

Town of Oakville: Lakeshore Road Streetscape

BIA & Public Meetings -March 1, 2016

Consultation Summary Report



Table of Contents

1.0 Introduction	1
1.1 Background	1
1.2 Meeting Format	1
2.0 Public Feedback	2
2.1 Opinions on Suite Options	
2.2 Comments on Online Idea Forum	2
2.3 Opinions on Suite Details	3
2.4 Embedded Culture and Public Art	4
2.5 BIA Member Survey	4
2.6 Conclusions	5
Appendix	5

1.0 Introduction



On March 1, 2016 a public meeting was held at for the Lakeshore Road Streetscape. The objectives of the meeting were to:

- Present two suites of material and site furnishing options for Lakeshore Road East
- Allow the community to review, discuss, and vote for their preferred options

1.1 Background

With Lakeshore Road East (Navy Street to Allan Street) coming to the end of its lifespan and needing a major reconstruction, the town undertook extensive research and public consultation to identify broader opportunities to improve traffic, beautify streets and improve the pedestrian experience in the downtown.

In October 2015, Council approved the Lakeshore Road Reconstruction and Streetscape Project as part of the Downtown Transportation and Streetscape Study (DTS) study, which included a contemporary theme for the downtown streetscape design.

The chosen furnishings and materials will be used as part of the Lakeshore Road Bridge (over Sixteen Mile Creek) rehabilitation which may begin as early as 2017, the Lakeshore Road reconstruction is anticipated to begin construction 2019, and going forward as other streets in downtown Oakville are reconstructed.

During the first phase of the project (the Downtown Transportation and Streetscape Study) **the community was asked to vote on which style of materials and furnishings was preferred for Downtown Oakville.** Participants were asked to choose between CONTEMPORARY, CLASSIC and TRADITIONAL suites of materials and site furnishings. **The majority of participants poled at public meetings and on-line preferred the contemporary suite.** Building on public support for the contemporary style of materials and furnishings, the design team now presents two refined suites for consideration.

1.3 Meeting Format

Two meetings were held on March 1, 2016: one morning meeting for BIA members and one evening meeting for members of the public. The meetings were held in Oakville's Town Hall atrium and included full-size samples of each furnishing suite option for participants to consider and vote on their favorite. The full-size samples included benches, lights, bollards, bike racks, granite pavers and curbs.

Each meeting began with a 30 minute board and sample viewing period, followed by a 30 minute presentation by Brook McIlroy. An open question and answer session after the presentation alloward participants to clarify points of interest. Following the Q&A session, there was another 40 minute period for board and sample viewing. Representatives from Brook McIlroy and the Town's Steering Committee were present to note and answer queries during the sample viewing periods.

For BIA or community members who could not make it to the meetings in person, feedback was collected via an on-line survey.

2.0 Public Feedback



2.1 Opinions on Suite Options

Both suites of streetscape materials were well received. The majority of meeting attendees preferred Option B, while most online respondents voted in favor of Option A. A small number of people suggested that both approaches were “too modern” and voted against the options presented. The results from both the meeting and online survey are:

- Suite A **17 votes** (1 in person, 16 online) (44%)
- Suite B **18 votes** (8 in person, 10 online) (46%)
- Neither **4 votes** (4 online) (10%)

2.2 Comments on Online Idea Forum

In addition to voting, visitors to the online forum were able to leave comments as well as ‘like’ or ‘support’ other comments. The following summarize the most ‘liked’ comments as well as comments that capture recurring themes. A full list of comments received is included in the appendix.

“Neither- both are too contemporary for Historical Downtown”

“I like Palette One. Design is a bit more timeless and will transition better with age. Palette 2 seems too modern.”

“Back to the drawing board. A more historic approach regarding furniture and lighting is appropriate with our precious asset.”

“Pallet #1 BENCH only and other items from Pallet #2”

“The lighting should probably retain more a historic feel, as that is what comes to my mind when thinking about Downtown Oakville (modern spin on historic appearance).”

“Clean but not overly modern. Palette 1 illustrates a clean approach without being overly modern. I’m not sure our downtown is prepared for ultra modern fixtures.”

2.3 Opinions on Suite Details

Votes and comments were also taken regarding the specific material and product choices in each suite. The data below was gathered at the public meeting only, and not online .

Suite A

Smart Pole + LED Accent (50%)

2 liked, 2 disliked

"[consider] solar panels on light pole"

Neoliviano Bench (88%) *1

7 liked, 2 disliked

Capitol Bike Ring (88%)

4 liked, 1 disliked

"These bike rings are tricky to lock bikes to."

SCTB16 Bollard (67%)

4 liked, 2 disliked

Caledonia (Split) Curb (100%) *2

0 liked, 7 disliked

"[concerns about] car tires on edge of curb abrasion."



Suite B

Candela Light (100%)

3 liked, 0 disliked

"Current lights allow for ?ambience? during events, Current lights have multi-colors for the sidewalks."

Multiplicity Bench (60%) *3

3 liked, 2 disliked

"Bench too large for sidewalk, use within parks to compliment of bench on street."

Multiplicity Bike Ring (80%) *4

8 liked, 2 disliked

"much better than single post alternative."

"too blocky."

Metro40 Bollard (17%)

1 liked, 5 disliked

Kodiak Paver (67%)

2 liked, 1 disliked

Caledonia (Flamed) Curb (100%)

8 liked, 0 disliked





2.4 Embedded Culture and Public Art

Regardless of the chosen suite, the rejuvenation project will include some form of public art or built-in cultural artifacts. The public responded to the various strategies and methods for integrating these cultural elements laid out in the presentation. This information was gathered at the public meeting only, and not online.

Natural Heritage (88%) *1

7 liked, 1 disliked

Standalone Sculptures (100%) *4

9 liked, 0 disliked

Local Heroes (75%)

3 liked, 1 disliked

“Statues of Oakville’s Olympians”

Local/ Historical Context (62%) *3

8 liked, 5 disliked

Poetry & Prose (100%)

4 liked, 0 disliked

Cultural Heritage (100%) *2

4 liked, 0 disliked

Public Art as Infrastructure(88%)

7 liked, 1 disliked

“Book is a good symbol for culture”

2.5 BIA Member Survey

The materials presented were also sent to members of Downtown Oakville’s BIA. They provided feedback online and voted on the options.

Suite A	13 votes	(72%)
Suite B	5 votes	(28%)

“Pretty futuristic for what many would say is a historic downtown”

“There are items in both that are attractive or more attractive without creating mix & match mismatches. I like the more hip and modern feel of option 2 recognizing that this will take us forward for the next 30-40 years before the exercise is repeated. i like both benches. Modern and historical go beautifully together and create a different feeling and reaction.”

“Make provisions for a dog to be tied up outside each store, so [dog] owners can spend money in stores.”

“Suite 2 is best but you should use the bike racks, benches and bollards from Suite 1. In other words the lights and curb from Suite 2 and everything else from Suite 1.”

2.6 Conclusions

The split in opinion on suite options suggests that further refinement is necessary to reach an optimal array of materials. The votes and comments indicate that there are certain elements from both suites that the public finds preferable, and a more agreeable option might be found by combining the key elements.

Appendix: Full Results

Suite Votes

Suite A

In Person: 1 Vote,
BIA Members: 13 Votes,
Online: 16 Votes

Suite B

In Person: 8 Vote,
BIA Members: 5 Votes,
Online: 10 Votes

Board 3: Votes and Comments

Natural Heritage: 7 Likes, 1 Dislike
Standalone Sculpture: 9 Likes
Local Heroes: 3 Likes, 1 Dislike
Local Context/ Historical Information: 8 Likes, 5 Dislikes
Poetry & Prose: 4 Likes
Cultural Heritage: 4 Likes
Public Art as Streetscape Infrastructure: 7 Likes, 1 Dislike

“Make provision for 1 dog to be tied up outside each store, so owner can spend money in stores”
“Book is a good symbol for culture”
“Statues of Oakville’s Olympians”

Board 5: Suite A

Lumca Light: 2 Likes, 2 Dislikes
Landscapeforms Bench: 7 Likes, 2 Dislikes
Forms + Surfaces Bike Ring: 7 Likes, 2 Dislikes

“No.”

Board 6: Suite A Cont.

Maglin Bollard: 4 Likes, 2 Dislike
Granite Curb: 7 Dislikes

Board 8: Suite B

Santa & Cole Light: 3 Likes
Landscapeforms Bench: 3 Likes, 2 Dislike
Bike Ring: 8 Likes, 2 Dislike

“Bike Ring much better than single post alternative.”
“Bench too large for sidewalk, use within parks to compliment of bench on street.”
“Current lights allow for ambience During events, Current lights have multi-colors for the sidewalks.”

Board 9: Suite B

Landscapeforms Bollard: 1 Like, 5 Dislikes
Polycor Granite Paver: 2 Likes, 1 Dislike
Polycor Granite Curb: 8 Likes

Board 10: Suite Comparison

Suite A

“These bike rings are tricky to lock bike to.”
“Solar Panels on Light Pole”
“Yes to Bench”
“low tires on edge of curb abrasion”

Suite B

“Yes to Light”
“Use this bench in park settings only.”
“Yes to Pavers.”
“Bike Rings too Blocky.”

Online Idea Forum Comment Cont.

“Neither-too contemporary for Historical Downtown”
[14 Votes of support](#)

“I like Palette One. Design is a bit more timeless and will transition better with age. Palette 2 seems too modern.”
[13 Votes of support](#)

“We have a lovely downtown area and the furnishing should reflect and respect the historic feel of our town not a contemporary art museum. Back to the drawing board. A more historic approach regarding furniture and lighting is appropriate with our precious asset.”
[12 Votes of support](#)

“Palette 2 looks unfinished and tacky. Keep Oakville classy with Palette 1.”
[8 Votes of support](#)

“Pallet #1 BENCH only and other items from Pallet #2”
[8 Votes of support](#)

“i like all items in pallet one. easy to maintain this pallet and the clean lines are beautifully designed.”
[7 Votes of support](#)

“I like the bench in palette 1. The other is too modern and looks uncomfortable. Shelf will get grungy and probably break. I like the bench in palette 1. The other is too modern and looks uncomfortable. Shelf will get grungy and probably break.”
[6 Votes of support](#)

“Palette 1 is nicer, but lighting is too modern on both. I'd prefer more old-fashioned (gas lamp looking) street lights to help the downtown retain its character. It's still possible to get the older look and charm with modern technology.”
[6 Votes of support](#)

“Benches, pavers and bike racks -- great! Lighting, not so much. I like the benches, pavers and the bike racks in both palettes. I think the lighting in both options is very stark and will look harsh w/ the hanging and ground level flower baskets.”
[6 Votes of support](#)

“I prefer pallet #1 because it is clean, natural and timeless. Pallet #2 is too edgy for Oakville.”
[6 Votes of support](#)

“This is sad news. Contemporary is not the feel of Downtown. Build upon what we have...beautiful, historical buildings and homes. Make it a destination for shopping and dining. Draw inspiration from the Distillery district or the Gasslight district in Vancouver. Make it a place people want to be that is warm and welcoming, not cold & contemporary!”
[6 Votes of support](#)

Appendix: Full Results 2

Online Idea Forum Comments Cont.

“Regardless of the style chosen, the features (i.e. bench) need to be accessible for everyone including those who use a wheelchair. Regardless of the style chosen, the bench should be accessible for everyone including those in a wheelchair. Therefore out of the two options, only Palette 2 is accessible.”

4 Votes of support

“Lighting is too modern for downtown Oakville. The benches, paving/ curbs, and bollards from option 1 are all fine. But the lighting is way too modern for Downtown Oakville. Uptown Waterloo tried to be modern and in my opinion they failed completely. It would make more sense to match the streetscape design to the surrounding buildings so that the downtown works as a unit. The Town as much as it may want to change the whole downtown can not change the character of the private buildings.”

3 Votes of support

“Both are a bit lacking, but prefer Palette 2. Neither palette stood out to me as appropriate for downtown Oakville. The lighting should probably retain more a historic feel, as that is what comes to my mind when thinking about Downtown Oakville (modern spin on historic appearance). Benches are nice, but perhaps more varied seating would be ideal to create more smaller nooks along the street. I also wish there was more gardens lining the street to collect and filter run-off - an important aspect of green street design.”

3 Votes of support

“Clean but not overly modern. Palette 1 illustrates a clean approach without being overly modern. I’m not sure our downtown is prepared for ultra modern fixtures.”

3 Votes of support

“I prefer bench from palette 1; prefer pavers, bollard and bike rack from palette 2. Do not like either set of lights.”

2 Votes of support

“Palette 1 bollards, bike rack, curbs; Palette 2 street lamps and bench without shelf. All nice and clean and fresh without trying too hard.”

2 Votes of support

“I like the street light and bench from palette 2 but I prefer the bike rack and granite paver from palette 1.”

2 Votes of support

“I like pallet 2 - more contemporary and updated, Oakville needs a modern change! More artsy and cool - will give a nice edge to all the historical buildings and mature neighborhoods.”

2 Votes of support

“I prefer the bike rack from palette 2 and the bench from palette 1. The side table on the palette 2 bench will get in the way of people trying to sit down. The bike rack in palette 2 will be easier to use. I think the bike racks that are designed like a wheel are better though because they immediately give the impression that they are intended for bikes. The lighting maybe a bit too modern for the setting.”

1 Votes of support

“I prefer the bench on Palette 1 but I still believe that downtown Oakville should have that charming historical touch.”

1 Votes of support

“I like Palette Two - with a small modification. The Palette two bench, without the shelf would be better. The shelf is going to get damaged.”

1 Votes of support

“I like all items from Pallet #1, Pallet #2 bollard only. Prefer dark granite behind the curb from Pallet #2. Simple and clean look”

1 Votes of support

“#1 Is modern, but also has a rustic feel... #1 for me. 1st one is modern, but also has a rustic, old oakville feel, atleast more than the second one... I’m all for the first.”

1 Votes of support

“Palette 2 bench is too modern and shelf will break, but rest is fine. Light standards much nicer in palette 2. Coloured LED unattractive.”

1 Votes of support

“more comfortable and has arm rests”

1 Votes of support

“Yes...contemporary...not so sure it matches the decor of downtown... perhaps some wind sculptures may make the downtown interesting too. <http://www.howearth.net/about-us.html>...His work can be seen on you tube as well. Good luck with your project.”

1 Votes of support

“I like all items chosen for Pallet #1 except the paving stones; would prefer the dark granite pavers from Pallet #2”

1 Votes of support

“ 1 More support ”

1 Votes of support

“I like. Palette 2 looks like it was built by a first timer, eg. stupid not ‘edgy’. Palette one looks like a bench.”

1 Votes of support

“I prefer bench #1 as there are arm rests. Most benches are used by seniors and #2 has no rests to aid in getting up from the sitting position. All lighting is far to modern. If you want to go the modern look then you must release all the Heritage rules for surrounding neighbours. You can’t have it both ways!! Why give us fancy curbs when the snow plows will just chew them up?”

1 Votes of support

“Need to choose btwn. organic modern and rectilinear modern ,not two style the same. Need to see two different contemporary styles like rectilinear modern versus organic sculptural modern. these both are nice but very similar in style.”

1 Votes of support

“I do not care, just get it done with, the revitalization process has taken a way to long, the town is suffering because of it. I do not care, I just want it done, the revitalization process has taken a way to long, the town is suffering because of, you cannot please everyone.”

1 Votes of support

BIA Member Comments

“pretty futuristic for what many would say is a historic downtown.”

“Palette 2 is best but you should use the bike racks, benches and bollards from Palette 1. In other words the lights and curb from Palette 2 and everything else from Palette 1.”

Appendix: Full Results 3

BIA Member Comments Cont.

“The town of Oakville with its large landscape department does not seem to be able to maintain our trees in the downtown area, mainly because of their embattled culture system on sidewalks. Having soil flush with the sidewalk and no grating protection is a no brainer. they should use steel gratings as shown on the Cambridgeshire presidents. with heavy sidewalk traffic and this countries 4 seasons it boggles my mind how our bureaucrats minds work!!As for wood using in any downtown environment and again in a 4 season climate area, using any wood on benches , cycle stands etc. Is an absolute plunder. there is no such process of natural turning grey of wood with road salt, snow, people carving their initials on the wood, this is Canada not CALIFORNIA!!! I have lived in Oakville for some 50 years now and have yet to see the town of Oakville learning how to plant trees.”

“I understand we are just looking at palettes, but as for light poles I think you should go with the most energy efficient.”

“Both of these options suck. Downtown Oakville is rich with historical significance. Throwing in contemporary design does not make sense.”

“There are items in both that are attractive or more attractive without creating mix & match mismatches. I like the more hip and modern feel of option 2 recognizing that this will take us forward for the next 30-40 years before the exercise is repeated. i like both benches. Modern and historical go beautifully together and create a differen feeling and reaction.“

“Numerous customers and neighbours tell me, if Town of Oakville really wants downtown to gain traffic and be like what it used to be, then they should step up and remove the paid parking. Oakville is known to have ticket sharks aND people would now rather go to Port credit or Burlington where it's less intense with the tickets plus parking is easier to find, more shops etc so it's overall better. Or they go to the malls. We have several customers a day leaving the store because of time running out, these customers aren't the type to pay via phone either, and they end of leaving or rushing and we are not having the best sale or no sale at all. Or they get a ticket and do not come back because of the experience. Many of our neighbors have lost regulars due to this as well. After talking throughout the month about it, customers kinda laughed at free parking during December because the spots weren't convenient at atleast, gained their attention but they were disappointed with the lack of spots given. I had a customer literally sweating in line at cash the other day about a potential ticket, she didn't realize she would be in the store for that long, and because of her anxiety about it, she said just leave it aside and she'll come back. We haven't seen her back, probably cause she got a ticket and was upset, it was over \$400 sale. Our neighbors best regular got a ticket for passing her time by few minutes and will not go to her location, only the big mall location. She struggles to meet quotas, that customer was her best customer. Everyone has noticed downtown isn't the same.. something has to convince people to come down here and when they think of parking it makes them go anywhere but downtown. They prefer Kerr or Bronte if they can. Noticing majority of the people come down only if they have to. I'd say 70% of our regulars are not downtown anymore and prefer our shopping online. Just sharing comments and opinion of our customers and neighbours. Also our observations. Changing the look may help but no one cares about that in reality. They just want parking to be easy and not having to deal with a 40 ticket just because of going over by a minute. Yes our customers agree that they should be putting more money in the meter but they never expect to shop this long and Oakville parking cops are apparently ridiculous with the tickets that this area becomes avoidable. Also the fact that every meter is different with coin only card only etc. This frustrates people. Not sure what meters, received comments from customers. Thank you for reading my feedback.“