

James Bay Community Survey Final Report

November 9, 2009

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Executive Summary:

The James Bay Quality of Life Survey was undertaken in order to identify and measure the factors of greatest importance to the Quality of Life in James Bay.

The survey was undertaken during the summer of 2009 and resulted in the return of 573 completed questionnaires which provides a highly accurate representation of community views (Confidence Level of 95% with a Confidence Interval of +/- 3.98%. Completed surveys were received from all areas of James Bay.

General Satisfaction with James Bay as a place to live is very high however residents are nearly equally divided on whether the community has become better or worse in the last five years.

Transportation related topics dominate the "Top Five" priorities identified by respondents.

1. Quantity/Volume of Traffic
2. Traffic Noise
3. Traffic Pollution/Emissions
4. Dangerous Driving
5. Drug Use/Drug Dealing

Transportation related topics also dominate the "Top Ten" priorities.

6. Aircraft Noise
7. Aircraft Fumes/Smells
8. Vandalism/Graffiti
9. Sidewalk Quality/Maintenance
10. Pedestrian Safety

Furthermore, within the Transportation topic area, respondents identified the Top Five priorities as follows.

1. Quantity of Tourist Buses
2. Tourist Bus Noise
3. Motorcycles
4. Cruise Ship Emissions

5. Float Plane Noise

Respondents (397 of the 573 respondents) provided open ended comments. In addition, five letters were returned (four of which did not include a completed survey). In total approximately 750 comments were received. The comments provide additional insight into the priority areas as well as a wealth of suggestions for specific improvements.

I. Introduction

a. Location:

James Bay is defined on the North, West, and South by the harbour and Ocean and on the East side by Beacon Hill Park.



b. **History:** (Source: www.jbna.org)

James Bay, originally populated by the Serngwhung tribe, is one of Victoria's oldest neighbourhoods. The Hudson's Bay Company establishment Fort Victoria in 1842 and the Serngwhung ceded their land to the HBC. James Bay became farms.

In late 1800s the south and eastern portions of James Bay became a residential area while the area to the west became an industrial and shipping hub and a neighbourhood of working class cottages.

Growth of Victoria in the 1950s and 1960s led to redevelopment including demolition of historical properties and the construction of apartments throughout much of James Bay.

In the 1970s, community reaction to rapid redevelopment resulted in a number of community initiatives and institutions (JB Community School, JB New Horizons, and JB Community Project) that continue to serve the neighbourhood.

The 1990s and early 21st. Century saw continued redevelopment – particularly along the western edge of James Bay along Dallas Road.

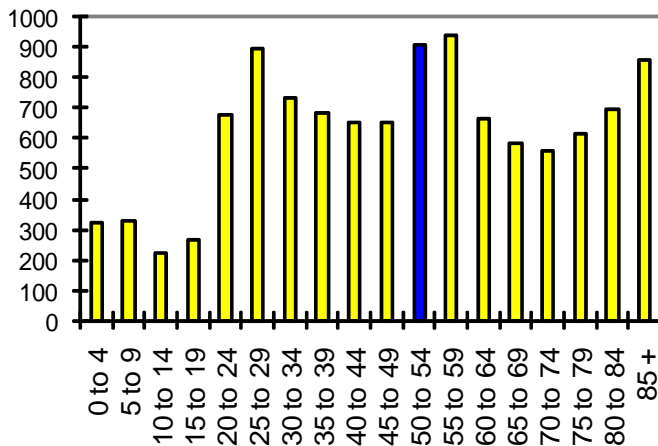
c. **Demographics and Income** (Source: City of Victoria Neighbourhood Profiles)

James Bay is the most populous neighbourhood in Victoria (2006 = 10760 residents) and contains approximately 14% of the City's population (2006 = 75415 residents). Growth in population between 2001 and 2006 was 2% - on par with overall City of Victoria growth. Over the fifteen year period from 1991 to 2006 the population of James Bay actually declined by 360 residents (-3%).

The median population age is just over 50 years of age and 10% of the population is under 19 years of age.

The median family income (2005) was \$52,553/year – slightly below the Total City of Victoria median family income of \$55,591/year.

James Bay Population Distribution



d. Housing:

James Bay has a higher percentage of higher density forms of housing (such as apartments) than other neighbourhoods and the Victoria average.

Area	Single Detached House	Townhouse	Duplex	Apartments	Total Units 2006	Total Units 2001	Percentage Change
James Bay	445 6.65%	715 10.68%	190 2.83%	5290 79.01%	6695	6576	2%
Total Victoria	6580	2980	3965	28045	41705	39595	5%

	15.78%	7.14%	9.51%	67.25%	100.0%		
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Note that the totals do not sum due to random rounding of Statistics Canada figures.

Between 1996 and 2006, the percentage of homes owned in James Bay increased from 26% to 30% compared to the City total of a change from 37% to 40% in the same time period.

e. Commerce, Industry and Employment:

The major commercial and industrial activities are located at Ogden Point (Cruise Ship Terminal), the Coast Guard and Department of National Defense, Fisherman’s Wharf (fishing fleet and tourism activities), the Inner Harbour (Ferry Terminals, tourist attractions and hotels/restaurants), The Government Centre, and the JB Town Centre (Supermarket, Bank, Pharmacy, Coffee Shops, etc)

The total labour force in James Bay is 4945 (2006).

f. Transportation:

The neighbourhood is surrounded by “non-residential” related transportation activities including the Ogden Point Cruise Ship Terminal, the Heliport, the Dallas Road Scenic Route, various Ferry Terminals, Float Planes, Tourist Buses, Horse-Drawn Carriages, Pedi-cabs, taxis, limousine services, and various marine craft, etc.

James Bay residents demonstrate a slightly higher propensity to walk to work (28.9% versus City Average of 23%) and a corresponding lower propensity for driving, car pooling, and public transit.

g. Public Facilities:

Public facilities include JB New Horizons Centre, JB Community Project, JB Community School and Centre, South Park elementary school, and a substantial amount of publicly subsidized housing (total of 18 developments).

There are a total of 522 public housing beds in James Bay (4.8% of population total). This is lower than the overall City average of 5.6% bed/population total which is skewed by very high percentages in areas such as Downtown, Burnside, North Park, and Harris Green.

II. Research Overview

a. Research Objectives

The objective of the Quality of Life indicator study was to identify and measure the factors of greatest importance to the quality of life in James Bay.

The Study results will be used to:

1. identify the standards that should be met in order to achieve the desired quality of life satisfaction levels for James Bay residents
2. Identify the inter-relatedness of issues and propose actions to improve the quality of life for James Bay residents;
3. Relate the priorities of the James Bay community with the City of Victoria's proposed Sustainability Framework
4. Continue the existing work on issues directly related to known James Bay quality of life issues

b. Research methodology:

The survey methodology was chosen based on a number of related objectives:

1. Provide every JB resident with an opportunity to respond.
2. Conduct the survey over an extended time frame, if necessary, in order to achieve a high degree of confidence in the overall results.
3. Ensure that the survey was quick, simple, and convenient for all residents to complete and submit.
4. Minimize the cost to the JBNA because of our limited financial resources.

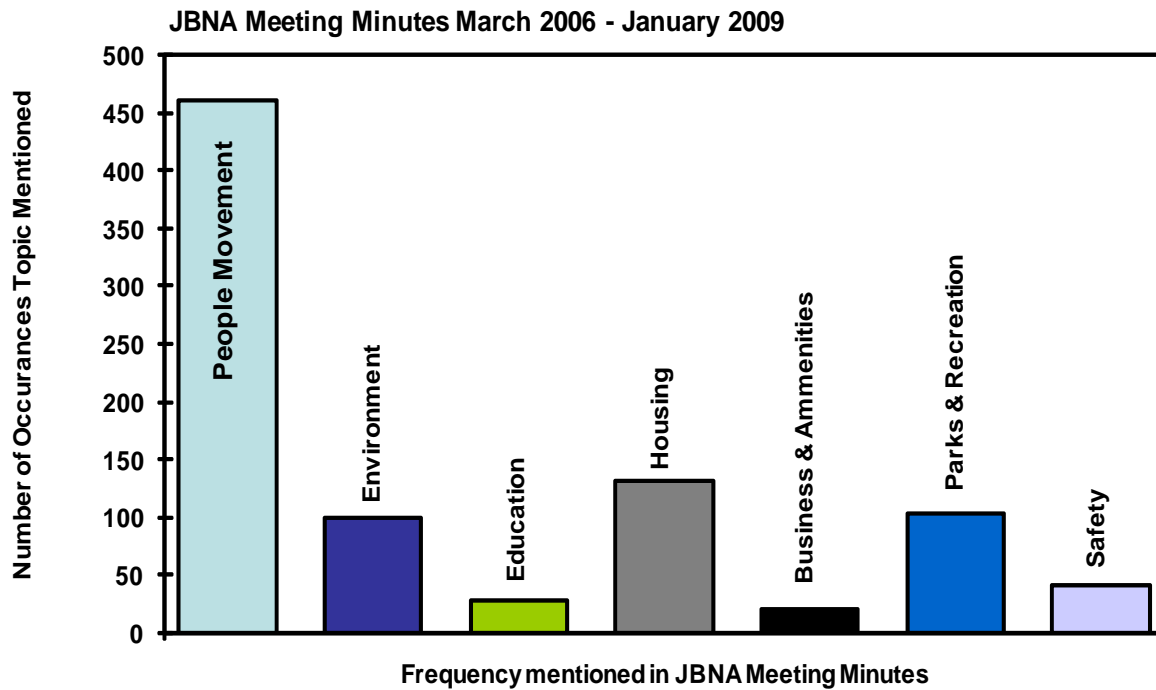
The questionnaire was initially designed based on the work of other jurisdictions especially New Zealand "Quality of Life Survey 2008 National Report"

(http://www.bigcities.govt.nz/pdfs/Quality_of_Life_2008.pdf), Winnipeg "City of Winnipeg Quality of Life Indicators" (<http://www.iisd.org/pdf/wpg.qoli.pdf>) as well as a variety of Quality of Life frameworks proposed by various agencies such as the United Nations "United Nations Division for Sustainable Development Expert Group Meeting on Indicators of Sustainable Development NY 13-15 December 2005" (<http://www.un.org/esc/sustdev/natlinfo/indicators/egmIndicators/crp4.pdf>).

Difficulties were encountered with the scale at which those surveys were designed (e.g. an entire City rather than the much smaller scale of a neighbourhood and the ambit of a neighbourhood association). In addition those surveys tended to be extremely large (tens of pages of probing and layered questions with numerous skip patterns) requiring telephone or personal interview approaches.

It was therefore decided to refer to other secondary sources in order to isolate the issues of apparent interest to JB residents and which would be within the purview of the JB Neighbourhood Association.

A content analysis was conducted of the JBNA minutes over a three year period to determine the frequency of topics mentioned. The results were as follows.



Based on a variety of Quality of Life frameworks as well as the results of the content analysis the following categories were chosen.

- Community Safety
- Traffic and Transportation
- Access to Amenities
- Quality of Property Development

Given the prominence of People Movement issues that topic was further investigated by mode (buses, motorcycles, etc.).

Although geographically distinct, within James Bay various areas are differentially affected by issues. Therefore the survey also contained questions related to the location and orientation of the respondents' residences.

Our perceptions of problems are sometimes associated with factors such our age, the length of time we have had to observe change in the neighbourhood, and whether we have responsibilities for children and their particular needs. Accordingly, questions were asked to determine those respondent characteristics.

The survey instrument was pre-tested amongst the Quality of Life Committee members and the JBNA Executive. The pre-test necessitated several modifications to the wording of questions and respondent instructions.

c. Sampling:

The sampling frame was the entire residential community of James Bay.

d. Procedure:

Questionnaires were made available to residents through the James Bay Beacon (date), delivery of individual questionnaires by volunteers to every street accessible mail box, delivery of individual questionnaires to a large number of multi-unit buildings where access was granted, and placement of questionnaires at several outlets distributed throughout the neighbourhood.

e. Data Coding and Analysis:

Returned questionnaires Appendix A were coded as per Appendix B.

f. Statistical Reliability:

The total population of James Bay in the 2006 Federal Census was 10,760. The total number of households was 7,322. (There were 2,645 family households with an average size of 2.3 persons for a total of 6083 family household residents. This leaves a remainder of 4,677 single person households. The total number of households is therefore 7,322).

With a returned sample size of 573 and with a population of 10,760 residents the sample will be an accurate representation of the total population 95% of the time (19 times out of 20). This is referred to as the Confidence Level.

In addition we can be assured that the results for any proportion will be accurate to within +/- 4% (actually 3.98%). For example, if 50% of residents believe "Littering" should be a community priority then we can be sure that 19 times out of 20, a random sample of 573 residents would accurately represent the true population value (50%) within an interval between 46% and 54%. This is referred to as the Confidence Interval.

Overall therefore the survey is highly predictive of community views.

Caution however should be exercised when viewing "sub-populations" with sample sizes of less than 125 responses since either the Confidence Level will decrease and/or the Confidence Interval will expand. For example, if a sub-population totals 2,500 residents and if the sample size for that group is 125 responses, then the Confidence Interval will increase to within +/-9 and therefore our sample will result in a measure between 41% and 59%.

g. Bias:

The topic of bias has two broad connotations.

Objective (Methodological) Bias:

This type of bias does not suggest that the researcher is dishonest – it simply means that there is the potential for error in any one or more of the sampling process, the survey instrument, or the analysis of the results. Perfection in survey research is elusive because each survey is finite (not every questions can be asked at every level of detail), each respondent is unique (e.g. time, attention, reading comprehension, interest, etc.), and each survey must deal with the constraints of time, budget, and manpower. Choices must be made in an imperfect world and as a result various degrees of error can result.

Sampling bias occurs when:

- Particular groups are under-represented in the sample (for example if the sample was taken only from shoppers at Thrifty's Supermarket). In the case of this survey all James Bay residents were surveyed and therefore this is unlikely to be a source of bias.

- The sampling relies on volunteers (for example if we required the respondents to attend a JBNA meeting to register). Again – this survey included all James Bay residents and therefore this is unlikely to be a source of bias.
- Sub-groups within the population choose not to respond. The survey results are somewhat biased in this respect and in particular the sample is under-represented in terms of younger James Bay residents. It is important to recognize this element of bias when interpreting the results and to consider ways of reducing it in subsequent surveys. The under-representation of sub-groups however does not negate the usefulness of the survey based on those who did respond.

Survey instrument bias occurs when there are leading questions, ambiguous questions, or poorly worded questions. The process of “pre-testing” the questionnaire can identify many such problems. In this particular survey there were two possible sources of instrument bias.

- The first is that Question 4 asked whether a particular subject (e.g. Littering) was better, worse, or no change and then asking which of the 28 topics were of the top ranked five priorities requiring attention. A number of respondents either did not rank the priorities or did so in ways other than noting the most important priority as “1”, the second most important as “2”, etc. This resulted in marginally fewer responses to the priority portion of the question however in all cases the actual number of responses is cited so that the resulting confidence level and interval can be calculated. Because of the large sample size and assuming that the problematic responses are randomly distributed, the results can be considered an accurate indication of community priorities.
- There are a number of reasons why individuals may not answer a question. Typically these include “Don’t Know”, “No Opinion”, and “Did Not Respond”. Ideally each one of these different responses would be included even though they are often grouped for analysis purposes as “No Response”. In this survey – due to space limitations it was decided that individuals, for whatever reason, could choose to “Not Respond” to a particular question and it would be coded in that manner. We therefore cannot determine the underlying reasons for “no response”.

Overall the results are a very good representation of the views of James Bay residents.

Subjective Bias:

Subjective bias is a more difficult issue to identify and address because it implies dishonesty by the researchers. It can be identified by statements such as “There is a hidden agenda!” or “They designed the survey to get what they wanted!” The statements call into question the results of the survey by questioning the integrity of the researchers.

Such statements are not unusual because:

- Those who receive the survey results are interested in the subject and have invested effort in the outcome. For example – a manager receiving a critical report on customer satisfaction will feel “judged” by the outcome.
- We all have opinions which we believe are correct. Different opinions are therefore not always welcome (i.e. we “like” surveys that confirm that we are right.).
- Unlike qualitative public participation methods, (such as community meetings, focus groups, “stakeholder” meetings, etc.) quantitative opinion surveys provide a well defined set of priorities and directions for improvement. The lack of ambiguity can diminish the ability of various interest groups to control the agenda of public debate, the processes by which it happens, and the necessary corrective actions.
- Survey responses can create an expectation of change. This can be difficult for those (who even if they agree with the actions) must marshal the resources to effect change.

The survey project resulted in comments from 37 residents.

- Fourteen (14) respondents expressed thanks and support for the survey. Typical comments included:
 - *“Good Survey – covers the important issues.”*
- Eleven (11) respondents made specific suggestions about the wording of questions, page layout, etc.).
- Nine (9) respondents commented negatively about the survey. Typical comments included:
 - *“This questionnaire is slanted with 1 goal in mind. So biased as to be a farce!”*
 - *“This survey appears to be slanted. Perhaps you need to tell us how you came about with the “loaded” questions.”*
- Three (3) respondents inquired about the actions that would be taken following the survey results.

Accusations of subjective bias can be addressed in a number of ways including:

- Confront the issue by addressing any suggestion of subjective bias.
- Provide opportunities for open ended comments so that topics and viewpoints not covered by the close-ended questions can be provided.
 - The open-ended comments section generated a total of 750 comments from 402 respondents including a total of five (5) separate letters.

- The vast majority of the comments were additional thoughts on the topics surveyed.
- Comments on topics not included in the survey included:
 - Housing Developments and Diversity
 - Homelessness – often linked to drug use
 - The JBNA
 - The GVHA
 - Dogs (primarily excrement)
 - Road Maintenance
 - Sewage Treatment
 - Community Planning
- The verbatim transcribed comments are provided in Appendix D to this report. The comments have been grouped by broad topic areas and edited only to exclude any comments directed at a specific individual. The street location of the respondent for each comment has been provided to provide context to the comments. Selected comments have been used in the main body of the report to illustrate the statistical summarization of survey results.
- Provide the entire data-set to a neutral and professional third party (Vancouver Island Health Authority) so that they and others using their services can conduct their own analysis.

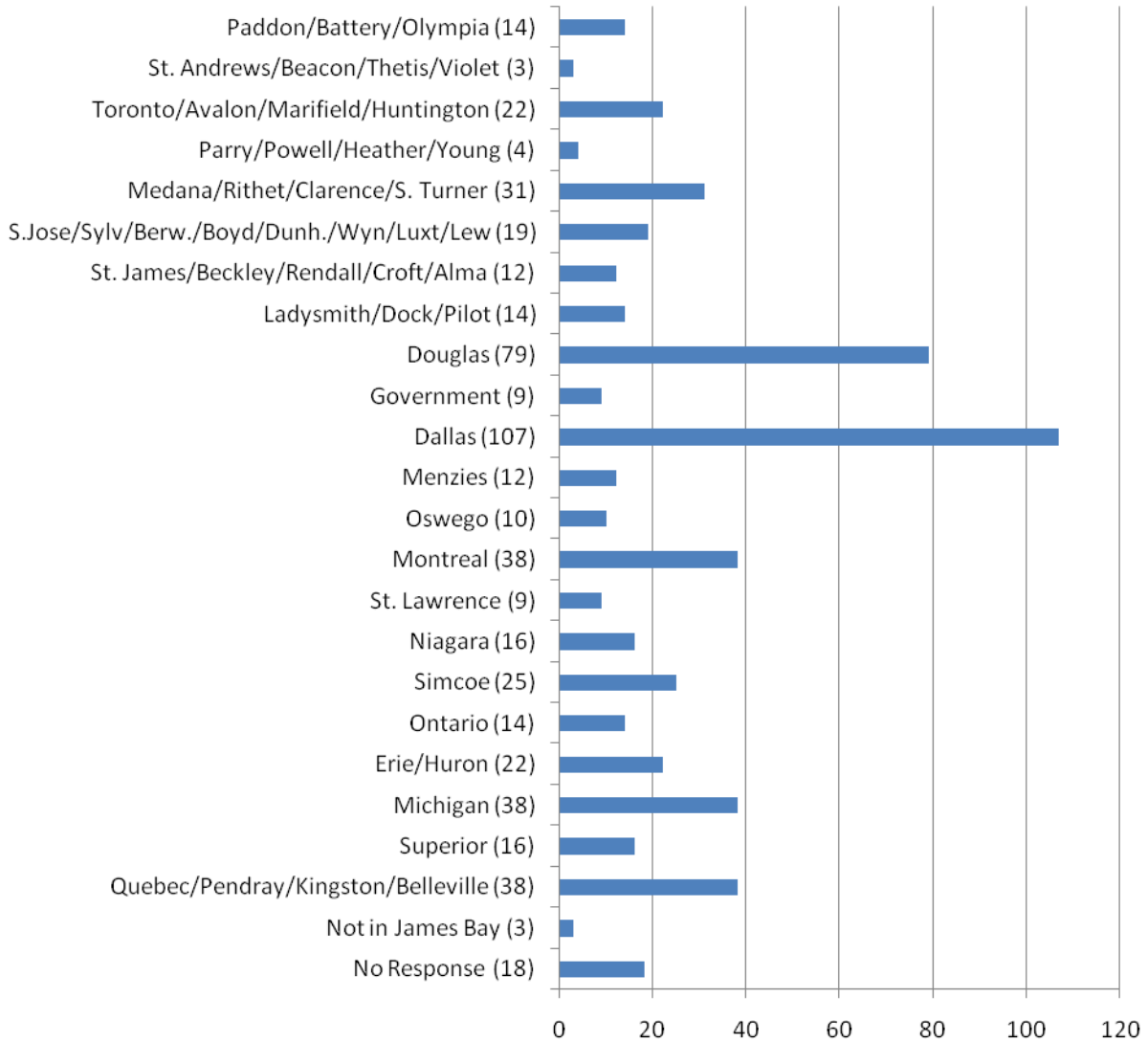
III. Results

a. Respondent Profiles:

The questionnaires were returned from all areas of James Bay with the greatest number being returned from major streets in James Bay (Dallas Road and Douglas Street) which also contain a large number of multi-unit housing developments.

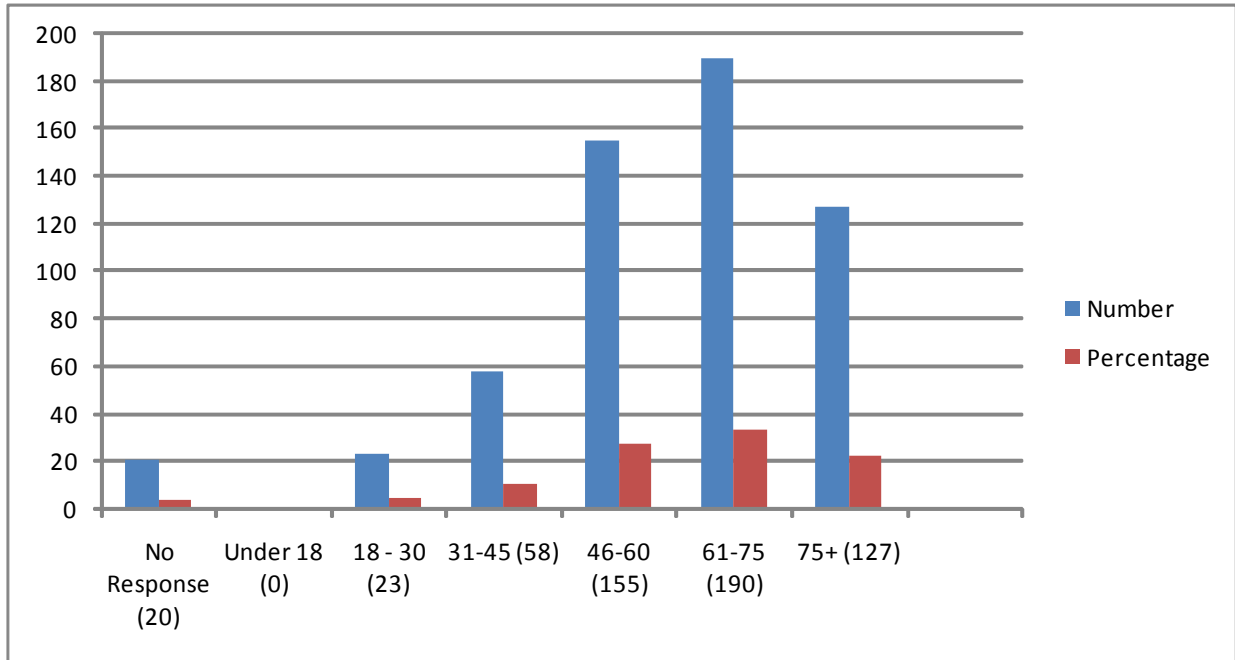
Number of Questionnaires Returned by Street

N=573

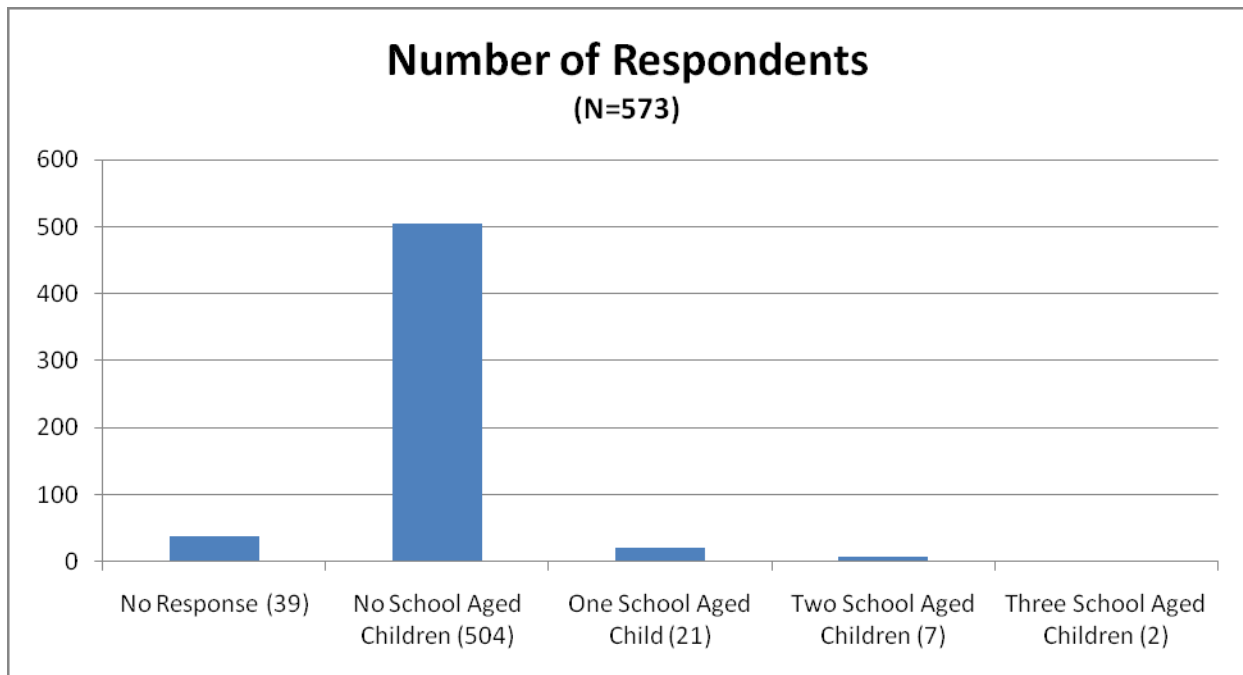


The three responses from “not in James Bay” appear to be from individuals who frequent or work within James Bay. The opportunity was provided for such responses but it is also clear that the overwhelming number of responses (573 minus 3 from “not in James Bay = 570) were from James Bay residents. The subsequent analysis is based on the total responses 573 because the three “not in James Bay” respondents are too few to “skew” the results. In addition the three (3) “not in James Bay” respondents are too few to meaningfully analyze apart from the total sample.

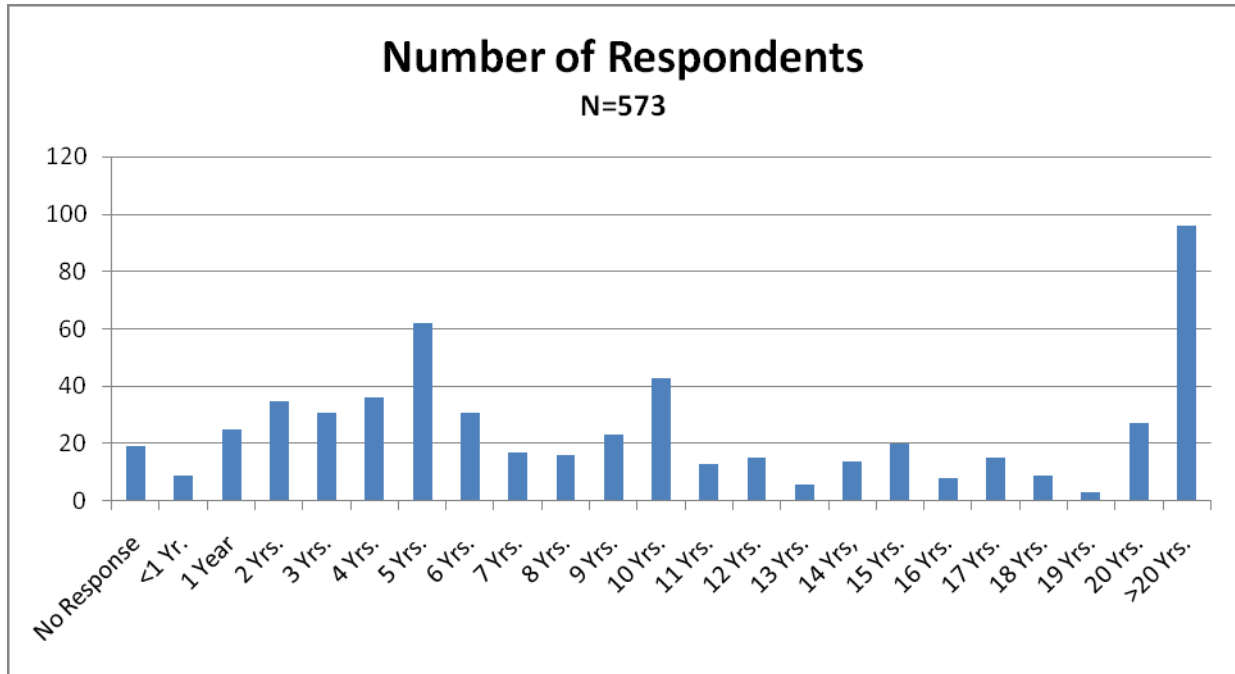
As previously mentioned the age of respondents is skewed to the higher age groups. The average age of James Bay residents (excluding the 0-19 age group) is 53.9 years. The average age of our sample (which excludes the 0-18 age group) is 61.6 years.



Whereas older residents are over-represented in the survey results, families with school aged children appear to be under-represented.

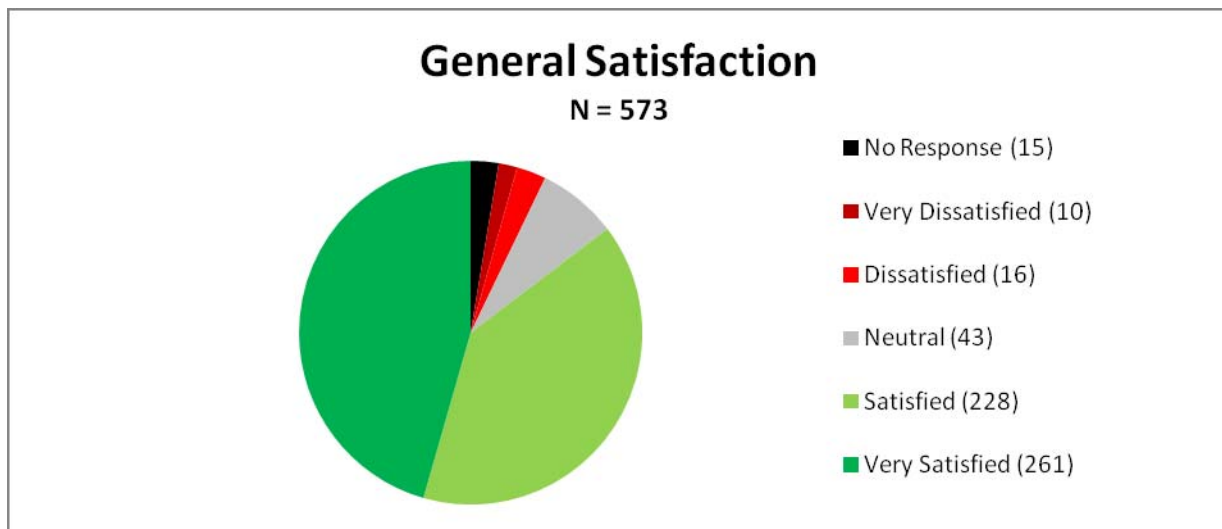


There is a wide distribution of length of residence and/or work in James Bay. There is a large group of residents that has lived in James Bay for over 20 years.



b. General Satisfaction:

Fully 86% of respondents are Satisfied or Very Satisfied with James Bay as a place to live.



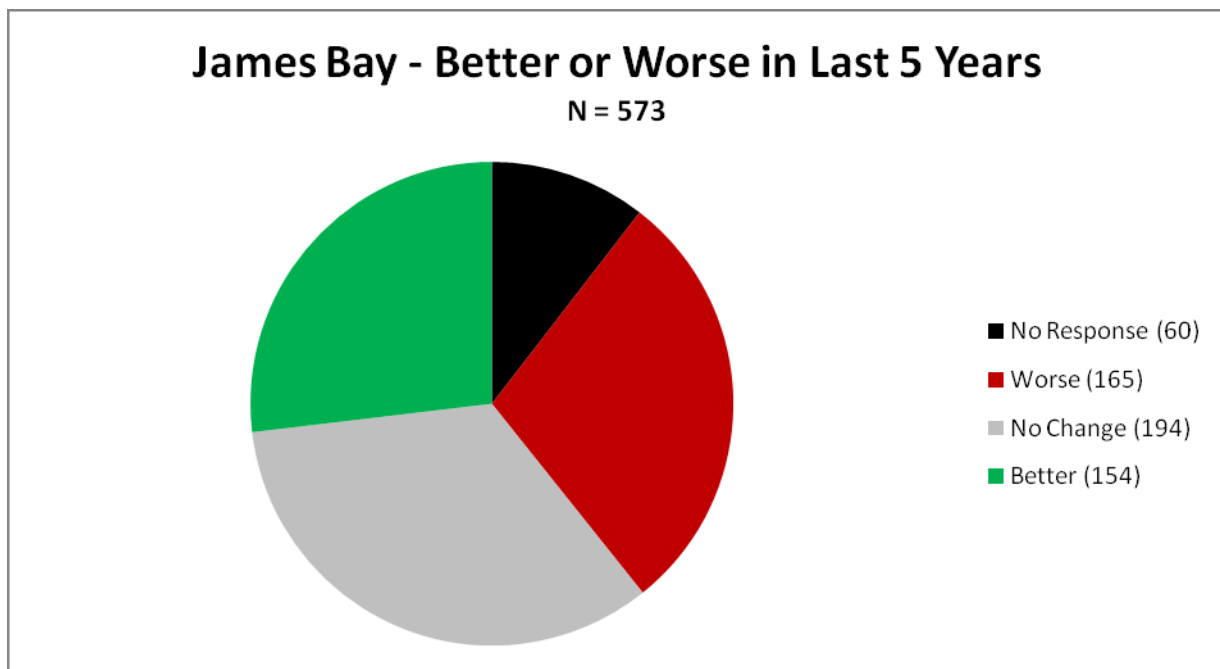
Thirty nine (39) respondents provided general comments concerning James Bay as a place to live. Many respondents note specific issues that are negatively affecting their quality of life. Comments included:

- *Kingston: "In 20 years James Bay has changed from a transient, rundown area, overrun by street people into a vibrant, beautiful urban area that is now one of the most desirable places to live."*
- *Superior: "We have lived here for many years and have witnessed the slow decline of our community. Too much fast traffic, cruise ships."*

c. James Bay - Better or Worse?

Residents are divided on whether James Bay has been getting better or worse in the last five years. Omitting those who did not respond, approximately equal proportions were of the opinion that James Bay was getting worse (32%), Better (30%), and No Change (38%).

The reasons are explored in the following tables and illustrated with quotes from the additional comments provided by respondents.



Comments included:

- *Best place in Victoria but traffic safety, pollution, etc., need improvement. Thanks for caring!*
- *James Bay is a very "comfortable" neighbourhood with convenient access to most services.*
- *I think this is a great place to live & would like it to remain that way. Maintain diversity & accessibility. Maintain character as new developments are integrated into the community.*

d. Satisfaction with Municipal Officials:

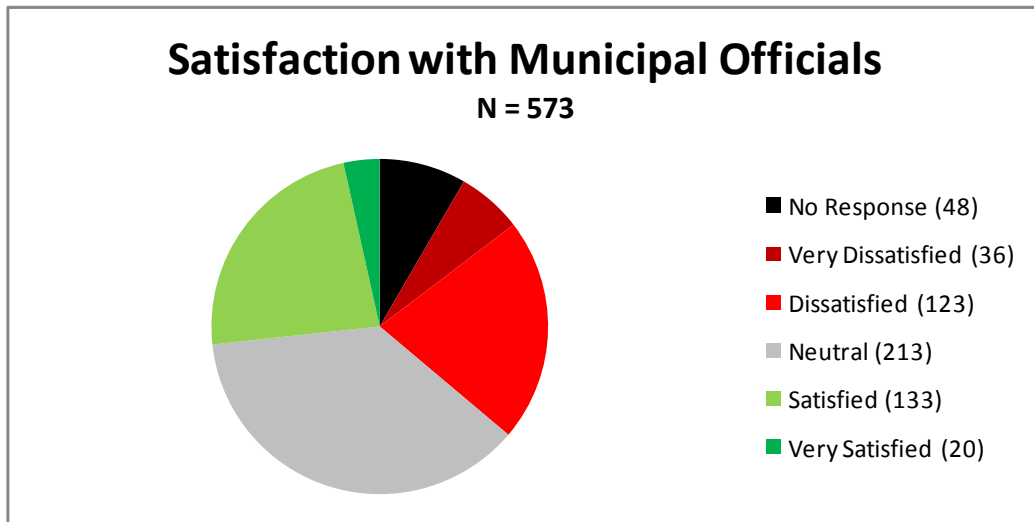
Excluding those who did not respond, 40% of respondents were neutral in their opinion of municipal officials attention to neighbourhood issues while an almost equal number of residents were satisfied or very satisfied (30%) and dissatisfied or very dissatisfied (30%).

Thirteen (13) residents provided additional comments on municipal government and three (3) respondents commented on provincial/federal matters (AirCare program limited to Vancouver, the priority given to city issues by the Provincial Government, and the costs of the health care system).

Comments included:

South Turner: "The City appears to be using JB as a show piece (horse drawn, etc.) but not investing in public space; boulevards, sidewalk modifications, Irving Park children's facility, possible cobblestone sidewalks like other cities."

Dallas: "Dallas Road with its lack of crosswalks, stop signs has become a speedway with noisy careless cars and big buses. Is there no noise bylaw in Victoria? The noise of motorcycles, loud speakers, planes, buses is not acceptable."



Although not specifically included in the survey, nine (9) respondents commented on the performance of the JBNA Board. Comments varied from recognition of vigilant leadership to the need for continuous renewal of Board members.

In addition, seven (7) respondents commented specifically on the Greater Victoria Harbour Authority (GVHA) with one of the seven commenting positively on the organization and the others identifying issues.

e. Community Change – Key Indices and Priorities:

Community dissatisfaction with both the degree of positive change and the satisfaction with municipal officials can be explained by the specific issues and priorities of importance to residents.

Question 4 asked respondents to describe, along a number of dimensions (Community Safety, Traffic and Transportation, Access to Amenities, and Quality of Property Development) whether James Bay has become “Better” or “Worse” or has “Not Changed” in the past five (5) years AND to then identify the “Top 5 Priorities”. The results are best understood by first describing the “Top 5 Priorities” requiring attention as identified by James Bay survey respondents.

The consistent “Top 5 Priorities” are:

1. Quantity / Volume of Traffic
2. Traffic Noise
3. Traffic Pollution/emissions
4. Dangerous Driving
5. Drug Use or Drug Dealing

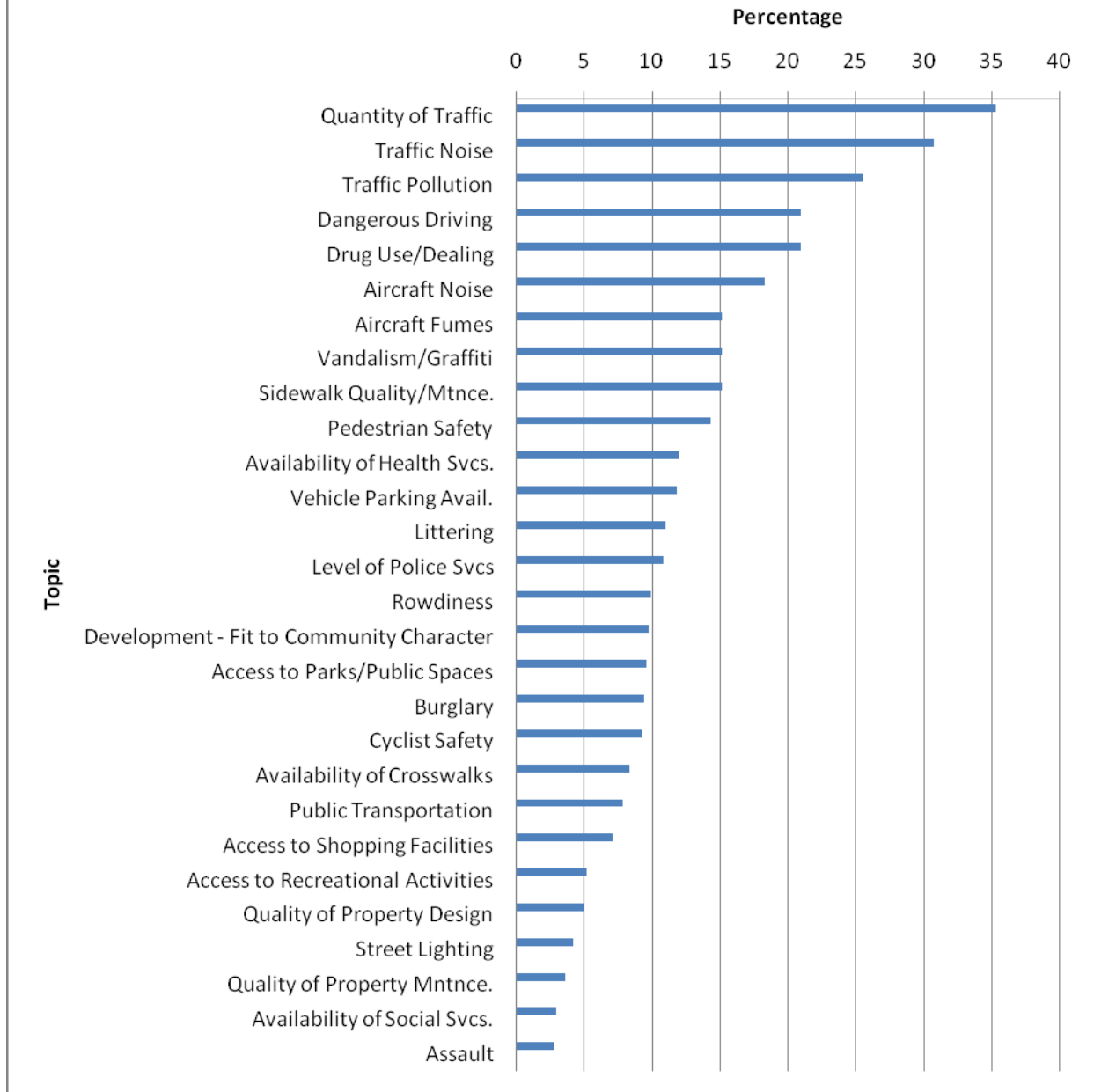
These priorities were followed by:

6. Aircraft Noise
7. Aircraft Fumes/Smells
8. Vandalism and Graffiti
9. Sidewalk Quality / Maintenance
10. Pedestrian Safety

In summary, four (4) of the top five (5) priorities are transportation related and eight (8) of the top ten (10) priorities are also transportation related.

The information is contained in the following charts.

Percentage of Respondents Identifying Topic in "Top Five" Priorities



Implicit in rankings is the notion that the top ranked or highest priority item has a more important weighting than lower ranked items. The unanswered question is, for each respondent, “how much more important” is a higher ranked versus lower ranked item? Depending upon the aggregate “weights” assigned to each item, the ranking of items could change. For example if a small number of respondents felt extremely strongly about an issue and therefore “weighted” it very highly; then that might outweigh a larger number of individuals who assigned a “lower weight” to another item.

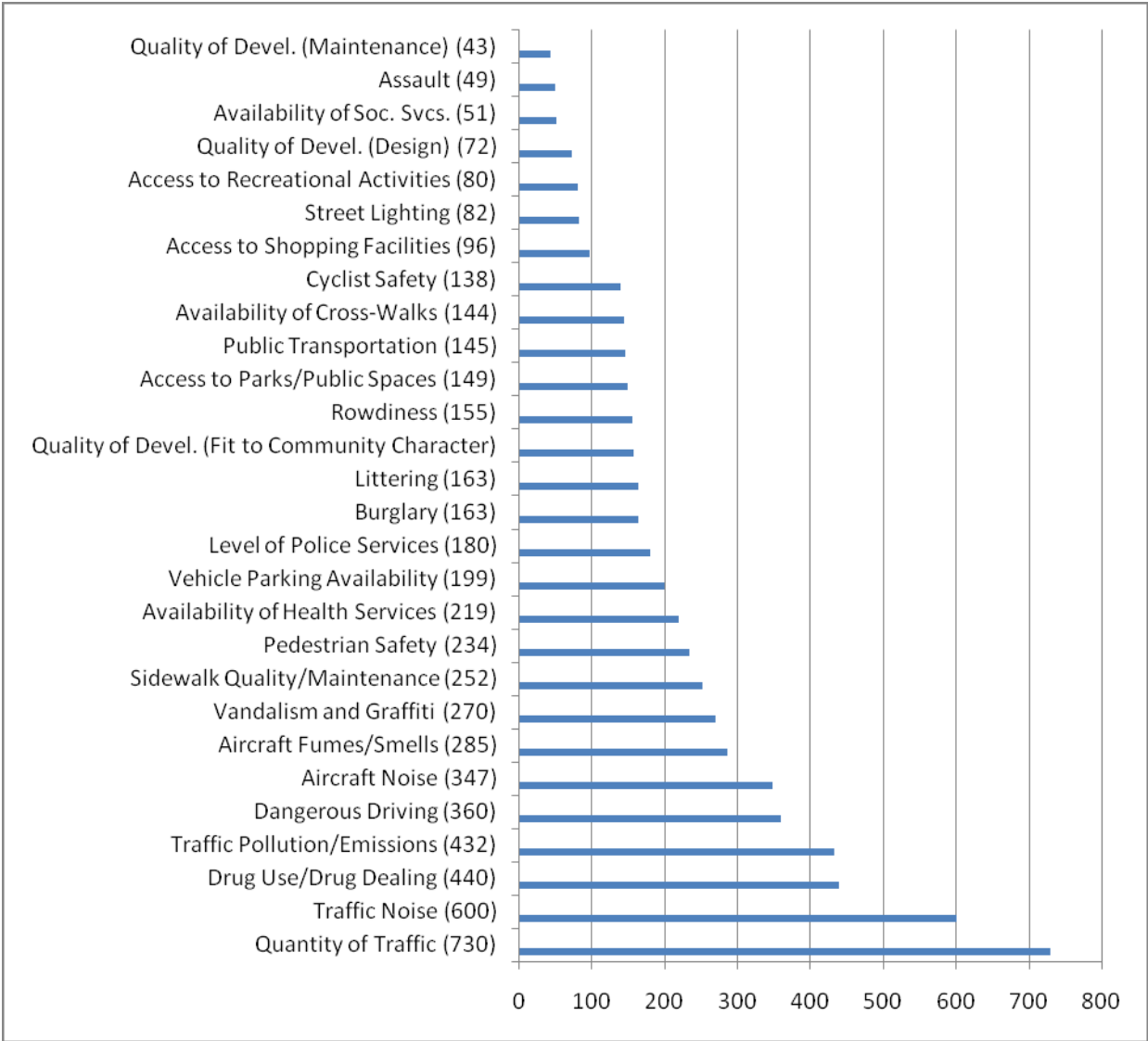
Asking each respondent for a precise measure of relative importance is extremely difficult in a self administered questionnaire. The following weighting factors were applied to test whether the ordering of priorities would change when assigned weights.

In the following chart, for each respondent, the top five responses were weighted as follows:

- The first or top ranked priority (i.e. Priority #1 was weighted by a factor of 5)
- The second ranked priority (i.e. Priority #2 was weighted by a factor of 4)
- The third ranked priority (i.e. Priority #3 was weighted by a factor of 3)
- The fourth ranked priority (i.e. Priority #4 was weighted by a factor of 2)
- The last or fifth ranked priority (i.e. Priority #5 was weighted by a factor of 1)

In the event that the respondent simply checked five priorities without ranking them, then they were all assigned a weighting of 3 – being the mid-range.

The results are consistent with the earlier rankings with the exception that Drug Use/Drug Dealing moves up to the third ranked priority and Dangerous Driving drops to the fifth ranked priority.



The following charts describe the responses to each of the twenty-eight topics included in the survey in the sequence of the questionnaire. By quickly scanning the charts (especially the relative size of the red or “worse” category relative to the green or “better” category, the high percentage of residents identifying transportation related issues as the top priorities requiring attention is readily apparent.

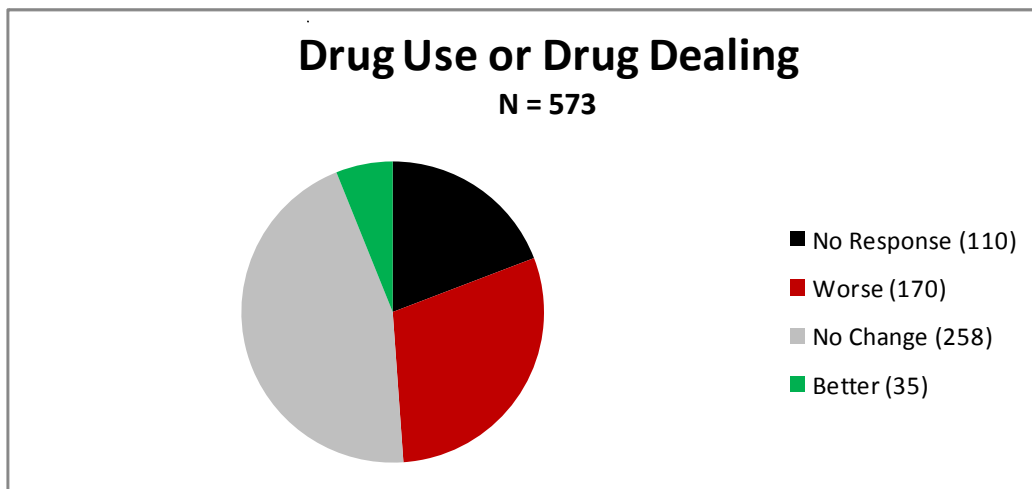
i. Community Safety:

Drug Use or Drug Dealing ranks fifth in priority with nearly five times as many residents stating that the problem has become worse over the last five years compared to those that believe the problem is improving. This is the only “non-transportation” related issue in the top five priorities of James Bay

residents. Excluding the “No Response” category fully 55.7% of JB residents believe that there has been “No Change” and 36.7% believe Drug Use/Drug Dealing is “Worse”.

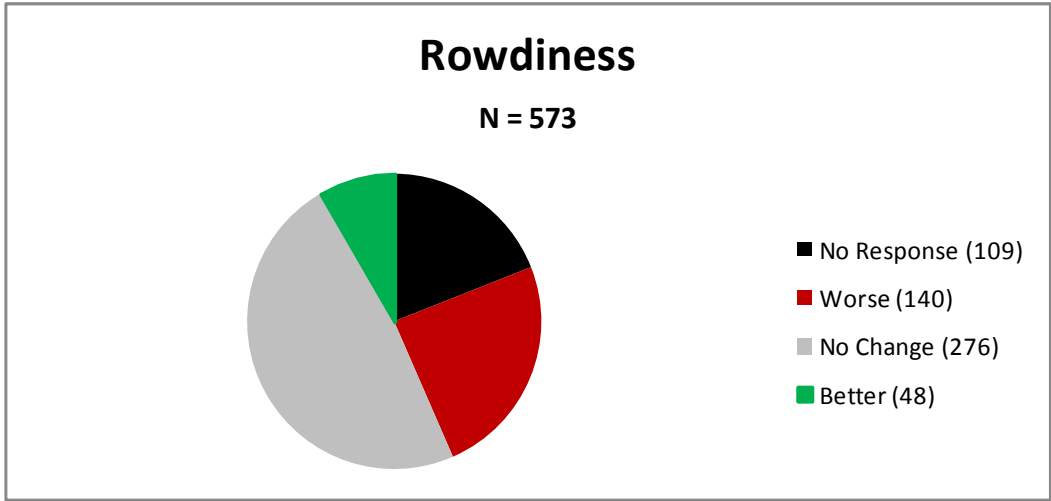
A total of thirty (30) comments were received on the topic of Drugs, Homelessness, and Crime. The following comment is typical.

Michigan: “Transient/homeless/addicted and associated theft/noise/partying/safety. Image is not good. Police response and visibility is not acceptable – consider a small detachment with bicycle officers. 9:00 p.m. to 3:00 a.m. is target time.”

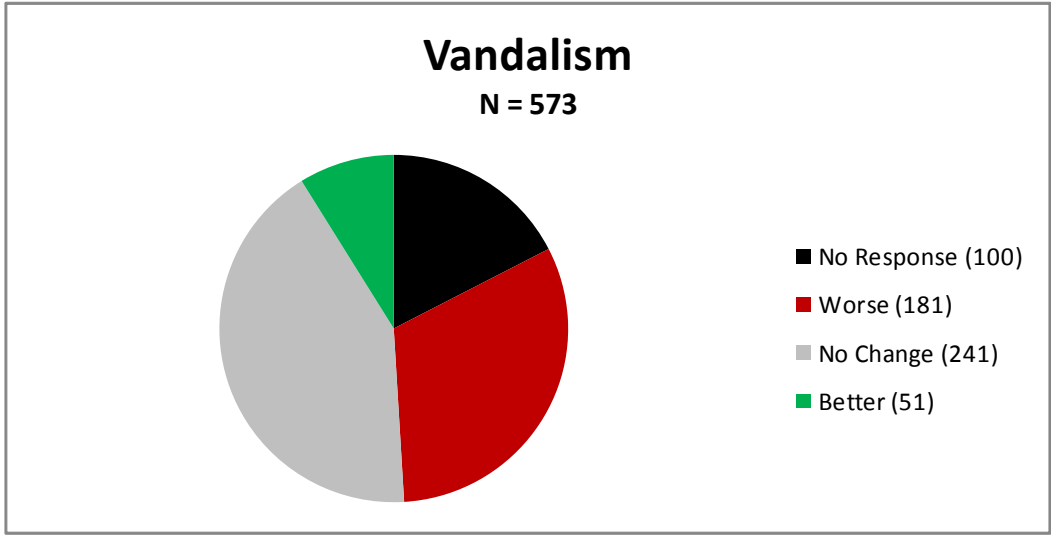


Rowdiness ranks fifteenth (15th.) in priority as a subject requiring attention. A large proportion of all respondents did not respond to the question (19%). Of those who did respond (464) fully 59% indicated that there was no change in the last five years. Thirty percent (30%) thought that “Rowdiness” was worse and a much smaller percentage (10%) thought it was getting better.

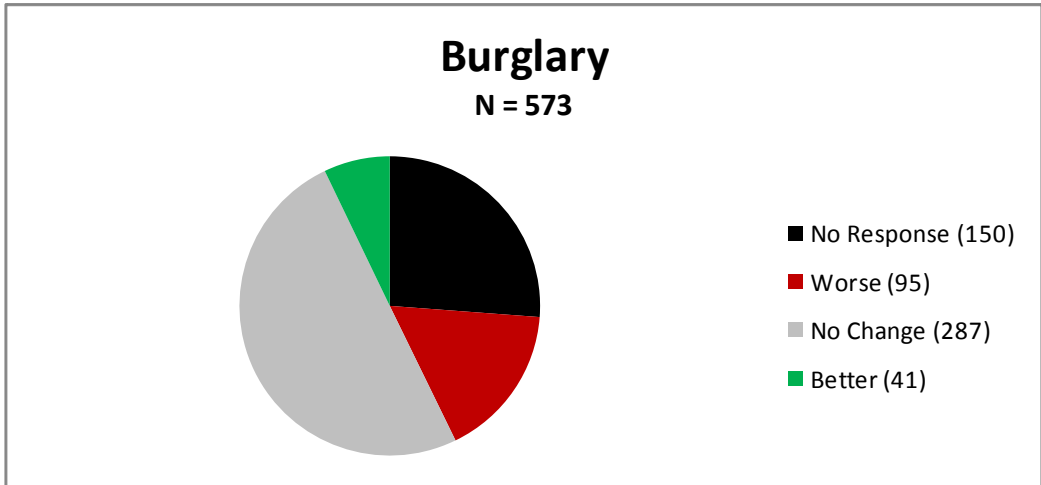
Menzies: “James Bay was recommended to me, by my daughter, as a diverse neighbourhood. It is. I knew there was a mix. I did not expect the number of disenfranchised I have seen. I don’t know if they are homeless but I’ve seen someone asleep in a doorway, and been panhandled on many occasions by guys on bikes. There seems to be a rough element I was not aware of. The noise is that of a city and the rowdiness is usually confined to Friday and Saturday nights. As a newcomer I’m not thrilled with the ambience but I’ll give it time. So far I don’t feel threatened, and I do like the convenience of Thrifty’s coffee shops, banks, etc. I hope that it can maintain a safe, friendly neighbourhood atmosphere. Good luck!”



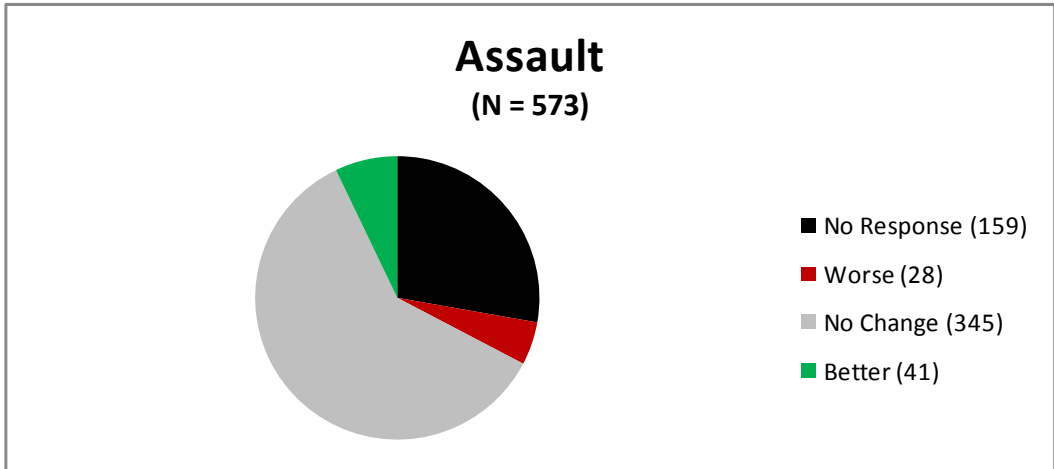
Vandalism /Graffiti ranks eighth (8th) on the list of James Bay resident priorities. It is only the second non-transportation related issue to be in the top ten priorities. Excluding those who did not respond, thirty-eight percent (38%) believe the problem is getting worse while only eleven (11%) believe it is getting better.



Burglary is eighteenth (18th) on the list of priorities for immediate attention – well behind other community safety issues previously discussed (Drug Use/Drug Dealing and Vandalism/Graffiti) as well as issues such as Littering, the Level of Police Services, and Rowdiness. A large percentage of residents either did not respond to the question (26%) or were of the opinion that there was no change (50%).



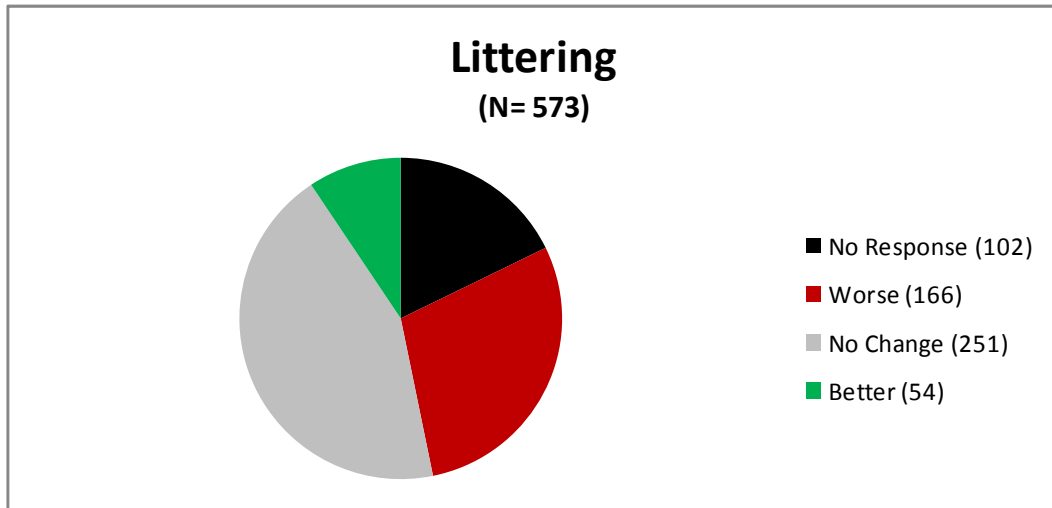
Assault is the lowest ranked priority amongst all twenty-eight (28) topics addressed. Of those who did respond to the question, 83.3% indicated that there had been “no change” while very small percentages considered the problem “Worse” (6.8%) and “Better” (9.9%).



“Littering” ranked thirteenth (13th.) in the list of twenty-eight (28) topics surveyed. Of those who did respond (N=471) 53.3% indicated that there had been “No Change”, 35.2% considered the problem “Worse”, and 11.5% were of the opinion that the situation was “Better”.

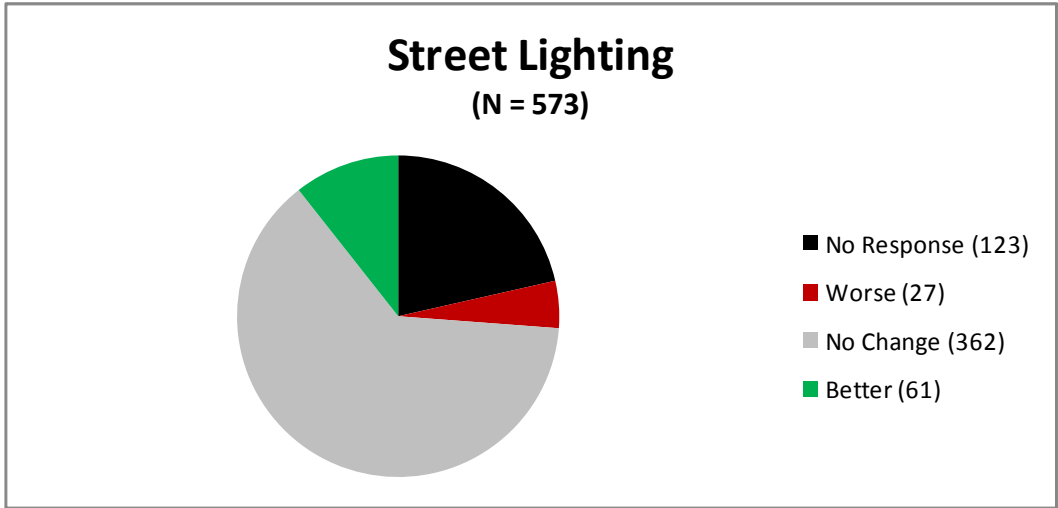
Niagara: “The overall “cleanness of the village is a concern – litter/garbage can be seen everywhere. Perhaps we need more garbage cans”.

Dallas: “I am so tired of seeing furniture, clothes, toys left in the street.



Street Lighting ranked twenty-fifth (25th.) on the list of twenty-eight (28) topics surveyed. Of those who did respond (N=450), 80.4% indicated that there had been no change.

There were eleven (11) comments on street lighting with eight (8) of the comments directed at poor or absent lighting. Specific locations mentioned include Niagara Simcoe, Irving Park, Superior between Oswego and Montreal, and the alley between Kingston/Superior and Dallas Road near Ogden Point. One respondent identified the Harbour Pathway by Laurel Point as being poorly lit.

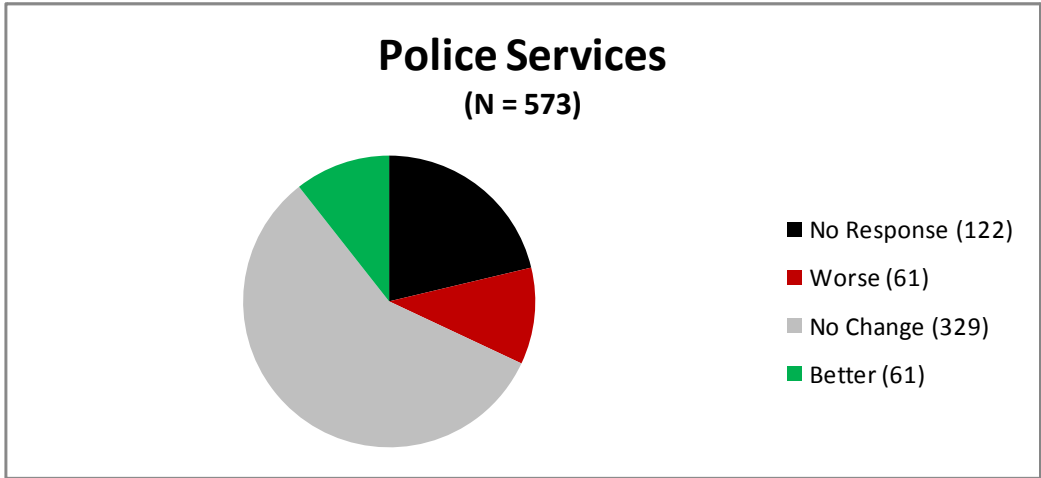


Police Services ranked mid-way in the list of priorities (14 on a list of 28 topics surveyed). Of those who did respond (N=451) the largest percentage (72.9%) indicated that there had been “No Change” and an equal percentage (13.5%) thought Police Services were better and worse.

Twenty (20) respondents added comments specific to Police Services. Comments included suggestions for community policing, foot/bike patrols, the need for better response to noisy parties, and the identification of specific areas requiring increasing policing (Dallas Road near Ogden Point, Beacon Hill Park, and Five- Corners). One respondent complimented the police on the recent initiative to curb noisy motorcycles.

Douglas: “I believe a higher level of police presence would reduce instances of vandalism, burglary, rowdiness and drug dealing.”

Dallas: “We need more police presence to monitor noisy speeding traffic. Surely James Bay pays enough in property taxes to repair roads and hire police presence.”



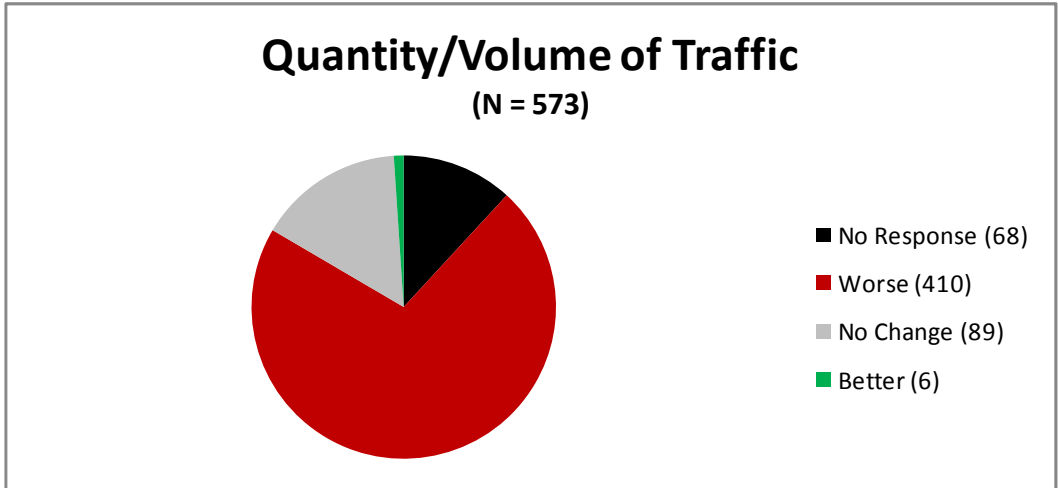
ii. Traffic and Transportation:

Traffic and Transportation issues were four (4) of the top five (5) priorities and eight (8) of the top ten (10) priorities.

Quantity/Volume of Traffic was the top ranked priority requiring attention. Excluding the small number of “No Response” answers (N=505) fully 81.2% are of the opinion that the “Quantity/Volume of Traffic” has become worse over the last five years while only 1.2% believe the situation is “Better”.

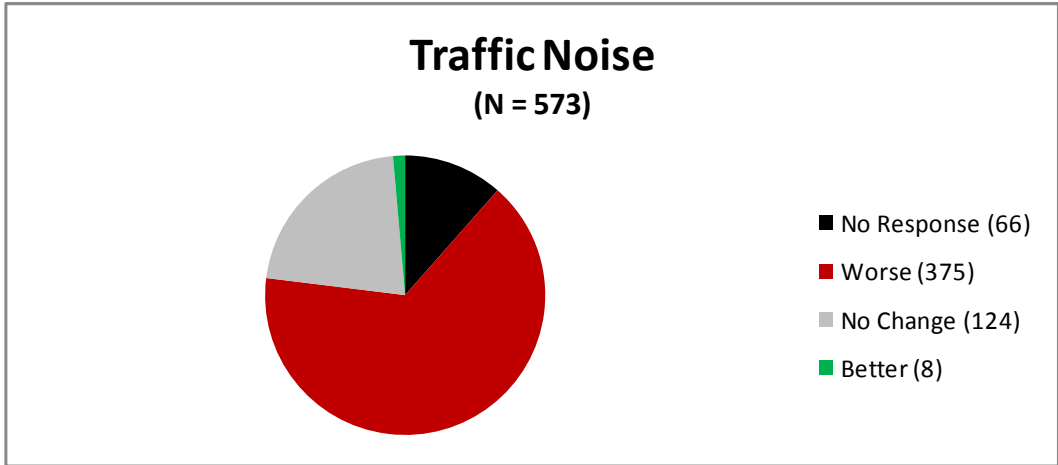
Traffic and Transportation issues resulted in a very large proportion of comments. Traffic generally resulted in 99 comments, Noise/Emissions/Pollution (106 comments), motorcycles (26 comments), Bicyclists (13 comments), Public Transportation (26 comments).

Olympia: “My apartment fronts on to Dallas Road. When the cruise ships are in, the number of buses passing here is hell on earth. Well over a hundred in a four hour period. I have counted them!. They are totally spoiling this area. (Over 75 lived here 14 years).



Traffic Noise is the second ranked priority overall and similar to “Quantity/Volume of Traffic” included a small number of “No Response”. Excluding the “No Response” category (N=507), 74.0% were of the opinion that “Traffic Noise” had become “Worse” over the last five years while only 1.4% thought that it had become “Better”.

Montreal: “Tour bus traffic volume and noise has increased dramatically. Tour bus traffic to cruise ships at Ogden Point is beyond reason. Especially since many of the buses are carrying a small number of passengers. We can no longer sit on our deck or have our condo windows open due to traffic noise. Buses run 7 a.m. to 11 p.m. Enough is enough. Something must be done. Have counted over 200 buses past our condo on busy days.

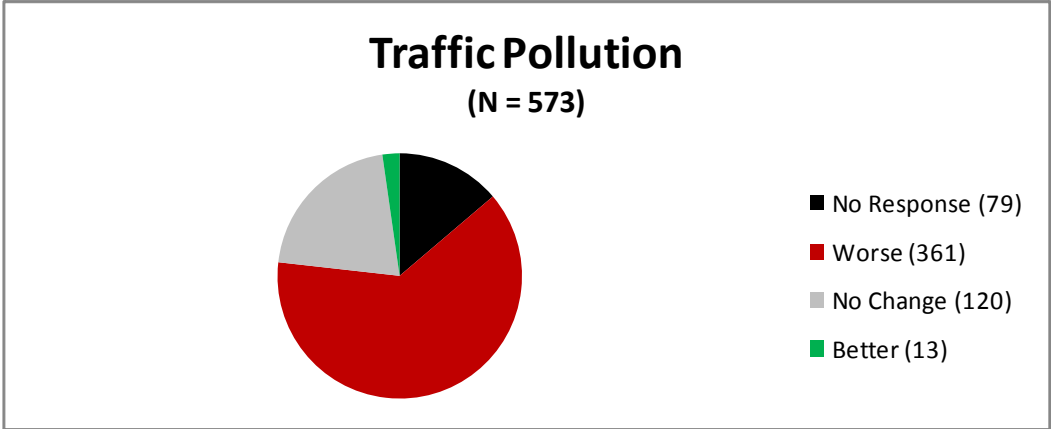


Traffic Pollution/Emissions ranks third on the list of top priorities requiring attention. Excluding the “No Response” category (N=494), 73% of respondents are of the opinion that “Traffic Pollution/Emissions” has worsened over the last five years.

Erie: “Bus emissions (from all buses including BC Transit, Ogden Point buses, Pacific Coast and Grayline), tourist buses (Cruise Victoria) and bus noise is terrible at times. It is enough for us to consider relocation out of James Bay.”

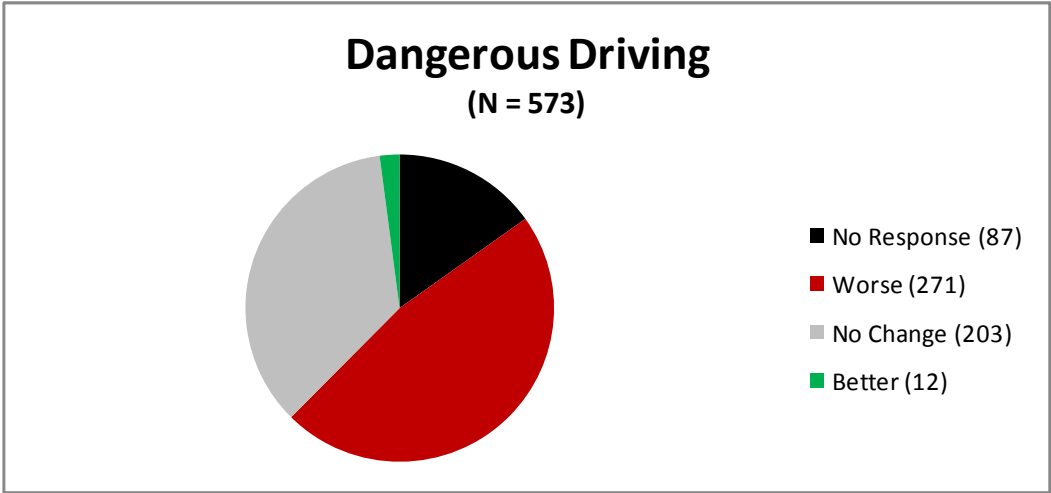
Belleville: “Please establish new by-laws so as the appropriate businesses are forced into making changes to the buses/planes as the citizens of James Bay are being poisoned by their emissions.”

Ladysmith: Air pollution (all forms) is of highest “Quality of Life” concern.



Dangerous Driving ranks fourth on the list of top priorities requiring attention. Excluding the “No Response” category (N=486), 55.8% of respondents are of the opinion that “Dangerous Driving” has worsened over the last five years.

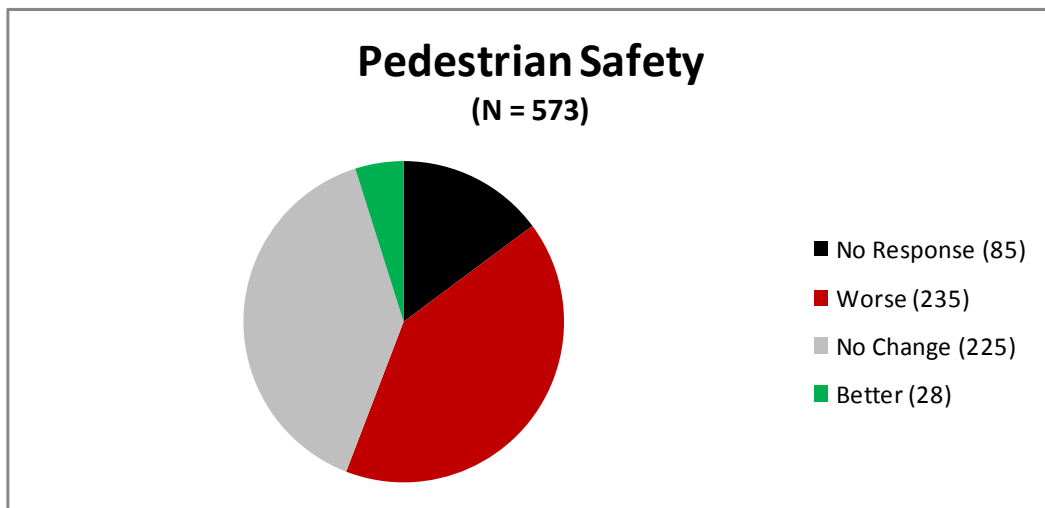
Michigan: “Taxis speeding, a huge issue. They go 70 – 80 km. Down Superior and Montreal is 30Km. In one section! Yellow Cabs are particularly bad. I’ve called the company many times to complain but the drivers still speed and the police are useless when it comes to enforcement. They need to set up weekly/daily road checks on all side streets – not just one!”



Pedestrian Safety ranks tenth on the list of top priorities requiring attention. Excluding the “No Response” category (N=488), 48% of respondents are of the opinion that “Pedestrian Safety” has worsened over the last five years.

Oswego: “My kids have nearly been hit twice trying to cross Dallas Road at the end of Oswego in the last month – tourists and taxis don’t stop and they think it’s funny. It is hard to cross to the park next to Fisherman’s Wharf, so we hardly ever go any more.”

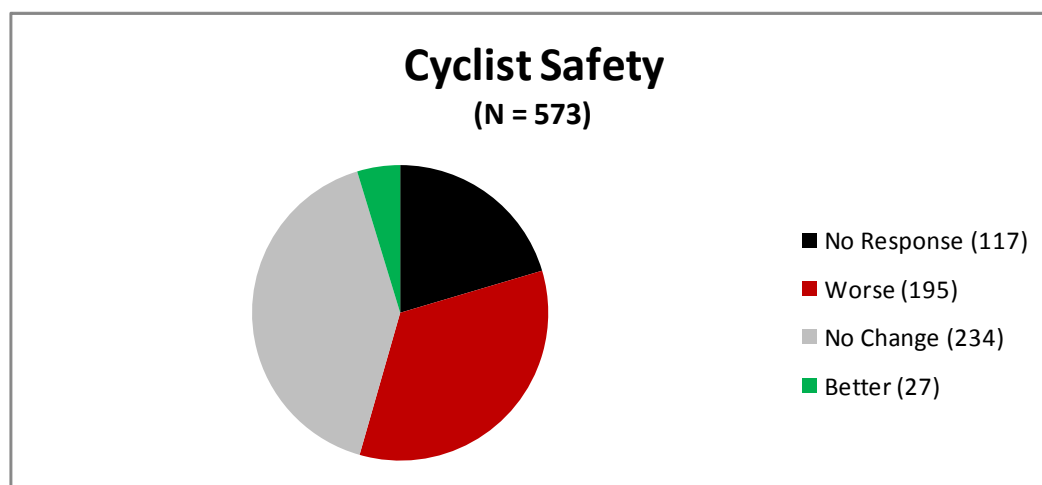
“Sidewalks are difficult to use because of sign posts, untrimmed hedges, power poles, etc. It is often difficult for two people to walk abreast, or for those using walkers to remain on the sidewalk.”



Cyclist Safety ranks nineteenth on the list of top priorities requiring attention. Excluding the “No Response” category (N=456), 42.8% of respondents are of the opinion that “Cyclist Safety” has worsened over the last five years.

Thirteen (13) respondents made direct reference to cyclists or bicycling. Five (5) thought more bike lanes and/or bike lock-ups are needed, four (4) thought cyclists were ill-behaved, one (1) thought bike lanes should also be used by scooters for the mobility impaired, and three (3) were concerned for cyclists’ safety.

San Jose: "I'd like to see more bike/scooter lanes, get handicap scooters off sidewalks and into bike lanes."



Public Transportation ranks twenty-first on the list of top priorities requiring attention. Excluding the "No Response" category (N=477), 10.9% of respondents are of the opinion that "Public Transportation" has worsened over the last five years.

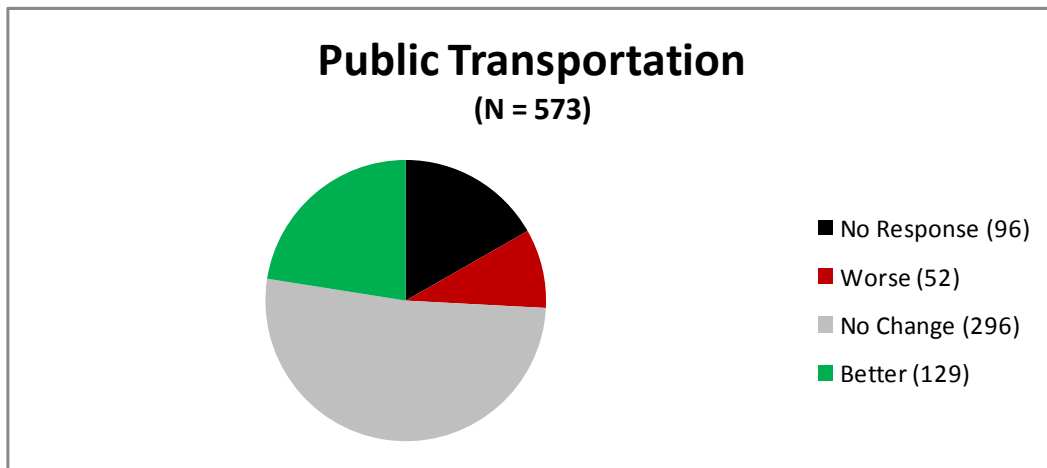
Twenty-six (26) respondents provided comments specific to public transportation. Ten (10) comments were made about service deficiencies – particularly for the elderly, eight (8) comments about public transit noise levels, three (3) cited specific routing issues, two (2) comments requested removal of bus stops, three (3) suggestions were made for a more efficient community bus service, and one (1) respondent commented appreciatively on a recent change in bus service.

Superior: "Public transit, on the other hand, has not kept up with the increased population. We still have about 2 buses per hour lumbering around JB. We desperately need efficient, frequent, inexpensive, shuttle and community buses to transport people around JB and to and from downtown Victoria."

Niagara: “City buses are my biggest concern – 2 or 3 routes run up and down Niagara on a turnaround loop. Most are large, noisy, and empty! Surely some sort of shuttle to downtown bus stops would be more efficient, less costly, and less polluting (noise and fumes).”

Menzies: “We need better connecting and more frequent buses that will go up Menzies rather than just straight through Superior.”

Douglas: “We are delighted with the expansion of the #3 bus schedule. This has made an enormous difference to us.”



Availability of Cross Walks ranks twentieth on the list of top priorities requiring attention. Excluding the “No Response” category (N=472), 18.0% of respondents are of the opinion that “Availability of Cross Walks ” has worsened over the last five years whereas 12.7% are of the opinion that it is “Better”.

The written comments included numerous suggestions for cross-walks – specifically:

- Dallas/Oswego
- Menzies/Michigan

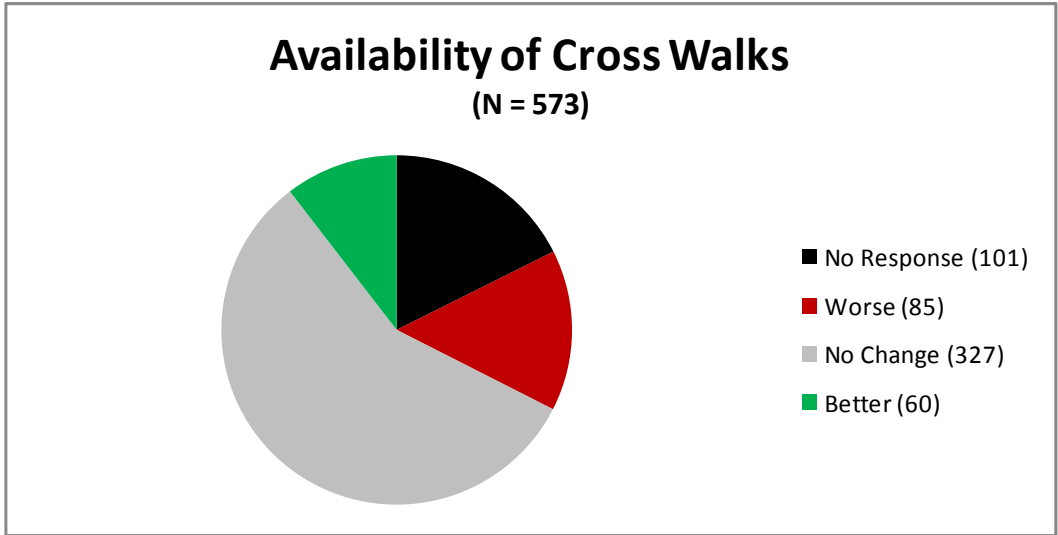
- Douglas
- Superior/St. Lawrence
- Dallas/Montreal
- Menzies at New Horizons
- Pilot/Dallas
- Dallas/Niagara
- Erie/Dallas
- Oswego/Simcoe
- Dock/Dallas
- Toronto to Beacon Hill Park

Cross Walk lighting and signage was identified as needing improvement at the following locations.

- Douglas (current cross walks)
- Belleville/Menzies
- Croft/Oswego

Lastly, respondents also identified particularly dangerous intersections and crossings.

- Cross Street/Belleville/Pendray/Quebec
- Five Corners
- Crosswalk near Croft
- Erie/Dallas

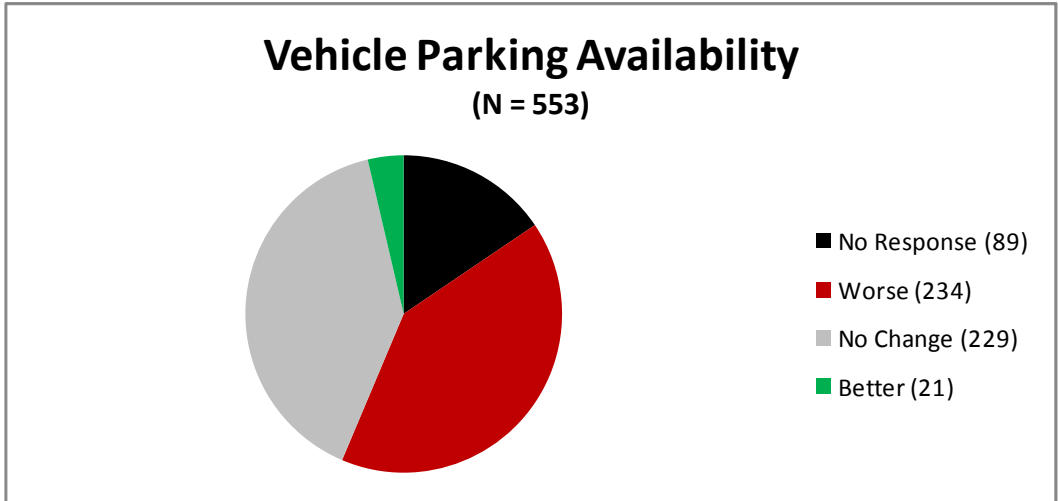


Vehicle Parking Availability ranks twelfth on the list of top priorities requiring attention. Excluding the “No Response” category (N=484), 48.3% of respondents are of the opinion that “Vehicle Parking Availability” has worsened over the last five years whereas only 4.3% are of the opinion that it is “Better”.

Eighteen (18) respondents provided additional comments on Parking.

- Nine (9) mentioned tourist vehicles, trucks and downtown workers using JB street parking rather than downtown parking or long-term parking facilities.
- Two (2) identified intersections where parking creates visibility issues for drivers.
- Two (2) commented on the need for new developments to provide sufficient parking.
- Six (6) identified insufficient parking at Five-Corners, McDonald Park (on event days), resident abuse of street parking, visitors being ticketed.
- One (1) suggested that residents using street parking should be taxed.
- One (1) suggested eliminating “resident only” parking.

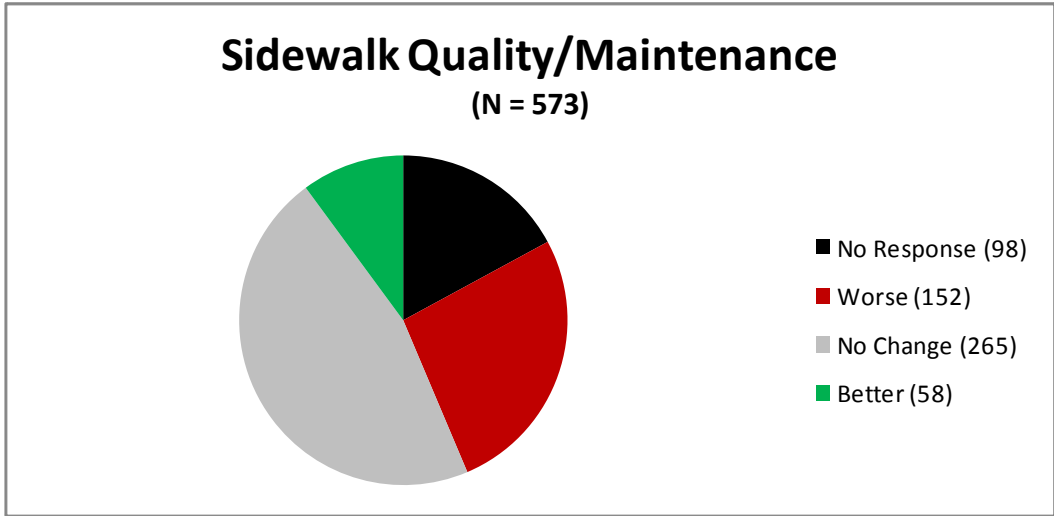
St. James: The biggest issue for us is parking! Many non-James Bay residents park here.



Sidewalk Quality/Maintenance ranks ninth on the list of top priorities requiring attention. Excluding the “No Response” category (N=475), 32.0% of respondents are of the opinion that “Sidewalk Quality/Maintenance” has worsened over the last five years whereas only 12.2% are of the opinion that it is “Better”.

“Sidewalks are a disgrace given JB’s population density and needs to accommodate many physically challenged residents”.

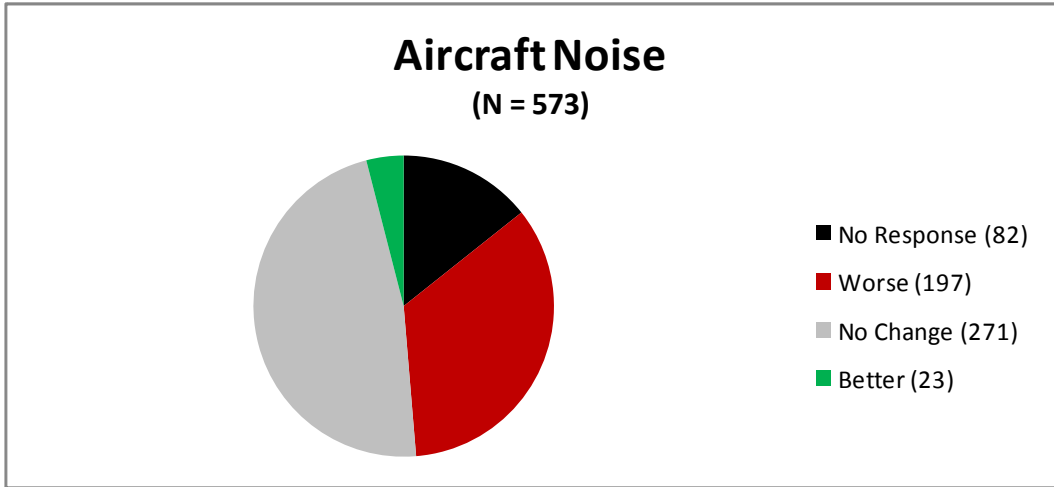
“Sidewalks – need to be repaired or renewed of the cracks and slopes to the road. I use a walker and I have to lift it up to get over them and I am afraid of falling.”



Aircraft Noise ranks sixth on the list of top priorities requiring attention. Excluding the “No Response” category (N=491), 40.1% of respondents are of the opinion that “Aircraft Noise” has worsened over the last five years whereas only 4.7% are of the opinion that it is “Better”.

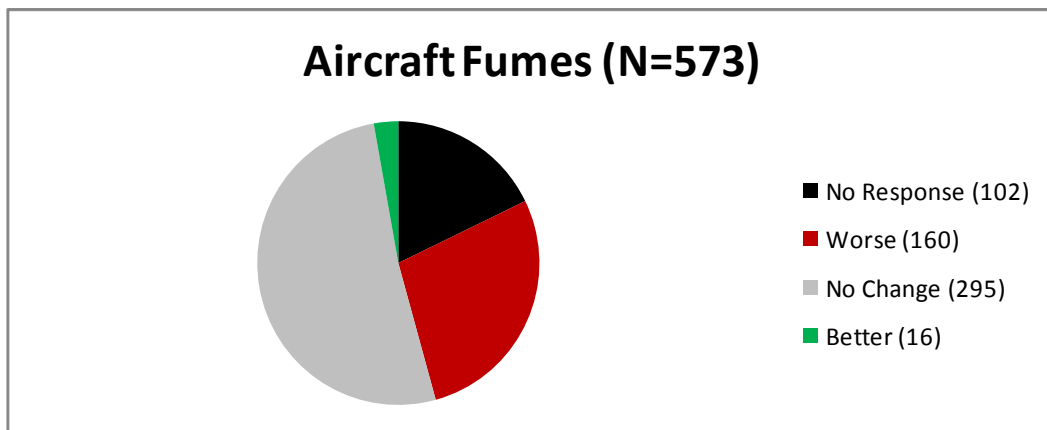
Thirty one (31) respondents provided comments on noise and emissions from aircraft (both floatplanes and helicopters). Typical comments include:

- “Why is it (planes, buses, helijet) allowed to continue? Obviously the power brokers who sit at the table at all levels of government, have never heard the maxim about governing for the people in a democratic society. There is no doubt that they govern for business interests against their own citizens and the situation in James Bay is just one bad example.”*



Aircraft Fumes ranks seventh on the list of top priorities requiring attention. Excluding the “No Response” category (N=471), 34.0% of respondents are of the opinion that “Aircraft Noise” has worsened over the last five years whereas only 3.4% are of the opinion that it is “Better”.

- *St. Lawrence: “There is one problem not covered and it is a major one in my neighbourhood. Helijet Fuel rain: I am not speaking of exhaust, but unburned fuel that rains down on my neighbourhood and me, especially when a light breeze is blowing from the heliport across the street to my home (as it usually does). I can feel it fall on my skin and I can see it on my windows, car, anything outside, to say nothing of the smell. The cancerous consequences of this scare the crap out of me, to be blunt. As for noise, if the military has, and they have, developed ‘silent rotor blades’ for silent military approaches for obvious reasons, then Helijet must have certainly have access to purchase such rotors. But the unspent fuel: It is killing me slowly and there is nothing I can do about it but leave James Bay, and I love it here.”*

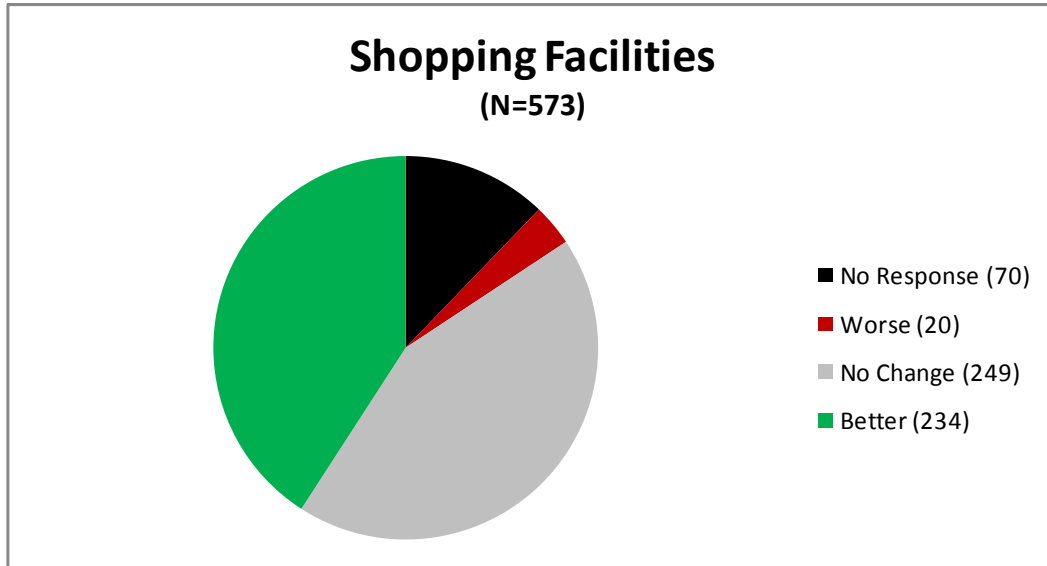


iii. Access to Amenities:

Access to Shopping Facilities ranks twenty-second on the list of top priorities requiring attention. Excluding the “No Response” category (N=503), only 4.0% of respondents are of the opinion that “Access to Shopping Facilities” has worsened over the last five years whereas fully 46.5% are of the opinion that it is “Better”.

Twenty-one (21) respondents provided open ended comments on commercial services including suggestions for additional commercial services.

Battery: “Things I appreciate most about James Bay are the recent changes such as the emphasis on sustainable, responsible consumerism. Specifically, Ambrosia market, Niagara grocery and the Saturday farmer’s market are very important to neighbourhood development.”



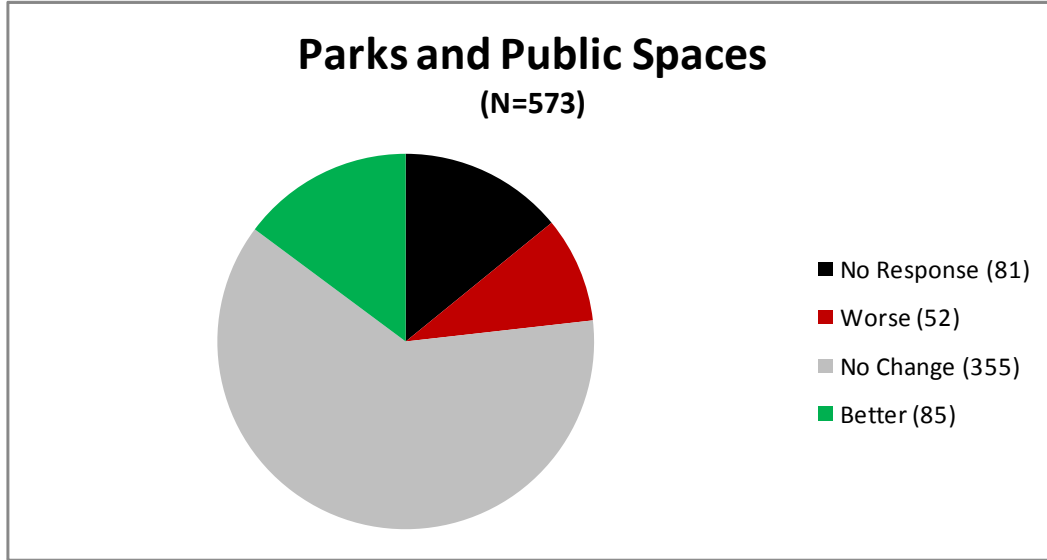
Access to Parks and Public Spaces ranks seventeenth on the list of top priorities requiring attention. Excluding the “No Response” category (N=492), 10.6% of respondents are of the opinion that “Access to Parks and Public Spaces” has worsened over the last five years whereas 17.7% are of the opinion that it is “Better”.

Fourteen (14) respondents provided comments on parks and open spaces. The majority of the comments related to deterioration in parks and a low level of maintenance. Other comments included a desire for more community gardens, concern about fires on the beach, and appreciation for the opportunity to provide input to the Lewis Park upgrade.

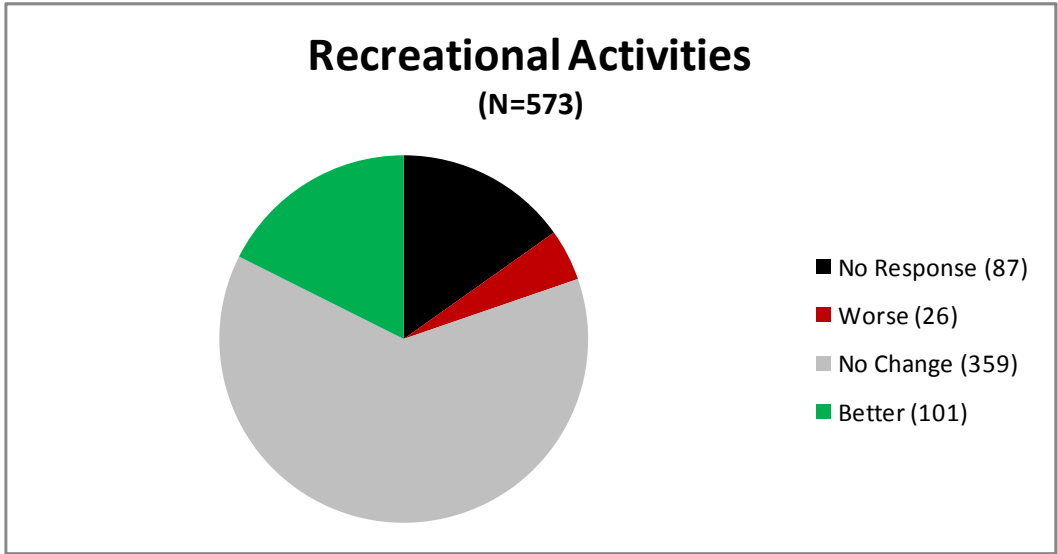
St. Andrews: “Boulevard upkeep by residents and City maintenance is sadly lacking on many streets.

Lewis: “We are very happy with the Lewis Street parkette proposals.

Government/Niagara: "Fires on the beach at night are eventually going to cause a fire on the bluffs."



Access to Recreational Activities ranks twenty-third on the list of top priorities requiring attention. Excluding the "No Response" category (N=486), 5.3% of respondents are of the opinion that "Access to Recreational Activities" has worsened over the last five years whereas 20.8% are of the opinion that it is "Better".



Availability of Social Services ranks twenty-seventh on the list of top priorities requiring attention. Excluding the “No Response” category (N=459), 10.9% of respondents are of the opinion that “Availability of Social Services” has worsened over the last five years whereas 16.3% are of the opinion that it is “Better”.

Twenty-six respondents provided additional comments related to the services offered through the Community Project, Community School, or New Horizons, or the general need for enhanced social support.

Niagara: “Would like to see more effort made for various community organizations to work more effectively together.”

Ontario: “Would love to see enhanced rec centre at James Bay Community Centre – and a pool.”

Luton: “New Horizons needs to be upgraded.”

Availability of Social Services

(N=573)

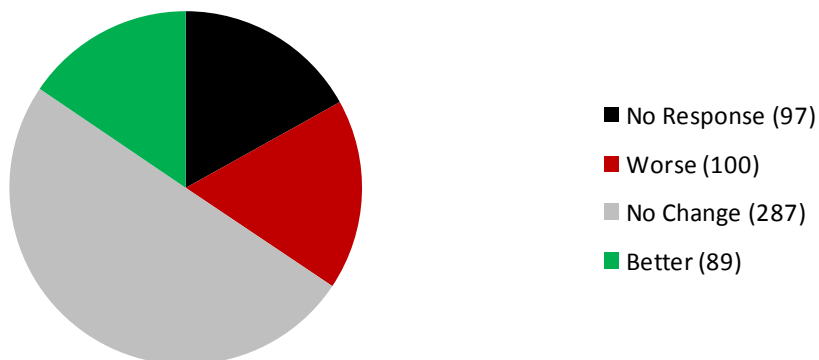


Availability of Health Services ranks eleventh on the list of top priorities requiring attention. Excluding the “No Response” category (N=476), 21.0% of respondents are of the opinion that “Availability of Health Services” has worsened over the last five years whereas 18.7% are of the opinion that it is “Better”.

San Jose: “As to public health, the JB Project Health Centre must be financed and maintained – it delivers excellent care at little cost to the taxpayer.”

Availability of Health Services

(N=573)



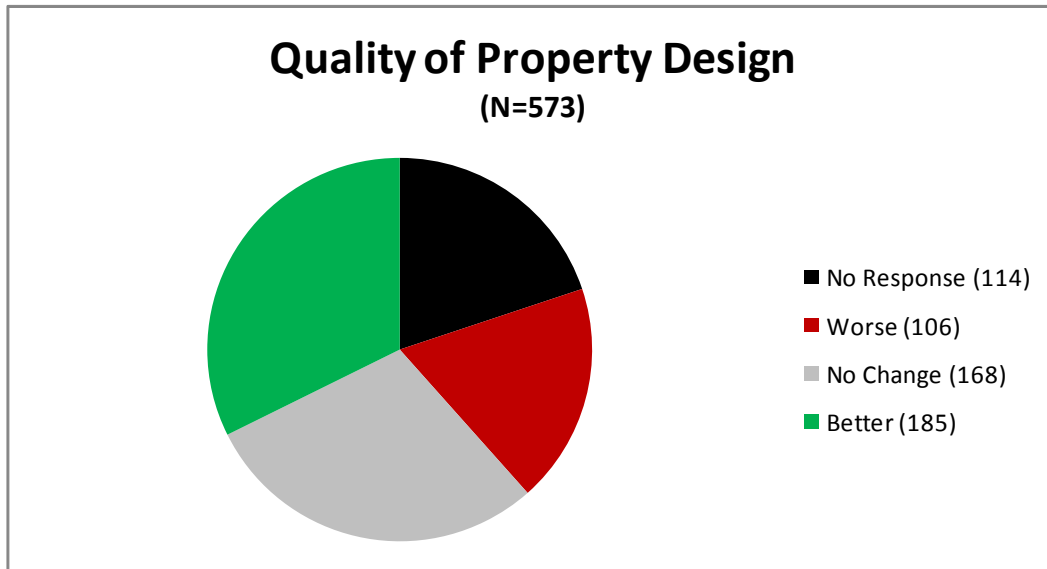
iv. Quality of Property Development:

Quality of Property Development – “Design” ranks twenty-fourth on the list of top priorities requiring attention. Excluding the “No Response” category (N=459), 23.1% of respondents are of the opinion that “Quality of Property Design” has worsened over the last five years whereas 40.3% are of the opinion that it is “Better”.

Fifty (50) respondents provided a wide range on comments on development including design, housing diversity, and density. Other comments included the need to respect the Community Plan, provide adequate parking for developments, and specific problem properties.

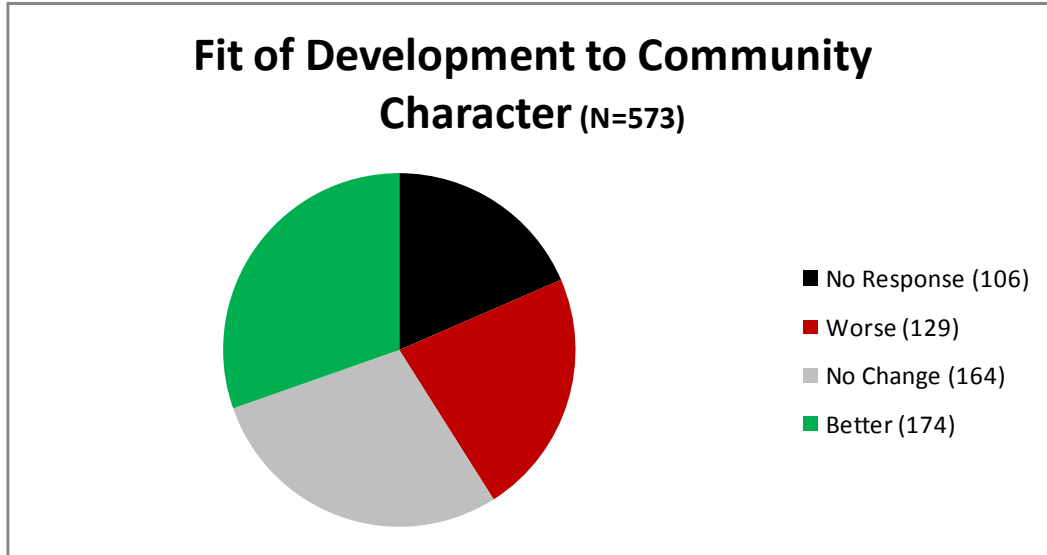
Superior: “Don’t think development is a problem – just needs to be good, and good doesn’t mean looking like everything else”.

Erie: “We like the mix of modern and traditional in James Bay”.

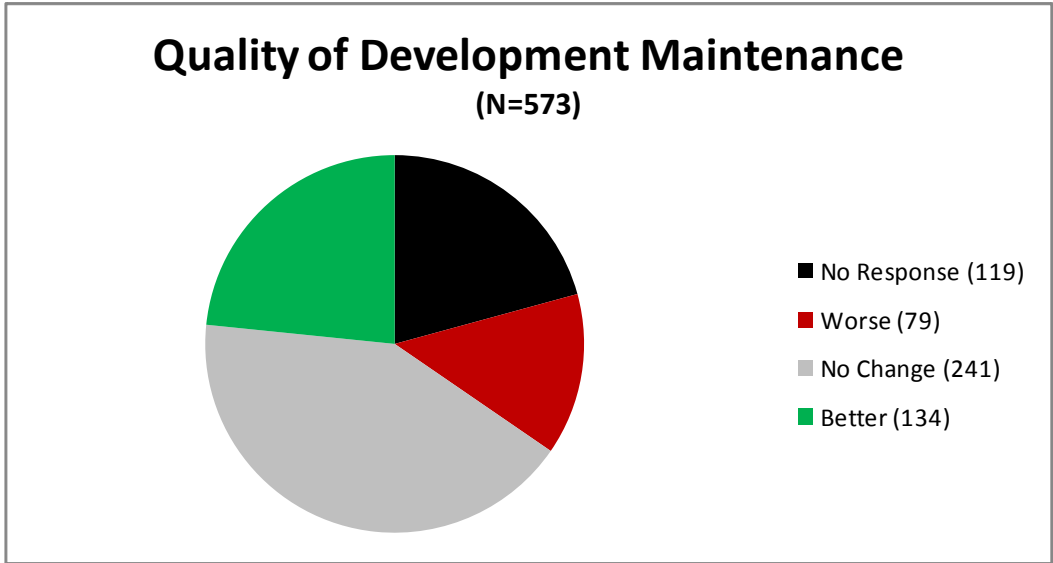


Quality of Property Development - “Fit to Community Character” ranks sixteenth on the list of top priorities requiring attention. Excluding the “No Response” category (N=467), 27.6% of respondents are

of the opinion that “Fit to Community Character” has worsened over the last five years whereas 37.3% are of the opinion that it is “Better”.



Quality of Property Development “Maintenance” ranks twenty-sixth on the list of top priorities requiring attention. Excluding the “No Response” category (N=454), 17.4% of respondents are of the opinion that “Quality of Property Development - Maintenance” has worsened over the last five years whereas 29.5% are of the opinion that it is “Better”.



v. Traffic and Transportation Priorities:

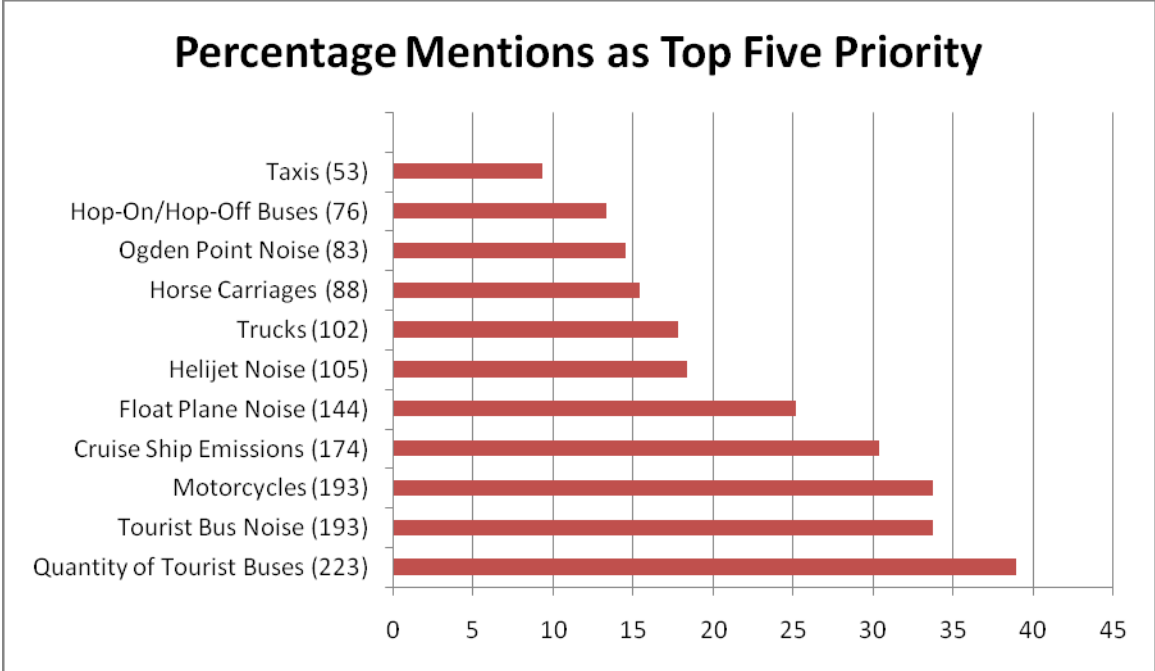
“People movement” issues were the most frequently mentioned topic as determined through a content analysis of three years of JBNA minutes. It was therefore decided to further investigate resident opinions of transportation related topics.

The following charts are based on resident responses to Question 5 which asked the following: *“How would you rate the following types of transportation and their related effects in your local area? (Indicate for each item whether it is a “Problem”, “Not a Problem”, or “No Opinion”). In addition, pick the top five topics requiring attention and indicate the most important priority with a “1”, the second most important with a “2”, etc.”*

On both a weighted and un-weighted basis the top five priorities are consistent. The top ranked priorities are:

1. Quantity of Tourist Buses
2. Tourist Bus Noise
3. Motorcycles
4. Cruise Ship Emissions
5. Float Plane Noise

This result is also consistent with the ranking of all twenty-eight topics (see responses to Question 4 – Community Change – Key Indices and Priorities).

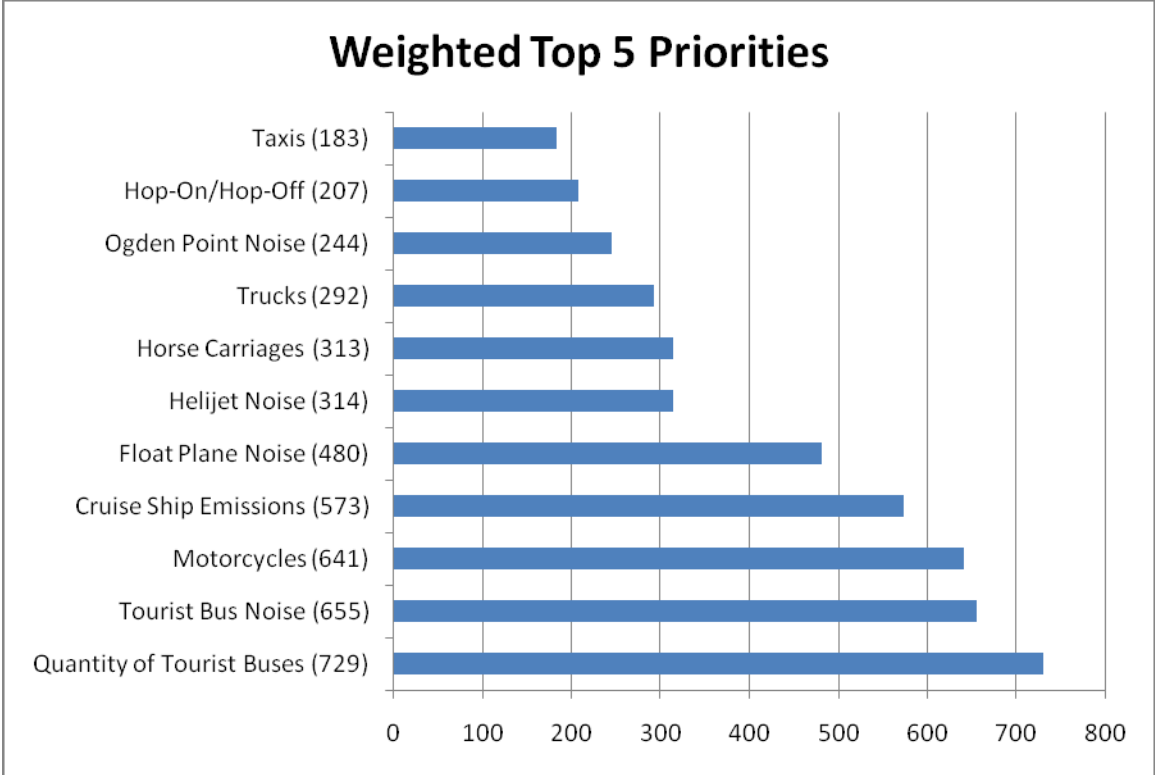


In the following chart, for each respondent, the top five responses were weighted as follows:

- The first or top ranked priority (i.e. Priority #1 was weighted by a factor of 5)
- The second ranked priority (i.e. Priority #2 was weighted by a factor of 4)
- The third ranked priority (i.e. Priority #3 was weighted by a factor of 3)
- The fourth ranked priority (i.e. Priority #4 was weighted by a factor of 2)
- The last or fifth ranked priority (i.e. Priority #5 was weighted by a factor of 1)

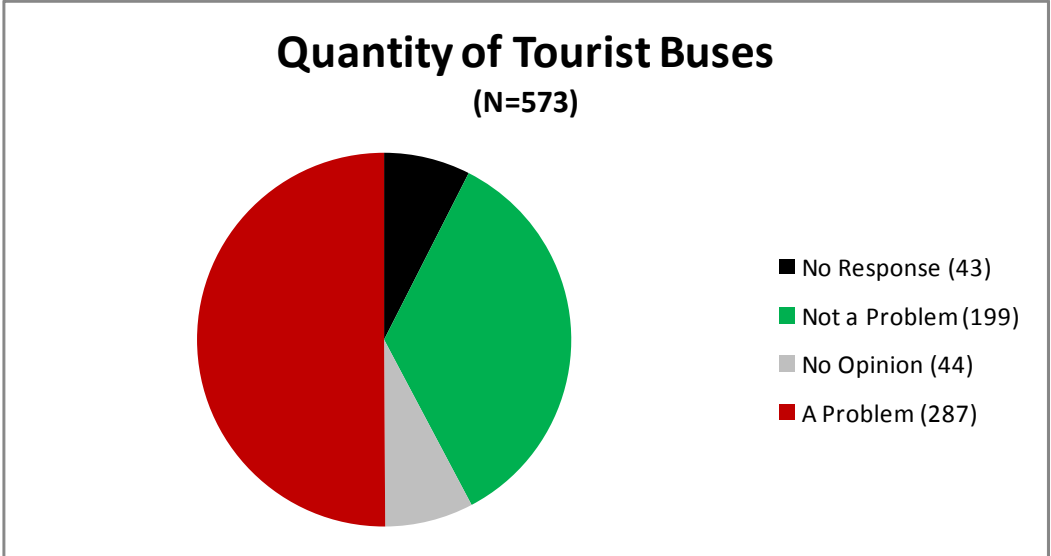
In the event that the respondent simply checked five priorities without ranking them, then they were all assigned a weighting of 3 – being the mid-range.

The results are consistent with the earlier rankings with the exception that “Horse Carriages” moved up to the seventh ranked priority and “Trucks” moved down to the eighth ranked priority.

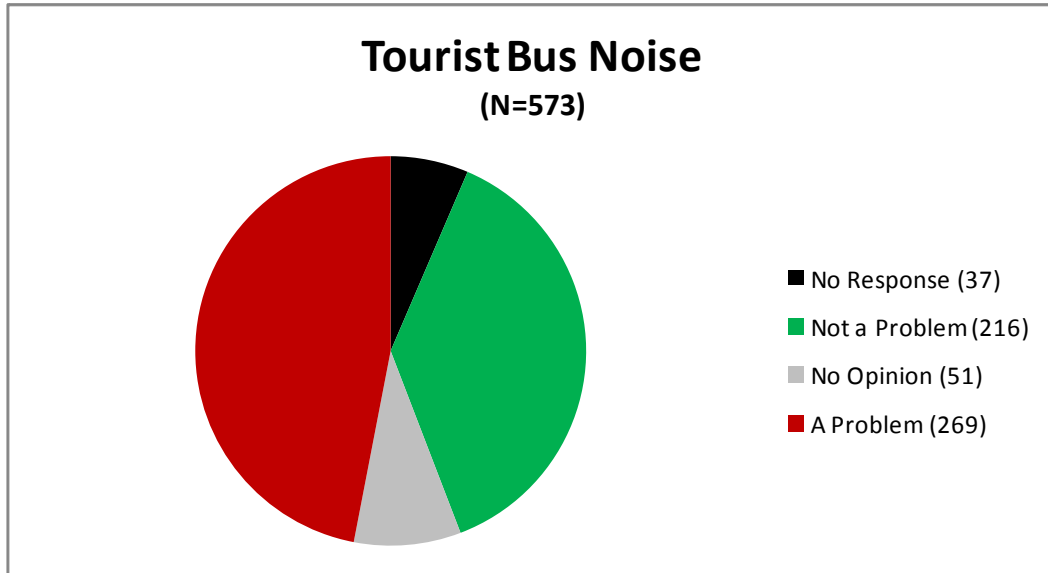


The following charts describe the degree to which JB residents consider each type of transportation to be an issue.

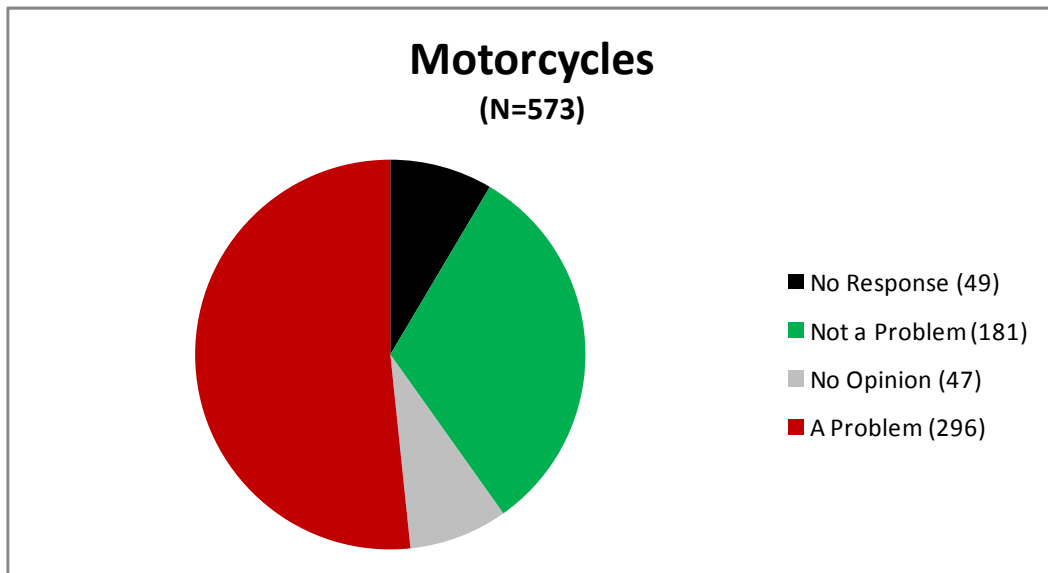
Quantity of Tourist Buses was the top ranked priority amongst the eleven transportation related topics. Of those who did respond (N=530) the largest percentage (54%) indicated that it was a problem, 38% did not consider it to be a problem, and 8% had “No Opinion”.



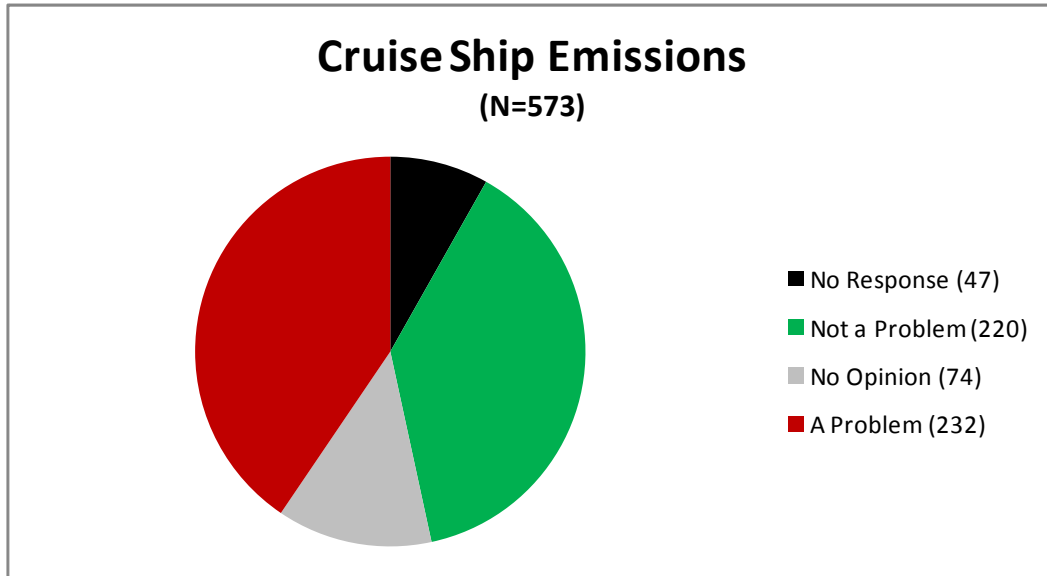
Tourist Bus Noise was the second ranked transportation problem requiring attention. Of those who did respond (N=536) the largest percentage (50%) indicated that it was a problem, 40% did not consider it to be a problem, and 9% had “No Opinion”.



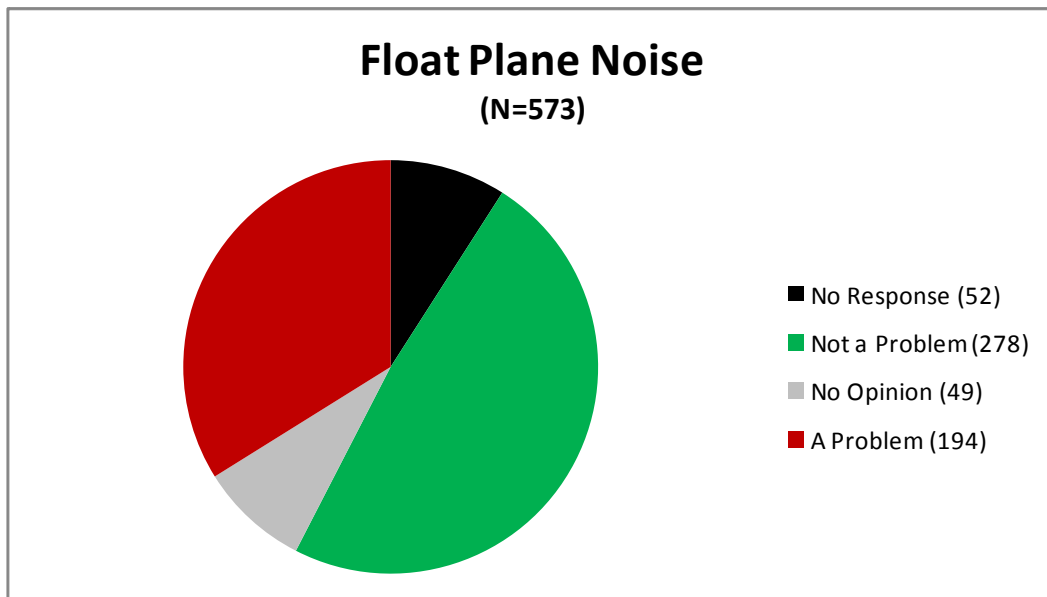
Motorcycles are the third ranked priority amongst the eleven transportation topics. Of those who did respond (N=524) the largest percentage (56%) indicate that it is a problem, 36% do not consider it to be a problem, and 9% have “No Opinion”.



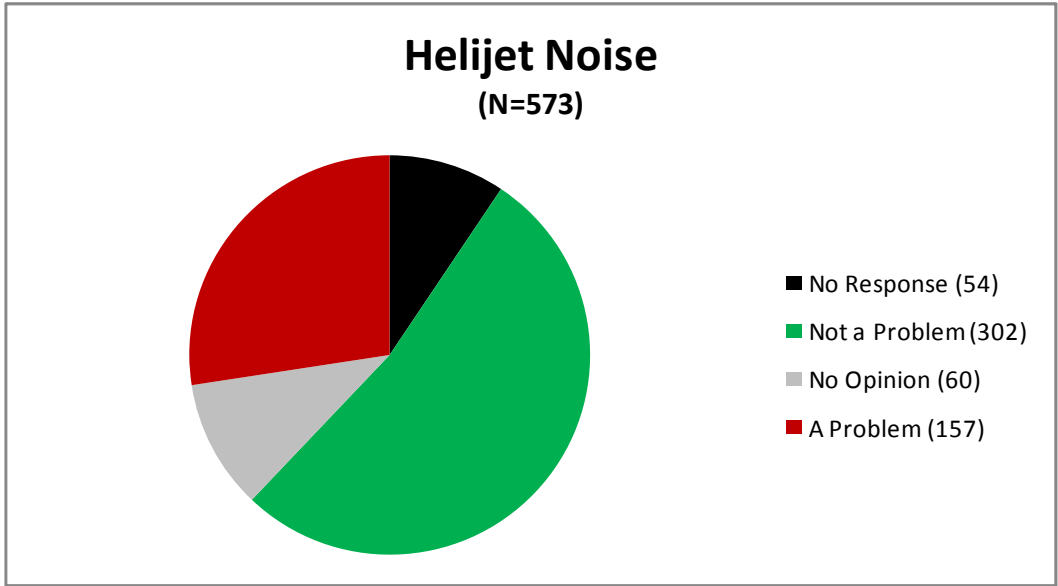
Cruise Ship Emissions is the fourth ranked transportation related priority. Of those who did respond (N = 526), the largest percentage (44%) indicated it is a problem, 42% indicate it is not a problem, and 14% have no opinion.



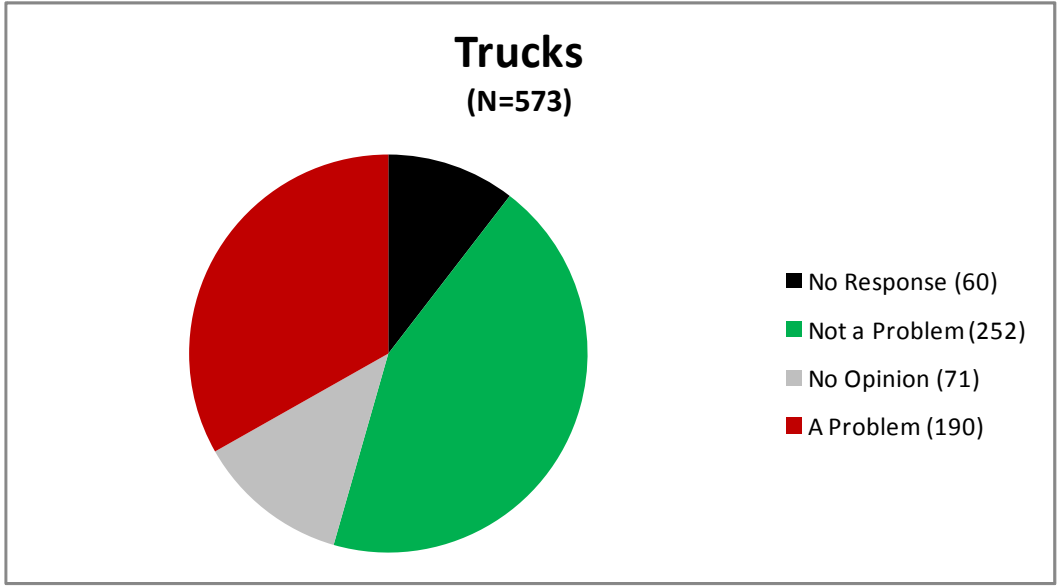
Float Plane Noise is the fifth ranked transportation related priority. Of those who did respond (N = 521), the largest percentage (53%) indicated it is not a problem, 37% indicate it is a problem, and 9% have no opinion.



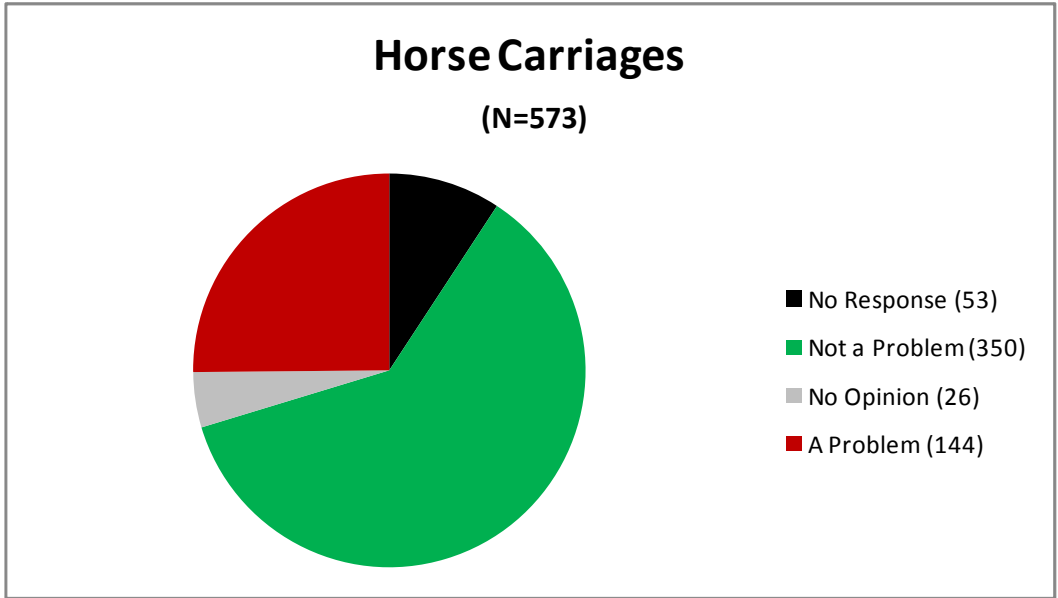
Helijet Noise is the sixth ranked transportation related priority. Of those who did respond (N = 519), the largest percentage (58%) indicated it is not a problem, 30% indicate it is a problem, and 12% have no opinion.



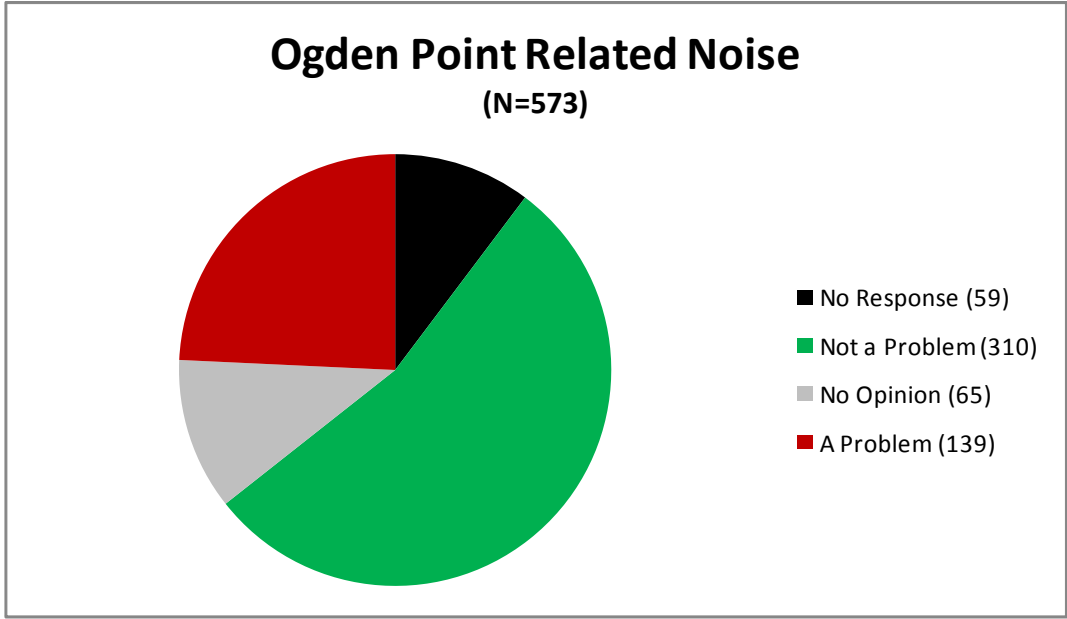
Trucks are the seventh ranked (un-weighted) or eight ranked (weighted) transportation related priority. Of those who did respond (N = 513), the largest percentage (49%) indicated it is not a problem, 37% indicate it is a problem, and 14% have no opinion.



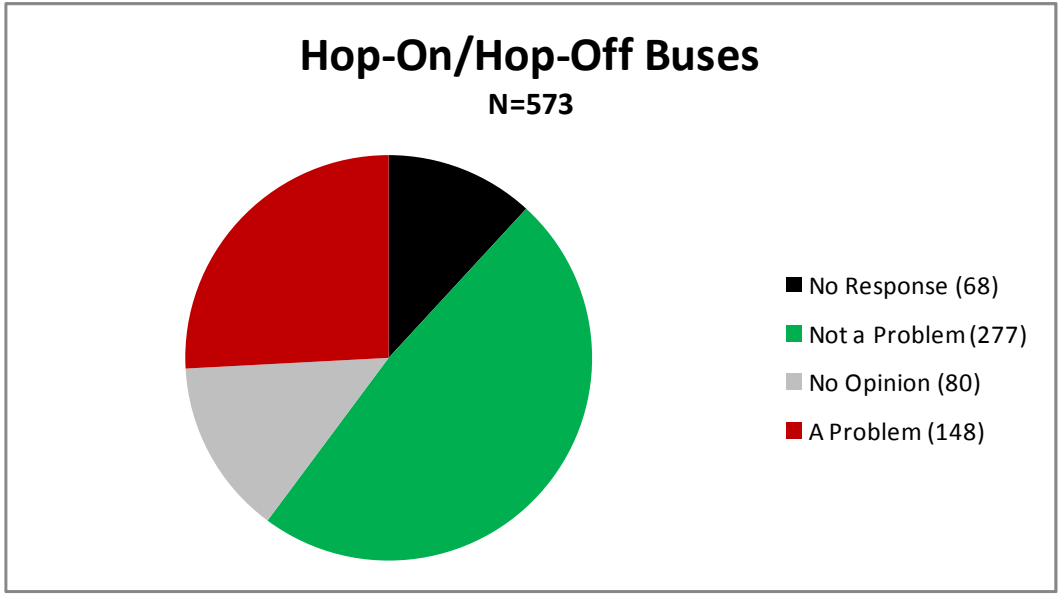
Horse Carriages are the eighth (un-weighted) or seventh (weighted) ranked transportation related priority. Of those who did respond (N = 520), the largest percentage (67%) indicated they are not a problem, 28% indicate it is a problem, and 14% have no opinion.



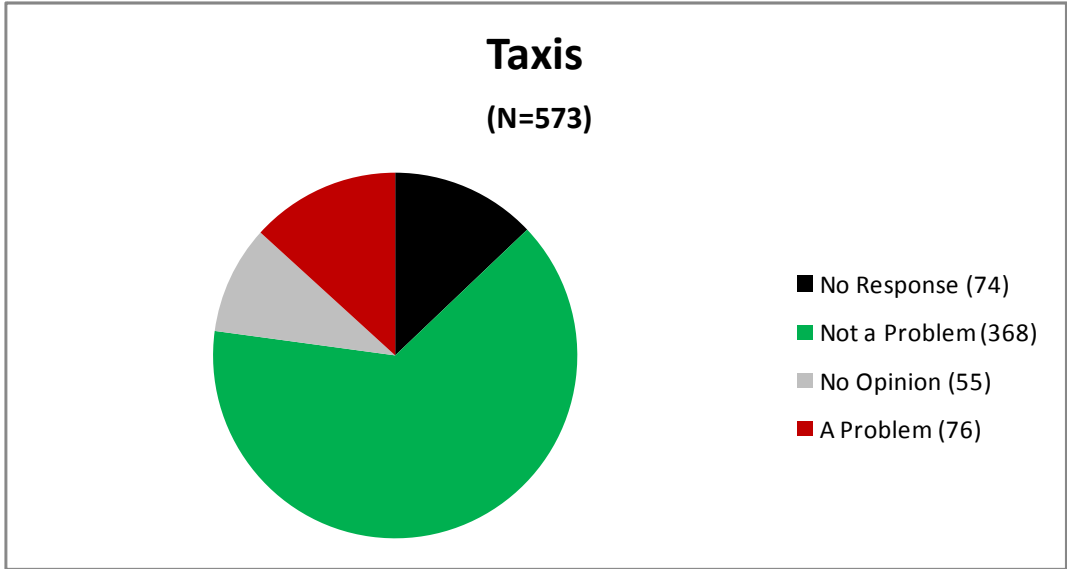
Ogden Point Related Noise is the ninth ranked transportation related priority. Of those who did respond (N = 514), the largest percentage (60%) indicated it is not a problem, 27% indicate it is a problem, and 13% have no opinion.



Hop-On/Hop-Off Buses are the tenth ranked transportation related priority. Of those who did respond (N = 493), the largest percentage (56%) indicated it is not a problem, 28% indicate it is a problem, and 13% have no opinion.



Taxis are the last (11th) ranked transportation related priority. Of those who did respond (N = 499), the largest percentage (74%) indicated it is not a problem, 15% indicate it is a problem, and 11% have no opinion.



IV. Conclusions and Recommendations

1. The Quality of Life Survey provides the JBNA with a well defined list of priorities for action.
2. It is up to the JBNA Executive and membership to establish the tactical plans which will result in meaningful improvements to the priority areas for action.

3. Action will require the cooperation of various government and private agencies – most notably the City of Victoria and the tourism and transportation industries.
4. The Quality of Life Survey results contain a wealth of suggestions for improvements as well as areas of satisfaction that should be recognized and maintained.
5. This report should be made fully available to any interested individual through the JBNA website as well as, if possible, through the Victoria Public Library.
6. Meetings should be held with the City of Victoria, individual departments and the Victoria Police Department to present the priorities and suggestions of James Bay residents.
7. The JBNA should communicate to other responsible parties (GVHA, Tour Bus Operators, Cruise Ship Operators, etc.) the concerns of James Bay residents as identified by the Quality of Life Survey.
8. The JBNA should establish regular reporting from the responsible groups to the JBNA and residents on progress towards achieving the objectives.
9. The JBNA should formulate plans for a repeat of the survey in order to measure Resident's opinions of issues and of any progress achieved on those issues.

Appendix A: Questionnaire



James Bay Neighbourhood Association

James Bay Quality of Life Survey

The James Bay Neighbourhood Association (JBNA) is conducting a survey to measure your satisfaction with the James Bay neighbourhood. Your answers will assist and direct the JBNA Board in setting tasks and priorities. Overall results of the survey will be made available through the *James Bay Beacon*.

General Satisfaction

1. Overall, how satisfied are you with your neighbourhood as a place to live (check one only)?
 very satisfied satisfied neutral dissatisfied very dissatisfied
 2. Overall, do you think your neighbourhood has become better or worse within the last five years?
 Better Worse Has not changed much
 3. How satisfied are you with municipal officials' attention to your neighbourhood issues (check one)?
 very satisfied satisfied neutral dissatisfied very dissatisfied
-

4. In what ways has the neighbourhood become better or worse? (For each item check whether it has become better, worse, or not changed in the past 5 years.). In addition, pick *the top five topics requiring attention* and indicate the most important priority with a “1”, the second most important with a “2”, etc.

	Better	Worse	No Change	Top 5 Priorities
Community Safety				
Drug use or drug dealing	___	___	___	___
<i>Rowdiness</i>	___	___	___	___
Vandalism and graffiti	___	___	___	___
<i>Burglary</i>	___	___	___	___
Assault	___	___	___	___
<i>Littering</i>	___	___	___	___
Street lighting	___	___	___	___
<i>Level of police services</i>	___	___	___	___
Traffic and Transportation				
Quantity/volume of traffic	___	___	___	___
<i>Traffic noise</i>	___	___	___	___
Traffic pollution/emissions	___	___	___	___
<i>Dangerous driving</i>	___	___	___	___
Pedestrian safety	___	___	___	___
<i>Cyclist safety</i>	___	___	___	___
Public transportation	___	___	___	___
<i>Availability of cross-walks</i>	___	___	___	___
Vehicle parking availability	___	___	___	___
<i>Sidewalk quality/maintenance</i>	___	___	___	___
Aircraft noise	___	___	___	___

<i>Aircraft fumes/smells</i>	—	—	—	—
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Access to Amenities

Shopping facilities	—	—	—	—
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<i>Parks and public spaces</i>	—	—	—	—
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Recreational activities	—	—	—	—
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<i>Availability of social services</i>	—	—	—	—
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Availability of health services	—	—	—	—
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Quality of Property Development

Design	—	—	—	—
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<i>Fits community character</i>	—	—	—	—
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Maintenance	—	—	—	—
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5. How would you rate the following types of transportation and their related effects in your local area? (Indicate for each item whether it is a “Problem”, “Not a Problem”, or “No Opinion”). In addition, pick *the top five topics requiring attention* and indicate the most important priority with a “1”, the second most important with a “2”, etc.

	<i>A Problem</i>	<i>Not a problem</i>	<i>No opinion</i>	<i>Top 5 Priorities</i>
Tourist bus noise	—	—	—	—
<i>Quantity/volume of tourist buses</i>	—	—	—	—
Hop-on/off bus noise	—	—	—	—

<i>Motorcycles</i>	_____	_____	_____	_____
Taxis	_____	_____	_____	_____
<i>Trucks</i>	_____	_____	_____	_____
Horse drawn carriages	_____	_____	_____	_____
<i>Floatplane noise</i>	_____	_____	_____	_____
Helijet noise	_____	_____	_____	_____
<i>Ogden Point related noise</i>	_____	_____	_____	_____
Cruise ship emissions	_____	_____	_____	_____

Personal Information (individual responses will be kept confidential)

6. Your home: What is your postal code? _____ - _____
7. What street do you live on? _____
8. What direction (north, south, east, west) does your living room face? _____
9. Which category best matches your age (check one only)?
 _____ Under 18 _____ 18-30 _____ 31-45 _____ 46-60 _____ 61-75 _____ 75+
10. How many school age children live in your household? _____

11. How many years have you lived and/or worked in James Bay? _____ years

12. Comments *(on survey topics and/or on topics not identified in this survey)*

Survey Return

Deliver: For your convenience, drop off boxes are located throughout James Bay at:

New Horizons – 234 Menzies

JB Community School Centre – 140 Oswego

Little Gem – 148 Superior

JB Community Project – 547 Michigan

Bird Cages – 501 Government

JB Coffee & Books – 143 Menzies

Niagara Grocery – 579 Niagara

Serious Coffee – 225 Menzies

Mail: You may mail completed forms to the James Bay Neighbourhood Association,

c/o New Horizons, 234 Menzies Street, Victoria, B.C., V8V 2G7

Phone: If you have mobility limitations, please call 250-360-0300 to arrange for someone to pick-up your completed form.

The mandate of the JBNA is to enable the community to be actively involved in the preservation, rehabilitation, and planned development of James Bay, so as to preserve and enhance the quality of the environment and life therein.

Appendix B:

Appendix B: Stratification Results: Demographic (Age) Stratification

Stratification refers to analyzing the data for differences by various respondent characteristics (strata).

The survey results contain a wealth of data. With 573 respondents, 81 topical questions, 6 demographic characteristics or residence location questions, and the opportunity for open-ended comments and suggestions, there are numerous ways to further analyze the results.

This commentary will be limited to those priority topics where there are significant variations related to demographic characteristics or residence location, where demographic characteristics include resident age and time lived in James Bay, and where residence location can be stratified in three different ways: by location where surveys were returned, by street address and by postal code. This appendix reports results related to demographic characteristics, while the following appendix reports results related to residence location.

In the stratified results tables, the first row (Number) provides the total number of survey respondents by strata. For the most part, stratification has been limited to four or five categories in order to keep sub-sample sizes at reasonable levels. The sum of the sub-sample sizes is always somewhat less than the total number of questionnaire responses (573) because a small number of respondents failed to answer the particular question on which stratification is based.

The second row (Average Age Estimate) indicates the average age of respondents by strata, although for obvious reasons this row is omitted from the Age Stratification table. The third row indicates the average number of years the respondent has lived in James Bay, although for obvious reasons this row is omitted from the Time Lived in James Bay stratification table.

The first set of subsequent rows is related to Question 4 which asked *“In what ways has the neighbourhood become better or worse? ... Of the 28 topics, pick the top five requiring attention and indicate the most important priority with a “1”, the second most important with a “2”, etc.”*

- The “Score” for each strata indicates the strata’s location on the scale of 1 = Worse, 2 = No Change, and 3 = Better. A high score above 2 indicates improvement while a score below 2 indicates the situation has become worse. Non-respondents to the issue-specific question have been excluded in normalising the “Score”. Normalisation (dividing by the number of respondents) is necessary to allow for the different numbers respondents both across strata, and across issue-specific questions.
- As the row title suggests, the “Proportion Worse” score indicates the proportion of those within the strata who responded to the issue-specific question that consider the particular issue to

have become worse. (For Shopping, in the age stratification table, the “Proportion Better” has been recorded rather than the “Proportion Worse”.)

- The “Priority Level” row indicates, for those who ranked the issue as one of the top priorities, the average Priority Level based on the weighted column sum. The scale ranges from 1 (highest priority) to 5 (fifth priority among 28 topics). In the codification of the data, the highest priority was assigned a weight of “5”, the second ranked priority a “4”, etc. Where no ranking was provided (the issue was not in the top five priorities) a “zero” was recorded. Therefore, the most highly ranked priority will be associated with a large column sum (indicating high weighted score). Column sums were then divided by the number of respondents within the particular stratum (573 for the total survey results) to normalise the results. Respondent numbers include both those who prioritised a particular issue and those that did not, so that the numbers provide appropriate measures of “strength of priority” across respondents. [For this question, “No response” (coded as zero) includes “did not rank as a priority”, and cannot be ignored.] A larger Strata Priority Level than the Total Survey Priority Level indicates that the issue is a higher priority for that stratum.

The second set of subsequent rows is related to Question 5 which asked: *“How would you rate the following types of transportation and their related effects in your local area? (Indicate for each item whether it is a “Problem”, “Not a Problem”, or “No Opinion”). In addition, pick the top five topics requiring attention and indicate the most important priority with a “1”, the second most important with a “2”, etc.”*

- The “Score” for each strata indicates the strata’s location on the scale of 1 = Not a Problem, 2 = No Opinion, and 3 = A Problem. A high score above 2 indicates that the transportation issue is a problem, while a score below 2 indicates the situation is not regarded so much as a problem. Non-respondents to the issue-specific question have been excluded in normalising the “Score”. Normalisation (dividing by the number of respondents) is necessary to allow for the different numbers respondents both across strata, and across issue-specific questions.
- As the row title suggests, the “Proportion a Problem” score indicates the proportion of those within the strata who responded to the issue-specific question that consider the particular transportation issue to be a problem.
- The “Priority Level” row indicates, for those who ranked the issue as one of the top priorities, the average Priority Level based on the weighted column sum. The scale ranges from 1 (highest priority) to 5 (fifth priority among 11 topics). In the codification of the data, the highest priority was assigned a weight of “5”, the second ranked priority a “4”, etc. Where no ranking was provided (the issue was not in the top five priorities) a “zero” was recorded. Therefore, the most highly ranked priority will be associated with a large column sum (indicating high weighted score). Column sums were then divided by the number of respondents within the particular stratum (573 for the total survey results) to normalise the results. Respondent numbers include both those who prioritised a particular issue and those that did not, so that the numbers provide

appropriate measures of “strength of priority” across respondents. [For this question, “No response” (coded as zero) includes “did not rank as a priority”, and cannot be ignored.] A larger Strata Priority Level than the Total Survey Priority Level indicates a higher priority for that stratum.

The Age Stratification table indicates that:

1. All age groups and especially the youngest people have noticed (or are more interested in) improvements in shopping amenities (a “Better Score” of 2.61 versus an overall sample score of 2.43) and a “Proportion Better” of 0.61 versus the total survey “Proportion Better” of 0.47.
2. All age groups appear to place similar emphasis on the drug use problem (all scores are close to the overall sample score of 1.71) – although the oldest age group (Over 75) places less emphasis on resolving the problem (Priority Level of 0.54) while the youngest age group places the highest priority on the problem (1.11)
3. All age groups consider the quantity of traffic to be a high priority problem (Worse Scores near the Total Survey Score of 1.20), Proportion Worse scores near 0.81, and Priority Levels near the Total Survey Priority Level of 1.27. [The number, 1.27, is the weighted column sum from the priorities question, 730, as recorded in the relevant chart in the text, divided by the total number of respondents to the survey, 573, and is the largest priority number across all of the 28 topics covered in question 4.]
4. All age groups consider traffic noise to have worsened. The age groups 46-60 and 61-75 are most likely to be concerned about traffic noise as indicated by the high Proportion Worse levels (0.76 and 0.80) and the high Priority Levels (1.15).
5. All age groups consider aircraft noise to have worsened. The youngest age group (45 and Under) is least concerned with aircraft noise (Priority Level of 0.30) however the next age group (“46-60”) have the highest Proportion Worse (0.50), highest Worse Score (1.52), and a high Priority Level (0.63).
6. Moving to the question 5 results, all age groups from Under 45 to 75 consider Tourist Bus Noise to be a Problem (Scores range from 2.14 to 2.38). In addition the 46 to 75 age groups have high “Proportion a Problem” scores (0.50 to 0.59) as well as high Priority Levels (1.25 and 1.31),
7. Tourist Bus Quantity generally mirrors the pattern of Tourist Bus Noise. This category is the highest ranked transportation issue in the total survey results, and the Priority Level of 1.27 is the weighted sum from the priorities question, 729, divided by the total number of respondents to the survey. Please note the strong consistency between the question 5, tourist bus volume results, and the question 4, traffic volume results.

8. All except the youngest age group (45 and Under) are concerned with motorcycles as indicated by higher than average Problem Scores, higher “Proportions a Problem” and higher “Priority Levels”.
9. Float Plane Noise has high “Proportion a Problem” and “Priority Level” for the 46 to 75 age groups and a high “Priority Level” for all age groups except the 45 and Under age group.
10. All except the oldest age group (over 75) give a high Problem Score, “Proportion a Problem”, and “Priority Level” to Cruise Ship Emissions.

Analysis of Age Stratification

Item	45 and Under	46-60	61-75	Over 75	Total Survey
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----- Relationship Between Age Group and Years Lived in James Bay -----

Number	81	155	190	127	573
Aver. Years in JB	6.0	10.9	10.4	17.1	12.2

----- Question 4 Stratification Results -----

Shopping

Score (>2 = better)	2.61	2.47	2.67	2.29	2.43
Proportion Better	0.61	0.52	0.43	0.36	0.47

Drug Use

Score (<2 = worse)	1.81	1.65	1.84	1.74	1.71
Proportion Worse	0.37	0.41	0.40	0.30	0.37
Priority Level	1.11	0.93	1.04	0.54	0.77

Quantity of Traffic

Score (< 2 = worse)	1.28	1.15	1.27	1.25	1.20
Proportion Worse	0.75	0.85	0.84	0.76	0.81
Priority Level	1.06	1.33	1.40	1.28	1.27

Traffic Noise

Score (<2 = worse)	1.36	1.24	1.34	1.36	1.28
Proportion Worse	0.68	0.76	0.80	0.64	0.74
Priority Level	0.69	1.15	1.15	0.96	1.05

Aircraft Noise

Score (< 2 = worse)	1.80	1.52	1.67	1.69	1.65
Proportion Worse	0.26	0.50	0.40	0.37	0.40
Priority Level	0.30	0.63	0.62	0.69	0.61

----- Question 5 Stratification Results -----

Tourist Bus Noise

Score (>2 = problem)	2.14	2.27	2.38	1.86	2.10
Proportion a problem	0.49	0.59	0.50	0.39	0.50
Priority level	0.99	1.25	1.31	1.02	1.14

Tourist Bus Quantity

Score (>2 = problem)	2.17	2.26	2.36	1.98	2.17
Proportion a problem	0.51	0.59	0.57	0.45	0.54
Priority level	1.41	1.25	1.49	0.98	1.27

Motorcycles

Score (>2 = problem)	1.81	2.27	2.31	2.27	2.22
Proportion a problem	0.32	0.59	0.61	0.62	0.56
Priority level	0.64	1.25	1.16	1.33	1.12

Float Plane Noise

Score (> 2 = problem)	1.64	1.97	1.95	1.77	1.84
Proportion a problem	0.23	0.46	0.37	0.35	0.37
Priority level	0.31	0.98	0.87	0.98	0.84

Cruise Ship Emissions

Score (> 2 = problem)	2.19	2.14	2.28	1.75	2.02
Proportion a problem	0.51	0.50	0.44	0.30	0.44
Priority level	1.51	1.26	1.53	0.52	1.00

Analysis of Time Lived in James Bay Stratification

Item	5 and Under	6-10 Years	11-20 Years	21 and Over	Total Survey
Number	198	130	130	96	573
Average Age Estimate	54.4	63.4	66.7	67.5	61.6

Very few significant differences can be found in this stratification, and those that can be found are probably explained by age differences.

Appendix C: Stratification Results: Residence Location Stratification

Part One: Stratification by Location of Questionnaire Pick-Up

Responses were analyzed by Pick-Up location as follows:

1. West = JB Community Centre, Little Gem Grocery, Laurel Point, Shoal Point, The Reef, The Dolphins, Float Homes, Harbourside, and Sea Port Apartments.
2. Coffee Shops = JB Coffee and Books, and Serious Coffee
3. New Horizons = New Horizons, and JBNA Meeting(s)
4. East = JB Community Project, Bird Cages, Niagara Grocery, Avalon Apartments, Roberts House, Beacon Towers, and 450 Dallas Road.

The following table indicates that:

1. All locations score Quantity of Traffic to be worse with consistently high proportions across all areas (the lowest “Proportion Worse”, 0.70, is in the East).
2. All locations score Traffic Noise to be worse with the highest “Proportion Worse” (0.80) and the highest “Priority Level” (1.23) in the West.
3. All locations score Traffic Emissions to be worse with the highest “Proportion Worse” (0.81) and the highest “Priority Level” (0.99) in the West.
4. Aircraft Noise and Aircraft Fumes score “Worse” overall and, in the West, exceed the “Proportion Worse” and “Priority Level” in the Total Survey.
5. Moving to the question 5 results, all locations except for the East score Tourist Bus Noise to be a problem. The “Proportion a Problem” and “Priority Levels” are especially high in the West.
6. All locations except for the East score Tourist Bus Quantity to be a problem. The “Proportion a Problem” and “Priority Levels” are especially high in the West.
7. All locations score Motorcycles as a problem with the “Proportion a Problem” and “Priority Level” higher in the West and New Horizons than the Total Survey.
8. Float Plane and Helicopter noise both score as a problem and have a higher “Proportion a Problem” and “Priority Level” in the West than the Total Survey.
9. Cruise Ship Emissions score as a problem and have a higher “Proportion a Problem” and “Priority Level” than the Total Survey among those who deposited their questionnaires at Coffee Shops. This may correlate with the younger average age of those respondents frequenting coffee shops.

Analysis of where questionnaire surveys were collected

Item	West	Coffee Shops	New Horizons	East	Total Survey
----- Relationship to Age Groups and Years Lived in James Bay -----					
Number	171	117	161	124	573
Aver. Age Est.	63.2	53.0	66.4	60.8	61.6
Aver. Years in JB	12.6	7.9	12.8	14.5	12.2
----- Question 4 Stratification Results -----					
Quantity of Traffic					
Score (<2 = worse)	1.15	1.20	1.16	1.33	1.20
Proportion worse	0.86	0.81	0.84	0.70	0.81
Priority level	1.51	1.04	1.25	1.20	1.27
Traffic Noise					
Score (<2 = worse)	1.21	1.34	1.26	1.33	1.28
Proportion worse	0.80	0.69	0.74	0.70	0.74
Priority level	1.23	0.72	1.14	0.99	1.05
Traffic Emissions					
Score (<2 = worse)	1.21	1.33	1.31	1.37	1.30
Proportion worse	0.81	0.69	0.72	0.67	0.73
Priority level	0.99	0.68	0.74	0.51	0.75
Aircraft Noise					
Score (<2 = worse)	1.45				1.65
Proportion worse	0.59				0.40
Priority level	1.12				0.61
Aircraft Fumes					
Score (<2 = worse)	1.50				1.69
Proportion worse	0.52				0.34

Priority level	0.91				0.50
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----- Question 5 Stratification Results -----

Tourist Bus Noise

Score (>2 = problem)	2.25	2.13	2.05	1.93	2.10
Proportion a problem	0.60	0.51	0.45	0.43	0.50
Priority level	1.30	1.01	1.14	1.06	1.14

Tourist Bus Quantity

Score (>2 = problem)	2.33	2.08	2.20	1.97	2.17
Proportion a problem	0.65	0.48	0.55	0.44	0.54
Priority level	1.49	1.03	1.40	1.04	1.27

Motorcycles

Score (>2 = problem)	2.31	2.01	2.33	2.15	2.22
Proportion a problem	0.61	0.44	0.62	0.54	0.56
Priority level	1.27	0.80	1.32	0.95	1.12

Trucks

Score (>2 = problem)	1.89	1.76	2.07	1.72	1.88
Proportion a problem	0.37	0.29	0.46	0.32	0.37
Priority level	0.49	0.34	0.75	0.40	0.51

Float plane noise

Score (>2 = problem)	2.13				1.84
Proportion a problem	0.54				0.37
Priority level	1.29				0.84

Helicopter noise

Score (>2 = problem)	1.82				1.72
Proportion a problem	0.37				0.30
Priority level	0.75				0.55

Cruise ship emissions

Score (>2 = problem)	2.00	2.19	1.99	1.94	2.02
Proportion a problem	0.42	0.52	0.41	0.42	0.44
Priority level	1.02	1.39	0.74	0.94	1.00

To stratify residence location based upon where the survey responses were picked up may not be the best way of stratifying the responses to bring out locational differences. Differences resulting from stratification by street address or by postal code are likely to be more robust in the sense that one should have greater confidence in them. It is to these differences that the report now turns.

Part Two: Street Address Stratification

Where people live relative to where issues exist can affect their assessment of the problem. For this reason, James Bay was divided into a number of different sub-areas to determine whether or not where people lived and the orientation of their living space would affect their responses.

Dividing James Bay into sub-areas based upon street address is complicated but necessary, and is required if the direction of orientation of household living space is also to be meaningful. The sub-areas defined were as follows:

West: All those respondents with a Quebec, Pendray, Kingston, Belleville, Erie, Huron, St. Lawrence, Montreal, Superior, Ladysmith, Dock and Pilot Street address.

One complication which occurs is that Superior Street transverses the entire community from East to West; however, the western portion contains the majority of residences. Similar complications occur within the Interior Central and East sub-areas, where a few streets run right across James Bay in one direction or other.

Dallas Road: All those respondents with a Dallas Road address.

Interior Central: All those respondents with a Michigan, Ontario, Simcoe, Niagara, Oswego, St. James, Beckley, Rendall, Croft, Alma, San Jose, Sylvia, Berwick, Boyd, Dunhelm Wynd, Luxton, and Lewis street address.

East: All those respondents with a Menzies, Government, Medana, Rithet, Clarence, South Turner, Parry, Powell, Heather, Young, Toronto, Avalon, Marifield, Huntington, St. Andrews, Beacon, Thetis, Violet, Paddon, Battery, or Olympia street address.

Douglas: All those respondents with a Douglas Street address.

Overall the results demonstrate that residents in the West and along Dallas Road and Douglas Street experience the greatest traffic-related exposure. In particular, South-facing residences in the West and along Dallas Road, and East-facing residences along Douglas Street (where residents have a particular problem with motorcycles) place the highest priorities on reducing traffic volumes, traffic noise, and (with the exception of Douglas Street) traffic emissions. Residents in the Interior Central and in the East

are more sheltered from traffic-related problems. North-facing residents in the West of James Bay (including Dallas Road) place a high priority on Aircraft Noise and Fumes (see **bolded** numbers).

A high degree of confidence can be placed upon many of the observed differences from the total survey responses, and especially the singly-stratified street address differences mentioned in the previous paragraph. Moreover, despite the small number of observations when the overall responses are doubly-stratified by street address and then by living room orientation, this is also true for those doubly-stratified differences mentioned above.

The results from the question 5 responses are clearly consistent with those from the question 4 responses. It is notable, however, that Cruise Ship Emissions are given a higher priority by those respondents who reside in the Interior Central sub-area than in other sub-areas, although but this may be due to the lower priority placed upon traffic-related issues in this sub-area. Douglas Street residents place the smallest priority on Cruise Ship Emissions, probably because they are located further away from the cruise ship terminal at Ogden Point.

Analysis of Street Address Stratification

Item	West North Facing	West South Facing	West North Facing	Dallas North Facing	Dallas Road	Dallas South Facing	Interior Central Facing	East	Douglas East Facing	Douglas Street
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-----Average Age Estimate and Average Years Lived in James Bay By Sub-Area -----

Number	47	137	38	28	107	39	134	95	37	79
Aver. Age Est.		61.9			64.8		59.8	59.3		63.5
Aver. Yrs. in JB		11.6			11.0		13.6	14.1		9.6

-----Question 4 Stratification Results By Sub-Area -----

Quantity of Traffic

Score (<2 = worse)		1.14			1.12		1.22	1.30		1.28
Proportion Worse		0.87			0.88		0.80	0.71		0.75
Priority Level	1.23	1.47	1.89	1.14	1.68	1.95	1.19	0.91	1.27	1.20

Traffic Noise

Score (<2 = worse)		1.20			1.20		1.36	1.41		1.23
Proportion Worse		0.82			0.80		0.66	0.61		0.78
Priority Level	0.83	1.12	1.47	1.00	1.54	1.72	0.70	0.65	1.62	0.84

Traffic Emissions

Score (<2 = worse)	1.21		1.21	1.37	1.43	1.30
Proportion Worse	0.80		0.82	0.66	0.60	0.73
Priority Level	0.85	0.87	1.03	1.00	1.17	1.21

Aircraft Noise

Score (<2 = worse)	1.47		1.47	Total sample = 1.65
Proportion Worse	0.55		0.57	Total sample = 0.40
Priority Level	1.17	0.72	2.00	1.41

Aircraft Fumes

Score (<2 = worse)	1.52		1.46	Total sample = 1.69
Proportion Worse	0.50		0.55	Total sample = 0.34
Priority Level	1.51	0.82	1.43	1.12

-----Question 5 Stratification Results by Sub-Area -----

Tourist Bus Noise

Score (>2 = problem)	2.26		2.38	1.76	1.88	2.24
Proportion a Problem	0.58		0.65	0.34	0.35	0.60
Priority Level	1.35		1.48	0.65	0.89	2.70

Tourist Bus Quantity

Score (>2 = problem)	2.37		2.46	1.85	1.95	2.19
Proportion a Problem	0.65		0.69	0.40	0.41	0.56
Priority Level	1.67		1.64	0.93	0.91	1.38

Motorcycles

Score (>2 = problem)	2.37		2.37	2.01	2.04	2.38
Proportion a Problem	0.63		0.66	0.46	0.46	0.64
Priority Level	1.31		1.26	0.78	1.03	2.08

Trucks

Score (>2 = problem)	1.93		2.01	1.63	1.81	2.12
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Proportion a Problem	0.38	0.43	0.26	0.34	0.51
Priority Level	0.42	0.72	0.31	0.65	0.65
Float Plane Noise					
Score (>2 = problem)	2.10	2.19	Total sample = 1.84		
Proportion a Problem	0.51	0.58	Total sample = 0.37		
Priority Level	1.53	1.16	2.50	1.58	Total sample = 0.84
Helicopter Noise					
Score (>2 = problem)	1.76	2.01	Total sample = 1.72		
Proportion a Problem	0.31	0.47	Total sample = 0.30		
Priority Level	0.44	1.46	1.11	Total sample = 0.55	
Cruise Ship Emissions					
Score (>2 = problem)	2.03	2.16	1.88	2.02	1.96
Proportion a Problem	0.42	0.53	0.39	0.43	0.40
Priority Level	1.02	1.04	1.21	1.00	0.63

Part Three: Postal Code Stratification

Where people live relative to where issues exist can affect their assessment of the problem. For this reason, James Bay was subdivided into a number of different sub-areas to determine whether or not where people lived and the orientation of their living space would affect their responses.

Dividing James Bay by sub-areas based on postal code eliminates the complications of the street stratification, although it also presents its own complications because one needs to know which postal codes are adjacent to other postal codes. The sub-areas defined by postal code were as follows:

South-West, North-West, Interior Central, East, and Douglas Street. In combination, the North-West and South-West postal code strata include those residences located along Dallas Road.

Overall, the results are quite consistent with the results of the previous street address stratification. This provides additional significance to the street address results. The postal code results demonstrate that residents in the North-West and South-West experience the greatest traffic-related exposure – be it traffic or aircraft related (see **bolded** numbers), while (once again) residents living along Douglas Street have a particular problem with motorcycles, and residents living in the Interior Central area place the highest priority on cruise ship emissions. Again, question five responses are consistent with question four responses.

All of the stratifications by sub-area generate similar pictures of the manner in which residence location affects how problems are perceived, and respondent priorities. Stratification by residence location consistently demonstrates that residents in the South-West and in the North-West, and along Dallas Road and Douglas Street, experience greater exposure to street traffic impacts, and (with the exception of Douglas Street) all motorized modes of transportation, including aircraft and cruise ships.

Analysis of Postal Code Stratification

Item	South West	North West	Interior Central	East	Douglas
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-----Average Age of Respondents and Average Years in James Bay by Postal Code -----

Number	105	136	132	74	88
Aver. Age Est.	62.0	64.8	59.3	59.1	63.4
Aver. Yrs. In JB	13.6	10.3	12.9	14.1	10.4

-----Question 4 – Stratification Results by Postal Code -----

Quantity of Traffic

Score (<2 = worse)	1.17	1.13	1.17	1.29	1.27
Proportion Worse	0.84	0.87	0.84	0.73	0.74
Priority Level	1.42	1.64*	1.24	1.12	1.11

Traffic Noise

Score (<2 = worse)	1.23	1.19	1.32	1.44	1.22
Proportion Worse	0.79	0.81	0.68	0.59	0.78
Priority Level	1.15	1.48*	0.70	0.62	1.35

Traffic Emissions

Score (<2 = worse)	1.22	1.23	1.33	1.45	1.27
Proportion Worse	0.82	0.78	0.69	0.56	0.74
Priority Level	1.00*	0.90	0.73	0.62	0.50

Aircraft Noise

Score (<2 = worse)	1.60	1.43	Total sample = 1.65
Proportion Worse	0.47	0.58	Total sample = 0.40

Priority Level	0.85	1.18*	Total sample = 0.61
Aircraft Fumes			
Score (<2 = worse)	1.59	1.20	Total sample = 1.69
Proportion Worse	0.43	0.54	Total sample = 0.34
Priority Level	0.88	0.88*	Total sample = 0.50

-----Question 5 – Stratification Results by Postal Code -----

Tourist Bus Noise

Score (>2 = problem)	2.29	2.31	1.83	1.81	2.25
Proportion a Problem	0.59	0.61	0.37	0.32	0.60
Priority Level	1.30	1.48	0.68	0.89	1.53*

Tourist Bus Quantity

Score (>2 = problem)	2.40	2.38	1.91	1.88	2.23
Proportion a Problem	0.65	0.65	0.43	0.38	0.58
Priority Level	1.41	1.77*	1.05	0.86	1.42

Motorcycles

Score (3 = problem)	2.34	2.44	2.02	2.04	2.32
Proportion a Problem	0.63	0.68	0.48	0.45	0.61
Priority Level	1.24	1.35	0.77	1.18	1.45*

Trucks

Score (>2 = problem)	1.85	2.10	1.56	1.91	2.05
Proportion a Problem	0.33	0.47	0.23	0.39	0.47
Priority Level	0.41	0.68	0.27	0.82*	0.58

Float Plane Noise

Score (>2 = problem)	1.97	2.23	Total sample = 1.84
Proportion a Problem	0.45	0.59	Total sample = 0.37
Priority Level	0.96	1.62*	Total sample = 0.84

Helicopter Noise

Score (>2 = problem)	1.88	1.84	Total sample = 1.72		
Proportion a Problem	0.40	0.34	Total sample = 0.30		
Priority Level	0.90*	0.58	Total sample = 0.55		
Cruise Ship Emissions					
Score (>2 = problem)	2.27	1.88	1.94	2.00	1.97
Proportion a Problem	0.58	0.34	0.43	0.40	0.42
Priority Level	1.31	0.70	1.38*	1.03	0.68

Appendix D: Verbatim Comments

1. Survey

Dallas/Turner: Thank you! Thank you! Thank you!

South Turner: Thanks for doing this survey and I hope the results have an impact on James Bay quality of life for the positive.

Michigan (R): Survey- It is good to have vigilant leadership to keep an eye on things.

Simcoe at St. Lawrence: Good survey – covers the important issues.

Dallas: Survey a good idea if action is taken where needed.

Dallas: This is a great survey!

Montreal: survey – Thanks

Douglas: Thank you

Dallas at Montreal: Best place in Victoria but traffic safety, pollution, etc., need improvement. Thanks for caring!

St Lawrence: First, thanks for all the trouble you have taken to do this questionnaire.

Government St: We have only owned our house here for a year so cannot complete rest of the survey – but it's a wonderful community where we've chosen to live and this survey is an excellent idea !

Dock & Dallas: Thanks

San Jose: Good survey!!

Dallas: additional survey topics; None. Topics covered by the questions.

2. Survey Bias

South Turner: In general, in my opinion, surveys are generated to produce expected results; is enough being done to address the seniors care in our community?

Montreal: This survey appears to be slanted. Perhaps you need to tell us how you came about with the “loaded” questions.

Niagara: This questionnaire is slanted with 1 goal in mind. So biased as to be a farce !

Dallas: It seems slanted toward those who are unhappy with Ogden Point, etc. For us, the activity represents vibrancy. We would like the Coho moved to Ogden Point and the Bellevue area fixed up. Suggest trolley service such as what is opened in Langford to serve the local neighbourhood as well as visitors.

Michigan: (R) I’m not sure how you expect the average neighbourhood resident to have knowledge to be able to answer these questions. Survey seems to focus on Shoal Point, Ogden Point issues, relevant mainly to those who chose to live near there without doing their homework and now want the whole city and neighbourhood to change to protect their property values. They should move

Superior: I think the survey is biased towards cruise/tourist airplanes. We should have been asked ‘Better, Somewhat Worse, Bad’. We have no choice because traffic has increased to say anything but ‘worse’. Very leading questions. Poor.

Dallas at Boyd: (R) I think this survey is skewed in a negative way against the cruise ships. Ogden Point is an interesting part of our neighbourhood that we enjoy. Better traffic routes may help resolve resident issues. The cruise ships and float planes were here before we moved in. Better management may help with the noise pollution.

Michigan: This survey seems slanted in the direction of “change is bad”. A lot of people who don’t have complaints (like me) probably won’t bother to fill it in and return it. Anyone who has moved to James Bay on the last 10 years should know it is busy, but for me that’s part of its charm.

Superior: (R) Not sure what this survey is trying to accomplish. It seems rather leading. I LOVE living in a vibrant, busy, thriving neighbourhood. HOORAY! For the activities of the Greater Victoria Harbour Authority.

3. Survey Content Suggestions

Rithet: Too many topics (*in survey*)

Belleville: Category of “no opinion” would have been useful

Boyd/Dallas: Some questions under 4. Not applicable. Should not lump together residents and those who only work here.

Douglas: Q4 – should have been one more column “No opinion/does not apply to me”; Q8 – is good but not only living room, bedroom location should have been separately included; Q11- living and working in JB should be separate questions because those who only work here most likely never encounter some of the residents’ problems.; state the date by which questionnaire should be submitted. I am afraid that when the questionnaires will be tabulated and percentages examined, the (likely) skewed results will not give a true picture of the situation in JB. A good idea and an opportunity partly wasted ...

Olympia: I think this survey is missing some important issues related to families.

Ladysmith: Question 4 also needed a “no opinion” choice, as I am not personally aware of drug or burglary in the neighbourhood.

Douglas: #4 would have liked “don’t know” or “no opinion” option.

Belleville: You should have a “not applicable” column. I did not feel by checking something that I was being very honest.

Dallas: You should provide a means to respond to this questionnaire online. Via blog might also work)

Oswego: Can hardly read this on green paper.

Douglas: Next time print on lighter paper. Older people need higher contrast in order to read.

Lewis: Questionnaires for elderly people need to be on white and written in black. Green is about the worst colour for reading.

4. Survey Next Steps

Ontario: What is to be done with the results of this survey information?

Toronto: (R) You’re banging your head on the wall if you think this survey will have any change to James Bay. We’ll keep banging however & hope to get a council like Oak Bay or Fairfield (we should all be so lucky)

Douglas: TOO MANY noise/traffic/pollution studies – just do something.

5. General JB Comments

Kingston: In 20 years James Bay has changed from a transient, rundown area, overrun by street people into a vibrant, beautiful urban area that is now one of the most desirable places to live.

Rithet: But for all the problems above, shared by all present-day communities, James Bay is, and feels like, my home!

Michigan: James Bay is the best place.

Douglas: Please give us back our quiet little neighbourhood!

Dallas: Beautiful world-class cities do not give their downtown or residential streets over to buses.

Clarence: Wealth pouring into the City – always has (*been*) through harbour – such an amazing City. We can share it.

Powell: *Access to Amenities* – Closeness is reason we moved here

Montreal: This is a great community under siege by a few unethical business people at the expense of our health.

Dallas: James Bay is still a desirable neighbourhood, but traffic problems have definitely worsened.

Dallas: Love the neighbourhood & the closeness to all the activities, events & festivals downtown.

Dallas at Montreal: Best place in Victoria but traffic safety, pollution, etc., need improvement. Thanks for caring!

Montreal: James Bay is a very “comfortable” neighbourhood with convenient access to most services.

St Lawrence: I think this is a great place to live & would like it to remain that way. Maintain diversity & accessibility. Maintain character as new developments are integrated into the community.

Montreal: James Bay used to be a paradise – now!!! It really hurts seeing the deterioration of a once beautiful place: I now have great appreciation of how the first nation people must feel.

Erie: This is the most exciting & vital part of Victoria and worth every ounce of keeping it clean & inviting.

Erie: Having lived in James Bay for only two years, our opinions and priorities are not yet fully formed.

Dallas: Difficult to assess many questions, as we are living high in a 6 floor building.

Dallas: (R) We do love James Bay, after 3 years here. The community centre could stand freshening up.

Heather: I love living in James Bay and can walk to everything.

Michigan: The joys of living in JB far outweigh the concerns. As or when people move to public transportation, cycling & walking our traffic & noise issues should become less of a problem.

St James: Sense of community less as a result of new development and absentee investors. With that and the cruise ship circus I'm thinking to move out of James Bay.

Michigan: (R) I enjoy the area very much except for the odd house with young renters who party a lot & create noise all night. I call police, they don't seem to care.

Rithet: -unable to answer questions due to recent move to area.

Clarence: I like it here and am able to see it as a good place to live.

Michigan: It is a good place to live but I didn't have an opinion on some of these.

Montreal: (R) James Bay looks run down & ill-cared for. Needs paint and clean-up. Unsightly telephone poles remain an eyesore – even when new buildings are built.

Niagara: Awhile I realise that some parts of JB suffer from noise & exhaust fumes, overall I think we live in a fabulous neighbourhood & grow weary of the endless complaining about everything & anything. We are lucky to live in a historic, attractive, diverse, walk-able neighbourhood. We think the quality of life here is excellent.

Montreal: Remains the best neighbourhood in the city.

Douglas: Needs a more "community village" look and atmosphere. Needs more flowers and flower beds. The 'Welcome to James Bay' flag by bus stop faces Simcoe and looks tattered with holes it it!!

Douglas: Please have another survey on beautification of James Bay instead of just a 'statistical' survey. Not enough room here for ideas – shame on you! These are just statistical numbers that don't change anything. The JBNA is too formal and doesn't listen about ideas for the village.

Laurel Point: (R) We love James Bay though we are part-time residents from California (come here every year and just bought a house!). This is a small town within a bigger city – but not the American isolated suburb/exurb. Everything we need is here (usually) and people are helpful and civil. We've made many friends (8 at Shoal Point condos) and enjoy the local activities for locals and tourists alike. Suggestions?? Like to see railing on Ogden breakwater.

Menzies: (R) (newcomer) James Bay was recommended to me, by my daughter, as a diverse neighbourhood. It is. I knew there was a mix. I did not expect the number of disenfranchised I have seen. I don't know if they are homeless but I've seen someone asleep in a doorway, and been panhandled on many occasions by guys on bikes. There seems to be a rough element I was not aware of. The noise is that of a city and the rowdiness is usually confined to Fri & Sat nights. As a newcomer I'm not thrilled with the ambience but I'll give it time. So far I don't feel threatened, and I do like the convenience of Thriftys, coffee shops, bank etc. I hope that it can maintain a safe, friendly neighbourhood atmosphere. Good luck!

Michigan: Overall, I have enjoyed living here. Much better than facing the opinionated people in Esquimalt – that was a real nightmare. We must prepare for possible power outages due to our sun going into its vereo cycle beginning on March 25, 2007. The problem could start on May 28, 2014, but it is likely there won't be a problem. The GA is uncertain.

Douglas: Nice place to live – quiet at night except for the odd drunk shouting on the way home.

Superior: We have lived here for many years and have witnessed the slow decline of our community. Too much fast traffic, cruise ships.

Superior: (R) Not sure what this survey is trying to accomplish. It seems rather leading. I LOVE living in a vibrant, busy, thriving neighbourhood. HOORAY! For the activities of the Greater Victoria Harbour Authority.

Oswego: Generally a decent place to reside.

Toronto: A wonderful place to live.

Erie: Very much like James Bay! Came from Oak Bay.

Michigan: Generally speaking, my part of James Bay is a wonderful place to live.

Beckley Ave.: A lot of these questions are associated with the fact that we live in (James Bay) an urban area attached to the downtown and tourist attractions. We must not resent that because we live here. The tourists and business that service this industry are critical to the health of Victoria. We shouldn't/I hope this isn't a Nimby Survey. Although I agree we should educate ourselves to properly manage our community. My 1st priority is to attend city council meetings that are reviewing developments that could provide housing for families.

6. Tourism

Dallas: If a city is created for residents. Tourists will love it; a city created for tourists becomes unlivable.

St Lawrence: Lighten-up about the cruise ships. Tourists!! They make our community come alive!!

Dallas/Turner: Cruise ships are here to stay! You must change the buses !!! Slow them down! Put up speed monitors ! Signs that say no exhaust brakes! Have some cruise ship Free weekends. Change the buses to electric ASAP !! Smaller buses ! (many buses only have 4 passengers when they go by our house!)

Belleville: People (tourists) cross the street anywhere

Belleville: we love being in the centre of things. We watch the ships, planes & buses and take tourists pictures for them. They are the livelihood of our community.

Erie (F): Destructive impact of tourism on community.

Toronto: Victoria is a city with no purpose beyond tourism. Most business is done elsewhere (Langford Colwood). Tourists come because Victoria is quaint. It is no longer quaint-it is an empty shell like so many American downtowns.

Douglas: Love the cruise ships and the tourists-can't have too many!

St James: *littering* – frikkin tourists

Douglas: The tourist industry is very important to Victoria and if certain aspects could be annoying for some people, I would say “choose your living area carefully”!

Dallas/Turner: Poor traffic management when cruise ships are in!!

St. James: We cater too much to the tourists and cruise ships.

San Jose: I am tired of hearing how much these cruise ships mean to the City economy; little of it is returned to James Bay; we are just being whored out to other interests.

Government: Cruise ships way too many! And it seems it will get worse! Yikes...

Ontario: Lack of control of cruise ship pedestrians – no specific boulevards from ship to town.

7. Littering/Graffiti

Battery: While I like living in James Bay, the area has definitely gone downhill since I've been here. I especially note seeing graffiti spray-painted on the shore rocks (and nothing done about it) and charred logs all along the shore – it's time people were arrested and made to clean up their mess.

Dallas: Lack of cleanliness at entrance to Thriftys and the mall. Bird droppings, etc on railings outside eating businesses.

Niagara: The overall “cleanness” of the village is a concern - litter/garbage can be seen everywhere. Perhaps we need more garbage cans.

Michigan: Need to remove/repair graffiti as soon as it happens – research proves it will less likely continue because the vandal isn't receiving recognition or attention – city by law to require ID to sell spray paint??

Dallas: Smoking on both sides of streets spoils the comfort of non-smoking walkers.

Dallas: (4. *Littering:* I am so tired of seeing furniture, clothes, toys left in the street).

Unspecified: The cigarettes littering more on street corners, especially all around James Bay square and Thrifty's where people come to shop. People spewing out toxic smoke make it very difficult to breath going in and out of Thrifty's.

Ontario: Too many apartment complexes keep their yards nice and their parking lots look like slums and dumpsters.

Olympia: Littering – cigarette butts in playground.

Michigan: Individual home owners don't do their share of cleaning sidewalk after storms.

Toronto: James Bay is a great neighbourhood. Everyone you talk to agrees - Each day on my walk I pick up litter. Why are 6 litter bins on Government/bus/legislature side! Yet not one opposite? Ditto Dallas Road between Government and Breakwater. Ever seen the litter on Michigan Street? – No bins in sight.

South Turner: Do something about graffiti.

Toronto: (4. Littering: More garbage cans in Beacon Hill Park).

Oswego: Littering: cig butts thrown on dry property.

Medana: Parking lots on Menzies should disappear or at least they should shovel their winter sidewalk snow.

Government: The graffiti is an ongoing problem.

Dallas at Boyd: (4. Littering: People selling and leaving stuff on the curb).

Unspecified: (4. Littering: Because of Starbucks and other fast food/take-away businesses).

Dallas: Great, clean neighbourhood. I walk until 9:30 p.m. by myself exploring and feel safe to do this.

8. Parking

Oswego: Need to have less baseball in MacDonald Park – creates parking problems.

Michigan: Visitor parking is the pits. Children not able to visit because of all the parking tickets

Michigan: Some neighbours abuse street parking. We have a neighbour with a double garage who uses it for auto body work and they park several vehicles in front of neighbours' homes. We need bylaws to prevent the residents' abuse of street parking privileges.

Michigan: Houses on Michigan being replaced by side-by-side duplexes with 2 basement apartments resulting in few parking spaces on the street. Most single family homes seem to have a basement apartment – more cars. These owners should put parking in their front gardens. Also, apartment building tenants are taking up space on the street.

St. James: The biggest issue/problem for us is parking! Many non-James Bay residents park here – the Community School has no parking. People who work in James Bay Village use our streets as well, leaving no room for residents. Please stop any development that adds to this problem. No to more density in James Bay!

Toronto: Reduce cars by taxing parking. How about a car-free James Bay.

Dallas: Illegal overnight parking on Dallas (some for weeks)

Dallas: I live on a stretch of Dallas Road without “Residence only” parking and so I am often unable to park in front of my home. Also there is no time limit for the parking of vehicles and it is not uncommon to have vehicles left on both sides of Dallas Road for hours on end 1 or more days at a time. Even RV’s and buses sometimes park for hours while the occupants disappear likely downtown. Free parking I suppose.

Rithet: 2) why has an RV been parked in a 1 hour zone by Bird cage corner store for the last 2 months?

Douglas: Free parking outside, opposite Terry Fox statue area, is appropriate but trucks (very large ones with ladders) should not be permanently parked outside this residence. Free parking for cars and visitors is fine BUT people who work in town have a daily habit of parking in the spaces every work day till 5:00 pm when they depart.

Dallas: Generally James Bay remains an excellent place to live. But there is already serious overcrowding in the area; the parking space in the village is extremely limited, and there is far too much traffic there for safety and convenience. Further development, whether residential or commercial needs to be very tightly controlled.

Erie: Parking allowed too close to stop sign on Simcoe at Montreal. Van and trailer parked there full-time – a collision is imminent!!

Dock St: Dangerous and illegal parking at and around intersection of Dock and Niagara when there is baseball. With many pick-up trucks, vans etc., you can’t see a thing when you come from Dock to turn on to Niagara.

Dallas: Get rid of “residential only” parking signs or charge resident extra property tax for parking space.

Kingston: Parking in our “residents only” zone by unauthorized vehicles – is a big problem.

Ladysmith: Have parking 1 side only on Michigan St. Need ‘residents only’ parking on Ladysmith. Increase off-street parking for sports ground.

Michigan: (4. Vehicle parking availability: Toronto at Government).

Lewis: (4. Pedestrian safety: on Lewis).(4. Vehicle parking availability: on Lewis).

9. Street Maintenance

Niagara: What about road maintenance? Highest priority !

Niagara: Road work. Extremely noisy. Random hours, often early in the am then nothing for the rest of the day. Seriously disruptive for families with small children !!! Necessary but more predictability re: noise would be good.

Dallas: (R) Surely James Bay pays enough in property taxes to repair roads and hire police presence.

Dallas: The streets need to be done properly. They are too old and very rough and bumpy.

Ontario: Road maintenance (especially during winter and snow) – potholes, uneven surfaces.

South Turner: Throughout City lack of street yellow line painting, white parking 3-minute zone, etc. are deplorable. They haven't been painted for years.

Michigan: Condo constructions close street lanes for weeks. They should have 48 hours to do the work. Streets are public – not parking for workers.

10. Other Roadway Issues

Avalon: Would like the JBNA to be pro-active in asking Victoria City Council and the Harbour Authority to develop five-corners as a pedestrian plaza, Irwin Park as a sculpture Centre, and Ogden Point as a safe place for tourists.

Rithet: I've not walked (or scooted) after dark for 12 years. Used to like it a lot – now I don't feel secure – maybe its age, but I think it's a change for the worse.

Niagara: 4. All (28 ranking): Not a large issue in our part of James Bay, but major in others.

Michigan: Traffic volume up generally due to developments; second most populated area in B.C.

Dallas: I would like better closures between Niagara Street and Dallas Road. The cement barricades are not a pretty sight to see for the tourists that come off the cruise ships. I'm sure something more eye-pleasing and just as effective can be put there.

Oswego: Need amenities (i.e. Oswego as green pedestrian walk and all traffic goes to Dallas Road).

Superior: B & B's that are unprofessional (parking, smoking, garbage, recycling volume, etc.).

Michigan: Move water aircraft in front of the Uplands district !!

Michigan: Could streets be converted to one-way?

St. James: (3. *Dissatisfied:* they assume we want to become even more crowded!).

Douglas: Need more seating benches for seniors!

Michigan: JBNA should lobby for the Coho ferry to remain where it is – our character.

Unspecified: (4. *Dangerous driving:* use of cell phones while driving).

Unspecified: (4. *Maintenance:* neglected, run-down houses).

Douglas: The seagull, crow, Canadian geese and duck populations continue to grow. I think this is due to the people who constantly feed them. Because of that, there is increased noise and mess. Also fewer songbirds.

South Turner: How many feet/meters can the ocean rise before James Bay has problems?

San Jose: I know street cars and shore power cost money. However, if we can bail out banks, etc., let's bail out people and neighbourhoods by preserving quality of life.

11. Sewage

Luxton: Great concern that if the construction of the unnecessary sewage treatment plants takes place, the entire waterfront will be obliterated during the construction period (for piping between Clover Point and Esquimalt). More damage to the environment and 25-50% increase in municipal taxes. This madness must be stopped before it is too late!!

Ladysmith: Sewage treatment is also a concern

12. Affordable Housing

Olympia: Affordable housing! We love James Bay and would like to stay, are involved in the community etc. but rental prices have shot up astronomically. We make too much to qualify for subsidized housing, but not enough that \$1400/ month is reasonable.

Michigan: (R) My priorities (you did not list) are: (1) lack of affordable housing (2) lack of a community plan.

Dallas: Rental accommodation, scarcer & outrageously expensive for the inconvenience of tourist traffic suffered.

13. Events:

Simcoe: For the sake of neighbours of our several halls and the JBAA, I wish the curfews for events held there could be more strictly enforced. I'm not against these halls having events, but the 2:00 a.m. and the releasing of the drunks on weeknights can be disruptive at best, violent in some of the worst cases I've experienced.

Montreal: Accessibility of street to car during parades, races, etc.

Montreal: Congestion of Bellevue Street during special events.

14. Ogden Point

Dallas at Boyd: (R) I think this survey is skewed in a negative way against the cruise ships. Ogden Point is an interesting part of our neighbourhood that we enjoy. Better traffic routes may help resolve resident issues. The cruise ships and float planes were here before we moved in. Better management may help with the noise pollution.

Dallas: No full-time on-site security personnel at Ogden Point to prevent car and motorcycle stunting along with other unauthorized traffic.

Avalon: Make the breakwater safer, with handrail on at least one side, and some benches

Laurel Point: . . . Suggestions?? Like to see railing on Ogden breakwater.

Simcoe/Michigan/Superior: 3.Parking We understand that the JBNA frequently discusses parking when it comes to how many spaces are being set aside for certain developments. That isn't our concern here. We have 2 types of parking concerns.

There is parking on both sides of Michigan street. Unless vehicles cozy up to the curbs nicely, two vehicles travelling in opposite directions can't pass without one having to pull into the end of a driveway to let the other pass. This manoeuvre effectively blocks residents from temporarily entering or exiting their own property. Perhaps vehicles are larger than they used to be. One thing for sure, this street should only have one way traffic now.

And then there is that honking horrific size of a parking lot known as Ogden point. This is possibly one of the worst uses of space in James Bay. Now, we understand this land falls under Greater Victoria Harbour Authority control. Still, you'd think if we – the neighbourhood – came up with a viable proposal to upgrade the property to better serve everyone, they, the Harbour Authority, would likely listen. Think positive!

Aboriginal art on the breakwater, new paint on the pier buildings, a few benches and flowers at Dallas Road and a gazebo with Ogden history are all great improvements around the outside of the space. Apart from that, the space is really unsafe for pedestrians, ugly to look at and poorly utilized. So, here is our group proposal ...

At the Helijet end of Ogden Point, we propose a multi-story, LEEDS constructed parking garage to be used only for paid parking of buses associated with cruise ship passenger transportation. Cost would be partially offset by parking fees. The building would be constructed so as to muffle the sound of buses starting and warming up, thereby winning over neighbours. The building's air circulation would filter out pollutants from exhaust also pleasing the neighbours. The sides of the building would be used for James Bay artists to display their work thereby avoiding graffiti artists and promoting local art. The roof of the building would be community garden plots with preference given to those most directly affected by air, noise and traffic problems as a result of the cruise ship industry. This would be a win-win situation for the Harbour Authority and James Bay. Think how impressed visitors would be too with our green initiatives!

In the middle we'd leave open space for taxis, kabuki cabs, carriages, and limos.

They would only be allowed to run engines when passengers are actually in the customs/immigration buildings. On non-cruise ship days, this space could be used by charities or special interest groups (daytime only) jointly approved by the JBNA and the Harbour Authority. This should deter motorcycle use. The section closest to the breakwater would also be paid parking using solar meters such as around the Legislature. This would be much needed public parking which could be used daytime only (suggested 8 am to 6 pm) for Campers and buses which bring school trips to places like the museum or buses needing a space to park overnight because they can prove they are for tour groups occupying one of James Bay's hotels. Again, no start ups until 8 am. Must be parked by 6 pm No campers overnight. Between these rows of parking (also room for cars) we'd put sidewalks for locals and cruise ship passengers to safely enter and exit the lot. There would be white road strips to indicate where they should cross. Between rows we could also put small hedges, rows of flowers or grass. These would be tended by local volunteers, much like Government House has volunteers. Perhaps, JBNA or Victoria AM could schedule the volunteers. The whole lot would be policed by commissionaires, preference is possible given to those who live in James Bay, and paid for from parking revenues.

By appearance this would really say "welcome to Victoria". We'd all be more environmentally conscious. Neighbourhood and Harbour authority working together for a common good. James Bayers would be proud! What's there to lose? Heck, even the FEDS and Gordon Campbell might chip in because of the green factor if for no other reason.

15. Social Comments

Government: We could also use some people from places other than Alberta.

Oswego: Bring back fog horns, I miss the fog horn & so do anyone out on the water. I think the complainers live in the condos along the harbour entrance – the fog horns were here first.

Michigan: (R) I'm not sure how you expect the average neighbourhood resident to have knowledge to be able to answer these questions. Survey seems to focus on Shoal Point, Ogden Point issues, relevant

mainly to those who chose to live near there without doing their homework and now want the whole city and neighbourhood to change to protect their property values. They should move.

Simcoe: James Bay community is like a zoo. Most residents need to be put into a cave. They are despicable, arrogant and neurotic – Fear-.

Erie: I have lived in 6 major Canadian cities and several European cities. I wish the residents of James Bay would stop complaining; it is a great area of this city in which to live. I love it all – boats, planes, scenery, closeness to Beacon Hill Park, etc.

Medana: Unlike others, I prefer more owners rather than renters in James Bay. Owners of homes and condos care more about the long-term of James Bay.

Boyd: The amount of incredible rudeness, ignorance, criticism, and other forms of negativity being emitted by a certain percentage of so-called “senior citizens” is just as disgusting.

Oswego: Friendliness – the majority of James Bay residents seem to engage in a culture based on arrogance, ignorance and anti-social behaviour.

Dallas and Dock: James Bay – people friendly – interesting small streets and housing – lots of green and ocean – wouldn’t live anywhere else, great community.

Toronto: Littering – a city wide problem – a slob is a slob.

Powell: If one chooses to live downtown, noise, traffic, development, etc are part of the landscape. If you don’t want it, live somewhere else. It amazes me that your association will support a private club (lawn bowling) but oppose development of high rises which increase density & avoids sprawl into real green-space.

Laurel Point: We love James Bay though we are part-time residents from California (come here every year and just bought a house!). This is a small town within a bigger city – but not the American isolated suburb/exurb. Everything we need is here (usually) and people are helpful and civil. We’ve made many friends (8 at Shoal Point condos) and enjoy the local activities for locals and tourists alike. Suggestions?? Like to see railing on Ogden breakwater.

Dallas and Dock: James Bay – people friendly – interesting small streets and housing – lots of green and ocean – wouldn’t live anywhere else, great community.

Toronto: James Bay is the friendliest part of Victoria. Everyone willing to help.

St Lawrence – Oak Bay: (R) When mother & I came here in the late 60s JB had a petty crime problem. Now people just seem “indifferent” or not engaging.

Dallas: People should quit complaining about growth in our local economy. Remember people, all those noises that you complain about contribute to keeping Victoria’s economy going full circle.

16. Provincial/Federal Governments

Dallas: Health system is expensive for any individual staying for periods of time in Canada (who are not citizens). Just as expensive as the US. No non-citizen can afford basic health care here unless they are independently wealthy. Shame on your system!

Dallas: On a different but related topic, I find it ironical & hypocritical that a Government that holds itself out to be so “green”, takes steps to control automobile emissions in Vancouver but NOT in its own capital city. I refer of course to the AIR CARE programme.

Luton: Cities need more priority with federal and provincial governments.

17. City of Victoria

Dallas: City Administrators should live in the city. Maybe they would care about residents if they did. City Hall does not value residents.

Simcoe: (municipal officials) lack of action: homelessness & by-law enforcement (traffic noise etc)

Dallas: (R) Dallas Road with its lack of crosswalks, stop signs. has become a speedway with noisy careless cars & big buses. Is there no noise bylaw in Victoria? The noise of motorcycles, loud speakers, planes, buses is not acceptable.

South Turner: The city appears to be using JB as a show piece (horse drawn, etc) but not investing in public space; boulevards, sidewalk modifications, Irving Park children’s facility, possible cobblestone sidewalks like other cities. Why?

Dallas: Municipal Council and Mayor in the past 6-8 years have not been thoughtful in their growth approvals eg. dense housing. Superior and Douglas streets seem to lack space for moving vans parking & garbage pick-up.

Simcoe: James Bay is the densest population area in Victoria yet there is no guarantee that we are represented on city council. Decisions are being made by people who might not live there. That’s not right.

Douglas: I would like to see the James Bay plan passed/zoned/enacted by City Council.

Toronto: (R) You’re banging your head on the wall if you think this survey will have any change to James Bay. We’ll keep banging however & hope to get a council like Oak Bay or Fairfield (we should all be so lucky)

Erie (F): parking for the public & residents is a major problem & the city solution is to ticket ticket ticket ...

Dallas: By not solving the traffic problems caused by Ogden Point, City Council is complicit with the GVHA in selling out James Bay in favour of tourist dollars.

Simcoe: Lack of follow through on issues at City Hall. For example, there are three residences on Simcoe with the # (*number omitted for privacy purposes*). This was reported to City Hall but nothing has been done.

Unspecified: James Bay is a geographically favoured community; it is an early victim of greed or capitalism of those (mostly from other places i.e. Calgary Vancouver) intent on making money from housing. Apartments were not popular in the 70s (i.e. cracker boxes). 40 years later we have the same greed, only for those better financially endowed.

Unspecified: This goes along with a lack of leadership at local government. Councillors may not be “paid off” but I suspect they like the exertion of power to amend development plans. Development really needs to be in the hands of locals, not outsiders making token concessions to the city i.e. art gallery, low-income housing, parking etc.

The public may get a chance to speak at a hearing but by this point the city staff has already given their rubber stamp. Really much has been approved before the public learns of this. Or when they reply, it is NIMBY or they are accused of being petty or cranky old people. Developers do not help the economy much. There may only be one or two employed full time.

The public gets in new people who have no need to be especially friendly and people who were from here get forced to Esquimalt etc for lower costs. It's mostly Council's fault. They say they will listen to neighbours etc. but few do – they lie, prevaricate, and use developers arguments.

Councillors come and go while the public gets stuck with their lack of communication and lack of leadership. The population dies off and is displaced and what was once here is forever gone. It's a sell-out of a community by people who broke promises at City Hall and by outsiders. City staff worsen the problem exponentially.

Unspecified: (regarding parks/green services getting lower) Recently Chris Coleman was musing on TV about the possibility of bringing, I think it was the Grammy Show to Victoria? Where are this city's priorities? Who is going to vote for the mayor and the next council at election time...The people from the region who attend one event or the people from city neighbourhoods who are seeing services for which they are being taxed reduced?

18. JBNA

Clarence: James Bay is changing but in a dynamic vital complex way – very interesting. I enjoy the passionate voice of the JBNA in JB. I get the impression of a high community involvement to keep JB a good place to live – which it is.

Erie: Good to see an association that polls its populace.

Michigan: Survey- It is good to have vigilant leadership to keep an eye on things.

Dock: (R) *Quality of Property Development* – Good work by JBN Association

Belleville: My one concern is the distance to reach a bus stop Except for this problem, the James Bay Neighbourhood Association does a very good job.

Niagara: Would like to see more effort made for various community organizations to work more effectively together.

Unspecified: I think it is a shame that the organization that is supposed to represent us all seems such a closed, rigid body that has lost its own self-importance. It is not welcoming of newcomers or new input and needs a new president to revamp the association.

Oswego: It would be nice to have the JBNA more accessible to the residents.

Simcoe/Michigan/Superior: We didn't care for your survey, nevertheless myself and a small group of baby boomer/senior renters from Simcoe, Michigan and Superior wanted to have our say. I don't attend your meetings. I do read about them in the Beacon. My neighbours have all, at some point attended JBNA meetings but not anymore. They stopped going because basically they were disillusioned and turned off by what they saw happening or not happening there

The JBNA Community voluntary service can be time-consuming and thankless. Thanks to those Board members who have served. Now, it is time to graciously step aside and let others try their hands at plaguing issues. This association's board no longer has the pulse of most people in the community. It has become too fixated recently on issues dealing with cruise ships and float planes, issues which hold minimal interest for those not living close to the action but still in James Bay. Hey JBNA, what about the rest of us?

That is part of the reason why new members are not joining or coming forward to serve on the Board or committees. Others who left, won't come back until things change. Trust me. These people care about James Bay too! They want to be able to work with other Board members. They want to be heard and respected at meetings. They don't want to present research and be ignored. They don't want to hear Board members continuously saying that they will do something because the Board member has all the contacts and knows best. You aren't demonstrating that you are interested in keeping new members interested. You aren't demonstrating that you are willing to let others do things so that more people from James Bay will be able to learn and accomplish things.

There is no shortage of highly qualified people in this neighbourhood who will step forward if they are allowed to participate, if the volunteer work they are given allows them to learn. Contribute or hold their interest. Yes, there will be initially steep learning curves as others have closely guarded information, experience and contacts over the years, but it can and should be done FOR THE NEIGHBOURHOOD.

We propose limiting the amount of time Board members can serve, like at the James Bay Community Project. They'd then have to give someone else a chance to serve for at least 2 terms before they ran again. New blood brings fresh ideas and attitudes. New blood keeps people coming out and interested. It is no longer good enough to just give lip service and bitch to many issues. We need leaders who can bring in fresh ideas and act.

19. GVHA

St Lawrence – Oak Bay: parks & public spaces – always under threat by GVHA.

Erie (F): off-leash dogs are a major problem yet the City & GVHA seem unconcerned.

Dallas: The GVHA must “clean up” its act and be responsible to the citizens of James Bay !

Superior: (R) HOORAY! For the activities of the Greater Victoria Harbour Authority.

Unspecified: And then there is that honking horrific size of a parking lot known as Ogden point. This is possibly one of the worst uses of space in James Bay. Now, we understand this land falls under ----- Harbour Authority control. Still, you'd think if we – the neighbourhood – came up with a viable proposal to upgrade the property to better serve everyone, they, the Harbour Authority, would likely listen. Think positive!

Oswego: I realise the city is happy for the Ogden business and its hard to mix commercial with residents. But something must be done.

Erie: The role of the Greater Victoria Harbour Authority (unelected and unaccountable) in the increase in traffic and pollution in James Bay.

20. Noise / Emissions /Pollution

Toronto: When I lived in the west end of JB Ogden Point noise (helicopter and cruise ships) was a major issue. Now, living at the NE corner, sirens & motor cycles are the major problem.

Dallas Rd: (R) Air pollution caused by emissions from helicopters (excess fuel). Float planes and cruise ships has a major impact on our enjoyment of the outdoors and on warm summer days the indoors of our condo. This is the overall no 1 concern followed by excessive noise levels.

Ladysmith: Air pollution (all forms) is of highest “Quality of Life” concern.

Douglas: Environmental Issues.

Dallas: (over 75) No. 1 problem is air pollution. It is so bad that metal ornaments etc. get tarnished about 3 times as quickly as anywhere else we have lived & I've reason to believe it has also affected the health of one of us.

Superior: More traffic, helijet and cruise ship fumes, ambulance, cruise ship announcements and horns, speed and volume of buses.

Dallas: Air and noise pollution and health affects to community may not balance with funds received by Butchart Gardens, 2 shops and private owned marine facilities, i.e. pilot boats.

Douglas: (R) I do believe we should maintain all noise and pollution bylaws and do something to improve the safety of the streets crossing Menzies, near Thrifty's.

Douglas: All emissions should be redirected. This will take time – standards should be set. We have to balance jobs with ecology. Young people, especially students, depend on summer jobs.

Ladysmith: I think more focus on emissions, air quality and traffic calming measures would be great. Ban on pesticides for residents.

Erie: Why is it (*planes, buses, helijet*) allowed to continue? Obviously the power brokers who sit at the table at all levels of government, have never heard the maxim about governing for the people in a democratic society. There is no doubt that they govern for business interests against their own citizens and the situation in James Bay is just one bad example.

Avalon: As we have not lived in the community long enough for most comparisons, but have noted the air quality – dust debris is more evident than our previous residence.

Ontario: To us the “noise pollution” has been the biggest and most steadily increasing change over the last 10 years or so. We have always had the horse carriages & float planes but everything else, including buses & vehicle traffic has become increasingly intense. We do not enjoy conversations sitting outside in warm weather. Depending on the wind, emissions can be very strong smelling.

Belleville: Please establish new by-laws so as the appropriate businesses are forced into making changes to the buses/planes as the citizens of James Bay are being poisoned by all their emissions.

Dallas: City Council & GVHA seem determined to increase noise & pollution in James Bay as much as possible !

Dallas: (R) Dallas Road with its lack of crosswalks, stop signs. has become a speedway with noisy careless cars & big buses. Is there no noise bylaw in Victoria? The noise of motorcycles, loud speakers, planes, buses is not acceptable.

21. Aircraft

St Lawrence: There is one problem not covered and it is a major one in my neighbourhood. Helijet Fuel rain: I am not speaking of exhaust, but unburned fuel that rains down on my neighbourhood and me, especially when a light breeze is blowing from the heliport across the street to my home (as it usually does). I can feel it fall on my skin and I can see it on my windows, car, anything outside, to say nothing of the smell. The cancerous consequences of this scare the crap out of me, to be blunt. As for noise, if the military has, and they have, developed 'silent rotor blades' for silent military approaches for obvious reasons, then Helijet must have certainly have access to purchase such rotors. But the unspent fuel: It is killing me slowly and there is nothing I can do about it but leave James Bay, and I love it here.

Dallas: I see the problem with not only helijet noise but breathing the emissions is downright unhealthy. Also, the 'oil slick' is visible on the side of my house.

Montreal: Floatplane noise!

Belleville: Floatplane noise & unhealthy air

Dallas: Emissions from Helijet, buses, cruise transport, noise pollution, buses, motorcycles, emergency vehicles (on non-emergency responses)

Dallas: Noise from planes and helicopters is deafening.

Dallas: Pollution from planes and cruise ships is toxic (have to close windows)

Montreal: Aircraft noise getting worse

Montreal: The noise & air pollution from float planes makes this an unpleasant part of town in which to live.

Ladysmith: Fumes from aircraft – on occasion I cannot sit outside in our yard because of aircraft fumes and so strong.

Dallas: Strong Helijet fumes entering our building.

Lewis: The constant complaints about cruise ships are tiresome!! They contribute millions of dollars to our economy. Surely for 4 months of the year, their arrivals and departures can be tolerated. They are not noisy. Float planes are the real nuisance and never stop flying.

Michigan: (Aircraft Noise: west James Bay).

Erie: Picture it ... In the shower around 7 AM. Surrounded on six sides by reinforced concrete, save for the door which is closed. The radio loudly playing CBC 1 so that I can hear it above the shower. The shower is beating down on my head and the ceiling fan is groaning on. Above all of that noise an airplane is clearly heard throttling up in take off mode. Gimme a break, eh !!

Erie: Helijet: No change here from the other aircraft. Have you ever watched the helijets take off and land. The filth pours out behind them. They may have found solace in the green buy your way out program, but the pollution keeps piling up on the neighbourhood.

Montreal: The floatplanes noise & constant stink has to be creating a very unhealthy environment.

Dallas: (R) Aviation fuel needs attention as, along with the noise and volume of traffic, it prevents us from having our windows open. Trucks removing garbage and water from ships are way noisy. Cruise ship buses, taxis, entering or exiting are overly noisy. Cruise ship buses often carry only 3 or 4 people; a better time table is needed for passengers leaving from downtown.

Simcoe & Dallas: Helijet & float planes: fumes & noise are horrible. What is allowed in Victoria is against the law in most harbour cities!

Quebec: floatplane noise – I'm glad I do not live on the harbour/Dallas Rd.

Ontario: Too much helicopter noise and fumes and aircraft smells.

Dallas: Exhaust from Helijet in my primary concern and noise from passing buses on my street is outrageous. You should provide a means to respond to this questionnaire online. Via blog might also work)

Belleville-LP: Helijet - increase the berm, the noise is deafening

Erie: We need more quiet airplanes (modern ones are quieter). Get rid of the old noisy ones.

Dallas: Coast Guard helicopter noise

Dallas: You have left off the list – Coast Guard Helicopter noise, particularly

Dallas: The large new float plane control tower is unsightly and will permit unlimited float plane traffic.

Huron: I resent the military transport helicopters coming in as late as 11:00 pm & idling for as long as 1 hour on the tarmac.

Dallas: Aircraft noise and fumes should be removed from the inner harbour which spoils the walkways and use of same.

Rendall: (specific location provided but omitted for privacy purposes) the plane and helicopter noise.

Dallas: Air traffic in the harbour must be much lower, with quieter aircraft.

Belleville: Float plane noise more frequent and much louder as previous years.

Dock and Dallas: Isn't there new technology that makes the float planes quieter?

Avalon: Floatplanes/helijet/Ogden – we do not live close to these problems but a problem for those that do.

Dallas Rd: (R) Air pollution caused by emissions from helicopters (excess fuel). Float planes and cruise ships has a major impact on our enjoyment of the outdoors and on warm summer days the indoors of our condo. This is the overall no 1 concern followed by excessive noise levels.

22. Traffic Including Buses

Kingston: We live across from the Coast Hotel, and our major problems are noise and emissions from tourist and hop-on/off buses and from the motorcycles that use Kingston as a speedway.

St Lawrence (Oak Bay): (R) The worst thing for me was “not full” tour buses going alongside our fence stopping with a loud recorded message (at St Lawrence St).

Montreal: (4: Hop-on/off noise: usually empty).

Erie: Only lived here a short time. The bus, motorcycle and truck noise is a major problem. Love the location but the noise will probably cause me to move.

Montreal: The primary irritant is the noise from those “crapped out” highway buses of ‘Cruise Victoria’, particularly when they often have only two or three passengers. The newer ‘tour’ buses are annoying but not as noisy ...

Dallas: Better ways of transporting cruise ship passengers must be addressed. There are too many buses, too noisy, too much pollution.

Erie: (R) BC Transit buses & motorcycles! Noise is so loud you cannot hear television or conversations. Tourist bus volumes and noise a major annoyance.

Belleville: Bus emissions – huge problem

Simcoe: (traffic noise/emissions etc) Bylaws not enforced.

Unspecified: (5. Hop-on/off bus noise: More so downtown on Government Street).

Michigan: (5. Tourist bus noise: I know there is the technology to make them quieter. More often than not they are empty).

Toronto: (5. Tourist bus noise: and pollution – especially cruise ship buses).

Dallas: (R) I can live with the cruise ships, tour buses. They are only here for the summer. The motorbikes are so noisy and the hop-on-hop-off buses emission is terrible. Taxi drivers seem to ignore the rules of the road!!

Douglas: Tour buses stop at “mile 0” & then rev their motors as they turn up Douglas to stop sign at Battery St. Hop on/off bus & large open bus are very noisy as well as trucks.

Toronto: Hop-on/off - Pollution! Watch the exhaust

James Bay area: (5. *Tourist Bus Noise:* noise, noise).

Montreal: Our balcony faces Montreal/Quebec corner. We cannot sit out because of non-stop, loud traffic and fumes.

Erie: Tour buses: Throttling up endlessly as they accelerate from the turn off Erie St on to Dallas Rd. It's the same on the return trip. The exhaust and oil based pollutants are enough to make a housewife cry. The same story is true for industrial trucks.

Belleville (R) : The main problem is the noise from late tour buses (and early at Laurel Inn – beepers) as they “roar” back to the ships, the loud street hot rodders and boom boxes and motorcycles yet no city bus on Belleville to the park with all the apartments and condos, we have to walk to Oswego and Superior.

Montreal: The hop-on Big Buses are stinky, noisy and often empty.

South Turner: (4. *Traffic noise:* CRD recycle truck).

Dallas: Traffic noise from cruise ships is terrible- buses and cruise ship horns, especially after 10 pm when working folks need to get some sleep. Helijet/float planes are during reasonable hours & not a problem- add a lot of character to our harbour and provide needed transportation. Often there are drag races & drivers doing donuts on Dallas Road and in the Ogden Point parking lot during the night.

Douglas: Hop-on/off bus service – way too noisy – people live in the areas they are touring and they are obviously a distraction/nuisance to our day-to-day living!

Unspecified: (4. *Traffic noise:* tour buses.

Unspecified: (4. *Traffic pollution/emissions:* tour buses.

Unspecified (R) : (4. *Traffic noise:* buses, motorcycles).

Dallas: Noise and fumes from idling buses @ Erie & Dallas bus stop.

Cross Street: Noise of idling tour buses and excessively noisy motor bikes is becoming a problem.

Erie: Bus emissions (from all buses incl BC Transit, Ogden Pt buses (PacificCoast & Grayline), tourist buses (Cruise Victoria) and bus noise is terrible at times. It is enough for us to consider relocation out of James Bay

Lewis: (4. *Traffic pollution/emissions:* on Dallas)

Montreal: Volume of tourist is totally fine but emissions can be strong and buses can be loud.

Dallas (R) : Tourism – quantity of noise pollution traffic.

Dallas (R) : Aviation fuel needs attention as, along with the noise and volume of traffic, it prevents us from having our windows open. Trucks removing garbage and water from ships are way noisy. Cruise ship buses, taxis, entering or exiting are overly noisy. Cruise ship buses often carry only 3 or 4 people; a better time table is needed for passengers leaving from downtown.

Dallas: Exhaust from Hellijet in my primary concern and noise from passing buses on my street is outrageous. You should provide a means to respond to this questionnaire online. (Via blog might also work)

Montreal (R): James Bay is a wonderful place to live. We have no problem with the volume of tourists coming in cruise ships, but the buses are noisy, smelly and usually running at high volume until almost midnight!

Douglas: Tourist hop on/off buses are also very noisy & a lot of times they are empty.

Belleville (R): Noise of motorcycles is unbearable and noise of tourist buses especially in summer months is high from 5:00 a.m. to late at night.

23. Cruise Ships

Kingston: Cruise ship emissions a big concern.

Simcoe: Cruise ship emissions blowing into my yard along with engine and horn noise.

Montreal: Cruise ship emissions not a problem for us but must be for those who live closer

Michigan: (5. Cruise ship emissions: Toxic! What are the long-term effects on our health?).

San Jose: The increase in cruise ship traffic is congested and environmentally polluting our space!

Montreal (R): Frequency and volume of cruise ships has negatively impacted area with higher taxi and bus presence on neighbourhood streets (Montreal, Oswego, etc.) and emissions from cruise ships (noxious fumes).

Douglas: (5: Cruise ship emissions: definitely need to monitor this).

Ladysmith: We think cruise ships and their emissions are also worsening and top priority.

Dallas: Cruiseboats pollution at Ogden Point

Quebec: cruise ship emissions – Could be a problem, contaminants must be entering the local air space.

Toronto: The emissions aren't good but I'm ok with the tourists.

Douglas: Pollution from cruise ships is very visible from a west-facing apartment.

Dallas: Also cruise ship bells and loud announcements when they tie up at the wharf are annoying.

Montreal: We are forced to close all our windows throughout the day until midnight when the cruise ships finally leave (very loudly). It is evident the amount of pollution they are pumping out. Surely there is an answer to this problem.

Montreal: The cruise ships stink and after its dark they really pump out the pollutions so much that it is hard to breath. Aren't there any laws against this? Why don't they use shore power?

Dallas: Air quality must be monitored during cruise ship season in and around Ogden Point area.

Boyd: The amount of diesel smoke from these cruise ships all summer is appalling. If I was a pregnant woman I would be concerned for the medical effects. They need better filters or scrubbers on their emissions.

Michigan: (4. Cruise ship smells).

Montreal: Why is it necessary for certain cruise ships to blast their horns at midnight or late/early?

Niagara: We live in a city & some noise, pollution is to be expected. To offset that, we get loads of free activities & services that others do not get. If you want total peace & quiet, you get that elsewhere, not here.

Dallas at Boyd (R): I think this survey is skewed in a negative way against the cruise ships. Ogden Point is an interesting part of our neighbourhood that we enjoy. Better traffic routes may help resolve resident issues. The cruise ships and float planes were here before we moved in. Better management may help with the noise pollution.

Dallas: The noise is sometimes intrusive but is accepted. The planes themselves are an attraction and serve the local economy.

Erie: (5. Cruise Ship Emissions: There are no emissions. Cruise ships are good neighbours).

Erie: (5. Helijet Noise: Were aware of this when moved in – no problem).

Dallas(at Montreal): No issues with noise – part of choice to live here.

24. Community Noise

San Jose: The noise and frequency of sirens in our neighbourhood has increased tenfold in the last five years!

Toronto: Noise from loudspeakers at events (i.e. runs). Cops buzzing neighbourhood in helicopter at night, Canada Day and Symphony Splash with spotlight in windows, BIG noise and dangerously low flying.

Niagara: Noise from radios on the tennis court.

Menzies: (5. Trucks: fire trucks and police sirens).

James Bay area: Lawn mowers and street vacuums on every corner real bad.

Michigan: Unnecessary noise is the only thing about life in James Bay that I'm starting to find intolerable. Tourist scooters roaring about honking and shrieking, car alarms, leaf blowers, etc., construction noise. The work on Queen's Printer started at 4:00 p.m. Back-up beepers on garbage/recycling city trucks in the very early morning, etc. I could go on and on and on.

Dallas: Coast Guard ships emissions

Huron: Fisherman's Wharf Reefers

Dallas: The specific problem to be addressed under "traffic noise" and "trucks" is the noise from refrigeration units on truck trailers. This noise often exceeds City of Victoria by-law levels, yet the City takes little or no action to enforce its by-laws.

Montreal: Hotel related noise! Neighbourhood is now usually quiet. However, noise for tourists in hotel (Coast Hotel) next door is problem – esp if before 8 am and after 10 pm and hotel apparently not concerned about this. Hotel management needs to control noise!!

Superior: Another "noise" factor is the heavy security gates on apartments at 2, 3, 4 a.m. – is there any building code to muffle this sound – it regularly wakes me.

Simcoe: Main problem, as a pedestrian or cyclist, is noise – on streets, by 'souped up' mufflers on cars & motorcycles; also some equipment as leaf blowers, vacuum trucks.

Michigan: Turn off sirens! (no need). Siren noise from fire, ambulance, police excessive (should be limited, i.e. 11pm – 7).

25. Buses

Unspecified: (4. Quantity/volume of traffic: tour buses. I may have to move. Tour bus traffic becoming intolerable. Reroute part of traffic along Douglas from 360 to Dallas!!

Olympia: My apartment fronts on to Dallas Rd. When the cruise ships are in, the number of buses passing here is hell on earth. Well over a hundred in a four hour period. I have counted them! They are totally spoiling this area. (over 75 lived here 14 years).

Belleville-LP: Traffic Volume has increased immensely. Tour buses don't need to come by Belleville, Pendray, Quebec, Montreal, Kingston – there is nothing to see. Use Superior. Plus they park all night at Ogden.

Unspecified: Laurel Point: Maybe tourist buses a little further out.

Montreal: James Bay is a wonderful place to live. We have no problem with the volume of tourists coming in cruise ships, but the buses are noisy, smelly and usually running at high volume until almost midnight!

Montreal: The traffic congestion caused by the “cruise ships” buses, taxis etc is too much !!

Montreal: (5. Quantity/volume of tourist buses: Too many buses for amount of people on them).

Montreal (R): Frequency and volume of cruise ships has negatively impacted area with higher taxi and bus presence on neighbourhood streets (Montreal, Oswego, etc.) and emissions from cruise ships (noxious fumes).

Menzies: When we lived on Dallas Road, the cruise ship traffic was terrible – buses especially on Saturday nights.

Superior: There is a lot more traffic, but it's just a matter of dealing with it better.

Montreal: Tour bus traffic volume and noise has increased dramatically. Tour bus traffic to cruise ships at Ogden Point is beyond reason. Especially since many of the buses are carrying a small number of passengers. We can no longer sit on our deck or have our condo windows open due to traffic noise. Buses run from 7 am to 11 pm. Enough is enough. Something must be done. Have counted over 200 buses past our condo on busy days.

Montreal: (4. Quantity/volume of traffic): Satisfied with neighbourhood, however, constant tour buses to cruise ship terminals, extra traffic from cabs, etc. Are ruining the area. Our quality of life has been affected and we are seriously considering moving from the neighbourhood.

Rendall: (4. Quantity/volume of traffic and Traffic noise: site-seeing buses.

Cross (R): Sometimes buses stop at Quebec and Montreal to debark bad passengers, often failing to turn off their motors. The noise and air quality and bad odor is very bothersome. On nights when cruise ships are in, there is a veritable parade of buses going up Quebec Street. These buses are allowed and yet we have been unable to get a bus stop close to our building. Other times (6:30 this morning) they back up into the Laurel Point Inn area with their back-up alarm beeping.

Michigan: Traffic quantity – more but not necessarily “worse”.

Dock and Dallas: (4: Quantity/volume of traffic: Worse In summer).

Lewis: (4. Quantity/volume of traffic: on Dallas).

Michigan (R): Let's do something about the volume of traffic especially on nights the cruise ships are here.

Montreal (R): Taxis & increased vehicles are a problem. A much lower speed limit should be put in place everywhere in James Bay.

Superior (R): We have lived in the JB area for about 9 years. During this period, the population density has continually increased around us. Many developments have been built including Shoal Point, the Reef, the Breakwater, the Oswego, and the timeshare at Kingston and Superior Streets. There has also been a significant increase in cruise ship activity. In addition, there have been many housing extension and reconstruction projects where houses have been doubled in size in occupancy. This mushrooming in density has led to a tremendous increase in automobile traffic. Public transit, on the other hand, has not kept up with the increased population. We still have about 2 buses per hour lumbering around JB. We desperately need efficient, frequent, inexpensive, shuttle and community buses to transport people around JB and to and from downtown Victoria. The current bus situation only encourages more automobile traffic.

Empty Buses/Wrong Type of Bus:

Dallas: Old double decker buses make worst noise and smell.

St Lawrence (Oak Bay) (R): The worst thing for me was "not full" tour buses going alongside our fence stopping with a loud recorded message (at St Lawrence St)

Toronto: Empty tour buses driving around and around. Can't they park somewhere with their engines OFF.

St Lawrence: I think using motor coaches as shuttle buses for cruise tourists to get from Ogden Point to downtown is totally inappropriate. Smaller shuttle buses, ferries, light rail, electric vehicles must be considered.

Montreal: Is it possible for tour buses, the Big Bus, etc., to only go one way down Quebec, Montreal, Kingston, etc. And go on another route to go back? Also, maybe cruise ship buses could be smaller, less noisy type.

Erie: Why large highway buses (most are almost empty)? Use smaller buses to a hub – use electric technology.

Erie: Re tourist buses – small shuttle buses are fine; the vast majority of the “trans-continental” type greyhound buses that shuttle back and forth of our home (usually with 2-3 people aboard) are a problem.

Belleville: Since the ‘Big Bus’ is never full – I think it could be replaced with a much smaller, fuel efficient vehicle. The same could be applied to the ‘Cruise Victoria’ buses.

Douglas (R): Tourist hop on/off buses are also very noisy & a lot of times they are empty.

Dallas: Ban all buses from moving people within James Bay (except B.C. Transit).

26. Speeding / Dangerous Intersections

Douglas: Speed bumps would be helpful on Simcoe from Menzies to Douglas as drivers do not heed speed limits.

Michigan (R): (5. Trucks: Speeding!). Taxis speeding, a huge issue. They go 70-80 km. Down Superior and Montreal is 30km. In one section! Yellow cabs are particularly bad. I’ve called the company many times to complain but the drivers still speed and the police are useless when it comes to enforcement. They need to set up weekly/daily road checks on all side streets – not just one!

Kingston (R): All traffic including cars, trucks, taxis and bicyclists are ignoring all stop signs. Speeding has become more of a problem. Cyclists safety is directly related to the poor attitude of the cyclists.

Douglas: Speeding on Douglas is a major problem – few drivers even slow down in the school area (30 km). I believe Douglas should be a 30 k speed limit from Superior to Dallas.

Douglas: Speeding along Douglas between Toronto & Dallas very bad. Crosswalks not observed. Children and seniors at risk in crosswalks to & from Park.

Douglas: The summer traffic on Douglas Street is much worse and excessive speed of cars is a problem.

Dallas: Taxi drivers are a rampant nuisance; dangerous driving habits, i.e. crazy fast, should be monitored and ticketed appropriately. Ogden Point traffic is a serious concern now due to increase of ships – traffic is my main concern obviously.

Montreal: taxi speed down Montreal St is a huge problem.

Douglas: Traffic too fast on Douglas

Montreal: Speedy cars around curve of Montreal/Kingston Street.

Michigan: Taxi drivers drive too fast and you can’t hear the approach of electric cars – cyclists and seniors, electric cars do not obey the road rules, i.e. going against traffic and riding on roads.

South Turner: Speeding traffic on Simcoe (from Menzies to Douglas) is a major problem – very dangerous for pedestrians, cyclists, seniors, kids.

Niagara: (5. Taxis and Trucks: drive too fast.)

Erie: traffic speed on Erie is a big problem. If all vehicles drove at a reasonable speed, noise and pollution would be reduced. Speed checks by police on Erie would be a big help. The noise from motorcycles is extreme at times.

Lewis: (4. Dangerous driving: on Lewis).

Montreal: (4. Taxis: usually speeding).

Erie: (5. Taxis: Tend to drive too fast).

Beckley Ave.: (5. Taxis: drive too fast enroute to cruise ships).

Michigan: Our speed limit for all vehicles should not exceed 40km to protect cyclists, pedestrians & noise factor

Dallas: People are driving too fast in our neighbourhoods.

Montreal: Taxis race along Montreal St on way to Ogden Pt. 30 km speed signs for the area not obeyed – recommend speed bump much like St Charles St.

Simcoe: Concerned about taxi speed along Oswego.

Ontario: The dangerously high speed of taxis going to cruise ships (esp travelling Oswego/Montreal etc) is a problem

Oswego: Taxis on Oswego are a serious problem.

Dallas (R): I can live with the cruise ships, tour buses. They are only here for the summer. The motorbikes are so noisy and the hop-on-hop-off buses emission is terrible. Taxi drivers seem to ignore the rules of the road!!

Dallas: When waiting for a city-bus at the stop across the half-way house on Dallas Rd, it is amazing to see how many drivers mistake the nice straight road between Montreal-Helijet for the INDY 500!! Something needs to be done.

27. Traffic Other

Montreal: We have noticed that the tourist buses pre idling on Montreal St for several minutes to 25 minutes and stopping in areas that block our driveway.

Dock St: Problem idling of buses at Ogden Point!

Clarence: Much of our traffic issues relate to downtown traffic. Traffic & pedestrian & cyclist safety in James Bay needs to be coordinated with that of the downtown core.

Dallas (R): I can live with the cruise ships, tour buses. They are only here for the summer. The motorbikes are so noisy and the hop-on-hop-off buses emission is terrible. Taxi drivers seem to ignore the rules of the road!!

Dallas: Dallas Rd traffic often people drive 20-30 kph when some of us actually need to get somewhere. There should be signs asking sight-seers to please keep speed limit and/or pull over to the side (lots of parking is available).

Powell: Traffic & transp - It's downtown, of course there is traffic.

Dock and Dallas: (4. Dangerous driving: Taxi in school zone). I motioned a taxi to slow down on Niagara and he gave me the middle finger!).

Michigan: (4. Dangerous Driving: i.e. persons over 90 years, etc.).

Unspecified: (5. Taxis: Don't yield to pedestrians).

Niagara: (5. All: Believe these to be major issues for other areas of James Bay).

Douglas: taxis - Meaning what? Can't get one? Too many?/ Not enough hybrids? Trucks - Meaning what?

Rithet (R): Traffic and parking are an issue, with the horses etc ... blocking traffic lanes. All the traffic created by cruise ships. 1) we need a by-law that states no more than 1 horse carriage on any given block

Superior (R): We have lived in the JB area for about 9 years. During this period, the population density has continually increased around us. Many developments have been built including Shoal Point, the Reef, the Breakwater, the Oswego, and the timeshare at Kingston and Superior Streets. There has also been a significant increase in cruise ship activity. In addition, there have been many housing extension and reconstruction projects where houses have been doubled in size in occupancy. This mushrooming in density has led to a tremendous increase in automobile traffic. Public transit, on the other hand, has not kept up with the increased population. We still have about 2 buses per hour lumbering around JB. We desperately need efficient, frequent, inexpensive, shuttle and community buses to transport people around JB and to and from downtown Victoria. The current bus situation only encourages more automobile traffic.

28. Lights/Signage

Douglas: Better signage on Simcoe – indicating one way to Douglas.

Douglas: Traffic lights at James Bay Square.

Belleville: There should be a traffic light at the corner of Cross St and Belleville St. Drivers drive too fast around the corner leading to Cross St..

Belleville: A stop sign at Belleville & our own driveway (Laurel Pt Apts) would be great.

Superior: Very few vehicles stop at the stop at St. Lawrence/Superior. Many whip round from St. Lawrence right onto Superior – very dangerous. There should be a traffic light!

29. Dangerous Intersections/Streets

Lewis: - Dallas Rd at Lewis St.: Left hand turn off Lewis is very dangerous – yellow line needs to be extended.

Superior: Traffic accelerates between lights at either end of block, some traffic calming measures for Superior between Menzies and Oswego? My neighbor moved after a few months because of it. (5.

Taxis: Driver training needed re indicating turns, and respect to other road users – bicycles and pedestrians).

Rithet: There needs to be a cut back on drivers & cyclist going wrong way on Menzies to Dallas.

Avalon: Traffic calming on Toronto St to five-corners.

Michigan: Menzies is becoming dreadful for drivers, pedestrians.

Oswego: Traffic, both tourist-related and residential, has gotten much busier on Oswego over the years. This street could benefit from “traffic calming” infrastructure to slow down traffic leading to and from Dallas Road.

Dallas: Dallas Road at Ogden needs to be widened before you have a serious accident.

Simcoe: 5 corners is dangerous for pedestrians as drivers don't stop @ stop signs & the crosswalks and yellow lines on N & S sides of Simcoe @ Thriftys & Pharmasave need to be taken off the parking. Unable to see cars going in and out of entrances.

Simcoe: Lack of control signalling at five corners – stop signs ignored most of time. Traffic lights needed to control both pedestrians and cars. Make Simcoe one way all the way.

Simcoe (R): Disregard of stop signs at all areas. Crosswalk near Croft – pedestrians at risk due to speeding and drivers ignoring them attempting to cross.

Battery: Many cars (especially new model SUV's (new to community?)) blow through stop sign at Niagara and Government Street- increase size of the stop signs???

Dock: Cars speed on Dallas without slowing when going past Dock Street making it difficult to access Dallas Road from Montreal Street (especially to turn left onto Dallas).

Unspecified: (4. *Pedestrian safety:* No respect for pedestrians. Very few come to a complete stop at 5 corners – pedestrians have right of way but few respect this!).

30. Traffic Suggestions

Olympia & Dallas: Slow tourist buses after last sailing. Put in traffic speed bumps along Dallas Road. Would also stop racing at night.

Montreal: There must be a more direct and shorter route for cruise ship buses to get from Ogden Point to the Empress dropping off area.

Oswego: the city has to address the traffic problem on Oswego St. The taxicabs and buses speed from the school to Dallas. A few years ago the city put in one of those traffic calming circles. Maybe that circle would help.

Toronto: Tourism from the cruise ships is having an impact with increased traffic so safety is a concern. Maybe speed bumps or slow signs.

Douglas: Speed limit on Douglas from Superior to Dallas Rd should be reduced to 40 kph.

Dallas: The small bit of road at the end of Dallas Rd into Fisherman's Wharf should be closed to buses & trucks. It is a very narrow road & the location requires vehicles to manoeuvre stop, start, gear up, gear down etc.

Battery: James Bay should have a 40 kph – these streets were not built for so much traffic.

Michigan at Parry St.: Michigan Street traffic speed and aggressive driving is a concern! Consider traffic calming such as speed bumps.

Superior: We need some traffic calming on main roads like Superior.

Dallas: Turn Dallas Road to "one way" traffic for safety sake.

Simcoe: We absolutely need speed bumps on smaller streets & on Oswego in front of the school. Also make Simcoe/Oswego intersection a 4-way stop.

Montreal: Consider the following on busy streets add speed bumps to slow down & discourage traffic. One weekend day/week from May-October ban all (except emergency & local) motorized traffic in James Bay.

Montreal (R): Taxis & increased vehicles are a problem. A much lower speed limit should be put in place everywhere in James Bay.

Douglas: The speed limit on Douglas is too high and there are not enough pedestrian crossings. The speed limit all around the Park should be lowered (even on Dallas Rd.)

Dallas (R): The growth in cruise ships has meant we have lost control of our streets. We need more horse carriages to slow down traffic. We should permit only horse and pedicabs for moving tourists from Ogden to downtown. We need other traffic calming.

San Jose: (5. All: These could be alleviated by street cars to downtown and shore power for the ships. I have no problem with tourists visiting Victoria and the transportation/fumes problems could be easily solved!).

Menzies: We still need direction arrows and speed bumps on the ONE WAY section of Menzies Street between Niagara and Dallas.

Dock: A 4-way stop would make Niagara and Oswego safer as cars are parked along the west side of the road and block the view for crossing Oswego going east on Niagara.

Dock: (4. Dangerous driving: Heard at night).

Ladysmith: - traffic calming especially on residential streets near cruise ships (ie Montreal. Oswego)

31. Motorcycles

Douglas: Motorcycles – especially those little rental scooters.

Belleville (R): Noise of motorcycles is unbearable and noise of tourist buses especially in summer months is high from 5:00 a.m. to late at night.

Douglas: Motorcycles/cars noise & speeding, especially in the evening after 10.

Douglas: #5 motorcycle noise

Montreal: (4. Traffic noise: Motorbikes).

Superior: Why does Victoria allow such noisy motorcycles?

Dallas: I can live with the cruise ships, tour buses. They are only here for the summer. The motorbikes are so noisy and the hop-on-hop-off buses emission is terrible. Taxi drivers seem to ignore the rules of the road!!

Rithet/Menzies: Motorcycles speed down Menzies with an ear-splitting sound.

Montreal: Motorcycle noise is a problem especially overnight: too loud and too many motorcycles are being rented to the tourists during the summer time, which is increasing noise around the James Bay neighbourhoods.

Belleville: Noise of motorcycles is unbearable and noise of tourist buses especially in summer months is high from 5:00 a.m. to late at night.

Erie: (5. Motorcycles: Not a problem – sometimes an irritant).

Kingston: We live across from the Coast Hotel, and our major problems are noise and emissions from tourist and hop-on/off buses and from the motorcycles that use Kingston as a speedway.

Erie: Don't mind motorcycles if they're quiet – really object to the modified ear-drum splitting motorcycles that go out of their way to create as much noise as possible.

Douglas (R): Victoria police dept. has worked hard to quiet motorcycles!! It's better.

Unspecified: (4. Traffic noise: buses, motorcycles).

Douglas: An anti noise bylaw is needed for motor bikes and noisy mufflers on all vehicles.

Michigan: I'd like to see Victoria pass a law regarding motorbikes requiring mufflers within city limits.

Belleville: Motorcycles – they ride four or five just to hear their mufflers. You can't sit out or talk on the phone or hear TV.

Belleville: Motorcycle noise – huge problem

Douglas: Motorcycles should be banned, too noisy.

Douglas: The roar of accelerating motorcycles is unbelievable in our area. We are near Beacon Drive-in but motorcyclists seem to take delight in revving their bikes as they arrive & as they leave the area.

Belleville: Rental scooters/motorcycles very dangerous on the roads.

Erie (R): BC Transit buses & motorcycles! Noise is so loud you cannot hear television or conversations. Tourist bus volumes and noise a major annoyance.

Montreal: Motorcycles speed on our street so are a safety issue as well as a noise issue.

Dallas: All sources of noise above (except motorcycles) are tolerable because they are economic in nature and therefore beneficial. Motorcycling is not, and should be banned from James Bay. Cyclists that ride cycles with accentuated noise should lose their licences.

South Turner (R): Cyclists, particularly Sundays and tourists on mopeds should ride single line; they never do. They should be ticketed.

32. Horse Carriages & Kabuki Cabs

Douglas: Love the horse drawn carriages-Clip clop of hooves is a nice sound.

Government: I love the horse drawn carriages. I love listening to them go by at night and imagining why people in this house heard 100 years ago!

Niagara: Horse drawn carriages should try to stay off busy streets. Otherwise not a problem.

Dallas: Horse drawn carriages – go to close together.

Douglas: Exploitation of horses

Superior: Horse drawn carriages as asset !

Michigan: (5. Horse-drawn carriages: They impede traffic).

San Jose: (5. Horse-drawn carriages: Make our streets safer, slow traffic, are a real asset to the community.

Boyd: The amount of horse feces, and in some cases, even urine, not being cleaned up is, at times, disgusting.

Douglas: Horse poop and urine!! **HUGE** problem.

Sylvia: Number of large horse-drawn carriages impedes traffic.

Niagara: Please return Tally Ho carriages back on Niagara St. Complainers are no longer around. Enjoyed them very much.

San Jose: The horse carriages which use a P.A. system are a rude intrusion; the others not (they have stopped coming down San Jose so perhaps they do not use the public address system anymore).

Michigan at Parry St.: Horse-drawn carriages are a great asset.

Douglas: Horse drawn carriage – manure factory and won't consider letting traffic pass.

Douglas: Carriage drivers not supplying bags for horse refuse

Government: The horse carriages are an anachronism & should be banned- other cities have done it. It's cruel enough humans (cyclists in particular) have to drive in such dangerous traffic, let alone these horses that belong on the farm, not in downtown traffic. If tourists want to see the city in a slower fashion to take it all in, lets encourage them to walk or rent bicycles or even scooters

Dallas: I live across the street from a working harbour. The noise is not a problem, the smell of horse urine however, is unbearable! We rely on the tourist trade and yet, the ugliest harbour is the first thing they see and smell when they dock?

South Turner: Horse carriages do not pull over when traffic builds up behind, even when space is available.

Douglas: horse-drawn carriages – traffic slow downs, but necessary to you tourist industry

South Turner: Horse carriages are fine except when they go 2 or 3 in a row, they can't be passed in a car. I have seen 4 in a row.

Michigan: The horse-drawn carriages are a menace and safety hazard. Our roads are too narrow to have these huge, slow-moving rigs making drivers mad and causing them to try and pass on curves and other dangerous spots. Why should a whole area suffer for a few businesses?

Dock and Dallas: The horse-drawn carriages that hold 20 or so people are really slow. And horse poo on the street sucks.

Belleville: Horse-drawn carriages should be regulated. There should be specific routes for them and the mess left should be picked up immediately.

Michigan: (5. Horse-drawn carriages: Feel sorry for the horses!).

Dallas: Montreal has a 100% collection system for the manure and urine discharged by the horse-drawn carriages. The Victoria system is so useless as to be laughable, if it were not so worrisome. If Montreal can keep the streets clean, why can't Victoria? Be nice not to have our streets smelling to high heaven.

Simcoe: Too much horse poop on the streets.

Rithet (R): Traffic and parking are an issue, with the horses etc ... blocking traffic lanes. All the traffic created by cruise ships. 1) we need a by-law that states no more than 1 horse carriage on any given block.

South Turner: The volume/quantity of carriages and pedicabs makes James Bay too congested.

Beckley: During the summer, the major problem is that Kabuki cabs and horse drawn carriages cause traffic problems.

Dallas (R): The growth in cruise ships has meant we have lost control of our streets. We need more horse carriages to slow down traffic. We should permit only horse and pedicabs for moving tourists from Ogden to downtown. We need other traffic calming.

Douglas: Horse-drawn carriages slow traffic, and in conjunction with tour buses, create issues in areas in James Bay, mostly on the waterfront. Pedi-cabs also create congestion in summer.

Dallas: The growth in cruise ships has meant we have lost control of our streets. We need more horse carriages to slow down traffic. We should permit only horse and pedicabs for moving tourists from Ogden to downtown. We need other traffic calming.

Belleville (R): Bicycles – hog the road & put us at risk. Pedi-cabs & horse buggies also put us all at risk by ignoring signs & safety.

Montreal: The kabuki cabs – when a cruise ship is in all head to Ogden Pt – 3 in a row, making it difficult & dangerous for local traffic to get home on Montreal!

33. Public Transportation

Dallas: (Public transportation) not good on Dallas Rd from Ogden Point to Government

Belleville: When you get older, you depend on bus transportation to take you everywhere. Closest bus is 4 blocks away. Many people have had to sell when they can no longer drive. When buying at Laurel Point condos 30 years ago, we like others bought because bus was 2 blocks away at Superior and Montreal. Then 10 years ago, they removed it. Its 8 blocks to Thrifty's in James Bay.

Superior (R): We have lived in the JB area for about 9 years. During this period, the population density has continually increased around us. Many developments have been built including Shoal Point, the Reef, the Breakwater, the Oswego, and the timeshare at Kingston and Superior Streets. There has also been a significant increase in cruise ship activity. In addition, there have been many housing extension and reconstruction projects where houses have been doubled in size in occupancy. This mushrooming in density has led to a tremendous increase in automobile traffic. Public transit, on the other hand, has not kept up with the increased population. We still have about 2 buses per hour lumbering around JB. We desperately need efficient, frequent, inexpensive, shuttle and community buses to transport people around JB and to and from downtown Victoria. The current bus situation only encourages more automobile traffic.

Montreal: No public transportation in walking distance

Douglas: We are delighted with the expansion of the #3 bus schedule. This has made an enormous difference to us.

Montreal: Re B.C. Transit: if a #30-31 bus made the return run to the city via St. Lawrence St. And then Superior St., it would make more sense than retracing its route.

Dock and Dallas: (4. Public transportation: More frequent #31 bus please).

Belleville: Nothing but tourist traffic (far too much) in Laurel Point area and no public transportation, hence older residents have to rely on taxi service. Victoria Transit should really look at this lack of service. It was interesting to note that as of last fall, Victoria Transit could direct the up island buses morning and evening to use streets around Laurel Point – nothing for the taxpayers in the area!

Belleville: My one concern is the distance to reach a bus stop. No. 31 bus used to run the complete length of Superior Street and now because it goes up Oswego, it cuts off a large chunk of houses. It's hard on a 94-year-old. Except for this problem, the James Bay Neighbourhood Association does a very good job.

Belleville: We need more public transportation especially on or near Belleville Street.

Menzies: They need to improve the frequency and timing of the Beacon Hill buses. We need better connecting and more frequent buses that will go up Menzies rather than just straight through Superior.

Douglas: City bus noise day and night on Toronto Street.

Douglas: Bus schedules – why 4 different route numbers?

Douglas: City bus noises.

Douglas: City bus noise is terrible. Loud motors revving as they circle our building – Toronto – Huntington – Avalon – Douglas until midnight. Often idling at bus stop. Need quiet motors and drivers not roaring engines around each turn and at each stop.

Douglas: Remove the bus stop in front of 350 Douglas.

Douglas: City bus noise awful.

Olympia: Why do 80 & 83 buses come at same time.

Niagara: City buses are my biggest concern-2 or 3 routes run up and down Niagara on a turnaround loop. Most are large, noisy & empty! Surely some sort of shuttle to downtown bus stops would be more sufficient, less costly and less polluting (noise & fumes).

Belleville: Better transportation needed for the elderly

Erie: Bus stop/layover at 21 Erie should be removed.

Erie (R): BC Transit buses & motorcycles! Noise is so loud you cannot hear television or conversations. Tourist bus volumes and noise a major annoyance.

Erie/Ontario: New resident. Noticing amount of city bus traffic, turning off Dallas onto Ontario.

Dallas: I added city buses as a huge problem. Noisy, dangerous, smelly & too many !

Belleville (R): The main problem is the noise from late tour buses (and early at Laurel Inn – beepers) as they “roar” back to the ships, the loud street hot rodders and boom boxes and motorcycles yet no city bus on Belleville to the park with all the apartments and condos, we have to walk to Oswego and Superior.

Douglas (R): Parking, cross town shuttles, for example. Small hop-on/off electric transportation east/west on Simcoe/Toronto.

34. Streets and Sidewalks - Power Poles

Simcoe (R): Streetscaping needed (bury utilities) and traffic taming on Simcoe

St. Andrews: Sidewalk obstruction from poles, posts, etc., dangerous for the elderly.

Menzies: Sidewalks are difficult to use because of sign posts, untrimmed hedges, power poles, etc. It is often difficult for 2 people to walk abreast, or for those using walkers to remain on the sidewalk.

Montreal: James Bay looks run down & ill-cared for. Needs paint and clean-up. Unsightly telephone poles remain an eyesore – even when new buildings are built.

Dallas: The most frustrating thing about James Bay is all the overhead power. In winter this is very ugly, in summer it is more readily covered up. However electric poles are hideous at the best of times. This is not healthy for our citizens, as there are PCBs in the cans on top of the poles. Europeans who come here are horrified by these ugly reminders of the past ... why can't we deal with them when the roads are dug up – take along time – but better to attempt to do some streets, especially those closer to the Harbour than none at all.

Superior: Removal of telephone poles – underground !

35. Crosswalks

Oswego: My kids have nearly been hit twice trying to cross Dallas Road at the end of Oswego in the last month – tourists and taxis don't stop and they think it's funny. It is hard to cross to the park next to Fisherman's wharf, so we hardly ever go any more.

Olympia & Dallas: Put in cross-walk: New Horizons to Coast Capital with wheelchair/walker access.

Unspecified: (4. Availability of crosswalks: could be another pedestrian cross-walk corner of Menzies and Michigan.

Douglas: Cross-walks need warning lights and signage.

Toronto: People don't stop at Douglas Street crosswalk. Put a light there.

San Jose: more cross walks, more slow diverting cars from residential streets.

Douglas: cross walks (zebras) are dangerous !

Douglas: crosswalks are a danger to pedestrians.

Erie: Crosswalks – need more – especially on busy streets

Dallas: (pedestrian-crosswalks) I have been yelled at several times trying to come home (I'm 84 years old!)

Cross Street: - Intersection of Cross Street, Belleville, Pendray and Quebec is very dangerous. Cross Street into Quebec, or left to Belleville is becoming extremely dangerous with increased traffic and pedestrians.

Lewis: ... and there are not enough pedestrian crossings. The pedestrian crossings at Simcoe & at Beacon would be well advised to have controlled lights.

Belleville: We need lights at the Thrifty's 5-corners. It's madness there. Need crosswalk at Thrifty drugstore.

Dallas: We need crosswalks here. Both me and two of my friends have been called 'stupid old bitches' when we tried to cross Dallas/Erie by speeding car drivers.

Simcoe: - Enjoy it here – it'd be good to have a pedestrian flashing light at Croft St & Oswego, as there is so much traffic there – someone will get hurt.

Dallas: We urgently need crosswalks along the walking route from Ogden to downtown at Simcoe, at Superior.

Montreal: Pedestrians ignored by drivers of cars at marked crosswalks and especially at corners with no marked crosswalks (all Menzies Street, all Michigan Street).

Dallas (R): Dallas Road with its lack of crosswalks. Stop signs. Has become a speedway with noisy careless cars & big buses. Is there no noise bylaw in Victoria? The noise of motorcycles, loud speakers, planes, buses is not acceptable.

Toronto: Pedestrian X-walks are badly needed at Thriftys to Pharmasave on Simcoe. Michigan to Beacon Hill on Douglas – also - Toronto St to park. I challenge any city worker to attempt crossing anytime of the day.

Douglas: 4. Availability of Cross-walks: Too many, only at traffic lights would be nice.

36. Sidewalks

Oswego: uneven sidewalks and too narrow along the seawall between breakwater and Holland Point is a problem for children walking with families – they fall over a lot.

Unspecified: (4. Pedestrian safety: should be more control in the intersections of Menzies, Simcoe, Toronto, specifically between Thriftys and James Bay Mall (Pharmasave) before some is killed.

South Turner: Sidewalks are uneven; I tripped and had a bad fall.

Michigan: 4. Pedestrian safety: Pedestrians endanger themselves.

Avalon: The city should pay more attention to sidewalks blocked by shrubs and grown hedges and snow and ice.

Avalon: Some homeowners not maintaining their hedges thus making narrow sidewalks even more narrow! Homeowners not clearing their sidewalks following a snowfall!

Dallas Rd: We need cross walks to get over to the bus stop.

Belleville: crosswalk at wax museum – one should be eliminated – keep crosswalk to Parliament Building. Put traffic light at intersection

Simcoe: Because of the cruise ship, bus/taxi traffic, a few new cross-walks or stop signs might need to be considered, specifically, (a) Oswego and Simcoe where taxis fly by the school zone on their way to/from cruise ships and (b) Dallas and Montreal, where pedestrians try crossing on blind corner to get to ships.

St. Andrews: Lack of light-controlled pedestrian crossings (along Douglas). Painted cross-walk north and south Beacon on Douglas.

Michigan: (3. Dissatisfied: Poor sidewalks).

Michigan (R): If one forgets flashlight at night, streets/sidewalks with uneven sections can cause an accident as lighting is poor.

Government/Niagara: Skateboards on walks along Dallas Rd & roller bladers are a problem.

Belleville: The sidewalk along Belleville from the Clipper to Admirals Hotel is a disgrace. Sidewalk is too narrow- people have to walk on the dirt trail along sidewalk. This sidewalk should be wider; unfortunately, nothing will be done.

Simcoe: Sidewalks are a disgrace given JB's population density and needs to accommodate many physically challenged residents

Oswego: Sidewalks could be improved – uneven & too many utility poles in the way. Sidewalks could be kept cleaner both in winter (snow & ice) & summer (leaves & debris is not always swept up). Sidewalks full of weeds growing in cracks etc.

Government: Sidewalks – need to be repaired or renewed of the cracks and slopes to the road. I use a walker and I have to lift it up to get over them and I am afraid of falling.

Simcoe: The sidewalks have too many obstacles: poles, trees, benches, signs, bushes.

Dallas: It is hard for me to walk anywhere – no or poor sidewalks.

Olympia: Repairing sidewalks will be a great help for people walking with walkers, and carrying groceries.

Douglas: More cross walks are required

Superior: Need cross-walks near Fisherman's Wharf.

Superior: Would be great to have a double-wide sidewalk for pedestrians and cyclists to share.

Superior: More crosswalks, especially near 3-way stop near Fisherman's Wharf.

Luton: Walkway between Lewis and Menses is not maintained.

San Jose: (4. Availability of cross-walks: Pedestrians are more important than cars – let's encourage walking!

Dallas: We badly need a crosswalk across Dallas Road at Ogden Point.

Simcoe (R): Disregard of stop signs at all areas. Crosswalk near Croft – pedestrians at risk due to speeding and drivers ignoring them attempting to cross.

Ontario: Lack of room on sidewalks for mobility scooters.

Ladysmith: Most dangerous for pedestrians is Simcoe and Oswego. Cars tend to speed on Oswego and do not stop for pedestrians in crosswalk.

Michigan: (4. Pedestrian Safety: Pedestrians cross without looking).

Douglas: More pedestrian zones – less accommodation for cars.

Douglas (R): I do believe we should maintain all noise and pollution bylaws and do something to improve the safety of the streets crossing Menzies, near Thrifty's.

Dallas: A marked crosswalk for us older folks would be great. I really don't want to die yet. (75+)

Dock: (4. Availability of cross-walks: Need one at Pilot and Dallas).

Dock and Dallas: A crosswalk is desperately needed at Dock and Dallas for residents and tourists to safely cross to and from the Ogden Point Café and the Breakwater. It is a dangerous crossing for folks in wheelchairs, children and parents and baby carriages. We hear the screech of brakes daily at this corner!! There was one year ago and the problems started when it was taken away. PLEASE bring it back well marked for traffic.

Unspecified: (4. Sidewalk quality/maintenance: Uneven, dirty sidewalks, dog faeces, spit, gum, cigarette butts!).

Michigan: Sidewalks are deteriorating.

Rithet: Some streets blocked by shrubs, etc. Niagara at South Turner – can't see west on Niagara when turning left from South Turner towards Menzies. Too much vegetation allowed to crowd sidewalks, eg. Government from Michigan to Queen's Printer – lots of other areas.

Niagara: (4. Sidewalk quality/maintenance: As a senior with walker, sidewalks could be better maintained)

Montreal: Pedestrians ignored by drivers at all non 4-way stops and at all unmarked crosswalks.

Unspecified: (5. Generally, vehicles monopolizing walking areas – need more 'walk only' areas – no cars, etc.

Dallas: Maintenance – sidewalks/roads are a mess – try walking to downtown.

Dock: Pedestrian safety – on Dallas after cruise ships

Dallas: Sidewalk damage from trees – serious risk of falls for elderly.

Michigan (R): If one forgets flashlight at night, streets/sidewalks with uneven sections can cause an accident as lighting is poor.

Simcoe/Michigan/Superior: Sidewalks - They are encroached upon by hedges, gardens and poles. They are uneven and often slanted. After dark, lighting is so poor, you can't even see where you are going... In the winter, clearing ice/snow by-laws are not enforced. As a result people like me can't return from a walk without their knees aching. Often we have to step off the sidewalk onto the road to pass someone. We don't go out at night anymore. Seniors can't get out in winter to the bank or their doctor's office... Even Irving Park, in and around it, is poorly and not very timely cleared by the city. There is usually a lot of pedestrian traffic around and through it year round. What must visitors also think? ... Please fix lighting, sidewalks and enforce by-laws).

Belleville: We need wider sidewalks between Ogden Point and the Harbour.

Kingston (R): Alley maintenance (eg 100 block Kingston/Superior – neighbourhood feature & thoroughfare for locals & visitors – litter – lights – fencing maintenance.

37. Lighting

Kingston: Lighting is needed on the Harbour walkway around Laurel Point – no lighting at all along the water so dangerous & unwelcoming (Songhees is fantastically lit by comparison).

Simcoe: Light pollution - Far too many lights for parking areas after midnight; light pollution from Lady/Lord Simcoe.

Douglas: Street lighting very poor in some areas (eg Niagara, St And, Simcoe)

Superior: Better street lighting for jogging/walking in the winter.

South Turner: (4. Street lighting: large trees make streets very dark).

Michigan (R): If one forgets flashlight at night, streets/sidewalks with uneven sections can cause an accident as lighting is poor.

Superior: Something needs to be done to improve the street lighting, the trees are way too overgrown & no light gets through from Oswego to Montreal, especially on S. side. It is as if there are no lights at all! Very dangerous after 9 pm.

South Turner: (4. Street lighting: large trees make streets very dark).

Dallas: We need brighter street lights.

Dallas: Coast guard ships have high beam lights on at night shining into apartment windows.

Kingston (R): Alley maintenance (eg 100 block Kingston/Superior – neighbourhood feature & thoroughfare for locals & visitors – litter – lights – fencing maintenance

38. Bicyclists

San Jose: I'd like to see more bike/scooter lanes, get handicap scooters off sidewalks and into bike lanes.

Dallas: (Cyclists) should keep off the sidewalks

Kingston (R): All traffic including cars, trucks, taxis and bicyclists are ignoring all stop signs. Speeding has become more of a problem. Cyclists safety is directly related to the poor attitude of the cyclists.

Douglas: Would like more bicycle infrastructure e.g. bike lanes, bike lock-up.

Belleville (R): Bicycles – hog the road & put us at risk. Pedi-cabs & horse buggies also put us all at risk by ignoring signs & safety.

Rithet: 4) we need bike lanes

Erie: We need more cycle lanes.

Ladysmith: Install bike lanes.

Lewis: (4. *Cyclist safety:* on Dallas).

Ontario: More bike lanes.

South Turner (R): Cyclists, particularly Sundays and tourists on mopeds should ride single line; they never do. They should be ticketed.

Unspecified: (4. *Cyclist Safety:* bad on Dallas).

Oswego: We'd like to be able to bike safely to Fairfield up Dallas but have to go via backstreets and the park with our children.

39. Parks

Battery: Tired of the way Beacon Hill Park seems to be attacked, trees not replanted, looking too manicured.

Government/Niagara: Fires on the beach at night are eventually going to cause a fire on the bluffs.

Superior: Another community garden?

St. Andrews: Boulevard upkeep by residents and City maintenance is sadly lacking on many streets.

Medana: Trees are cut by the City and not replaced. The City does not look after boulevards well enough.

Unspecified: (4. *Parks and public spaces:* They have cut down trees and bushes so we can see the park abusers/drunks). Stop cutting trees and bushes down!!!).

Lewis: We are very happy with the Lewis Street parkette proposals! Thank you for giving us input into the park.

Michigan: Attention from City – boulevards, please! I and I – fabulous idea, thank you City! Some of the areas noted as “worse” doesn’t mean unliveable – James Bay is still exciting, vibrant and a community.

Michigan: Boulevard maintenance has deteriorated: unsightly, long grass looks terrible and reflects badly upon us.

Simcoe: the public space/gardens along the water just past Laurel point Inn (as you walk into town) is not well maintained; i.e. lots of weeds and lack of plant material in spaces that were cleared.

Ladysmith: - boulevard beautification

Dock & Dallas: ...the poor pruning of the “urban forest” is heartbreaking. Need more indigenous trees & greenery & more community gardens (2 year waiting list!) I’m happy to be living in James Bay.

Douglas: Beacon Hill poorly maintained.

Simcoe/Michigan/Superior: Parks and Boulevard upkeep We realize this falls under the city’s jurisdiction. we are sending a copy of this letter to (*name of City Councillor provided but omitted from this comment*). I’ve lived here close to 15 years, some of my neighbours longer. Up until the last couple of years our little Irving Park and our boulevards were well tended by the city. We took pride in their appearance. No more. Spaces which are well used and I’m sure admired by residents and visitors alike are now a source of embarrassment. Grass has been allowed to grow to a foot before cutting. The little park rose garden was so full of weeds you couldn’t see dirt. After being tended to by the city, we were still left with tall grass around a base of poles, trees, along curbs and fences. What happened? Was the Parks Department’s budget cut? Were there layoffs? Did the city’s only weed wacker break down?

40. Development - Visual/Quality

Dock (R): Quality of Property Development – Good work by JBN Association

Simcoe: Need a strict development plan (like Fairfield) to prevent more crass building like what was done around Fisherman’s wharf.

Government St: Development - Fits Community Character – Some new developments do not appear to fit! eg the property opposite Emily Carr House

Kingston: Quality of Development – better – except that horrible timeshare bldg on harbour (next to Harbourside Hotel).

Erie: We like the mix of modern and traditional in James Bay.

Toronto: My main concern is with the condo development surrounding South Park School. What on earth were you thinking?? All the building noise plus traffic when school is in session. It looks like a bad decision by someone.

Toronto: (3: dissatisfied: location of developments).

Douglas: Design – Superior & Douglas does not fit in – is horrible

Boyd: New condos are sometimes painted garish disharmonious colors like fake looking dollhouses. We need better aesthetic oversight on new designs & color schemes

Toronto: We must preserve the heritage of housing in James Bay. I have no qualms about 'affordable' rental housing, yet the architect who designs the majority of these units has hopefully retired. Pox on the council that 'approved' such offensive buildings.

Montreal: (4. Design: Better except for West World Mark time-share.

Diversity (Commercial/residential)

Belleville: Living and shopping and walking in James Bay I am determined to seeing planning and inclusion for this community. If we want residential and commercial to co-exist in James Bay then we cannot afford to quietly shift towards business favouritism for the sake of money !

Dock & Dallas: Affordable housing is essential.

Douglas: Former Mayor Peter Pollens' mixed zoning, but well within the wonderful character of James Bay, helped me realize the uniqueness – heritage buildings, Beacon Hill paring, ocean views & walks.

Dallas: James Bay has become a drop-off for tourists and vacation homes. Lost the community. Example of what happens when politics and managers make all choices based on dollars not human beings, health and environmental sustainability. James Bay has become a place for high and wealthy to pass through on citizens of the community taxes – Check out Jane Jacobs planning in Toronto.

Dallas (R): Feel community development has been very poor thus far from a commercial perspective – not enough services.

Menzies (R): (newcomer) James Bay was recommended to me, by my daughter, as a diverse neighbourhood. It is.

Douglas: Maintaining mixed housing & housing first initiatives.

Luton: More affordable housing.

Dallas/Erie: More recognition for Fisherman's Wharf as part of James Bay community.

Erie: The diversification of the JB population and housing makes the community extremely interesting.

Michigan (R): My priorities (you did not list) are: (1) lack of affordable housing (2) lack of a community plan.

Superior: (4. Quality of Property Development: Environmental impact, low income housing/rental).

Simcoe/Michigan/Superior: Increased Lack of Affordable Housing. Rental stock in James Bay is getting old. Many buildings have been around for at least 40 years. We, as a group, have noticed that apartment property owners react very slowly, if at all, these days to problems such as leaky windows, cracking walls, black mould, silverfish. Spiders and cockroaches. Long term tenants get patchwork repairs and, even though they have no indication of moving, are told more permanent repairs will be made when the unit is renovated (after they move out). Landlords regularly take a 4% rent increase per year. When you move out they do “renovations”, the rent is jacked up to today’s current rates. It is a landlord’s market. People can’t afford to move and there is nowhere for them to go if they could. Of course, if the building gets run down enough, they’ll kick out the tenants and make it into condos, unaffordable condos. There is one agency to which we can direct our concerns. This is a time-consuming process, stressful and costly, if you have time to take off from work to deal with it. The province could help with these issues but it hasn’t. We need a much, much more vocal JBNA and city council on this issue. The problem is getting worse, not better. Students, seniors, single income families, people with low incomes like those working in retail or customer service or tourism need affordable housing.

41. Condos/Apartment Buildings/Development

Dallas: Short-sighted in planning shore development related to Fisherman’s wharf. Main focus on \$\$\$ not people paying the dollars and giving life to the neighbourhood & community.

Douglas: Change management – as upscale condos built & boomers pass on, who will live in JB in 20-30 years? Retaining children, families, retired seniors and artists. Will JB be a dynamic community or a convenient ghetto for the rich? Retaining common ground as development escalates.

Superior: James Bay is becoming an expensive, desirable place to live, near downtown etc and reflects the beauty of the city.

Kingston: There needs to be some kind of cap on property development. We can’t continue to knock down single dwelling homes and put up multiple dwelling units. Our community can’t sustain a huge growth in population.

Rithet: We need to grow up as there is no more space – stop fighting higher density!

South Turner: Great community to live in – hopefully the Simcoe/Toronto/Menzies shopping area will keep its individual character and not expand too much. Hope no more apartment buildings appear in James Bay.

Belleville: (4. Quality of Property Development: Need high development, more art, etc., sidewalks.

Simcoe: Slow down development! People live and visit here because of what James Bay (and Victoria) IS not what it will be!

Powell: If one chooses to live downtown, noise, traffic, development, etc are part of the landscape. If you don't want it, live somewhere else. It amazes me that your association will support a private club (lawnbowling) but oppose development of high rises which increase density & avoids sprawl into real greenspace. More development needed to increase density

Dallas: There is a plethora of small dysfunctional houses I James Bay. ...too much emphasis ... on trying to protect houses that are too small, and that don't serve our families.

Montreal: *property development* - Ban secondary suites & infill housing in James Bay

Niagara: Development – too high density.

South Turner (R): James Bay population is too dense! Too many people! Police patrols are insufficient – more patrols!

Douglas: We don't need any more new developments. It is crowded enough as it is.

Dallas: No more condominiums

Toronto: More density of new buildings leads to more walkers and better life.

Superior: Don't think development is a problem – just needs to be good, and good doesn't mean looking like everything else.

Olympia: Loss of character homes – poor new design. Slow invasion of large condo projects. Too much high density zoning changes.

Douglas: The City has given developers breaks in exchange for very piddly public amenities promised by developers.

42. Parking

St James: Removal of parking garage at 337 St James St (Beckley) – will reduce residents parking and development of new building will cause total disruption of residents during building.

Rithet: Building new homes/condo with inadequate parking spaces. City hall must enforce creation of parking spots with new developments or flips

South Turner: Too many suites and not enough parking.

43. Specific Development Locations

Erie: Corner – grey wood house (*location omitted*) – backyard FULL of garbage – have seen rats!

Toronto: Disaster house – corner of (*location omitted*).

Quebec: Neighbouring house (heritage) unoccupied for 7-8 years – many drug related issues with itinerants living there. Issue resolved a year ago. Concerned about fire hazard. Garden unattended. Hopefully the house will be renovated in the near future

Michigan: More information on condo wanting to be built on 300 Michigan – where?

44. Commercial Amenities

Dallas: In favour of extensive commercial development at cruise ship terminal.

San Jose: (4. Shopping Facilities: We need a hardware store! The Ambrosia store is a very good addition.

Douglas: Shopping & coffee shops are great locally!

Erie: Shopping facilities. Need a bakery.

Douglas: I like the new development on Menzies, especially the bright new liquor store.

Government: James Bay Village once had Harvey's Read & write – Harvey's had all those things – tacks, extension cords etc. James Bay Village is not a one stop place to shop. It also needs a Planet Organic or the like. It does not need any more ho-hum eating establishments.

Government: Need a hardware shop in the square – instead of a lot of coffee shops.

Superior: James Bay could use another supermarket to give Thrifty some competition. The town of Sidney with roughly the same population has 3 supermarkets.

Michigan: Another large grocery store besides Thrifty's.

Dallas: In favour of neighbourhood pub (currently too far to any establishments).

Dallas (R): Feel community development has been very poor thus far from a commercial perspective – not enough services.

Douglas: Living beside Beacon Hill Park we wish there were an alternative to the horrible drive-in food! Why isn't there a tea House or something better either in or next to the park? Cook St Village is too far & not enough variety (yet) foodwise

Michigan: Only one major grocery store for all of James Bay? This is ridiculous! Please re-zone for another store.

Menzies/Niagara: Develop a hardware store please. We stay-at-home moms love to build and design our yards/gardens and carpentry.

Unspecified: (4. Shopping facilities: Thrifty's needs competition! Prices too high.

Battery: Things I appreciate most about James Bay are the recent changes such as the emphasis on sustainable, responsible consumerism. Specifically, Ambrosia market, Niagara grocery and the Saturday farmers' market are very important to neighbourhood development.

Douglas: We need more and better grocery stores! The lack of local and organic produce available in this area is very unfortunate. Thrifty's is just not good enough.

Belleville: (4. Shopping facilities: Not good, only Thrifty's, no other grocery store of note is in James Bay.

Michigan: More functional/useful services need to be in James Bay. Another grocery store is imperative. We do not need more dentists, coffee shops, pastry/deli/dessert type eateries! I realize this is rental driven – Council needs to be highly involved in tenancy decisions for businesses.

Douglas: Need more shops!

Simcoe: Need more interesting independently-owned businesses (eg coffee roaster cafés and bakeries)

Battery: Even I didn't include it as one of the top 5 priorities (of the first 28 topics), I also feel that as far as amenities go, James Bay would really benefit from access to a quality health food store, plus the conversion of pre-existing businesses to more healthy, ethical, sustainable business practices that offer more plant-based, locally grown/made organic, fair-trade products and services, for example.

45. Policing

Douglas: traffic on Douglas little police enforcement

Dallas/Turner: Need more (level of police services) re speed and dangerous driving on Dallas Rd.

Croft: police - How about a bicycle street patrol like downtown's as we've lost the community office?

Heather: I miss the community police service office.

Dallas: We need more policing.

Dallas: Need community police “office” back here to fill in charge forms – too far for seniors without transit to go to central office.

Dallas: No police traffic enforcing speed on Dallas Road at Ogden.

Douglas: I never see a police but the commissioners are out in force & mean spirited

Sylvia: It was unfortunate that they closed the Community Police Station – it was a good thing.

St. Andrews: More police presence.

South Turner (R): James Bay population is too dense! Too many people! Police patrols are insufficient – more patrols!

Michigan at Parry St.: Transient/homeless/addicted and associated theft/noise/partying/safety. Image is not good. Police response and visibility is not acceptable – consider a small detachment with bicycle officers. 9:00 p.m. to 3:00 a.m. is target time.

Simcoe: (police services) Walk the beat at problem areas

Clarence: Police should go back to foot/bicycle patrols. No benefit in a car with windows closed.

Douglas: I believe a higher level of police presence would reduce instances of vandalism, burglary, rowdiness and drug dealing.

Douglas (R): Victoria police dept. has worked hard to quiet motorcycles!! It’s better.

Michigan: I enjoy the area very much except for the odd house with young renters who party a lot & create noise all night. I call police, they don’t seem to care.

Menzies: The 5 way intersection must be policed. Driving thru stop is problem and too fast.

Dallas: We need more police presence to monitor noisy speeding traffic. ... Surely James Bay pays enough in property taxes to repair roads and hire police presence.

Douglas: Patrol Beacon Hill Park at night.

46. Public Services - General:

Clarence: Liveable \$ for welfare – universal welfare – affordable housing

Simcoe: I suggest that the city/municipality/prov.govt financially support the JBNA to identify the chronically homeless that reside in James Bay. We should know their names and faces. We should begin a mentoring program & provide shelter, food and a limited source of income. We should decide on the number of homeless this community can absorb. Every neighbourhood in this city should have to assume the same responsibility & receive the needed financial support.

Dallas: We do love James Bay, after 3 years here. The community centre could stand freshening up.

St. James: We have great community centres with a lot of caring people in them.

Kingston: We need a family doctor – none available.

Niagara (R): Would like to see more effort made for various community organizations to work more effectively together.

South Turner (R): In general, in my opinion, surveys are generated to produce expected results; is enough being done to address the seniors care in our community?

Michigan: Lack of events to draw community, all ages together.

47. Community School or Centre

Ontario: Would love to see enhanced rec centre at James Bay Comm. Centre – and a pool.

Simcoe: We need a community centre – pool, fitness facility – community meeting rooms – a facility relative to all ages and abilities.

Dallas: We need a community centre for recreational and social uses. My friends use Monterey and Saanich facilities.

Lewis: Our long-term concern involves lack of recreation activities here for families and people with no vehicles.

48. New Horizons

Toronto: Why can't we have a senior centre that compares with Oak Bay's Monterey Centre?? Need weekly or bi-weekly line dancing, tai chi, yoga, meditation, etc.

Michigan: (4. Recreational Activities: James Bay New Horizons not well run. Need fresh blood and people with good ideas!).

Luton: New Horizons needs to be upgraded.

Erie: Would love to see a seniors centre similar to Monterey Centre (i.e. friendly, welcoming, host of activities, coffee spot & maybe light food (sandwich/soup)

Belleville: We could build a new New Horizon to have more art, etc. More like the Monterey in Oak Bay.

49. JB Project

San Jose: As to public health, the JB Project Health Centre must be financed and maintained – it delivers excellent care at little cost to the taxpayer.

Luxton: Great neighbourhood – nothing really a big problem other than clinic cutbacks!

Michigan: More help for JBCP from governments.

St Lawrence – Oak Bay: Lack of funding for the JBC Project

Olympia: Funding for JB Community Project and Medical Centre.

Heather: I miss the nurses at the community health centre and the cut in Dr's hours and funding

Michigan: Availability of Health Services: no doctor available, although walk-in clinic is good.

Douglas: More funding for JBCP health Centre is absolutely essential – wellness should be a top essential priority!

Luton: Nurse fractioned services at the James Bay Project need to be more adequately funded.

Michigan: health Services – Family Doctors

50. Dogs

Lewis: - not picking up after dogs.

Oswego: Need more dog control and areas with no dogs.

Douglas: Dogs are bad – too many, too much poo left behind.

St Lawrence: Need off leash dog park.

Michigan: Dog owners and dogs are a real problem. If it wasn't for dogs and the poo James Bay would really be the best place to live.

Erie (F): off-leash dogs are a major problem yet the City & GVHA seem unconcerned.

Dallas: Dog Poop / not leashed.

Dallas: Fisherman's Wharf Park appears to be overused as a dog off-leash area & dog toilet. Not appealing to those who do not need a place to run a dog.