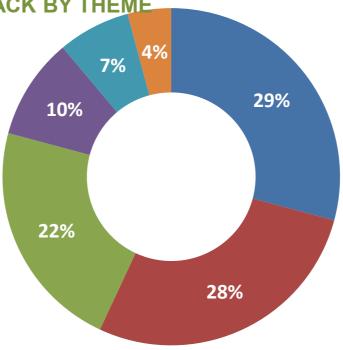
ONLINE AND OFFLINE FEEDBACK BY THEME



- #1 Introduce a Street Art Festival
- #2 Beautify Potash terminal (e.g. murals)
- #3 Work with museum to increase its prominence in the uptown
- #4 Create a cultural hub

BLIGHT & BEAUTIFICATION





- #1 Infill vacant lots and address derelict buildings
- #2 More trees and greening
- #3 Clean streets and address garbage issues
- #4 Shift perception about neighbourhood blight
- #5 Improve Union Street
- #6 Fix up Blue Bins on Mecklenburg

BLIGHT & BEAUTIFICATION

GARBAGE, LITTER, AND WASTE

Issues with garbage, litter, and waste came up frequently in the engagement feedback. Community members emphasized the negative impact garbage and litter can have on the perception of their neighbourhood, along with the negative impacts on health and quality of life. Addressing these issues will require a coordinated and collaborative effort on the part of the City and its residents.

What could be better	What is working
Utilization of large item disposal program	Unsightly premises program
Public compliance with correct timing of curbside garbage placement	Weekly garbage collection in priority neighbourhoods
Increased number of public garbage bins	
Increased street cleaning	









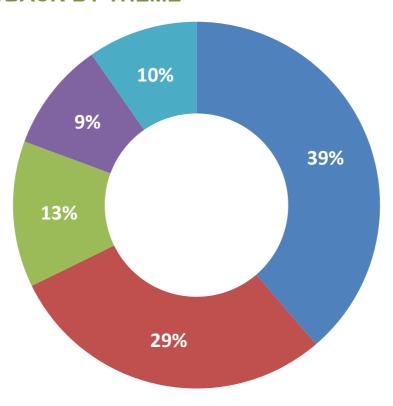






COMMUNITY WELL BEING

ONLINE AND OFFLINE FEEDBACK BY THEME



- #1 Improve access to food
- #2 Increase Low Income Housing
- #3 Enable more meeting spaces/Things to do in the winter
- #4 Supportive Housing for seniors
- #5 Landlord and tenant relationship

COMMUNITY WELL BEING HOUSING

The need for greater diversity in housing options was a recurring comment in the engagement feedback. Comments emphasized the need for affordable housing that is well-maintained, context-appropriate infill, and the development of garden homes to provide stable, affordable housing to a greater range of income levels. The lack of assisted-living housing, both for seniors and those in Housing First programs, were also identified as issues that should be addressed.

What could be better	What is working well
Existing enforcement tools can take time to have impact	Beautification grants
Engagement with non-owner occupied properties	
Availability of affordable housing	
Diversity in housing options	

















COMMUNITY WELL BEING

Mixed Income.
Need more
mixed income
units to replace
affordable units

Broaden the offerings for housing choice and raise the bar for living conditions

After school programs (youth don't want to go home right after school, need additional outlets)

Tenants vs. property owners challenges

Anyone who wants to live a full life on the Peninsula should be able

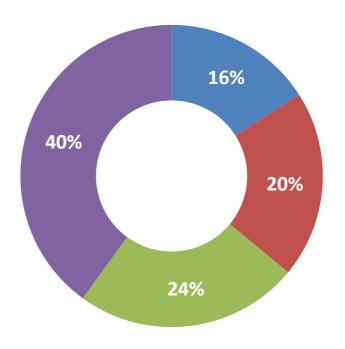
Are we labeling priority communities too much?

Increase opportunities for social interaction and exchange, especially intergenerational Comments from the Central Peninsula Summit workshop "Housing, Inclusivity, and Quality of Life"

Socio-economic issues are an important consideration in neighbourhood planning. This session questioned how the plan should intersect with generational poverty, unemployment, housing quality and affordability.

GROWTH & DEVELOPMENT

ONLINE AND OFFLINE COMMENT BY THEME



- #1 Beautify streets through greenery or banners
- #2 Improve cleanliness and garbage removal
- #3 Create more opportunities for parking
- #4 Deal with vacant lots/properties, possibly through dis/incentives

GROWTH & DEVELOPMENT

Future opportunities should be inclusive of people of all incomes and people of all ages.

Infuse some fun into the central peninsula: "Fun Pockets"

Expand the offering of housing choice (Price and form are important)

Better transit connectivity, especially localized options/routes.

We should leverage digital and open-data opportunities

Make it easy to get good ideas off the ground.

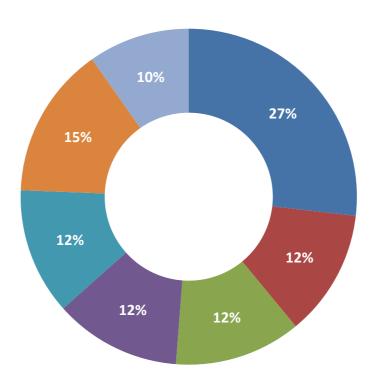
"Way-finding" and economic opportunity (Restaurant Row; Arts & Culture corridor)

Comments from the Central Peninsula Summit workshop "Diversifying the Options"

This session focussed on economic growth on the Central Peninsula and how the plan should support existing activity as well as encourage new and diverse growth. Knowledge-based and creative clusters were highlighted as industries which work well in urban areas

HERITAGE

ONLINE AND OFFLINE FEEDBACK BY THEME



- Better education on heritage (e.g. promote opportunities for skilled labour, youtube videos)
- Heritage By-Law and associated costs should be reviewed
- New developments/Infill should be sensitive to existing heritage buildings
- Consider areas outside of Conservation districts
- Reconsider rules around demolition
- Evaluate incentive program and/or seek other funding sources
- Compatibility is a moving target we need more conversation

HERITAGE

REHAB, INFILL, AND CHANGE

Taylor Hazel Architects conducted two heritage sessions at the Central Peninsula Summit. In addition, a focus group and visual preference survey of heritage property owners was facilitated by the City, as well as targeted engagement with the Heritage Development Board.

Rehabilitation



CIBC, BLOOR AND DUFFERIN, TORONTO, ON

Infill



SHAFT HOUSE, TORONTO, ON



CHIMNEY POT PARK, SALFORD, U.K.



TAILORED HOUSE, LONDON, U.K.

What is working well Consider alternative materials for replacement windows Demolition rules Increased flexibility in the application process. More permissive of rear elevations Streetscape approach Local interpretation of National Guidelines and Standards is improved

Neighbourhood change



THE RESIDENCES AT RCMI, TORONTO, ON



SUMMERHILL, TORONTO, ON



HERITAGE

CENTRAL PENINSULA SUMMIT

We all have differing perspectives but there is more agreement than we were expecting.

How do we create a balance?

Sustainability and alternative compliance.

There are lots of ways of making compatible infill.

Interest groups must communicate well together and rally behind a common theme of identity.

Diversity of opinions, economics, building stock, social culture is a strength (including industry).

> There's a lack of Industry. Skilled trades have to be trained and educated.

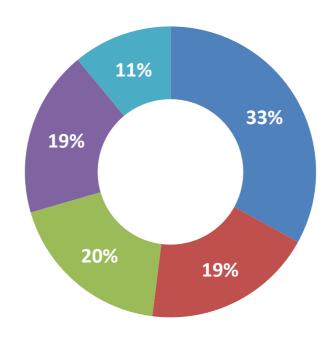
Comments from the Central Peninsula Summit workshop "Celebrating Heritage"

The Heritage Preservation session placed Saint John within the context of other Maritime Cities and outlined the tools and policies for heritage conservation and existing heritage assets protected by policy. The session was run by Jill Taylor, of Taylor Hazel Architects (THA).

OPEN SPACE, PARKS, AND ENVIRONMENT

ONLINE AND OFFLINE FEEDBACK BY THEME

Parks and Open Spaces



- #1 More greenery/parks
- #2 Programming (events & youth-oriented)
- #3 Improve/Complete Rainbow Park
- #4 Improve/Expand Tin Can Beach
- #5 Improve Queen Square

OPEN SPACE, PARKS, AND ENVIRONMENT

Transit needs to connect us to the places we want to go

Retain and support seniors, children and families (school/amenities, safe streets) Better streetscapes as beautification, health benefits, to promote active-transportation

Set the bar high as a healthy, active community in which everyone participates

SJ has great potential for solar power

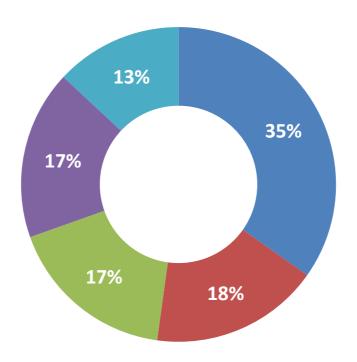
Encourage active transportation

Comments from the Central Peninsula Summit workshop "Healthy and Resilient City"

The Healthy and Resilient City session questioned how the plan could support both small and large scale environmental issues. While the city has made great strides with wastewater treatment and improvements in particular around Marsh Creek, orderliness in terms of waste and litter continue to be noted as peninsular-wide issues.

PUBLIC REALM & MOBILITY

ONLINE AND OFFLINE FEEDBACK BY THEME



- #1 More greening with trees, shrubbery and flowers
- #2 Create great streetscapes
- #3 Prevent light pollution
- #4 Improve pedestrian access to waterfront
- #5 Create more pedestrian-oriented streets

PUBLIC REALM & MOBILITY

STREET TREES AND GREENERY

The desire for more street trees and the incorporation of greenery throughout the Central Peninsula was expressed by many community members. Not only do street trees and greenery serve to beautify an area, they also improve the quality of the air we breathe and can help mitigate the urban heat island effect by increasing shade. Beyond the incorporation of street trees and greenery into the urban fabric, ensuring that that larger green spaces, like Marsh Creek, are well-maintained and accessible to the public is vital in promoting them as shared spaces that benefit everyone.

What could be better	What is working
Number of street trees	Existing parks (Queen Sq., Kings Sq.)
Adopt-a-tree program	Community gardens
Introduction of pocket parks/parkettes	





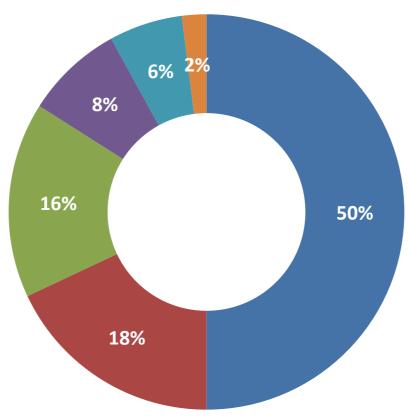






TRANSPORTATION

ONLINE AND OFFLINE FEEDBACK BY THEME



- #1 Improve active transportation and focus on improving pedestrian friendly infrastructure
- #2 Road diets + traffic calming features
- #3 Other
- #4 Improve transit and develop park and rides
- #5 Review parking availability + explore free parking in Uptown
- #6 Require new parking lots to be multi-storey
 What We Heard Taking Shape

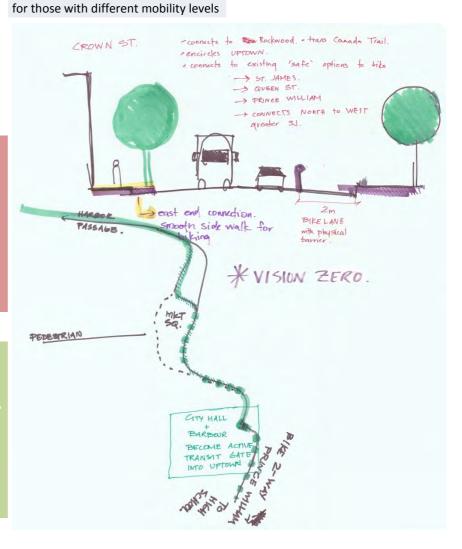
TRANSPORTATION ACTIVE TRANSPORTATION

Feedback from engagement sessions highlighted a desire for a robust active transportation network, with a focus on improving pedestrian friendly infrastructure. Multiple community members believe that large roadways, like Main Street and Crown Street, could reduce lanes for cars and introduce bike lanes to encourage active transportation and improve safety. They also stressed the need to ensure that these bike lanes were part of an integrated network of active transportation routes that were connected and coherent to ensure safe and convenient travel to and from their destination. With respect to improving pedestrian friendly infrastructure, feedback focused on improving safety at intersections by improving crosswalks and introducing traffic calming measures around areas with fast moving traffic.





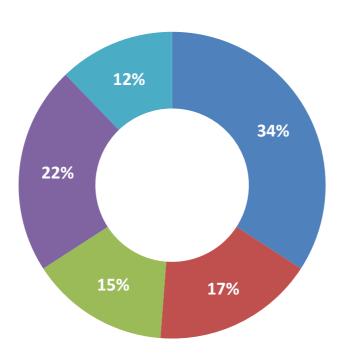
What could be better	What is working
Bicycling infrastructure (protected lanes and a connected network)	Pedestrian scramble at King's Square
Pedestrian connections around Saint John Throughway	Harbour Passage
Traffic calming infrastructure	
Sidewalk maintenance/Accessibility	



THE WATERFRONT

ONLINE AND OFFLINE FEEDBACK BY THEME

Waterfront



- Expansion + Improvement of Harbour Passage
- Increase waterfront access
- Dock for pleasure crafts
- Develop Coast Guard Site (Condos/Retail/Casino)
- Develop Sugar Refinery Site (Museum/Casino)



PECHA KUCHA NIGHT

"What does the Central Peninsula mean to you?"

To create interest in the neighbourhood planning initiative, we posed this question to 10 speakers from Saint John to share their ideas, stories and hopes for the future in regards to the Central Peninsula. The format of a Pecha Kucha Night™ is to deliver short, punchy presentations of 6.5 minutes (20 slides timed to 20 seconds each). Speakers included a filmmaker, doctor, journalist, homeless shelter manager, architect, planner, and technologist.

The event was captured by video and can be accessed here: (https://vimeo.com/226488301 and https://vimeo.com/232508504)

WHAT WE HEARD TAKING SHAPE ENGAGEMENT REPORT

PHASE 3 (November - December 2017)





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THIS REPORT

This report is the final engagement report for the Taking Shape project to create a neighbourhood action plan for the Central Peninsula. It summarizes the feedback received since the second engagement report was produced in November, highlights topics/issues that have consistently emerged as priorities, and explains the collective impact model that the engagement strategy is based on.

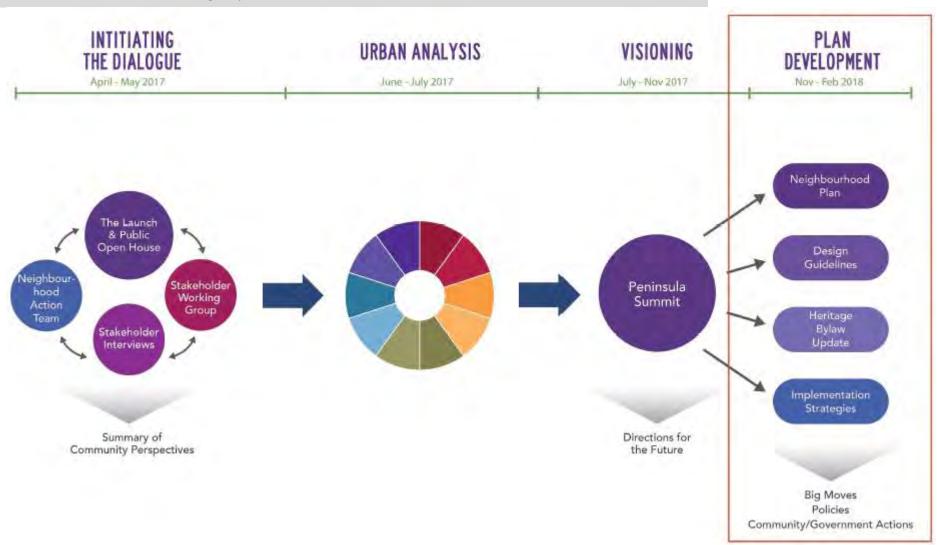
The goal of this strategy was to build community interest and ownership over the plan by gathering input from a variety of face-to-face engagements, as well as an online platform.





PROCESS AND TIMELINE

The Public Open House, held on November 23rd, marked the end of the engagement phase of the Neighbourhood Action Plan and the beginning of the drafting of the plan. The drafting of the neighbourhood plan entails the development of an action strategy, design guidelines, implementation strategies, the finalization of place making concepts, and revisions to the Heritage By-law.



SUMMARY OF ACTIVITIES

PHASES 1, 2, and 3 – May 20th to Dec 15th, 2017

17 Stakeholder Meetings
& more than 70 Participants



1110+ People engaged from May to
October
more than 2000 comments



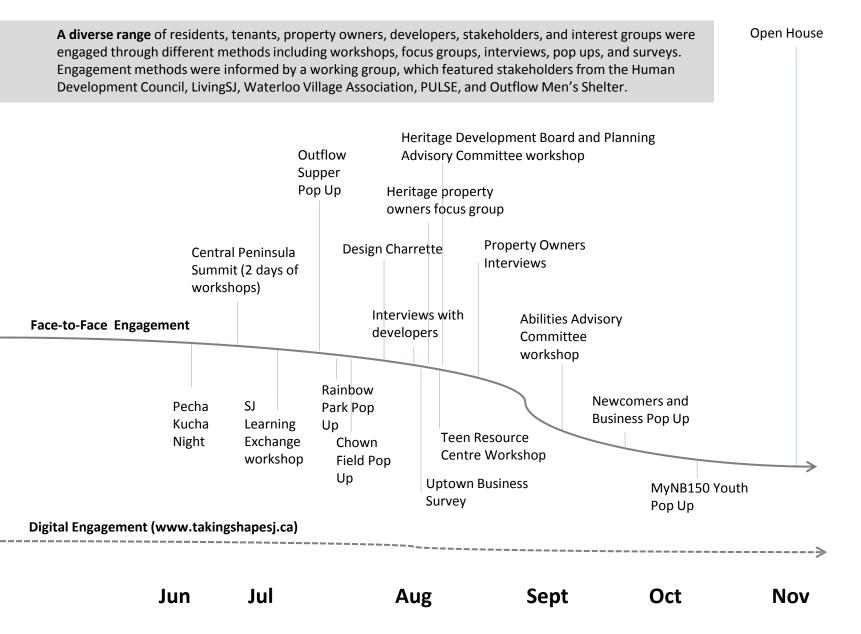
165 Followers on the

Digital engagement platform with more than 500 comments

138 Survey participants from Uptown, South End, and BIA

- 32 Interviews with developers, investors and property
- Pop Up Events around the Peninsula

FACE-TO-FACE ENGAGEMENT STRATEGY



WHAT IS THE COLLECTIVE IMPACT MODEL?

The engagement process for the Central Peninsula Action Plan was modeled after the collective impact model (CMI).

The collective impact model was designed to address deeply entrenched and complex social problems; the kind of problems that can involve multiple processes and diverse actors that may, sometimes inadvertently, be perpetuating circumstances and realities that allow these problems to persist and worsen.

Given the complexity of these problems, the collective impact model maintains that individual actors or policies are insufficient to address the problems at hand. For this reason, the Project Team sought input and buy-in from stakeholders and entities already engaged in the different areas touched on by the Neighbourhood Plan, with the Project Team acting as the coordinating entity.

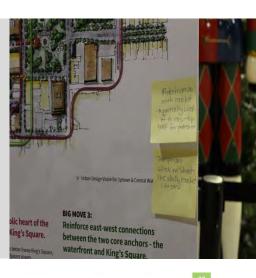
Five Key Elements of CMI:

- 1. All participants have a common agenda for change, including a shared understanding of the problem and a joint approach to solving it through agreed upon actions;
- 2. Collecting data and measuring results consistently across all the participants ensures shared measurement for alignment and accountability;
- 3. A plan of action that outlines and coordinates mutually reinforcing activities for each participant;
- 4. Open and continuous communication is needed across the many players to build trust, assure mutual objectives, and create common motivation; and
- 5. A backbone organization with staff and specific set of skills to serve the entire initiative and coordinate participating organizations and agencies

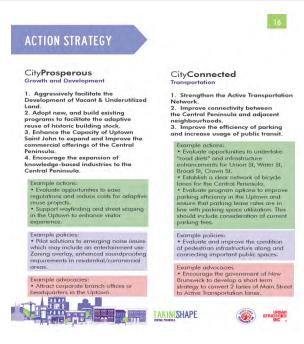
PUBLIC OPEN HOUSE

The Central Peninsula Open House (Nov. 23rd) was an opportunity to share with the public and other interested parties what the Project Team had heard through engagement feedback and see how it had informed key aspects of the plan. It was intended to provide a space to 'check in' with the public to hear further feedback and comments to ensure that the plan was reflective of their priorities and concerns.

Attendees were presented with panels displaying sample actions, policies, and advocacies from the Action Strategy, built form guidelines, public realm guidelines, proposed updates to the Heritage By-law, different approaches to heritage infill, a strategy to resolve noise issues in the Uptown, and encouraged to provide comments and feedback via sticky-notes (see following pages).









Uptown and Waterfront



Infill should be modern and high tech. A contrast that skews forward though is rooted in heritage of commerce and advanced



Having lived adjacent to the parking lot of Charlotte this would be a great improvement

South Waterfront



Coast Guard building should be a new City Hall to spur development.

A grocery store should be #1 on the list. Give tax incentives. It is essential for residential growth.

The biggest threat to these developments is the "Crossing."

Love Tin Can Beach.
Don't overdevelop or
"improve" the actual
beach. Leave its natural
wild beauty.

Waterloo Village



Concerned that Waterloo Village will not get the priority it deserves. Needs development sooner rather than later.

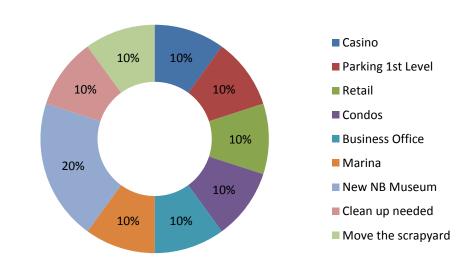
What about consideration of Cathedral RC on Waterloo St. + high school on Cliff Street? Repurposing is possible for High School

Long Wharf



Participants were asked what their long term vision for Long Wharf is, the viability of a small craft marina, and how Long Wharf should relate to Fort Latour.

The Future of Long Wharf



Heritage By-law Updates

Develop a "listed" property system, much like that used in the U.K. (Grade 1 listed, Grade 2 listed, etc). Based on Architectural and Heritage significance. Include: significant Interiors

Appearance is the primary concern for windows (an example) and cost prohibitive products should not be required

Focus on the façade more than anything else

Proposed Updates

- New statements of significance will be developed for the HCAs and sub-areas within them. This will enhance clarity and predictability for property owners and provide a framework for adopting updates to the by-law.
- Increased flexibility to allow for new cost effective materials and technologies which match or maintain the heritage attributes and/or materials.
- Overhaul of the infill development standards and incorporation into a broader set of Urban Design guidelines.
- Identification of when and where conservation regulations should be less stringent, such as areas not visible from the public realm.
- 5. Identification of sub-areas within existing conservation areas to provide more specific guidance on conservation
- The strengthening of the demolition provisions for buildings within the HCAs.
- The adoption of new provisions to address buildings which are vacant, or subject to neglect.
- The identification of contributing vs. noncontributing buildings based on statements of significance.
- 9. Boundary review to ensure buildings which straddle the HCA boundaries are aligned and to identify other opportunities for improvement.

You need to <u>first</u> host a public and well-advertised forum in which owners can learn about & discuss the existing By-laws – <u>Before</u> they are changed

Mix of some history with modern well designed buildings

Incentives need to be improved city-wide for <u>repairs</u> & <u>restoration</u> to keep what still exists intact

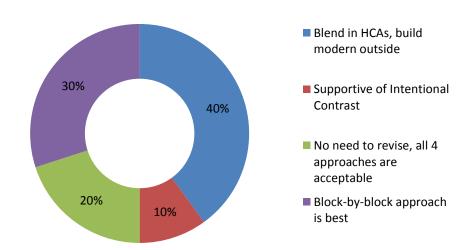
Strict requirements for securing and protecting vacant heritage properties: alarm system and fire suppression

Approaches to Heritage Infill



The dot democracy showed that "Invention Within A Style" was the most popular approach to heritage infill, though there was support for all approaches, depending on context.

Approaches to Heritage Infill



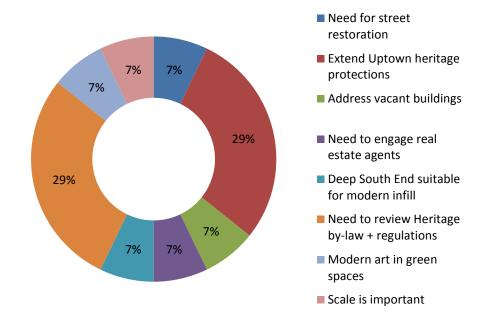
Character Precinct Guidelines

Character Precincts Map



Participants were presented with 5 character precincts, their respective infill and development guidelines, and encouraged to provide feedback and comments.

Character Precinct Guidelines

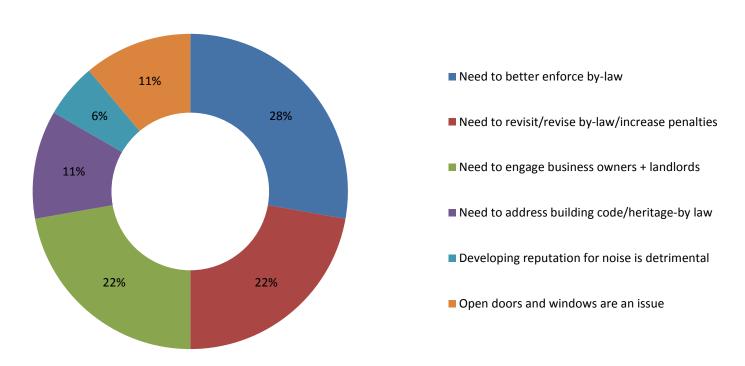


NOISE ISSUE FOCUS GROUP

As the Uptown attracts new residents and businesses grow, so too does the noise from restaurants, bars, and music venues. Ensuring that this noise does not unduly disturb residents in the Uptown is vital to ensuring that it remains an attractive area to live.

On November 16, a focus group was convened to hear from affected residents and show them a potential strategy for mitigating the issue (see next page).

Stakeholder Issues



Draft Noise Strategy for the Mixed Use Core

Phase	1, Contain the Issue	2. Resolve Existing Problems	3. Adopt a New Noise By-law Framework
Strategy	Zoning overlays will be implemented to identify "Loud Areas" and "Moderate Areas". Loud Areas will have limited soundproofing requirements for the establishment of new high decibel uses such as night clubs or live music venues. Any new residential uses in these areas will have stringent sound proofing requirements. Moderate Areas will have new requirements for soundproofing of high decibel uses such as nigh clubs or live music venues to limit noise travel between uses within the same building and to public streets or shared court yards. Patio space will not be permitted for these uses on shared courtyards. Some new soundproofing requirements will be introduced for residential uses.	To resolve existing issues, several small initiatives will be implemented in phase 2 to support existing uses to transition to new standards and requirements. *Heritage By-law amendments* will be implemented to provide additional flexibility for use of materials and technologies to soundproof along rear and side building facades which are not visible from the street. This will provide condo owners with additional flexibility to sound proof their units. *A small grant program* could be provided to existing businesses which have received complaints or are at risk of receiving complaints in the future. The grant pool could consist of \$25K and provide grants of up to \$4,000. *Good Nelghbour Agreements* would be used to establish an interim strategy to manage the noise issue. These would be required for any businesses receiving sound proofing grants. *The Noise By-law* will remain unchanged on an interim basis while existing businesses are provided the opportunity to address noise issues.	New Noise By-law provisions will be adopted to align with the zoning overlays adopted in phase 1. Considerations of the new Noise By-law provisions may include: Varying noise thresholds for specific entertainment uses aligned with the zoning overlays adopted in phase 1. Hours of aplicability of the noise By-law for entertainment uses in specific zoning overlays. Noise standards which apply to specific locations relative to the entertainment use (ie. noise thresholds from the street, interior courtyards, and etc.).
Impact	Zoning overlays will be designed to contain the spread of the issue by ensuring all new development of high decibel uses are located in appropriate areas or are soundproofed accordingly. Additional soundproofing requirements for residential will help to contain the impact of existing noisy uses. Over time the highest decibel uses will migrate to designate "noisy areas". This could also play a role in revitalizing disinvested commercial areas in the Uptown	Existing businesses will adopt new sound proofing measures to mitigate their issues taking advantage of new flexibility and municipal incentives. Businesses that make no effort to help resolve their issues will remain at odds with the noise By-law and subject to fines. These businesses may choose to relocate to regions of the Uptown with few noise restrictions.	The new noise framework will provide clarity and predictability to both businesses and residents with respect to acceptable levels of noise being produced by entertainment uses in specific areas of the Uptown. This should help to strike a balance between the expansion of the vibrant entertainment and arts scene i the Uptown and the growing residential community.

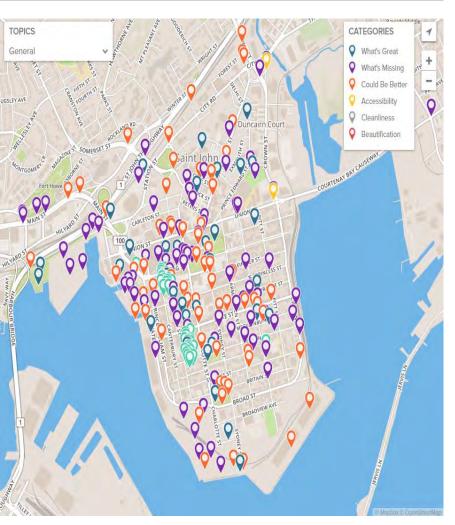
Spring-Fall 2018

Winter - Spring 2019

Timeline

Spring - Summer 2018

How was it different?



In the final phase of the online engagement process, the Project Team began asking more specific questions to try and gain a more nuanced understanding of the issues and priorities as seen by the public.

CATEGORIES

- Wintertime Improvement
- Accessibility (e.g. wheelchair, vision, hearing-impaired)
- Pedestrian or Active Transportation
- Automobile-Related

What's great about the Central Peninsula and what could be even better?



"There was an article on the CBC news site today about a couple who are renovating this building at the corner of Union and Dorchester as ground-floor commercial space with a loft home above it. More of this, please! Union should be a commercial/residential street, pleasant for pedestrians to walk along and easy for them to cross, NOT a throughway for cars. The road design at both ends of Union should enforce this concept. People should *not* think they're turning off St Patrick or Crown onto a multi-lane highway."

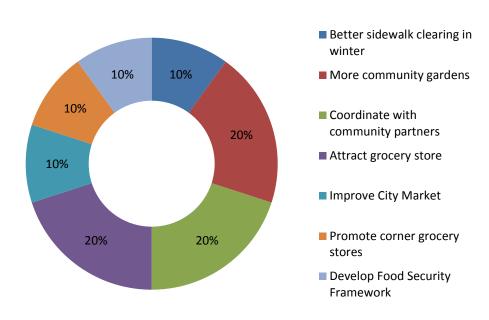
What places require added beautification or an intervention to improve?



"Duke Street...Between Wentworth and Carmarthan"

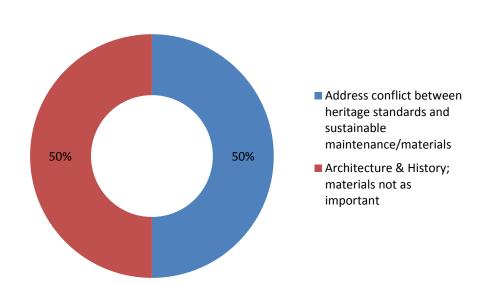
"It would be wonderful to see the street trees on Duke between Crown and Wentworth carried on to this block and beyond. It would greatly enhance this tired looking street and *might* help with whatever wind currents seem to make this block the final destination for all south end litter."

How can we improve access to food on the Central Peninsula?



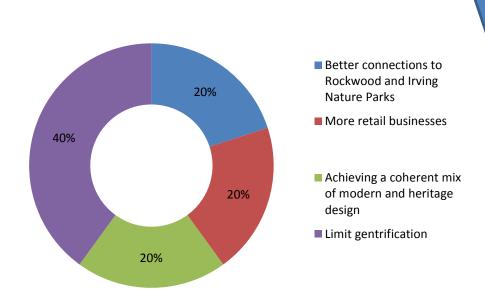
"maybe have programs set up with a few late night corner stores to have produce from the market delivered to them at the end of the day to be available after 6pm. Access may not be the largest problem, most of it will come down to cost and convenience of shopping in a single spot like Superstore. OR even a points program set up in the market to provide incentives for people shopping at the Market"

What do you value most about the heritage of the Central Peninsula?



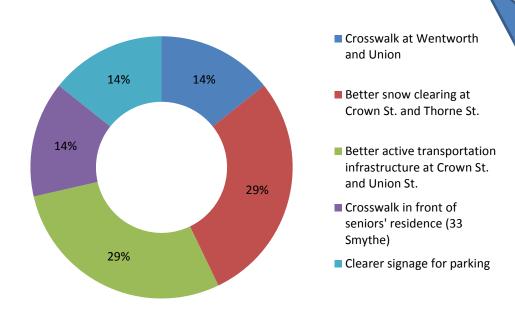
"The other concern we have in our building is whether heritage will require us to replace all windows at the same time... I had a quote at \$4000 per window x 4 windows... being able to replace them one at a time (some are in worse condition than others) would be much more feasible financially. I am glad to hear the revised heritage by-law may have less stringent criteria for those windows that cannot be seen from the street !!"

What are your hopes for the Central Peninsula?



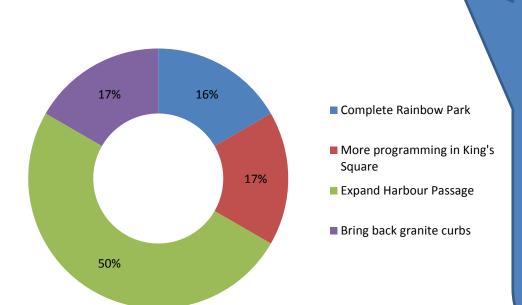
"The effect of green spaces on mental health is increasingly understood.
(https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4049158/) It is imperative that people living uptown can reach Rockwood and Irving Nature Parks without the need of an automobile. Let us enjoy nature without destroying it!"

Where can the Central Peninsula make accessibility improvements?



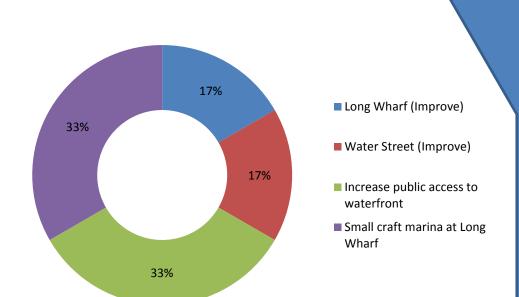
"This sidewalk needs to be ploughed on the same frequency as the rest of Crown Street and City Road. Don't just keep skipping it as is the current practice!"

Which streets, parks and open spaces do you like, and which do you feel need improvement?



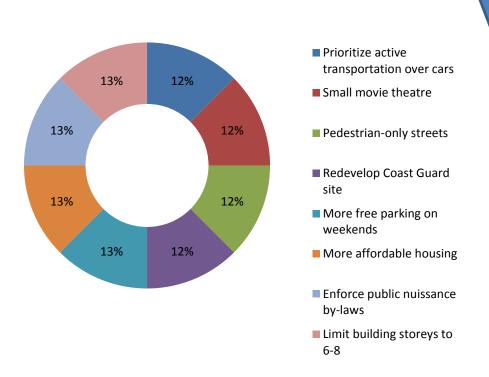
"The only park that needs work imo is Rainbow Park. It's had some improvement but needs to be finished. Hopefully bball court can be redone and maybe a tennis court. But they need to be enclosed with a wind barrier or they'll be useless in that area by the water. It also needs an open lawn for events and for people to sit and relax. Most of St James and the south east of the peninsula need major work, ie beautification, greening, sidewalk work, reinvestment."

Which parts of the waterfront do you like, and which do you feel need improvement?



"Access to pretty much everywhere is closed off from the public. I'm sure it must be nice to have cruise passengers and the Digby Ferry coming into the harbour and seeing Saint John's 'garbage bag monument' covering up salt and sand next to the end of the Harbour Passage. Obviously the dirt needs to go somewhere, and it's certainly most cost effective to dump it right where the commercial ships dock. BUT, if that space was cleared and given public access to the waterfront, it would be real nice looking for future development (Whatever would be allowed based on soil contamination of the area)"

Any other suggestions to make the Central Peninsula a better place to live?



"Prioritize the need of residents, not people who are just here during the day on weekdays. Prioritize safe, welcoming streets for walking and biking over cars. Prioritize using land to build affordable housing and community gardens for growing food over parking lots for cars. In general, prioritize people over cars!"

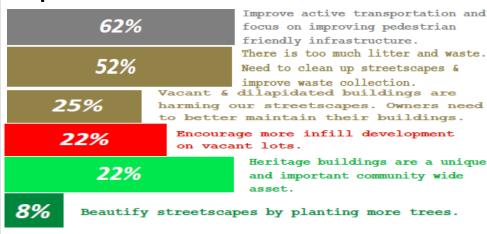
RECURRING ISSUES

What were they?

Over the course of the engagement process certain issues consistently emerged as priorities for residents and stakeholders. They included:

- The need to infill vacant lots and address vacant buildings;
- The need to improve active transportation and pedestrian infrastructure (including Harbour Passage);
- The need to address garbage issues and cleanliness of streets;
- The need to revise the Heritage by-law, while preserving existing assets; and
- The need for more street trees and greening.

Top Issues: What We Heard #1



Top Issues: What We Heard #2

#1 - More trees and greening
#2 - Infill vacant lots and address derelict buildings
#3 - Improve active transportation and pedestrian infrastructure
#4 - Clean streets and address garbage issues

