



Detailed Design for the Reconstruction of Bridge Street

Public Meeting Summary Report Final

Town of Carleton Place

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RVA 194532

February 21, 2020

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1.0 INTRODUCTION

The Town of Carleton Place is proceeding with the replacement of the Central Bridge enabling works and reconstruction of Bridge Street through the Carleton Place Downtown. Construction is scheduled to start in Spring 2021 for the downtown roadway reconstruction. This work will include the complete replacement of all hard surfaces (asphalt, sidewalks), new decorative streetlighting, new controlled pedestrian crosswalks, and enhanced streetscaping features.

R.V. Anderson Associates Limited (RVA) was retained by the Town to complete the Municipal Class Environmental Assessment (MCEA) for this project. This is a Schedule “C” project and is subject to the full five phase planning process, in accordance with the Municipal Class Environmental Assessment (October 2000, amended in 2007, 2011 & 2015). As such, extensive public and technical agency consultation was undertaken in developing the study recommendations. Three Public Information Centres were held in 2018-2019 during Phases 1 through 4 of the MCEA. The Notice of Study Completion & 30-Day Public Review Period began March 14, 2019.

As The Town of Carleton Place begins Phase 5: Implementation (Design & Construction), the Town Council determined that additional consultation with a stakeholder group related to the Bridge Street reconstruction was required, and that the recommended design and outcomes of these consultations be presented at a public meeting prior to construction. This public meeting was structured as two separate meetings, the first being with area businesses and the second with the general public. Following the meetings, an online comment form was placed on the Town website to solicit further public feedback.

1.1 Area Business Public Meeting

The Area Businesses Public Meeting was held on January 27, 2020 at the Neelin Street Community Centre (Small Hall) from 2:00pm to 3:00pm. The format of the Public Meeting was an informal “Open House” with materials pertaining to the study and conceptual design approaches on display for area business representatives to review. Several members of the project team and Town Staff were available to answer questions and discuss concerns related to the project with attendees. Comment forms were distributed to attendees to provide feedback on the information presented, and the project in general.

1.2 General Public Meeting

The General Public Meeting was held on January 27, 2020 at the Neelin Street Community Centre (Small Hall) from 4:00pm to 7:00pm. Similar to the meeting with Area Businesses, the format of the General Public Meeting was an informal “Open House” with materials

pertaining to the study and conceptual design approaches on display for the public to review. Several members of the project team and Town Staff were available to answer questions and discuss concerns related to the project with attendees. Comment forms were distributed to attendees to provide feedback on the information presented, and the project in general.

1.3 Online Comment Form

An online comment form similar to the one distributed at the public meetings was published to the Town of Carleton website to solicit further feedback on the project. The survey was published to the website on January 27, 2020 and closed on February 10, 2020.

2.0 STAKEHOLDERS AND NOTIFICATION

Notification of the public meeting was provided through various methods and media, as outlined below.

- Published in the weekly newspaper, Municipal Matters, from December 26th, 2019 to January 23^d, 2020
- Posted on the News section and included on the main page of the Town's website
- Posted on Town social media accounts (Facebook and Twitter) 4 times between December 20th, 2019 and January 27th, 2020 leading up to the Public Meeting
- Included on TV displays in public areas including the pool, community centre, town hall, library and arena from December 26th, 2019 to January 23^d, 2020
- Distribution of Notice to Businesses through the BIA

Refer to **Appendix 1** for a copy of the Public notification.

3.0 CONSULTATION MATERIAL

The purpose of the Public Meeting was to present the conceptual design approach for the reconstruction of Bridge Street, and to facilitate coordination between the project team and members of the local public and community and businesses. The display materials prepared for the Public Meeting are included in **Appendix 2**. The displays included information on the following:

- Municipal Class EA Process
- Study Background
- Stakeholder Consultation Outcomes
- Detour Routes
- Design Concepts
- Cost Estimates

Renderings of the conceptual design concepts for Bridge Street were on display and digital copies of the display boards were placed on Town's website.

4.0 PARTICIPATION AND COMMENT SUMMARY

4.1 Public Meeting – Area Business Meeting

Attendees were requested to sign-in upon arriving at the Area Business Public Meeting. Based on the sign-in sheet, there were 31 attendees representing 27 local businesses, in addition to attendees representing the Carleton Place BIA and Town Chamber.

All attendees were encouraged to provide comments and feedback on the material presented and the study in general. Comment forms were provided for attendees to complete. Attendees were also encouraged to submit additional comments by email, online survey or mail following the open house.

A total of 20 comment forms were received from the Area Business Public Meeting. Of the 20 comment form respondents, 15 were *Study Area Businesses*, 4 were *Businesses Outside the Study Area*, and 1 respondent identified as *Other* (Study Area Building Owner). **Figure 4-1** summarizes the local businesses meeting comment sheet respondents' demographics.

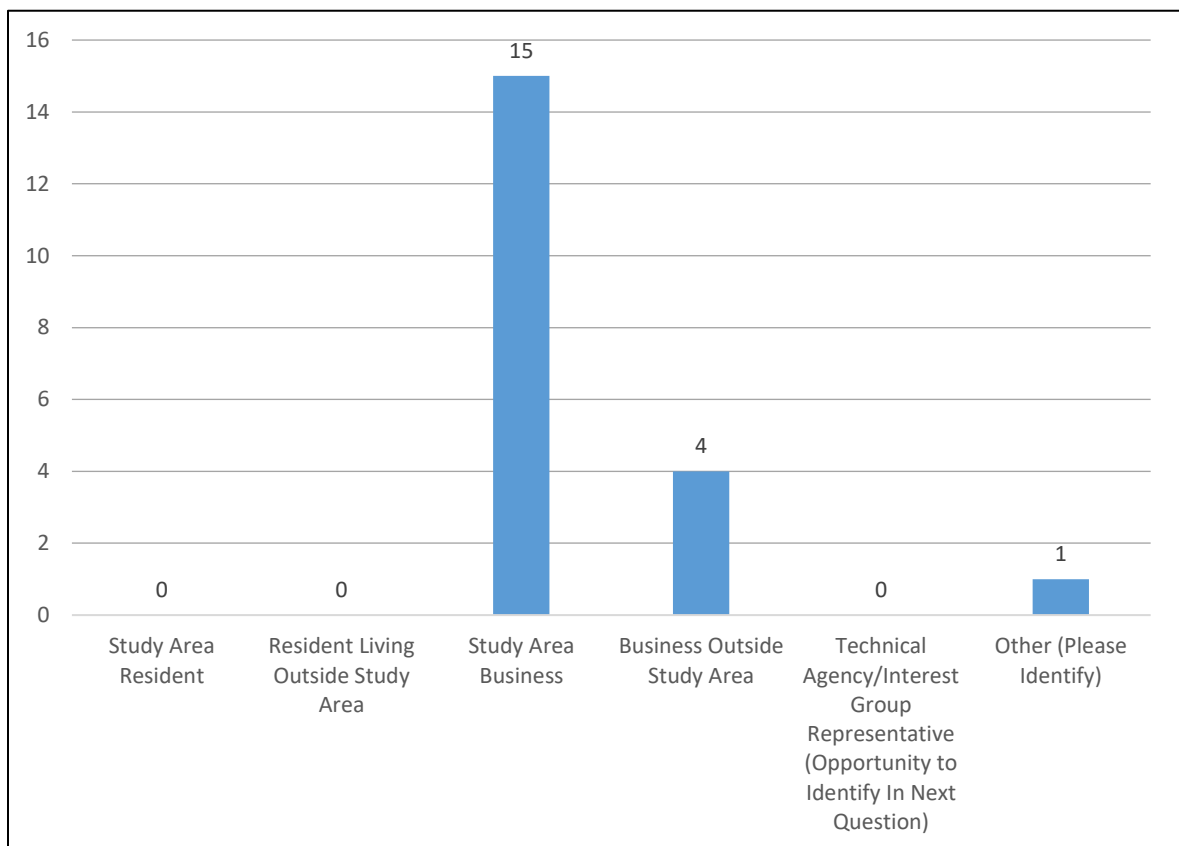


Figure 4-1 Local Business Meeting Respondents Demographics

Question 2 on the questionnaire requested participants to rank the seven categories, listed below by their level of importance (1 highest 7 lowest).

- Improvements to Pedestrian Crosswalks
- Additional Parking Spaces
- Decorative Poles for Streetlighting and Traffic Signals
- Streetscaping improvements at Opportunity Areas
- Architectural Planters and Street Furniture
- Gateway Feature at Lake Avenue Intersection
- Additional Trees

Table 4.1 summarizes the responses to Question 2 in order of importance as submitted by the respondents.

Table 4.1 Rank of Relative Importance – Area Businesses

Ranking	1	2	3	4	5	6	7	Overall Rank (1 Most Important)
<i>Improvements to Pedestrian Crosswalks</i>	4	7	1	2		3	2	3.2
<i>Additional Parking Spaces</i>	7	2	2	1	2	1	3	3.2
<i>Decorative poles for streetlighting and traffic signals</i>	4	3	3	5		5		3.5
<i>Streetscape improvements at opportunity areas</i>	1	4	2	4	4	3		3.8
<i>Architectural planters and street furniture</i>	1	2	5	3	4	2	2	4.1
<i>Gateway feature at Lake Avenue Intersection</i>	1		2	3	6	2	4	4.9
<i>Additional Trees</i>	1		3		3	3	7	5.4

Based on the responses to the comment sheet questionnaire, *Improvements to Pedestrian Crosswalks* and *Additional Parking Spaces* received the overall highest importance, while *Additional Parking Spaces* received the most top priority rankings. *Decorative poles for streetlighting and traffic signals* was ranked as third most important element overall.

Respondents were asked to identify any key elements not included in question 2 that they believe is of importance. Other elements identified included *accommodation and*

accessibility for senior citizens and those with disabilities, accessibility to businesses, increased and decorative lighting, and a preference for concrete sidewalks as opposed to interlock.

Attendees were encouraged to submit additional comments and questions by email or mail following the open house. All comment forms and additional comments received are included in **Appendix 3**.

Question 3 asked respondents to provide any additional comments or concerns related to the project that they may have. The comments received in response to Question 3 during and following the Area Business Public Meeting are grouped and are summarized below in eight categories:

1. Improvements to Pedestrian Crosswalks

- Desire for curb letdowns to improve access for senior citizens and those with disabilities
- Transportation plan for those that do not use vehicles to be considered
- Concrete sidewalks, as opposed to interlock sidewalks, are preferred
- Increased number of crosswalks to improve accessibility on both sides of the

2. Additional Parking Spaces

- Additional parking should be considered
- Parking currently in place is not adequate
- Do not close all municipal parking lots simultaneously during construction
- Currently customers may have to park too far away from stores to access
- Additional handicap parking during and after construction

3. Decorative Poles for Streetlighting and Traffic Signals

- Desire for street and business signage to both be improved
- Streetlighting is currently unacceptably dark

4. Streetscaping improvements at Opportunity Areas

- Opportunities for restaurant and café patios desired
- Raised beds as opposed to ground level gardens are desired

5. Architectural Planters and Street Furniture

- Benches and places for citizens to sit along the downtown route is wanted
- Concern that planters and street furniture may invite unwanted loitering
- Request to preserve the black cast iron “planter” located on the Bridge Street sidewalk

6. Gateway Feature at Lake Avenue Intersection

- No comments received regarding the gateway feature

7. Additional Trees

- Request to not put trees directly in front of businesses
- Concern expressed over watering and maintenance of any new trees or gardens
- Grates for trees are a tripping hazard
- Concerned that additional trees will negatively impact visibility of business signage

8. Other

- Incentives and/or compensation to business owners during construction wanted if any financial impacts
- Limiting disturbance to access to businesses to avoid financial loss
- Concern over impacts to business deliveries
- Concern related to congestion on detour routes

Additional Comments Regarding the Project

- Desire to be able to continue to be engaged with the design process
- Communication to residents and businesses to provide updates on progress on the project
- Clarity on construction timeframe and staging desired

4.2 Public Meeting – General Public Meeting

Attendees were requested to sign-in upon arriving at the General Public Meeting. Based on the sign-in sheet, there were 58 attendees. All attendees were encouraged to provide comments and feedback on the material presented and the study in general. Comment forms were provided for attendees to complete. Attendees were also encouraged to submit additional comments by email or mail following the open house.

A total of 26 comment forms were received from the General Public Meeting. Of the 26 comment form respondents, 16 were *Residents Living Outside the Study Area*, 7 were *Study Area Residents*, 1 identified as “Other” (Local Councillor), and 2 respondents did not provide an answer. **Figure 4-2** summarizes the General Public Meeting comment sheet respondents’ demographics.

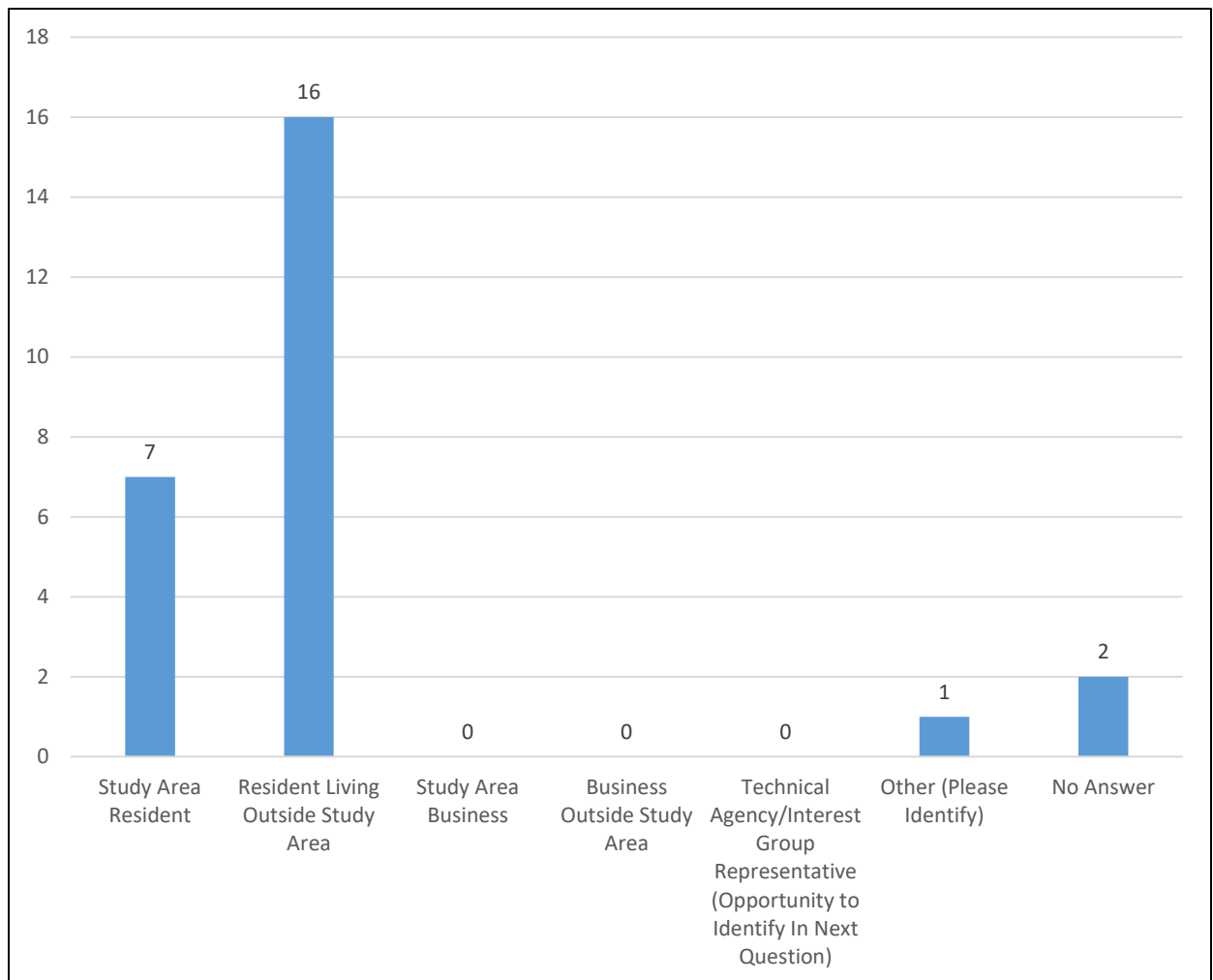


Figure 4-2 General Public Meeting Respondents Demographics

Of the 26 comment sheets received from the general public, 21 provided their response to Question 2, which requested participants to rank streetscape elements to be considered for the Bridge Street reconstruction of importance from 1 to 7 (with “1” being the most important”). **Table 4.2** summarizes these responses to Question 2, in order of importance as submitted by the respondents.

Table 4.2 Rank of Relative Importance – General Public

Ranking	1	2	3	4	5	6	7	Overall Rank (1 Most Important)
<i>Improvements to Pedestrian Crosswalks</i>	5	7	2	3	1	1	1	2.8
<i>Decorative poles for streetlighting and traffic signals</i>	0	7	4	2	2	2	2	3.7
<i>Streetscape improvements at opportunity areas</i>	3	2	3	2	7	2		3.7
<i>Architectural planters and street furniture</i>	2	2	2	6	3	2	2	4.1
<i>Additional Parking Spaces</i>	4		3	2	1	3	3	4.1
<i>Additional Trees</i>	4		3	2	2	6	1	4.1
<i>Gateway feature at Lake Avenue Intersection</i>		2	1	1	2	7	6	5.5

Based on the responses to the general public comment sheet questionnaire, *Improvements to Pedestrian Crosswalks* received the overall highest importance ranking and the most top priority rankings. All elements except for *Decorative poles for streetlighting and traffic signals* and *Gateway feature at Lake Avenue Intersection* received top priority rankings. *Decorative poles for streetlighting and traffic signals* was ranked second in overall importance, tied with *Streetscape improvements at opportunity areas*.

Respondents were asked to identify any key elements not included in question 2 that they believe is of importance. Other elements identified included *maximizing the width of the sidewalk, bike lanes and bike parking, increasing tourism, interlock sidewalks and restricting parking on the Bridge Street*.

Similar to the Area Business Comment Form rankings, *Improvements to Pedestrian Crosswalks* received the highest overall importance. In contrast to the Area Business Comment Form respondents, the General Public did not rank *Additional Parking Spaces* in the top 3 elements of overall importance.

Attendees were also encouraged to submit additional comments and questions by email or mail following the open house. All comment forms and additional comments received are included in **Appendix 4**.

Question 3 asked respondents to provide any additional comments or concerns related to the project that they may have. The comments received in response to Question 3 during and following the General Public Meeting are grouped and are summarized below in eight categories:

1. Improvements to Pedestrian Crosswalks

- Currently having difficulty crossing the street within the study area
- Improved accessibility on sidewalks, including widening of sidewalks, sidewalk letdowns, and audible signals for sight impaired is necessary
- The entire pedestrian network should be accessible to all and barrier-free
- Improvements to steps into businesses will help improve accessibility
- Interlock or cobblestone sidewalks recommended
- Additional pedestrian crosswalk desired

2. Decorative Poles for Streetlighting and Traffic Signals

- Ensuring the detour route is well-signed
- Signage that business remain open during construction is important
- Clear, large lettered street signs
- Any new signage should reflect historic culture of Carleton Place
- Desire to improve lighting on pathways between and behind businesses
- Dark-sky friendly

3. Gateway Feature at Lake Avenue Intersection

- Gated street to allow for street to be closed to vehicle access during events and festivals during Summer months

4. Additional Trees

- Use mature trees to maximize shade

5. Additional Parking Spaces

- No parking on street, except for in municipal lots
- On-street parking makes it difficult to travel the corridor by vehicle and restricts visibility
- Off-street parking in close proximity to businesses desired over on-street parking
- Use on-street parking space to widen the sidewalk and provide opportunities for storefront patios

6. Other

- Additional bike parking wanted
- Increase tourism, business, and jobs in the downtown core
- Support for curb and gutter design to improve stormwater management
- Water-bottle filling station requested
- Winter improvements
- Plan for climate change and increased flooding
- Bridge repairs are a necessity for safety
- Concern over cost of construction was expressed

7. Streetscaping improvements at Opportunity Areas

- Improvements to business storefronts desired
- Utilization of any unused storefronts
- Incorporate waste and recycling receptacles into streetscape, with potential to incorporate local artists work on these receptacles
- Support for “look out” feature
- Support for opportunities for patios
- Consideration of sculptures, art and/or murals

8. Architectural Planters and Street Furniture

- Place street furniture under shelter of rain
- Maximize planters on at least one side of the road
- Incorporate lighting into planters
- Preference of stone planters

Additional Comments Regarding the Project

- Wide support for project overall, with excitement for improvements
- Continued communication during project to keep public informed
- Implementing the full design concept makes the most sense financially
- 5, 10 and 20-year plans for downtown core improvement requested

4.3 Online Comment Form

Following the Area Business and General Public Meetings, the comment form distributed during the meetings was posted online to solicit further feedback from the public. Between January 27th, 2020 and February 10th, 2020, a total of 208 online comment forms were completed. Of the 208 online comment form respondents, 98 were *Study Area Residents*, 86 identified as *Resident Living Outside Study Area*, 5 and 4 identified as a *Business Outside the Study Area* and *Study Area Business* respectively and 3 respondents were from *Technical Agencies/Interest Groups* including members of the Carleton Place Municipal Heritage Committee and the Carleton Place Urban Forest/River Corridor Advisory Committee. **Figure 4-3** summarizes the online comment sheet respondents' demographics.

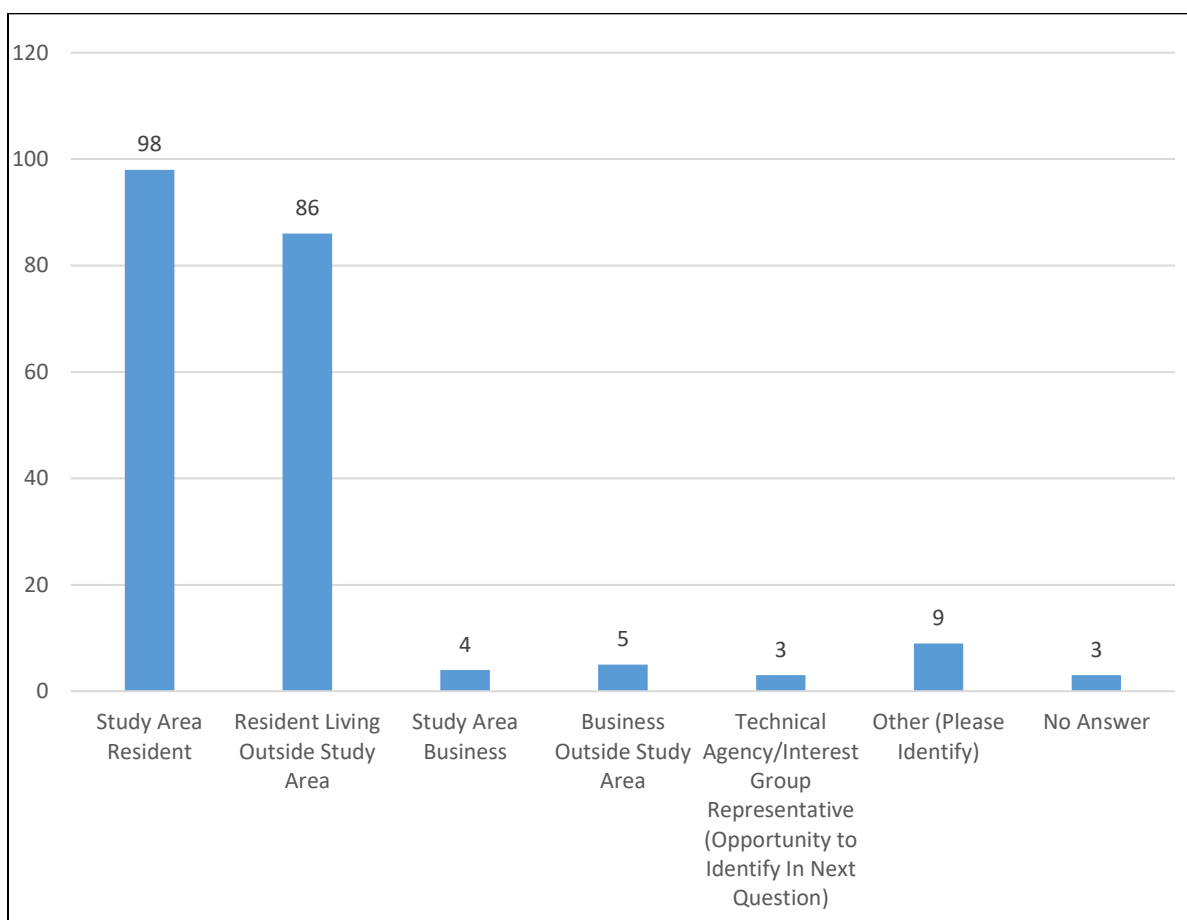


Figure 4-3 Online Comment Respondents Demographics

Table 4.3 summarizes the responses to the online comment form Question 2, which requested participants to rank streetscape elements to be considered for the Bridge Street reconstruction of importance from 1 to 7 (with “1” being the most important”).

Table 4.3 Rank of Relative Importance – Online Comment Sheet

Ranking	1	2	3	4	5	6	7	Overall Rank (1 Most Important)
<i>Improvements to Pedestrian Crosswalks</i>	68	47	21	22	15	23	20	3.1
<i>Additional Parking Spaces</i>	50	26	18	15	22	34	9	3.4
<i>Streetscape improvements at opportunity areas</i>	17	38	54	9	39	17	10	3.6
<i>Additional Trees</i>	34	23	35	26	26	37	25	4.0
<i>Decorative poles for streetlighting and traffic signals</i>	19	37	34	40	32	33	17	3.9
<i>Architectural planters and street furniture</i>	18	26	44	30	37	32	21	4.1
<i>Gateway feature at Lake Avenue Intersection</i>	10	18	16	31	32	34	62	5.0

Based on the responses to the online public comment sheet, *Improvements to Pedestrian Crosswalks* and *Additional Parking Spaces* received the first and second overall importance rankings and top priority rankings. *Streetscape improvements at opportunity areas* received the third highest overall importance. All responses to the online comment form are included in **Appendix 5**.

Once again, *Improvements to Pedestrian Crosswalks* was ranked as the element of highest overall importance and received the most top priority rankings. Similar to the Area Business Meeting comment form respondents, Online Comment Form respondents ranked *Additional Parking Spaces* as the second most important element overall. *Streetscape Improvements at opportunity areas* was rankings aligned with the rankings received from the General Public, and slightly higher than the rankings received from Area Businesses.

The online comment form also asked respondents to identify any element they feel is of importance but was not listed. 72 respondents provided comments to this open-ended question, identifying several different elements. The comments provided are summarized below under the key themes that were identified, in no particular order.

- **Lighting**
 - Decorative lighting on key heritage buildings
 - Decorative lighting for trees
- **Sidewalk Patios/Street Furniture**
 - Widespread support for widened sidewalks to for outdoor patios
 - Allow for patios on sidewalk/street during key events
 - Recycling/Waste receptacles along the sidewalk
- **Accessibility**
 - Accessibility along sidewalks and into businesses
 - Increase size of sidewalk to improve accessibility
 - Pedestrian bridge to access Bridge Street requested
 - Concern over patios and signs on sidewalks impacting accessibility
- **Business Accommodation**
 - Improved winter maintenance to maintain access to businesses
- **Road Resurfacing**
 - Road is in poor condition and needs to be resurfaced
- **Storefront Improvements**
 - Several comments identified issues with current state of storefronts, and a desire to improve the aesthetics of storefronts in the Study Area
 - Ensure the heritage of the town is maintained/displayed
- **Pedestrian Crosswalks**
 - Lights at pedestrian crosswalks required
 - Additional pedestrian crosswalks requested
- **Cyclist Accommodation**
 - Bike racks to be incorporated into the design
 - Accommodation of cyclists on road through bike lanes
- **Cost**
 - Desire to efficiently use tax dollars expressed
- **Parking**
 - Eliminate all on-street parking
 - Request to increase overnight parking available

- Some respondents expressed concerns of elimination of parking affecting access to businesses
- **Traffic**
 - One-way traffic on Bridge Street
 - Requests for Bridge Street to be pedestrian only area during key events
 - Reduced and enforced speed limit in the study area

Finally, respondents were asked to provide any additional comments, questions or concerns that they may have. Eighty-six respondents provided comments to this open-ended question, identifying several different topics. The responses are summarized below, by key categories identified in the responses.

- **Lighting**
 - Functional streetlights prioritized over decorative
 - Decorative lighting for trees
 - Consider energy required for any decorative lighting
 - Ensure the heritage of the town is maintained/displayed
- **Sidewalk Patios/Street Furniture**
 - Widespread support for widening sidewalks to accommodate for outdoor patios
 - Allow for patios on sidewalk/street during key events
 - Recycling/Waste receptacles along the sidewalk
 - Increased seating areas
 - Trees must be incorporated into the design/save existing trees
- **Accessibility**
 - Accessibility along sidewalks and into businesses
 - Increase size of sidewalk to improve accessibility
- **Business Accommodation**
 - Access to businesses to be maintained during construction
 - Concern expressed over impact to businesses during construction
- **Pedestrian Crosswalks**
 - Lights at pedestrian crosswalks required
 - Additional pedestrian crosswalks requested
- **Cyclist Accommodation**

- Bike racks to be incorporated into the design
- Accommodation of cyclists on road through bike lanes
- **Cost**
 - Desire to efficiently use tax dollars expressed
 - Functionality and safety more important than decorative designs to preserve costs
 - Overall support for the project
- **Parking**
 - Some respondents expressed concerns of elimination of parking affecting access to businesses
 - Accessible parking spaces to allow access to businesses for all
- **Traffic**
 - One-way traffic on Bridge Street
 - Requests for Bridge Street to be pedestrian only area during key events
 - Reduced and enforced speed limit in the study area

All comments received from the online comment form are included in **Appendix 5**.

4.4 Overall Comment Responses

Overall, a total of 254 Comments sheets were submitted through the public meetings and online questionnaire. **Table 4.4** summarizes the overall ranking of importance associated with Question 2 of all comment sheets, in order of importance as submitted by the respondents.

Table 4.4 Rank of Relative Importance – All Comment Sheets

Ranking	1	2	3	4	5	6	7	Overall Rank (1 Most Important)
<i>Improvements to Pedestrian Crosswalks</i>	77	54	25	28	22	26	25	3.2
<i>Additional Parking Spaces</i>	61	28	23	18	25	38	15	3.4
<i>Streetscape improvements at opportunity areas</i>	21	47	58	13	46	22	12	3.6
<i>Decorative poles for streetlighting and traffic signals</i>	23	46	43	45	38	37	21	3.9
<i>Additional Trees</i>	39	25	40	29	30	44	29	4.0
<i>Architectural planters and street furniture</i>	21	28	49	36	43	37	30	4.2
<i>Gateway feature at Lake Avenue Intersection</i>	11	23	20	37	34	46	68	5.0

Overall, *Improvements to Pedestrian Crosswalks*, *Additional Parking Spaces* and *Streetscape Improvements at opportunity areas* were ranked 1st, 2nd and 3rd most important to respondents respectively. *Architectural planters and street furniture* and *Gateway feature at Lake Avenue Intersection* were rated the least important. These results are also consistent with other submitted comments. Overall conclusions, and conclusions drawn from each of the consultation avenues are summarized in 5.0 Conclusions and Next Steps.

5.0 CONCLUSIONS AND NEXT STEPS

The Public Meetings and Online Comment Form provided an opportunity for businesses and the general public to review the conceptual design approach for the reconstruction of Bridge Street. During the meetings, the project team interacted with attendees and provided opportunity to discuss concerns, suggestions and general comments at the meetings. Comments on various topics were received, with common themes and trends becoming evident among the area businesses, general public, and online comments including:

1. General support for the project.
2. Concerns regarding detour routes and access to businesses and facilities during construction of Central Bridge.
3. Need to improve pedestrian accessibility within the study area. Widespread support for widening sidewalks to improve accessibility and allow for outdoor patios.
4. Additional Parking Spaces were relatively important across all groups, however businesses prioritized parking spaces the most.
5. Desire to improve streetlighting.
6. Improvements to be consistent with historical nature of Carleton Place.
7. Desire to continue being involved and informed on construction timeline and progress as the project moves forward.

5.1 Area Business Meeting Conclusions

In addition to the common trends identified above, themes and trends in the area businesses comments include:

1. Concrete sidewalks to maximize accessibility is preferred.
2. Additional parking to improve access to businesses is required.
3. Need to improve pedestrian accessibility within the study area.
4. Additional trees are not a priority, and concerns with how trees may impact visibility of business signage.
5. Benches and street furniture are wanted, but some concern regarding increased loitering in front of businesses.
6. Accommodation of businesses during construction is paramount.

5.2 General Public Meeting Conclusions

In addition to the common trends identified in Section 5.0, themes and trends in the general public comments include:

1. Cobblestone and/interlock sidewalks are preferred to maximize aesthetic and historical feel.
2. On-street parking is not desired on Bridge Street, and the space should be used for improving the pedestrian and streetscaping realms.
3. Cost of project, functionality prioritized over streetscaping and architectural improvements.
4. Widening of sidewalks to accommodate increased pedestrian traffic and/or storefront patios.
5. Street and traffic signs and poles to be consistent with historical nature of Carleton Place.
6. Upgrades to storefronts and stairs to storefronts in Downtown to increase visual appeal and accessibility of businesses.
7. Desire for art to be incorporated into streetscape design, including on waste and recycling receptacles.

5.3 Online Comment Form Conclusions

In addition to the common trends identified in Section 5.0, themes and trends in the online comments include:

1. Widening of sidewalks to accommodate increased pedestrian traffic and/or storefront patios.
2. Addition of pedestrian crosswalks with lights are strongly desired.
3. Upgrades to storefronts and stairs to storefronts in Downtown to increase visual appeal and accessibility of businesses.
4. On-Street parking to allow access to business should be maintained.

5.4 Next Steps

Comments received at the Public Meeting and on the online survey will be utilized by the Project Team in the advancement of the study design.