



CAPSTAN STATION PUBLIC ENGAGEMENT

Virtual Open House Summary Report

November 30, 2020



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TransLink is working with the City of Richmond on the design of a new station on Canada Line. The future Capstan Station will be built near No. 3 Road and Capstan Way.

A Design Advisory Process has been developed to ensure the future station meets the City's objective of creating transit-oriented communities with access to jobs from new retail, restaurants, and offices in the area. The collaboration will help to finalize the station concept. As part of the Design Advisory Process, TransLink held a **Virtual Open House** to share the Capstan Station concept from **November 16-23, 2020**.



During this period, members of the public and local stakeholders – residents and businesses close the site of the future station – had an opportunity to review the station design online at translink.ca/capstan and provide their comments through an online feedback form. The project information shared with Virtual Open House participants included: an animated “fly-through” video of the future station showing the interior and exterior design; engagement boards (see **Appendix A**); a project timeline; background on the station funding and project development; and proposed site plan.

What We Did

We used a variety of methods to reach out and engage with those who live, work or use transit in the area of the future station at the intersection of No. 3 Road and Capstan Way:

Outreach*	Engagement	Participation
<ul style="list-style-type: none"> • 7159 postcards to area residents and businesses • Ad posters at 4 Richmond Canada Line stations • 1 sign on guideway column near station site • 8 social media posts • 1 YouTube video • 1 Buzzer Blog post • Media pitch resulting in 4 news stories • Additional promotion by City of Richmond 	<ul style="list-style-type: none"> • Virtual Open House site: translink.ca/capstan • Online feedback form • Project email: capstan@translink.ca 	<ul style="list-style-type: none"> • 51 completed online feedback forms • 8 emails to capstan@translink.ca • 2,204 visits to the Virtual Open House (viewing at least 1 page)

*See **Appendix B** for examples of marketing collateral

Who We Heard From

Participants who completed the online feedback form were asked for demographic information. We heard the following (not all participants who completed the form provided a comment):

Top 3 responses to the question “I live in...”	Top 3 responses to the question “I work or study in...”
<ul style="list-style-type: none"> • Richmond – 32 • Vancouver* – 14 • Burnaby – 3 	<ul style="list-style-type: none"> • Vancouver* – 28 • Richmond – 14 • Burnaby – 6

*Includes University Endowment Lands

What We Heard

During the engagement period we received 51 submissions: 8 emails and 44 through the Virtual Open House online feedback form. The following themes were identified:

Comments	Theme
12	General support for the station and design
6	Comments on station interior design and layout included a desire for a more colourful palette; more seating; and additional exits for access to the adjacent public spaces.
6	Comments on pedestrian and traffic addressed traffic flow and pedestrian safety along No. 3 Road, including a desire for a pedestrian overpass.
6	Comments on the future capacity at the new station addressed allowing room for more passengers through station entrances and on platforms; and ability to accommodate longer trains
5	Comments on the station exterior included a desire to see more colour, use of wood, and bolder design; as well as comments about landscaping.
5	Comments on station accessibility expressed a desire for more elevators and escalators; a desire for two elevators to each platform; and to consider a ramp as an alternative to elevators. Distance to HandyDART and conventional bus stop was noted as being to far.
5	Several commenters also provided ideas for the public spaces near the station, which will be developed by the City of Richmond.
4	Some commenters were not supportive of a new station , citing cost and increased travel time due to more stops.
3	There was support for bike infrastructure at the new station including lockers inside the fare gates; and individual lockers.
3	There was support for including washroom facilities within the new station.
3	Comments on bus service included the location and layout out of bus stops at the future station and possible changes to local bus service.
3	Comments on weather protection expressed a desire for protection from precipitation and wind for customers at the future station.

Additional topics that received a single comment: station noise mitigation; amenities such as charging outlets; platform safety; and a desire to comment on the design at a future stage.

See **Appendix C** for the full list of comments,

Appendix A: Engagement Boards

Virtual Open House engagement boards, shared online at translink.ca/capstan:



Welcome

TransLink is working with the City of Richmond to design a Canada Line station to be built near No. 3 Road and Capstan Way.

A Design Advisory Process has been developed to ensure the future station meets the City's objective of creating transit-oriented communities with access to jobs from new retail, restaurants, and offices in the area. The collaboration will help to finalize the station concept.

We want to hear from you

As part of this process, we are pleased to share the Capstan Station concept for your comments from November 16-23, 2020.



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Project Overview and Timeline

- The future Capstan Station will serve the emerging Capstan Village neighborhood, which projects up to 16,000 residents when nearby development is complete.
- The location was identified in the original Canada Line project as a future station site.
- The new Capstan Station is made possible through a unique funding agreement between TransLink, the City of Richmond and private industry, lessening the burden on taxpayers.



Design Objectives

The following objectives were identified to create a high-quality design for the future Capstan Station:

- Accommodate future ridership growth
- Optimize safety
- Optimize accessibility, wayfinding, and lighting
- Maximize station transparency
- Enhance integration with the surrounding environment, (e.g. park, developments, cycling/walking paths)
- Evolve the existing Canada Line station look and feel to include amenities our customers appreciate and to improve the passenger experience
- Limit service interruptions

Public Realm Design Objectives

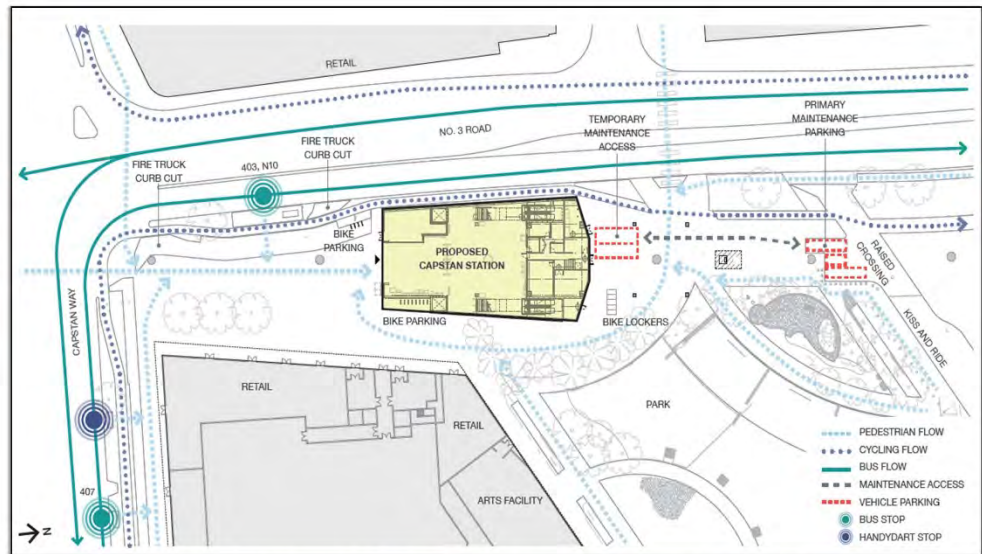
The station building design anticipates a high-quality public realm that addresses the station, adjacent park, and transit plaza.

TransLink's design for Capstan Station supports the surrounding public realm design, which will be led by the **City of Richmond** as a separate project.

Public art opportunities outside the station and within the public realm will also be led by the City.

Proposed Site Plan

Architect's overview shows the future station location and how it connects to bus stops, HandyDART, Kiss and Ride, and bike paths; as well as its relation to future public spaces.



Note: the public area in this drawing is a preliminary sketch of what it may look like in future.

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Design Rationale

The future station house is envisioned as a pavilion extending to the elevated guideway; fully glazed on three sides to provide views through the building.

The concept for Capstan Station builds on the modular design and use of wood seen in Richmond's other Canada Line stations.



Artistic rendering: View of future Capstan Station looking southeast on No. 3 Road

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Appendix A: Engagement Boards, *Continued*

PROPOSED LAYOUT

- Single entrance, elevated side-platform
- Up and down escalators to each platform
- South-facing entrance with easy access to the public plaza
- Commercial retail unit space beside ticket area with high visibility
- Platform design maximizes waiting and queuing areas
- Longer platform to accommodate three-car trains in the future
- Public art



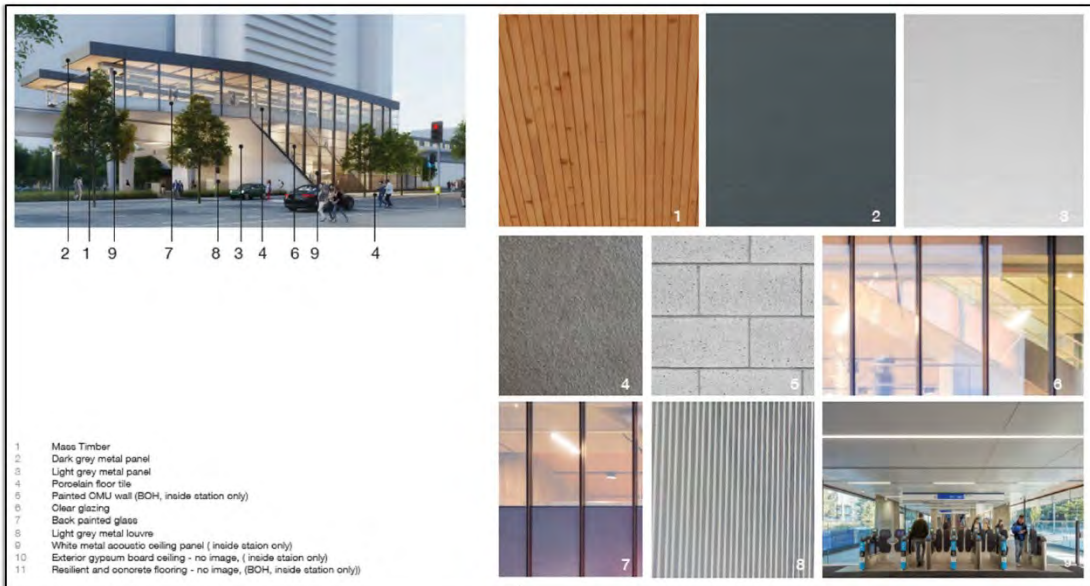
Artistic rendering: View of future Capstan Station entrance and adjacent plaza, looking north

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MATERIAL PALETTE

Architect's palette shows the variety of finishes proposed for the future Capstan Station interior and exterior.



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Appendix A: Engagement Boards, *Continued*

ACCESSIBILITY

- RFID-enabled fare gates (i.e. hands-free sensors)
- Continuous platform edge tactile warning strips
- Dedicated waiting areas at platform level with cane detection throughout the station
- Seating adjacent to elevators
- PA system engineered to achieve high standards for speech audibility
- Bright lighting
- HandyDART stop south of the station



Artistic rendering: View of future Capstan Station entrance and No. 3 Road bus stop, looking north

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Have your say

We welcome your comments on the design of
the future Capstan.

Visit translink.ca/capstan
between November 16 and 23, 2020

Thank you!

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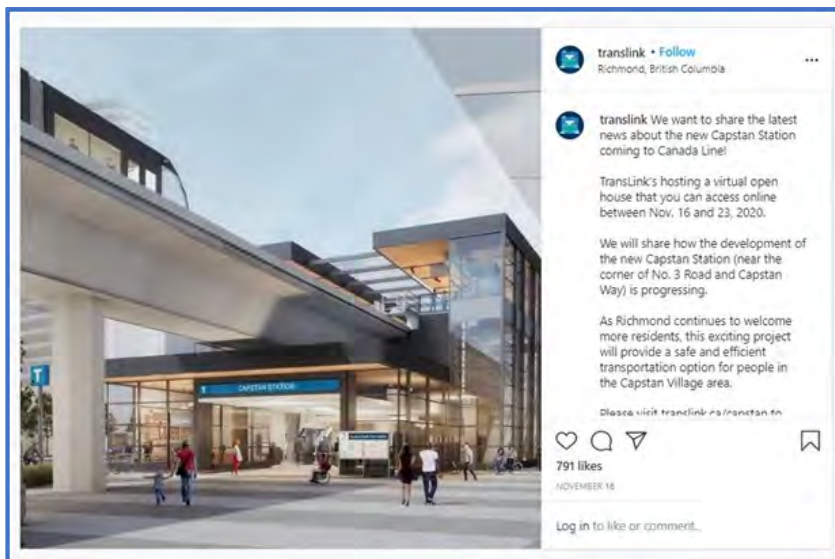
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Appendix B: Marketing Collateral

Examples of marketing collateral to promote the Virtual Open House engagement:



Sign: Posted on guideway column at the site of the future station, on No 3 Road near the Capstan Way intersection.



Social media posts: Information about the Virtual Open House was shared through TransLink's social channels, including Instagram (shown, left), Twitter, and Facebook.

Appendix B: Marketing Collateral, *Continued*



Station Platform Ads:
Posters promoting the Virtual Open House were located on the platforms at four Canada Line stations in Richmond.

Future Capstan Station
Public Engagement

ONLINE NOVEMBER 16 –23, 2020

Please visit translink.ca/capstan to learn about the project and check out the station design from the comfort of your home.

For questions,
email capstan@translink.ca



We want to share the latest news about this new station coming to Canada Line.

TransLink will share how the development of the new Capstan Station (near the corner of No. 3 Road and Capstan Way) is progressing. As Richmond continues to welcome more residents, this exciting project will provide a safe and efficient transportation option for people in the Capstan Village area.

TransLink is hosting a virtual open house that you can access online between **November 16 and 23, 2020.**

Please visit translink.ca/capstan to learn about the project and check out the station design from the comfort of your home. Contact us at capstan@translink.ca with any questions.

translink.ca/capstan

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Ceci n'est qu'une information. Ceci n'est pas un avis.
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Postcards: 7,159 postcards to promote the Virtual Open House were distributed by Canada Post to residents and businesses within a 1.5 km range of the future station.

Appendix C: Comments

Following are the comments submitted during the Virtual Open House period through the online feedback form:

I think that

- The public spaces beneath the tracks could be more engaging and active
- The landscaping could be more interesting and carefully designed
- The first floor (where the entrance is located) can be more colourful and interesting (not fully white)
- The exterior facades can use better materials (not just glass) with more colours (ex. a green wall, elegant cladding)

The use of wood would also help

I have one gripe with the design: the concourse egress is longer and as a result somewhat inferior to the other stations, where the exit is adjacent to the faregates/stairs/escalators. This does give more space to queue for the TVMs and gather, which I like, however I would highly appreciate addition of an extra egress to the right of the faregates where the entrance wayfinding/TVMs are located. This would enable faster access to the park and uniformity with the other Canada Line stations where you can immediately exit after you pass through the faregates.

This would be kind of like how the design at Surrey Central Station north stationhouse enables you to exit straight to Civic Plaza or turn right for faster access to the 502 bus bay. If the right-side exit for the 502 bus was not there, I would have liked the north stationhouse a lot less. Similarly I think you should be able to exit the fare gates, turn left and have immediate access to the park. Move the TVMs/wayfinding to the other side or consolidate them somehow

I love the design of the station, the up/down escalators per platform and how it emulates the Joyce upgrades. I'm a little concerned why there wouldn't be a side entrance on the South side near the sidewalk though, so people don't have to walk all the way around.

The station renderings look fine aesthetically, and likely will provide fast and intuitive passenger circulation and wayfinding. In order to maximize accessibility each platform should be served by two (2) elevators in order to provide redundancy in the event one of them is out of service

Please ensure the station platforms are ready to go for 3-car trains as we all know the need for increased capacity will come for Canada Line

I think it looks awesome!

Nice and open, escalators both ways, bike lockers and integrated retail all very good. Would add more retail to help make it a 'place'. Best part is the longer platform in anticipation of 3 car trains. Just wish the original Canada Line PPP approach had done the same for the rest of the line. Well done Richmond and TransLink

Please put more thought towards future capacity needs than was given during the designing of the original Canada Line stations. Having previously commuted daily on the Canada Line during peak periods, trains and stations are often crowded and sometimes uncomfortable. The station design should allow for sufficient fare gate

increases and platform length extensions to accommodate future ridership

Make design starker and bolder, consider having entrance from back as well

Ensure rain and snow won't get into station

Please design ramp access to the platform so wheeled transport users are not limited to using the elevator.

It only shows the general shape and hinted materials. Need more design details: what happens to the underside and sides of all structures? artworks? too vague to comments and the public needs another round of opportunity to comment on the design with actual design elements
I think there should be more seating areas for the station. With more people moving to the area, and more seniors, the station will be crowded for sure by the time it opens and that's why it needs a lot of seating.
Please future proof this station for possible expansions in capacity
I suggest adding the automatic platform gates (it prevents people from falling onto the tracks)
I like the design. I am a regular user of the Canada Line I know that this is difficult but I would like to see a washroom incorporated into the structure.
Ensure floating bus stops are accessible. See recent BC Human Rights Tribunal decision re: City of Victoria and BC Transit (Pandora Bike Lane)
I think it looks great, it would be awesome to expand this design language to the MLBE stations
So, it's another big, flashy station with nothing much to offer the passengers who will be obliged to use it
<ol style="list-style-type: none"> 1) Can we combined the 407 stop at where the present 403 stop is? Not seeing the benefit of split stops especially since older folks like to shop at Foody's and either bus would work 2) Would we see some Japanese Boxwood Scrub lining the border between the park and station areas? There are currently some wild rabbit habitats around the construction site, and they would need some protection. 3) Is the #3 Road pedestrian crossing north of the station planned to be a traffic light or just a regular crossing *Highly worried of traffic congestion if using traffic lights due to short distance between Capstan/3 intersection and new crossing. If Lights, then can we have both sets of lights synchronized
including leasable areas (businesses, etc.) within the station footprint may be a way to help with financial sustainability. would also add more activity in the area and passive security
Looks good. May need a bigger bus depot for service to Sea Island since it's closer to there than Bridgeport
Make it more protected. I freeze to death at Bridgeport in the winter on windy days
Looks good
Would like more greenery/landscape to break up the hardscape.
Its not clear to me why a new station is being built. Do we *need* it given its proximity to Aberdeen and Bridgeport stations?
The Skytrain guideway along No. 3 Rd provides continuous weather protection for pedestrians. This is the case at all stations except Landsdown. The new design for Capstan Station does not provide this weather protection. I would suggest a canopy on the east side of the station for weather protection
If it doesn't have shops and toilets, it's just as [REDACTED] as every other station on the network
I feel it is not necessary. The 27 million dollars the city of Richmond invested could be put to better use for other TransLink jobs. For example, Translink does not only take care of public transport but also regulates bike lanes, therefore they may use such money to fix and add bike lanes in the beloved city of Richmond, however, this station will remove the title of beloved to our once sacred city
Given the growing service demand at the Capstan Village area, speeding up the project completion time will be highly appreciated.

<p>Will the distance between Aberdeen-Capstan and Bridgeport-Capstan be too short? I feel like if adding a station between them will make the distance between those three stations too short, and adding a station may increase the time for travelling every time</p>
<p>I'm really concerned that this proposed will be underbuilt. By 2023 and beyond, the ridership will exceed capacity and 3 train doors are not going to be feasible. If you're building it now, I would say a modular design that can accommodate future 5-6 door trains or a third lane for a stand-by sky train should be considered. I don't want to repeat the same mistakes as in 2010 where the Canada line is under built. Trains are already very cramped as it is during rush hour and a long term 2050 vision needs to be considered as to not waste funds and time in the future</p>
<p>Regarding the "safety" principle, there will be a community centre built across the street. For pedestrians coming from the other side of the street, due to the lack of a north facing entrance, many people will use the outside traffic lane to cut corner to catch their train. The intent to direct flow to retail business is good but this is already not working in the existing Aberdeen Station. People walk on the bicycle lane in the rain all the time.</p> <p>There should be a shorter path to the station inside</p>
<p>Design looks good</p>
<p>None, it seems like a good idea. I personally probably wouldn't be getting on or off at that stop but it does seem helpful to the development in the area. Capacity might be an issue. When Marine drive had the developments completed the train cars for much more full especially during peak hours. I wish there were more frequent trains to help with this problem</p>
<p>I would like to see some bike storage & storage lockers integrated inside the station past the fare gate. With expanding cycling connectivity in Richmond and increased density in the area, having a bike storage inside the station will help promote using bikes as a good method of end point mode of travel.</p>
<p>The design looks great!</p>
<p>Perhaps utilizing the space under the station (opposite the entry) should be considered. Many of these Canada line stations have dead space which is unfortunate. If the the control/machine room can be relocated somehow to under the outbound platform (street side) to allow for clear passage straight through under the tracks and put the retail park side (under the inbound platform), this can create a more vibrant and useful public space</p>
<p>Thank you for asking us.</p> <p>Space below platform: From decades of living with an elevated transit system in metro Vancouver, I feel the large amount of unused space under the platform (street level) is dark and wasted, and worse, will likely become a visual eye sore (graffiti & litter site) . Could it not be retail or bike lockers, etc?</p> <p>Physical distancing: Are the platforms, and the space between the twinned escalators, wide enough for the worlds' new physical distancing rules? It doesn't look like it</p>
<p>Non</p>
<p>For the consideration of residents that will soon be living very close to the station, please consider all possible sound barriers and mechanics to reduce noise from train movement, including the times when it would screech on the railings to a halt. Can the station be designed so that it is more enclosed and possibly creating a shell of some sort on the exterior to keep the noise inside? Thank you for considering this suggestion.</p>
<p>The plaza outside the station looks fantastic. Adding to that space with concrete chess/ mahjong boards, ping pong tables, teqball tables would be a cheap and great way to add functionality and uniqueness to the space in my opinion.</p>
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The park is used by residents living in the surrounding condos. Will there be any kind of separation between the new station and the park so that privacy is maintained and noise is minimized?

Good idea to build a 50-metre long platform right from the start to avoid having to expand it in the near future

Yes, I would like the station named the Josipa Peturnic Station. Also it's a nice station that needs a rose garden. Plus some of the open space would be a nice housing opportunity - just put some Expo Mk I Cars in there, renovate them for housing and there you go.

Otherwise, I like the glass. I like being able to stand at the edge of the platform and photograph arriving & departing SkyTrains. I like the wayfinding intentions also.