

Engagement Summary Report

Stop Optimization on Kingsway/Main/Pender



January 2026

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TransLink's Engagement for Bus Stop Optimization on Route 19

Executive Summary

Bus stop optimization, sometimes called stop balancing, involves the thoughtful removal and/or relocation of bus stops along a corridor to achieve more consistent spacing, maintain convenient access, and provide faster, more reliable service for our customers.

In October 2025, TransLink and the City of Vancouver commenced engagement on bus priority measures for Route 19, one of Vancouver's busiest bus routes that also face some of the highest delays. The proposed changes include improving bus stop locations, adding dedicated bus lanes, and extending bus-only hours along Kingsway, Main Street, Pender and Georgia Street from Boundary Road to Stanley Park to help improve speed and reliability.

TransLink led an engagement effort on the bus stop optimization aspects of the project, while the City of Vancouver worked with communities along the corridor to understand potential impacts of extending bus lane hours. Joint promotion of the project was made.

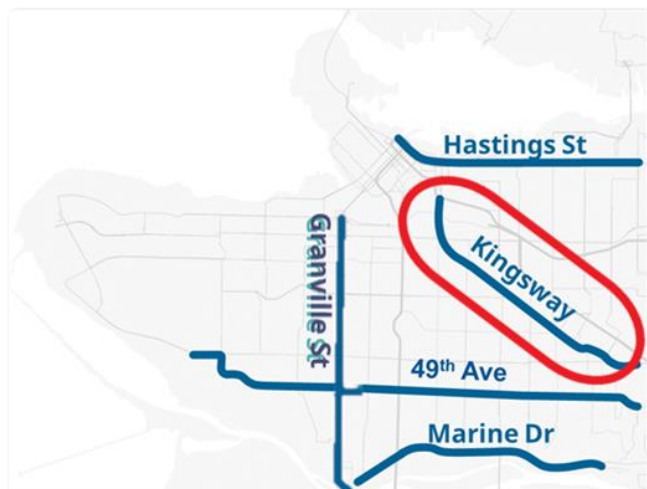
The engagement efforts resulted in valuable insights and recommendations from the community, which have informed proposed changes for bus stop optimization.

This report discusses only TransLink engagement activities related to stop optimization.

Project Context

In October 2023 and July 2024, City of Vancouver Council approved motions for staff to work with TransLink to improve bus speed & reliability on five key corridors experiencing delay- Granville, Kingsway, Hastings, 49th Avenue and Marine Drive.

The key objectives are to quickly deliver a goal of 10% travel time savings, and to balance the benefit and trade-offs, recognizing both transit and local business needs.



City and TransLink staff have subsequently been planning and designing concepts for each corridor, commencing with the Granville corridor.

Projects align with several key policies, including:

- TransLink's Transportation 2050
- City of Vancouver Transportation 2040

- City of Vancouver Climate Emergency Action Plan

Funding for the projects derives from TransLink's Investment Plan approved in 2024. TransLink's funding program invests capital dollars on bus-priority infrastructure, to make bus service efficient and reliable for customers, and save operating costs incurred in responding to congestion and delay.

What is Bus Stop Optimization? And why is it important?

Bus stop optimization involves strategically adjusting stop locations to improve service reliability, accessibility, and overall transit performance. This approach is crucial for minimizing delays and enhancing customer experience.

Our approach

As part of our bus speed and reliability program, TransLink partnered with the City of Vancouver to optimize stop spacing on Route 19 (Metrotown/Stanley Park), and the City of Vancouver explored extending bus lanes to longer hours (these extensions are anticipated for Spring 2026).

When reviewing Route 19 we found that it has some of the closest stop spacing in the region, with about 70% of stops less than TransLink's recommended 300 meters apart, contributing to significant delays. TransLink's guidelines for optimal bus stop spacing are contained in our [Transit Service Guidelines](#).

In many locations, bus stops are too close together. Three hundred metres is equivalent to about 2 – 3 blocks in Vancouver, or a 5 to 10-minute walk between bus stops. However, on Route 19 70% of bus stops are closer together— averaging just 271 metres apart.

Bus stop balancing requires careful assessment of trade-offs. We consider many factors to find the right balance between convenient access and reliable service. These factors include accessibility, customer safety and comfort, topography, service type, distance between stops, adjacent land use, stop usage and transfers.

We also look at whether it had a twin stop in the opposite direction, nearby crosswalks, or stop amenities (e.g. shelters or benches). We consider locations where customers may benefit from the addition of a new stop, such as areas with higher populations of seniors or people with reduced mobility, as well as areas with larger spacing between current stops.

We analyze demographic data to ensure that our proposal would not disproportionately affect communities such as seniors, persons living with disabilities, or low-income households. TransLink aims to balance physical constraints, accessibility, convenience and transit performance factors.

Our proposal

Along the entirety of the route, the aim will be to more evenly distribute stops, which helps with system legibility, if passengers know that they can expect a stop at a regular

interval.

TransLink's System Planning team proposed the closure of 17 stops, along with the creation of 5 new stops, for a net reduction of 12 stops.

Five new stops were proposed near signalized crossings to maintain safe and convenient access:

On Kingsway

- Eastbound (EB) Kingsway at Aberdeen
- Westbound (WB) Kingsway at Aberdeen
- Eastbound (EB) Kingsway at King Edward

On Main Street

- Northbound (NB) Main St at E 5 Ave

Downtown

- Westbound (WB) Pender St near-side (NS) Howe St



Once completed, more than 90% of customers will continue to use their existing bus stop. **Customers who experience a stop change will still have a stop within one block of their previous location.**

While most changes will be on Route 19, some stops shared with routes #3, #5, #8, #22, #25, and N19 may also change.

Proposed Stop Changes

Kingsway Proposed for Removal

- EB Kingsway at Lincoln St (51155)
- WB Kingsway at Lincoln St (51173)
- EB Kingsway at Melbourne St (51154)
- WB Kingsway at Melbourne St (51174)
- EB Kingsway at Wessex St (51152)
- WB Kingsway at Spencer St (51185)
- EB Kingsway at Perry St (51144)
- EB Kingsway at Dumfries St (51143)

Main Street Proposed for Removal

- NB Main St at E 5 Ave (50178)
- NB Main St at E 6 Ave (50177)
- NB Main St at Industrial Ave (50180)

Downtown Proposed for Removal/Relocation

- WB W Pender St at Granville St (50096)
#5, #19, & #22 will be relocated to a new stop. Stop will continue serving other existing routes.
- WB W Pender St at Howe St (50097)
- WB W Pender St at Thurlow St (51471)
- WB W Georgia St at Gilford St (51476)
Temporarily closed due to construction
- EB W Pender St at Broughton St (51371)
- EB W Pender St at Bute St (51373)

Engagement Approach

We met with key stakeholders with interests in the corridor in a number of ways.

Engagements were conducted with:

- Bus operators at Vancouver Transit Centre
- the Mount Pleasant BIA Executive Director
- the Joyce-Collingwood BIA Executive Director
- Movement Transit Riders Coalition
- Community-based organizations serving persons living with disabilities
- City of Vancouver Transportation Advisory Committee
- City of Vancouver Persons with Disabilities Advisory Committee
- City of Vancouver Older Persons and Elders Advisory Committee
- City of Vancouver municipal staff

For the period October 20th to November 9th 2025, we also proactively engaged with transit users and communities of interest along the corridor from Boundary Road to Stanley Park.



Desktop MTR Test Room (Unverified)
Hybrid online/in-person meeting with members of the City of Vancouver's Persons with Disability Advisory Committee

More widely, email notifications of the engagement were provided to nearby schools and parent advisory committees, community service organizations, senior living centres, faith institutions, childcare providers, individual businesses and health centres along the corridor.

View in a web browser

CNIB FOUNDATION

Changes to Bus Stop Spacing on Route 19 Metrotown/Stanley Park

TransLink is making changes to bus stop spacing along the Route 19 Metrotown/Stanley Park corridor to make trips quicker and more reliable. When bus stops are too close together, trips are delayed, connections are missed, and riders spend more time waiting.

To minimize impacts on customers, TransLink is proposing changes to about one in five of the least used bus stops along Route 19, with five new stops added at signalized crossings for accessibility and convenience. More than 90% of riders will keep using their current stop. Where a change happens, another stop will be within about a block.

Kingsway

Proposed for Removal

- EB Kingsway at Lincoln St (51153)
- WB Kingsway at Lincoln St (51173)
- EB Kingsway at Melbourne St (51154)
- WB Kingsway at Melbourne St (51154)
- EB Kingsway at Wesssex St (51155)
- WB Kingsway at Spencer St (51156)
- EB Kingsway at Perry St (51144)
- EB Kingsway at Duffries St (51144)

Proposed New Stops

- EB Kingsway at Aberdeen
- WB Kingsway at Aberdeen
- EB Kingsway at King Edward

Main Street

Proposed for Removal

- NB Main St at E 5 Ave (50178)
- NB Main St at E 6 Ave (50177)
- NB Main St at Industrial Ave (50180)

Proposed New Stop

- NB Main St at E 5 Ave

Pender

Proposed for Removal/Relocation

- WB W Pender St at Granville St (50095) - Only #5, #19, & #22 will be relocated to a new stop.
- WB W Pender St at Home St (50097)
- WB W Pender St at Thurlow St (51471)
- WB W Georgia St at Gliford St (51476)
- EB W Pender St at Broughton St (51371)
- EB W Pender St at Bute St (51373)

Proposed for New Stop

- WB Pender St NB Granville St

Your Feedback Matters!

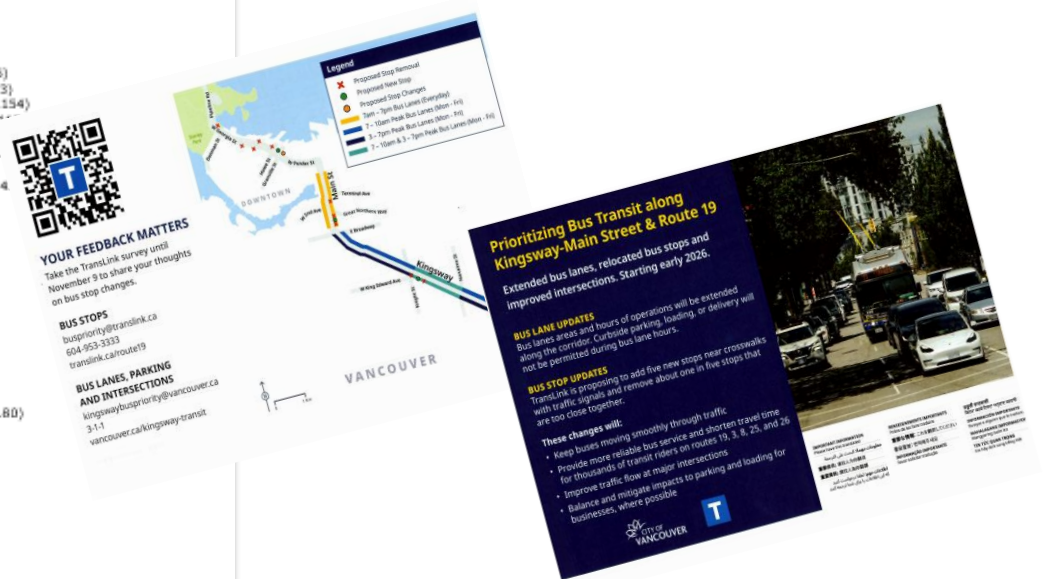
Help us improve your journey! Visit translink.ca/route19 by November 9 to learn more and share your thoughts on the proposed stop changes. A final plan will be shared in January 2026 after the close of the public feedback.

Volunteer Support Us Programs Advocate Shop

DONATE

We also partnered with the Canadian National Institute of the Blind (CNIB) to send notifications by email and telephone to their members in surrounding postal codes. These communications reached 718 of their contacts.

Jointly with the City of Vancouver, we first distributed a postcard to advise of the proposals for stop optimization and the City's efforts on extending bus lane hours. This communication was sent to 38,000 addresses within a 2-block walking shed of the corridor.



This was followed by the hand-delivery of letters to approximately 900 businesses fronting the proposed Kingsway - Main St bus lanes.

With representatives from the City's Transportation Planning, some 175+ individual business owners in the Main and Kingsway area were engaged in-person to better understand their perspective on bus priority initiatives for the area.

We posted signs at all stops on the route to let customers know about the proposed changes and invite their feedback. Bus shelters at key locations also carried large-format maps of the stop changes proposed for the corridor. All materials carried a scannable QR code link, leading to the online feedback survey.



Your feedback matters!

Scan the QR code or visit translink.ca/route19 to take the survey by November 9, 2025



At affected stops, we notified customers of upcoming changes and directed them to the nearest alternative stops.

In-Person Engagement

Public outreach and information sessions were held in locations along the corridor to meet people where they were already gathering and invite feedback on proposed stop changes. Locations included:

- Carnegie Community Centre- Oct 07 2025 (20)
- The Gathering Place- Oct 08 2025 (19)
- Mt. Pleasant Community Centre- Nov 03 2025 (44)
- Consumer's Produce (streetside)- Nov 05 2025 (130)



Mt. Pleasant Community Centre public pop-up



On-street public pop-up near Wessex



Carnegie Centre public pop-up



Vancouver Transit Centre engagement with operators

on the translink.ca website. **Digital Outreach**

We updated our [dedicated webpage](#) to share detailed information about the project. This was also the page where participants were directed to complete the feedback survey. We documented almost 3000 views of the page. The page included an interactive map of the proposed stop changes that visitors could explore.

Posts on Facebook, X, and The Buzzer Blog promoting engagement were viewed a combined 7,000+ times.

Page visitors also accessed a podcast segment on bus lanes, part of our broader Bus Speed and Reliability Strategy.

Route 19 Bus Priority

TransLink and the City of Vancouver are making trips along one of Vancouver's busiest bus routes quicker and more reliable. The #19 serves more than four million trips each year, connecting neighborhoods from Metrotown Station to Stanley Park, but it also faces some of the most frequent delays.

We're adjusting bus stop locations, extending bus lanes, and upgrading intersections to help more people get where they need to be, on time.

Better-spaced stops, more reliable trips

About seventy per cent of Route 19 stops are closer than the recommended 300 metres apart. This means buses pull over more often, trips take longer, and travel times are harder to predict.

We're proposing to space stops more evenly along Route 19, between Boundary and Stanley Park, to reduce travel time and delays, while maintaining accessibility.

Select a stop in the map below to find out why we recommend keeping or removing it.

Tell Us What You Think

We'd like to hear from you, whether you travel to the area or through it. Take the survey by November 9 to share your thoughts on the proposed bus stop placements.

Your input will help shape the final plan, which will be announced in early 2020.

[Take the survey](#)

What's Happening?

Bus Stop Changes

- We're proposing changes to seventeen stop locations along Route 19, between Boundary and Stanley Park, to help buses stay on time.
- Five new stops are proposed near crossings with traffic lights for safer and more convenient access.
- More than 90 per cent of riders can keep using their current stop. Where a change happens, another stop will be within about a block.
- While most changes will be on Route 19, some stops shared with routes #1, #5, #8, #22, #25, and N19 may also change.

What's the T | The TransLink Podcast

S4E2 | How are we speeding up the humble, everyday bus?

[Play](#)

Summary of Community Notifications

| | |
|--|------------------|
| Blanket notifications via postcard mailout with City of Vancouver (sent Oct 30 2025) | 38,000 addresses |
| Email notifications to businesses & BIAs (sent Oct 17 2025) | 1200 |
| Email notifications to Community-based organizations serving persons living with disabilities providers (sent Oct 21 2025) | 17 |

| Outreach to specific stakeholder groups | Number contacted |
|---|------------------|
| CNIB- email blast for clients in designated postal codes (sent Oct 29, 2025) | 234 contacts |
| CNIB- phone blast for clients in designated postal codes (sent Oct 29, 2025) | 358 contacts |
| In-person canvas/door-knocking with Kingsway businesses (Oct 22 & 23, 2025) | 175 contacts |
| Movement – transit users coalition (online) (Oct 20 2025) | 3 |
| CoV Persons with Disabilities Advisory Committee (in-person/ online) (Sept 11, 2025) | 14 |
| CoV Transportation Committee (in person/ online) (Sept 10, 2025) | 12 |
| Mount Pleasant Business Improvement Association (online) meeting with Neil Wyles Exec Dir. (Oct 16, 2025) | 1 |
| Joyce Collingwood Business Improvement Association (online) meeting with Angela Evans Exec Dir. (Oct 20, 2025) | 1 |
| CoV Older Persons and Elders Advisory Committee, Transportation sub-committee (in person/ online) (Oct 24, 2025) | 13 |
| Community-based organizations serving persons living with Disabilities (Oct 30, 2025) (BC Centre for Ability, Together We Can, Developmental Disabilities Association, Spectrum Society for Community Living) | 8 |
| Mt. Pleasant Community Centre (in-person pop-up) (Nov 3, 2025) | 44 |
| Kingsway Street Pop-Up (in-person pop-up) (Nov 5, 2025) w/in-language translation | 130 |

Engagement Survey

The online survey to gather feedback was available from October 20, 2025 to November 9, 2025. (refer to Appendix A for survey instrument. The survey could be completed in English, Traditional Chinese, Simplified Chinese, Spanish, Korean or Tagalog.

Survey respondents commented on all stops, with the survey gathering public feedback on:

- Specific bus stops along Route 19 (both directions).
- Proposed removals or changes to these stops as part of a bus stop optimization initiative.

Survey topics included:

Factors Considered for Stop Removal:

Stop spacing, geography, sidewalk grade, nearby destinations, pedestrian crossings, transfer points, community amenities, and boarding statistics.

Stop Usage:

Commuting, school, services, errands, social and cultural activities, recreation, and transit connections.

Frequency & Time of Use:

Ranges from daily to never, and across all times of day.

Arrival Methods:

Walking, biking, other bus routes, or vehicle drop-offs.

Open-Ended Comments:

Many respondents provided detailed feedback on the **impact of removing specific stops**, especially regarding:

- Accessibility for older persons and people with disabilities.
- Safety concerns.
- Community reliance on certain stops.

What we heard

Over the three-week engagement period, we received **363 comments** from **597 participants**, commenting on every stop proposal.

The analysis does not include the **70 additional emails** logged in the project inbox regarding sentiment surrounding stop balancing, 36 (56%) of which were supportive of the overall stop balancing program, 15 (25%) opposed to specific stop interventions, and 24 (37%) neutral.

These insights inform recommendations to ensure that stop adjustments meet

operational objectives without compromising rider experience.

Overall, comments expressed by survey participants were woven around the following themes:

Community Reliance and Usage

- Many respondents emphasized their long-term reliance on specific stops, highlighting their importance for daily commutes and accessibility for residents in the area. Stops may be used by a diverse demographic, including seniors, families, and individuals with mobility challenges.

Accessibility and Safety

- Comments reflected concerns about the safety and accessibility of the alternative stops. Many users expressed that some alternative stops lacked adequate shelter, space, and safety features, making them less suitable for vulnerable populations.

Inadequate Alternatives

- A number of comments argued that the nearby stops do not provide a viable alternative to their existing stop. Respondents pointed out that the next closest stop may be cramped, lack shelter, or pose safety risks due to proximity to busy intersections.

Impact on Vulnerable Populations

- There was a strong focus on how the removal of specific stops (such as #51152) would disproportionately affect seniors, individuals with disabilities, and families with young children. Many comments highlighted that these groups rely heavily on this stop for safe and convenient access between public transportation and community amenities.

Concerns About Increased Pedestrian Stop Crowding

- Many users expressed concern that removing a given stop could lead to overcrowding at the remaining stops, which could create safety hazards and increased pedestrian traffic/activity on sidewalks.

Summary Analysis of All Stop Feedback

Below is a structured summary of feedback trends across all analyzed stops, highlighting engagement levels and sentiment distribution:

| Stop | Comments | Positive Support for removal or acknowledgme nt of benefits | Neutral Informational or conditional comments | Negative Opposition to removal, citing accessibility, convenience, or personal reliance. |
|---|-----------------|--|---|---|
| 51152 – EB Kingsway at Wessex St | 107 | ~15% | ~25% | ~60% |
| 51144 – EB Kingsway at Melbourne St | 66 | 20% | 35% | 45% |
| 51155 – EB Kingsway at Lincoln St | 73 | 20% | 35% | 45% |
| 51173 – WB Kingsway at Lincoln St | 39 | 20% | 35% | 45% |
| 51174 – WB Kingsway at Melbourne St | 47 | 20% | 35% | 45% |
| 51185 – WB Kingsway at Spencer St | 54 | 15% | 35% | 50 % |
| 51143 – EB Kingsway at Dumfries St | 72 | 15% | 30% | 55% |
| 51144 – EB Kingsway at Perry St | 99 | 25% | 15% | 60% |
| 50177 – NB Main St at E 6 Ave | 125 | 15% | 20% | 65% |
| 50178 – NB Main St at E 5 Ave | 115 | 15% | 27% | 58% |
| 50180 – NB Main St at Industrial Ave | 112 | 15% | 35% | 50%. |
| 50096 – WB W Pender St at Granville St | 78 | 15% | 30% | 55% |
| 50097 – WB W Pender St at Howe St | 69 | 15% | 30% | 55%. |
| 51471 – WB W Pender St at Thurlow St | 63 | 15% | 35% | 50% |
| 51476 – WB W Georgia St at Gilford St | 89 | 15% | 35% | 50% |
| 51371 – EB W Pender St at Broughton St | 78 | 15% | 35% | 50%. |
| 51373 – EB W Pender St at Bute St | 103 | 15% | 35% | 50%. |

Following is a more detailed breakdown of each stop, generally east to west.

Analysis of Comments for Stop 51152 – EB Kingsway at Wessex St

107 comments were received for stop 51152, representing **~17.9% of all survey responses** (one of the highest engagement levels among stops). Here's what the **comments for the proposed stop discontinuation at Eastbound Kingsway at Wessex Street** reveal:

Sentiment distribution (approx.):

- **Negative:** ~60% (concerns about seniors, mobility, inconvenience)
- **Neutral:** ~25% (general observations, conditional support)
- **Positive:** ~15% (support for faster service)

Top 5 Recurring Themes

1. **Accessibility for Seniors and Disabled Riders –**
Many comments highlight that elderly and mobility-impaired riders rely on this stop and would struggle with longer walking distances.
2. **Proximity to Essential Services –**
Frequent mentions of nearby **grocery stores, banks, and shops** (e.g., RBC, Consumers, Pine House Bakery) making this stop a hub for errands.
3. **Impact on Convenience and Daily Use –**
Concerns about inconvenience for regular users who depend on this stop for commuting and errands.
4. **Preference for convenience over speed –**
Survey respondents in this case prioritize closer stop spacing rather than faster trips.
5. **Suggestions for Alternatives –**
Ideas include relocating the stop closer to **Tyne Street** or ensuring any new stop is near a **pedestrian crossing** for safety.

ACTION

Possible Recommendation:

Based solely on the feedback comments analyzed, the overwhelming sentiment strongly favors **keeping stop #51152**.

The feedback highlights that this stop is a critical access point for **seniors, people with disabilities, and families**, serving nearby **grocery stores, banks, pharmacies, and other essential businesses**.

Removal would create significant hardship for those with mobility challenges and reduce convenience for local shoppers. Additionally, one comment notes that removing the stop would not yield meaningful time savings, undermining the rationale for removal.

“Please keep the stop. There are many seniors in the area that have mobility issues. This would be a hard time for them to walk the distance.”

“Please don’t remove the bus stop. Please put more buses and lessen the waiting time specially for the seniors and people with disability.”

“Don’t cancel the stop...”

Analysis of comments for 51144- EB Kingsway at Melbourne St

Here’s what the **66 comments for the proposed stop discontinuation at EB Kingsway at Melbourne St** reveal:

Sentiment Distribution

- **Positive: 20%** (supporting removal or faster service)
- **Negative: 45%** (strong opposition, citing accessibility concerns)
- **Neutral: 35%** (conditional feedback or suggestions)

Top Recurring Themes include:

1. **Accessibility concerns –**
Many comments highlight that the stop is important for seniors and riders with mobility challenges.
2. **Proximity to local businesses and residential areas –**
Riders value this stop for easy access to nearby shops and homes.
3. **Frequency of use –**
Several respondents mention they use this stop regularly for commuting.
4. **Safety implications –**
Concerns about longer walking distances and crossing busy intersections if the stop is removed.
5. **Preference for convenience over speed –**
Riders generally favor closer stop spacing rather than faster travel times.

Possible Recommendations for Proceeding with Stop Closure

Proceed with the caution and awareness that resistance is present but less than higher-volume stops.

Analysis of comments for 51155 - EB Kingsway at Lincoln St

Here's what the **73 comments for the proposed stop discontinuation at EB Kingsway at Lincoln St** reveal:

Sentiment Distribution

- **Positive: 20%** – (Support removal for faster service.)
- **Negative: 45%** – (Strong opposition, citing accessibility concerns.)
- **Neutral: 35%** – (Conditional feedback or suggestions.)

Top Recurring Themes

1. **Accessibility concerns** –
Stop serves seniors and mobility-restricted riders.
2. **Proximity to local businesses and residential areas** –
Important for short trips.
3. **Frequency of use** –
Regular commuters rely on this stop.
4. **Safety implications** –
Longer walks across busy intersections if removed.
5. **Preference for convenience over speed** –
Riders value closer stop spacing.

Possible Recommendations for Proceeding with Stop Closure

Proceed with caution and awareness that resistance is present but less than higher-volume stops.

Analysis of comments for 51173 - WB Kingsway at Lincoln St

Here's what the **39 comments for the proposed stop discontinuation at WB Kingsway at Lincoln St** reveal:

Sentiment Distribution- Mostly neutral, with a slight lean toward positive feedback.

- **Neutral:** 35% (Informational or conditional comments.)
- **Positive:** 20% (Support for removal or acknowledgment of benefits like faster service.
- **Negative:** 45% (Opposition to removal due to accessibility and convenience.)

Top Recurring Themes

1. **Accessibility concerns –**
Stop serves seniors and mobility-impaired riders.
2. **Proximity to local businesses and residential areas –**
Important for short trips.
3. **Frequency of use –**
Regular commuters rely on this stop.
4. **Safety implications –**
Longer walks across busy intersections if removed.
5. **Preference for convenience over speed –**
Riders value closer stop spacing.

Possible Recommendations based solely on feedback comments

Proceed with caution and awareness that resistance is present but less than higher-volume stops.

Analysis of comments for 51174 - WB Kingsway at Melbourne St

47 comments were received for stop 51174, representing **~8% of all survey responses** (lower engagement compared to other stops analyzed). Here's what **these comments for the proposed stop discontinuation at WB Kingsway at Melbourne St** reveal:

Sentiment Distribution

- **Positive: 20%** – (Support removal for faster service and efficiency.)
- **Negative: 45%** – (Opposition citing accessibility and safety concerns.)
- **Neutral: 35%** – (Conditional feedback or suggestions for relocation and mitigation.)

Top Recurring Themes

1. **Accessibility for Seniors and Disabled Riders**
Mentions of seniors and mobility-impaired individuals relying on this stop.
2. **Proximity to Local Businesses**
Comments highlight convenience for shopping, errands, and short trips.
3. **Frequency of use**
Regular commuters rely on this stop.
4. **Safety implications**
Longer walks across busy intersections if removed.
5. **Preference for convenience over speed**
Riders value closer stop spacing.

Possible Recommendations for Proceeding with Stop Closure

Proceed with caution and awareness that resistance is present but less than higher-volume stops.

Analysis of comments for 51185 - WB Kingsway at Spencer St

Here's what the **54 comments for the proposed stop discontinuation at WB Kingsway at Spencer St (51185)** reveal:

Sentiment Distribution

- **Neutral: 35%** – (Conditional feedback or suggestions.)
- **Positive: 15%** – (Support removal for faster service.)
- **Negative: 50%** – (Strong opposition, citing accessibility concerns.)

Top 5 Recurring Themes

1. **Accessibility concerns** –
Stop serves seniors and mobility-impaired riders.
2. **Proximity to local businesses and residential areas** –
Important for short trips.
3. **Frequency of use** –
Regular commuters rely on this stop.
4. **Safety implications** –
Longer walks across busy intersections if removed.
5. **Preference for convenience over speed** –
Riders value closer stop spacing

Possible Recommendations for Proceeding with Stop Closure

Proceed with caution and awareness that resistance is present but less than higher-volume stops. Support is split evenly between opposition and support/neutral sentiment.

Analysis of comments for 51143 - EB Kingsway at Dumfries St

72 comments were received for stop 51143, representing **~12% of all survey responses** (moderate engagement compared to other stops). These comments for the **proposed stop discontinuation at EB Kingsway at Dumfries St (51143)** reveal:

Sentiment Distribution

- **Positive: 15%** – (Support removal for faster service.)
- **Neutral: 30%** – (Conditional feedback or suggestions.)
- **Negative: 55%** – (Strong opposition, citing accessibility concerns.)

Top 5 Recurring Themes

1. **Accessibility concerns** –
Stop serves seniors and mobility-impaired riders.
2. **Proximity to local businesses and residential areas** –
Important for short trips.
3. **Frequency of use** –
Regular commuters rely on this stop.
4. **Safety implications** –
Longer walks across busy intersections if removed.
5. **Preference for convenience over speed** –
Riders value closer stop spacing

ACTION

Possible Recommendations for Proceeding with Stop Closure based on feedback

Avoid closure: Resistance is significant although less than higher-volume stops.

Analysis of comments for 51144 - EB Kingsway at Perry St

There was high engagement with **comments** received for stop 51144, representing **16.58% of all survey responses**. Here's what the **99 comments for the proposed stop discontinuation at EB Kingsway at Perry St (51144)** reveal:

Sentiment Distribution

- **Neutral: 15%** – (Conditional feedback or suggestions.)
- **Positive: 25%** – (Support removal for faster service.)
- **Negative: 60%** – (Strong opposition, citing accessibility concerns.)

Top 5 Recurring Themes

1. **Accessibility concerns** –
Important for seniors and mobility-impaired riders.
2. **Proximity to businesses and residential areas** –
Stop serves local destinations.
3. **Frequency of use** –
Regular commuters rely on this stop.
4. **Safety implications** –
Longer walks across busy intersections if removed.
5. **Preference for closer stop spacing** –
Riders value convenience over speed.

ACTION

Possible Recommendations for Proceeding with Stop Closure

1. **Avoid immediate closure due to strong negative sentiment and accessibility concerns. Avoid removal without mitigation** since accessibility concerns remain significant, especially for seniors and disabled riders.
2. **Consider alternatives:**
 - Relocate the stop slightly rather than full removal.
 - Ensure adjacent stops are within 250–300m and are accessible.
3. **Communicate benefits clearly** (e.g., improved travel time) and provide support for vulnerable riders.
4. **Engage further with targeted outreach** for seniors and mobility-restricted riders before final decision.

Analysis of comments for 50177 - NB Main St at E 6 Ave

125 comments were received for stop 50177, representing **20.94% of all survey responses** (highest among all stops). Here's what the **comments for the proposed stop discontinuation at NB Main St at E 6 Ave** reveal:

Sentiment Distribution

Negative: 65% Opposition to removal, citing accessibility, convenience, or personal reliance.

Neutral: 20% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

Top Recurring Themes

1. **Accessibility concerns –**
Stop is important for seniors, people with mobility challenges.
2. **Proximity to destinations –**
Nearby businesses, residential areas, and transfer points.
3. **Frequency of use –**
Daily commuters rely on this stop.
4. **Safety and convenience –**
Removing the stop may force longer walks across busy intersections.
5. **Opposition to fewer stops –**
Preference for closer stop spacing over faster trips.

ACTION

Possible Recommendations for Proceeding with Stop Closure

Given the strong negative sentiment and recurring accessibility concerns:

- **Do NOT proceed with immediate closure.**
- **Consider mitigation strategies:**
 - Maintain the stop or relocate it slightly rather than full removal.
 - If removal is necessary, confirm that alternative stops are within 250–300m and accessible.
 - Communicate clear benefits (e.g., improved travel time) and support options for vulnerable riders.
- **Engage stakeholders further –** Host additional targeted outreach for seniors and mobility-restricted riders.
- **Pilot approach –** Test reduced stop spacing on less critical segments before applying to high-use stops like 50177.

Analysis of comments for 50178 - NB Main St at E 5 Ave

115 comments were received for stop 50178, representing a high level of engagement. Here's what the **comments for the proposed stop discontinuation at NB Main St at E 5 Ave** reveal:

Sentiment Distribution

Negative: 58% Opposition to removal, citing accessibility, convenience.

Neutral: 27% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to local businesses and residential areas –**
Riders value this stop for easy access to nearby destinations.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Longer walking distances and crossing busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

ACTION

Possible Recommendations for Proceeding with Stop Closure

Given the strong negative sentiment and recurring accessibility concerns:

- **Do NOT proceed with immediate closure.**
- **Consider mitigation strategies:**
 - Maintain the stop or relocate it slightly rather than full removal.
 - If removal is necessary, confirm that alternative stops are within 250–300m and accessible.
 - Communicate clear benefits (e.g., improved travel time) and support options for vulnerable riders.
- **Engage stakeholders further –** Host additional targeted outreach for seniors and mobility-restricted riders.

- **Pilot approach** – Test reduced stop spacing on less critical segments before applying to high-use stops like 50178.

Analysis of comments for 50180 – NB Main St at Industrial Ave

112 comments were received for stop 50180, representing a relatively high level of engagement. Here's what the **comments for the proposed stop discontinuation at NB Main St at Industrial Ave** reveal:

Sentiment Distribution

Negative: 50% Opposition to removal, citing accessibility, convenience.

Neutral: 35% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, less intense than high-volume stops like 50177 or 51152.

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to industrial/commercial areas –**
Serves workers and businesses nearby.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Longer walking distances and crossing busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

Possible Recommendations for Proceeding with Stop Closure

Proceed cautiously: Resistance is moderate but notable.

Analysis of comments for 50096 - WB W Pender St at Granville St

78 comments were received for stop 50180, indicating a moderate level of engagement. Here's what the **comments for the proposed stop discontinuation at WB W Pender St at Granville St (50096)** reveal:

Sentiment Distribution

Negative: 55% Opposition to removal, citing accessibility, convenience.

Neutral: 30% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, less intense than high-volume stops like 50177 or 51152.

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to downtown destinations –**
Serves offices, businesses, and transfer points.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Respondents anticipate longer walking distances and the need to cross busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

Possible Recommendations for Proceeding with Stop Closure

Proceed cautiously: Resistance is moderate but notable.

Analysis of comments for 50097 - WB W Pender St at Howe St

69 comments were received for stop 50097, signifying a moderate level of engagement. Here's what the **comments for the proposed stop discontinuation at WB W Pender St at Howe St** reveal:

Sentiment Distribution

Negative: 55% Opposition to removal, citing accessibility, convenience.

Neutral: 30% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, less intense than high-volume stops like 50177 or 51152.

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to downtown destinations –**
Serves offices, businesses, and transfer points.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Respondents anticipate longer walking distances and the need to cross busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

Possible Recommendations for Proceeding with Stop Closure

Based on survey feedback solely, proceed cautiously. Resistance is significant but not as high as higher-volume stops.

Analysis of comments for 51471 - WB W Pender St at Thurlow St

63 comments were received for stop 51471, signifying a moderate level of engagement. Here's what the **comments for the proposed stop discontinuation at WB W Pender St at Thurlow St** reveal:

Sentiment Distribution

Negative: 50% Opposition to removal, citing accessibility, convenience.

Neutral: 35% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, similar to other mid-volume stops.

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to downtown destinations –**
Serves offices, businesses, and transfer points.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Respondents anticipate longer walking distances and the need to cross busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

Possible Recommendations for Proceeding with Stop Closure

Based on survey feedback solely, proceed cautiously. Resistance is moderate but notable.

Analysis of comments for 51476 - WB W Georgia St at Gilford St

89 comments were received for stop 51476, signifying a moderate level of engagement. Here's what the **comments for the proposed stop discontinuation at WB W Georgia St at Gilford St** reveal:

Sentiment Distribution

Negative: 50% Opposition to removal, citing accessibility, convenience.

Neutral: 35% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, similar to other mid-volume stops.

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to downtown destinations –**
Serves residential areas and nearby amenities.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Respondents anticipate longer walking distances and the need for crossing busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

Possible Recommendations for Proceeding with Stop Closure

Based on survey feedback solely, proceed cautiously. Resistance is moderate but notable.

Analysis of comments for 51371 - EB W Pender St at Broughton St

78 comments were received for stop 51371, signifying a moderate level of engagement. Here's what the **comments for the proposed stop discontinuation at EB W Pender St at Broughton St** reveal:

Sentiment Distribution

Negative: 50% Opposition to removal, citing accessibility, convenience.

Neutral: 35% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, similar to other mid-volume stops.

Top Recurring Themes

- 1. Accessibility concerns –**
Stop is important for seniors and riders with mobility challenges.
- 2. Proximity to downtown destinations –**
Serves residential areas and nearby amenities.
- 3. Frequency of use –**
Many respondents use this stop regularly for commuting.
- 4. Safety implications –**
Respondents anticipate longer walking distances and the need for crossing busy intersections if removed.
- 5. Preference for convenience over speed –**
Riders prioritize closer stop spacing rather than faster trips.

Possible Recommendations for Proceeding with Stop Closure

Based on survey feedback solely, proceed cautiously. Resistance is moderate but notable.

Analysis of comments for 51373 - EB W Pender St at Bute St

103 comments were received for stop 51373, signifying a moderate level of engagement. Here's what the **comments for the proposed stop discontinuation at EB W Pender St at Bute St** reveal:

Sentiment Distribution

Negative: 50% Opposition to removal, citing accessibility, convenience.

Neutral: 35% Informational or conditional comments (e.g., "I use it occasionally").

Positive: 15% Support for removal or acknowledgment of benefits (e.g., faster service).

This indicates moderate resistance, similar to other mid-volume stops.

Top Recurring Themes

- 1. Accessibility issues –**
Many respondents emphasized the importance of this stop for seniors and individuals with mobility challenges.
- 2. Convenient location –**
The stop provides easy access to nearby residential areas and amenities.
- 3. Regular usage –**
Several comments noted frequent reliance on this stop for daily travel.
- 4. Safety concerns –**
Respondents worry that removing the stop will require longer walks and crossing busy streets.
- 5. Preference for proximity over speed –**
Riders generally favour shorter walking distances

Possible Recommendations for Proceeding with Stop Closure

Based on survey feedback solely, proceed cautiously. Concerns expressed are moderate but notable.

Strategic Recommendations

- **Prioritize retention or relocation of stops with high negative sentiment** and strong accessibility concerns.
- **Implement mitigation strategies** such as confirming alternative stops are within 250–300m and adding pedestrian safety features.
- **Communicate benefits of stop optimization clearly** to riders, emphasizing improved travel times and reliability.
- **Further engage with targeted outreach** for seniors and mobility-restricted riders before finalizing decisions.

Other Survey Findings

New Stops- Analysis

This analysis summarizes community feedback on proposed **new bus stop** locations along Route 19, including Kingsway, Main Street, and Pender Street.

The goal of the new stops is to improve route efficiency, reliability, and connectivity near removed stops, while balancing accessibility and convenience for riders.

Through a review of over 200 public comments, we identified sentiment trends and recurring themes such as pedestrian safety, shelter needs, accessibility for seniors and people with disabilities, and integration with other transit routes.

These insights inform recommendations to ensure that any new stops meet operational objectives without compromising rider experience.

Comments about New Stops Proposed

Westbound Kingsway at Aberdeen (36 comments received)

Here's what the **36 comments** for the proposed stop at Westbound Kingsway at Aberdeen reveal:

Sentiment Summary

- **Support: 20 comments** (e.g., "Great idea", "Good location", "Definitely need a stop")
- **Oppose: 3 comments** (e.g., "No need", "Do not", "Not necessary")
- **Neutral: 13 comments** (short or unrelated responses like "None", "N/A")

Top Recurring Themes

1. **Accessibility** – 6 mentions (elderly access, pedestrian crossing)
2. **Convenience** – 5 mentions (closer to homes, middle ground between stops)
3. **Traffic** – 4 mentions (congestion, enforcement, bus lane)
4. **Sidewalk Space** – 2 mentions (concerns about narrow sidewalks and trees)
5. **Shelter** – 2 mentions (requests for covered areas)

Possible Recommendation:

Proceed with implementation, but **address sidewalk width and pedestrian crossing improvements**. Consider adding **shelter** and ensure **safe access for elderly users**.

Eastbound Kingsway at Aberdeen (30 comments received)

Here's the analysis for Eastbound Kingsway at Aberdeen based on **30 comments**:

Sentiment Summary

- **Support: 13 comments** (e.g., "Great idea", "Perfect!!", "Good middle ground stop")
- **Oppose: 6 comments** (e.g., "No need", "Do not", "Not necessary")
- **Neutral: 11 comments** (short or unrelated responses like "None", "N/A")

Top Recurring Themes

1. **Traffic** – 4 mentions (congestion, enforcement, bus lane)
2. **Accessibility** – 3 mentions (elderly access, crosswalk proximity)
3. **Convenience** – 3 mentions (closer to homes, middle ground between stops)
4. **Shelter/Weather Protection** – 3 mentions (lack of cover, unsafe in bad weather)
5. **Spacing Between Stops** – 3 mentions (stops too far apart, need balance)

Possible Recommendation:

Move forward, but **add weather protection** and **evaluate traffic flow impacts**. Ensure **crosswalk proximity** for safety and accessibility.

Eastbound Kingsway at King Edward (50 comments received)

Here's the analysis for Eastbound Kingsway at King Edward based on **50 comments**:

Sentiment Summary

- **Support: 22 comments** (e.g., "Great idea", "Good choice", "Makes sense", "Awesome 👍")
- **Oppose: 11 comments** (e.g., "No need", "Don't bother", "Bad stop", "Dangerous location")
- **Neutral: 17 comments** (short or unrelated responses like "None", "N/A")

Top Recurring Themes

1. **Route Integration** – 6 mentions (connections with #25 and #19, merging stops)
2. **Safety** – 5 mentions (dangerous crossing, pedestrian upgrades needed)
3. **Convenience** – 5 mentions (closer to destinations, good replacement)
4. **Shelter** – 3 mentions (requests for covered benches and weather protection)
5. **Accessibility** – 2 mentions (elderly access, crosswalk issues)

Possible Recommendation:

Implement with **pedestrian safety upgrades** (crosswalks, signals) and **full shelter installation**. Communicate benefits of route integration clearly to address opposition.

Northbound Main Street at E 5th Ave (46 comments received)

Here's the analysis for Northbound Main Street at E 5th Ave based on **46 comments**:

Sentiment Summary

- **Support: 17 comments** (e.g., "Great idea", "Good replacement stop", "Sounds good")
- **Oppose: 7 comments** (e.g., "No need", "Don't agree", "Impede traffic flow")
- **Neutral: 22 comments** (short or unrelated responses like "None", "N/A")

Top Recurring Themes

1. **Convenience** – 5 mentions (important for residents, good compromise, replacement for removed stops)
2. **Shelter/Weather Protection** – 4 mentions (requests for covered areas and weather protection)
3. **Safety** – 3 mentions (safe crossing, traffic lights, security)

- 4. **Accessibility** – 2 mentions (elderly and walker access)
- 5. **Congestion** – 2 mentions (concerns about traffic flow and business impact)

Possible Recommendation:

Proceed, but **mitigate congestion concerns** and **ensure shelter and safe crossing**. Consider signage for ride-hail management.

Westbound Pender Street mid-block Granville St (45 comments received)

Here's the analysis for Westbound Pender Street mid-block Granville St based on **45 comments**:

Sentiment Summary

- **Support:** 19 comments (e.g., "Great idea", "Looks good", "Fantastic", "Makes sense")
- **Oppose:** 10 comments (e.g., "No need", "Do not", "Not useful", "Prefer existing stops")
- **Neutral:** 16 comments (short or unrelated responses like "None", "N/A")

Top Recurring Themes

1. **Transfers** – 7 mentions (concerns about connectivity with Canada Line, other bus routes)
2. **Convenience** – 3 mentions (closer for transfers, easier access)
3. **Location Concerns** – 3 mentions (awkward distance, less space, busy area)
4. **Shelter/Weather Protection** – 1 mention
5. **Accessibility** – 1 mention (elderly access)

Possible Recommendation:

Implement with **clear transfer signage** and **optimize location for Canada Line connectivity**. Address space constraints and consider **shelter installation**.

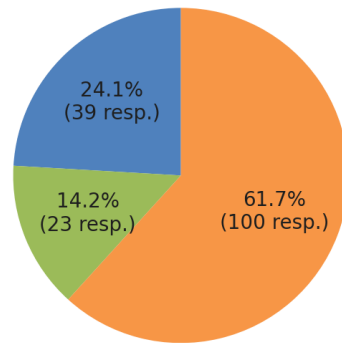
Understanding Trade-Offs

There's a trade-off between having slower trips with more stops that are closer together and having faster trips with fewer stops.

Thinking about how you use transit, how would you prefer TransLink balance the spacing of stop locations?

1-Closer stops/
slower trips

2-Balanced



3-Fewer stops/
Faster trips

Survey respondents were asked to choose between slower trips with more closely spaced stops and faster trips with fewer stops. Among 162 responses, the results show:

- Mean score: 2.35 (on a 1–3 scale)
- Median: 3
- Interpretation: Respondents lean toward fewer stops and faster trips, with the median indicating a strong preference for speed. However, the mean suggests some respondents still value closer stop spacing.
- Variation: Standard deviation of 0.86 indicates moderate diversity in opinions, highlighting the need to balance efficiency with accessibility.

Respondents provided **139 comments** on TransLink's approach to balancing bus stops. While most respondents favor faster service, accessibility considerations remain important for those who prefer more stops. Interpretation

- Most respondents **lean toward faster trips with fewer stops**, but there's still a significant group that values closer stops for convenience.
- The median being 3 suggests a strong cluster at the "fewer stops" end, even though the mean is pulled down by some who prefer more stops.
- This indicates a **trade-off tension**: speed vs. accessibility. Decisions should consider:
 - Accessibility needs (especially for seniors or those with mobility challenges)
 - Ridership patterns (commuters vs. local trips)



BUS STOP BALANCING TOP 3 TAKEAWAYS

1

SAFETY AND ACCESSIBILITY MUST REMAIN A PRIORITY



Locate stops near well-lit intersections, crosswalks, and shelters while ensuring access for seniors and people with disabilities

2

OPTIMIZE STOP SPACING WITHOUT OVER-REDUCING



Reduce stops within reason, aiming for higher end of spacing standards and within walking distance for all neighborhoods

3









BALANCE SPEED IMPROVEMENTS WITH COMMUNITY IMPACT

Prevent small business and residential disruptions through careful stop selection and additional road/traffic changes

Assessing Understanding of Route 19 Stop Adjustments

We asked, “How well does the information provided to help you understand why TransLink is adjusting bus stop locations on Route 19 Kingsway/Stanley Park?”









| | % | Frequency | |
|-----------------|--------|-----------|--|
| Very well | 28.52% | 85 |  |
| Reasonably well | 37.92% | 113 |  |
| Neutral | 18.46% | 55 |  |
| Not very well | 10.40% | 31 |  |
| Not at all | 3.02% | 9 |  |
| Unsure | 1.68% | 5 |  |
| Total | | 298 | |

Survey results indicate that the majority of respondents felt reasonably informed about why TransLink is adjusting bus stop locations on Route 19. Out of 298 respondents to this question, **66.44% reported that the information helped them understand the changes either “very well” or “reasonably well.”**

However, **28.86% were neutral**, and **13.4% indicated the explanation was insufficient (“not very well” or “not at all”)**. This suggests that while communication efforts were largely effective, there is an opportunity to improve clarity and outreach to further help riders understand the rationale behind stop spacing adjustments.

Age Profile of Respondents

We asked participants to share their age range. Survey respondents represented a broad range of ages. (n=316)

| | % | Frequency | |
|----------------------|--------|-----------|---|
| Under 19 | 0.63% | 2 |  |
| 19-24 | 7.91% | 25 |  |
| 25-34 | 24.05% | 76 |  |
| 35-44 | 23.10% | 73 |  |
| 45-54 | 12.97% | 41 |  |
| 55-64 | 11.39% | 36 |  |
| 65+ | 13.29% | 42 |  |
| Prefer not to answer | 6.65% | 21 |  |
| Total | | 316 | |

Disability Impacting Ability to Use Transit

Knowing that the experience of disability can be a key determinant of accessibility for transit customers, we sought to know the number of riders that were affected by disability. Almost 1 in 5 respondents told us that they experience a disability of some kind.

Do you experience any disability? (n=323)

| | % | Frequency | |
|----------------------|--------|-----------|--|
| Yes | 19.81% | 64 | |
| No | 67.80% | 219 | |
| Prefer not to answer | 12.38% | 40 | |
| Total | | 323 | |

Most disabilities that users described were physical in nature, but some respondents also live with sight-related, hearing, developmental /cognitive, or mental health barriers to their use of transit.

What type of disability do you experience? (select all that apply) (n=63)

| | % | Frequency | |
|--|--------|-----------|--|
| Sight-related | 17.46% | 11 | |
| Physical | 60.32% | 38 | |
| Hearing/deafness | 7.94% | 5 | |
| Developmental or cognitive | 17.46% | 11 | |
| Mental health | 28.57% | 18 | |
| Other (Please do not enter any personal identifying information (name, address, phone, email, etc.)) | 12.70% | 8 | |
| Prefer not to answer | 4.76% | 3 | |
| Total | | 63 | |

For over 78% of people who identified as living with disabilities, their disability has an impact on how they are able to use transit.

Do any of your disabilities affect how you use transit? (n=63)

| | % | Frequency | |
|----------------------|--------|-----------|--|
| Yes | 77.78% | 49 | |
| No | 15.87% | 10 | |
| Prefer not to answer | 6.35% | 4 | |
| Total | | 63 | |

Other Feedback

TransLink also tracked just over **70 other feedback comments** received through the project email address buspriority@translink.ca, our general Customer Service line, as well as our partner City of Vancouver email and Vancouver 311 service.

The main themes heard through these feedback channels regarding stop optimization included:

1. Opposition to Stop Removals

- **Accessibility Concerns:** Many respondents opposed removing stops near senior housing or areas with high populations of elderly riders (e.g., Lincoln, Wessex, Broughton). They emphasized mobility challenges and the need for shorter walking distances.
- **Safety Issues:** Comments highlighted dangerous intersections (e.g., King Edward diversion) and a lack of crosswalks or traffic lights near proposed consolidated stops, raising pedestrian safety concerns.
- **Community Impact:** Some noted that removing stops near schools, daycares, and hospitals would negatively affect families, students, and patients.

2. Support for Bus Priority Measures

- **Desire for Faster Service:** Supporters agreed that reducing stops could improve speed and reliability, but many urged more ambitious measures like:
 - Extending bus lane hours to 7 AM–7 PM, 7 days a week.
 - Adding all-day bus lanes and priority signals.
- **Frustration with Limited Gains:** Several comments criticized the projected 3% time savings, arguing it falls short of the City's target improvement of 10%.

3. Suggestions for Alternatives

- **Express Service Proposal:** Multiple respondents suggested introducing an express bus (similar to the 99 B-Line) alongside the regular Route 19 to balance speed and accessibility.
- **Stop Relocation Instead of Removal:** Some proposed moving stops slightly (such as St. Joseph Hospital stop) to improve spacing without eliminating access.

4. Communication and Engagement Issues

- **Signage Problems:** A few noted broken QR codes and incorrect links on posted signs, which caused confusion and frustration.
- **Short Notice for Info Sessions:** Operators and riders expressed concern about inadequate advance notice for engagement opportunities.

5. Broader Concerns

- **Impact on Businesses and Parking:** Comments flagged potential loss of parking and delivery access due to extended bus lane hours.
- **Tourism and Local Economy:** Removing stops in the West End and Coal Harbour was seen as harmful to visitors and businesses reliant on transit.

Overall, the themes reflect a strong community focus on maintaining and optimizing bus stops to enhance accessibility, safety, and convenience for all users.

Next steps

TransLink is committed to ensuring that bus stop optimization efforts continue to reflect the needs and priorities of the communities we serve. Based on the feedback received through this engagement process, the following next steps will guide the implementation and ongoing evaluation of stop changes along Route 19:

1. Finalize Stop Optimization Plan

- Incorporate community feedback into the final stop optimization design, to be considered among all the other technical, financial, and operational considerations which impact the final stop optimization plan.
- Maintain key stops identified as essential by the public, including EB Kingsway at Wessex St (51152), which will remain in service due to its high usage, accessibility, and community reliance.

2. Implement Stop Changes

- Coordinate with the City of Vancouver to implement stop removals, relocations, and new installations.

Ensure all new and retained stops meet accessibility standards and are clearly signed for customer awareness.

3. Monitor and Evaluate

- Collect and analyze post-implementation data, including:
 - Passenger boardings and alightings
 - Ramp deployments
 - Customer complaints and feedback

Use this data to assess the effectiveness of the changes and identify any further adjustments needed.

4. Ongoing Community Engagement

- Continue engaging with local residents, businesses, and community groups to monitor the impact of changes.

Provide clear communication about stop changes, alternative routes, and

improvements through signage, digital platforms, and community outreach.

5. Inform Future Projects

- Apply lessons learned from this engagement to future bus stop optimization projects across the region.
- Share findings with internal teams and municipal partners to support broader goals of improving bus speed, reliability, and accessibility.

APPENDIX A

Stop Optimization Survey Tool- Intro Page and interactive map



Route 19 Bus Speed & Reliability Upgrades Public Survey

English

Thank you for taking part in this survey. To make trips faster and more reliable, TransLink and the City of Vancouver are planning improvements along parts of Route 19 starting in February 2026. This includes adjusting some bus stop locations, extending bus lanes, and upgrading intersections.

Why are we relocating bus stops?

When stops are too close together, buses pull over more often, slowing down trips and making travel times harder to predict. See our explainer video [here](#).

Your feedback is important to us and will help us make informed decisions that will enhance your transit experience.

* Please select the bus stop(s) you would like to comment on:

Stop ID# and street location

(NB- northbound; SB- southbound; EB- Eastbound; WB- Westbound)

- ☐ 51152 - EB Kingsway at Vessex St
- ☐ 51154 - EB Kingsway at Melbourne St
- ☐ 51155 - EB Kingsway at Lincoln St
- ☐ 51173 - WB Kingsway at Lincoln St
- ☐ 51174 - WB Kingsway at Melbourne St
- ☐ 51185 - WB Kingsway at Spencer St
- ☐ 51143 - EB Kingsway at Dumfries St
- ☐ 51144 - EB Kingsway at Perry St
- ☐ 50177 - NB Main St at E 6 Ave
- ☐ 50178 - NB Main St at E 5 Ave
- ☐ 50180 - NB Main St at Industrial Ave
- ☐ 50096 - WB W Pender St at Granville St
- ☐ 50097 - WB W Pender St at Howe St
- ☐ 51471 - WB W Pender St at Thurlow St
- ☐ 51476 - WB W Georgia St at Gifford St
- ☐ 51371 - EB W Pender St at Broughton St
- ☐ 51373 - EB W Pender St at Bute St

Route 19 map showing proposed stop changes

Click [here](#) to view the interactive map.



This survey includes several text-response questions. **Please do not enter any personal information or identifying details about yourself or others in your responses.**

The information requested via this survey is collected by TransLink for the purpose of gathering your feedback on bus speed and reliability for Route 19 and bus intersecting routes. To the extent that any of this information is personal information, the collection is done in accordance with s 26(e) of the **Freedom of Information and Protection of Privacy Act**. All information will be anonymized and aggregated prior to publication. Please direct any questions regarding the collection and use of this information to buspriority@translink.ca.

A final decision about which bus stops to permanently remove will be made after the close of the public feedback in January 2026. This survey should take 3-5 minutes to complete.


Next page

Save and continue later



Stop Optimization Survey Tool- Typical Stop Feedback Page

– note this page was repeated for each stop selected for feedback by the participant



Stop #51152 - EB Kingsway at Wessex St

In selecting bus stops for removal, we considered how far existing stops are, whether sidewalks are steep, nearby destinations and crossings, transfer points, accessibility, and stop usage.

Are there any other factors that we may have missed in our analysis that might affect your use of stop #51152?
Please **do not** enter any personal identifying information (name, address, phone, email, etc.)

Please tell us about how and when you use this stop.

•How do you currently use stop #51152?
(Please select all that apply)

☐ To commute to or from work

☐ To go to/from school/university

☐ To access services (e.g. childcare, doctor, library)

☐ To go to/from daily appointments or errands (e.g. banking, groceries)

☐ For social activities (e.g. meet friends or dining out)

☐ For faith or cultural trips (e.g. church, gym, museum)

☐ To access recreation (e.g. park, gym, organized sports)

☐ To connect to other transit services (SkyTrain, ferries, other bus routes, etc.)

☐ I do not use this stop

☐ Other reasons (Please **do not** enter any personal identifying information (name, address, phone, email, etc.))

•How often do you use stop #51152?

☐ Every day

☐ Weekdays daily

☐ Weekends only

☐ Once a week or less

☐ Once a month

☐ Occasionally

☐ Never

•At what times of day do you use stop #51152?
(Please select all that apply)

☐ 7 a.m. or earlier

☐ 7 a.m. to 10 a.m.

☐ 10 a.m. to 12 noon

☐ Noon to 3 p.m.

☐ 3 p.m. to 7 p.m.

☐ 7 p.m. to 10 p.m.

☐ After 10 p.m.

•How do you arrive at stop #51152?
(Please select all that apply)

☐ By walking (including use of a walker, wheelchair or other personal mobility device)

☐ By bike (including scooter, e-scooter or e-bike)

☐ Arrive by other bus route - specify bus route: (Please **do not** enter any personal identifying information. Name, address, phone, email, etc.)

☐ I am dropped off by a vehicle other than a bus

☐ I do not use the stop

Do you have any further comments about the future of stop #51152?
Please **do not** enter any personal identifying information (name, address, phone, email, etc.)

Previous pageNext page

Save and continue later

APPENDIX B

Graphic Collateral for Engagement

Typical Stop Signage

The #19 is getting faster!

We're adjusting bus stop locations along this route to make your trip faster and more reliable.



Legend

- Proposed for Removal
- Proposed New Stops
- Existing Stops

Stop #50179
19 3 8
N8 N19

Stop #50178
19 3 8
N8 N19

Stop #50177
19 3 8
N8 N19

Stop #58145
19 8
N8 N19

Stop #50176
3

Your feedback matters!
Take the survey by October 26th
translink.ca/route19



Typical stop-mounted sign in position

Typical stop-mounted sign, content customized to each stop location

Shelter Signage Decal

The #19 is getting faster!

We're adjusting bus stop locations along this route to make your trip faster and more reliable.



Your feedback matters!
Take the survey by October 26th
translink.ca/route19



Typical bus shelter decal in position

Promotional decal placed on bus shelters along the Route 19 corridor

The #19 is getting faster!

We're adjusting bus stop locations along this route to make your trip faster and more reliable.



Your feedback matters!
Take the survey by November 9.
translink.ca/route19



Promotional decal placed on bus shelters along the Route 19 corridor

The #19 is getting faster!

The #19 is one of Vancouver's busiest bus routes, serving more than 4 million trips each year.

We're adjusting bus stop locations to help buses stay on time, so trips are quicker and more reliable.

When stops are too close, buses pull over more often, leading to delays and missed connections.

The challenge

The #19 is currently one of Metro Vancouver's most delayed bus routes:

- 1 in 3 buses arrives either early or late, making trips harder to plan
- About 70% of stops are closer together than recommended
- Buses make up to 112 stops on a single round trip

The improvements

Fewer, better spaced stops will mean:

- Faster trips
- More predictable timings
- Easier connections
- Safer, more convenient stop locations



Project poster/engagement board- introduction

Project Presentation Board

The plan


The proposed plan includes removing one in five bus stops, while adding five new stops near key locations and signalized crossings.

The City of Vancouver also plans to extend bus lanes and upgrade intersections along parts of Main Street and Kingsway to help buses move smoothly through traffic and stay on time.



Project poster/engagement board-project map area

Project Presentation Board



Your feedback matters!

We'd like to hear from all riders, whether your stop is changing or not.

Bus stop changes



Take the survey on bus stop changes by November 9, 2025

After public engagement, a final plan will be shared in early 2026.

Bus lane changes

For more information on bus lanes, visit vancouver.ca/kingsway-transit

translink.ca/route19



Project poster/engagement board- feedback links

Route 19 Proposed Stop Changes

The maps show the following proposed stop changes:

- Downtown (Top Left):** Shows the route along the waterfront. Proposed stops include #51477 (at Fraser St), #51475 (at Burrard St), and #51476 (at Burrard St). Existing stops are marked with blue dots.
- Downtown (Top Middle):** Shows the route along the waterfront. Proposed stops include #51473 (at Burrard St), #51472 (at Burrard St), #51371 (at Burrard St), #51372 (at Burrard St), #51373 (at Burrard St), #50406 (at Burrard St), and #58893 (at Burrard St). Existing stops are marked with blue dots.
- Downtown (Top Right):** Shows the route along the waterfront. Proposed stops include #50093 (at Burrard St), #50097 (at Burrard St), #50096 (at Burrard St), and #50095 (at Burrard St). Existing stops are marked with blue dots.
- Spencer (Bottom Left):** Shows the route along the waterfront. Proposed stops include #51186 (at Burrard St), #51185 (at Burrard St), #51184 (at Burrard St), and #51149 (at Burrard St). Existing stops are marked with blue dots.
- Collingwood (Bottom Middle):** Shows the route along the waterfront. Proposed stops include #51176 (at Burrard St), #51175 (at Burrard St), #51174 (at Burrard St), #51173 (at Burrard St), #51172 (at Burrard St), #51155 (at Burrard St), #51154 (at Burrard St), and #51156 (at Burrard St). Existing stops are marked with blue dots.

For more information visit translink.ca/route19

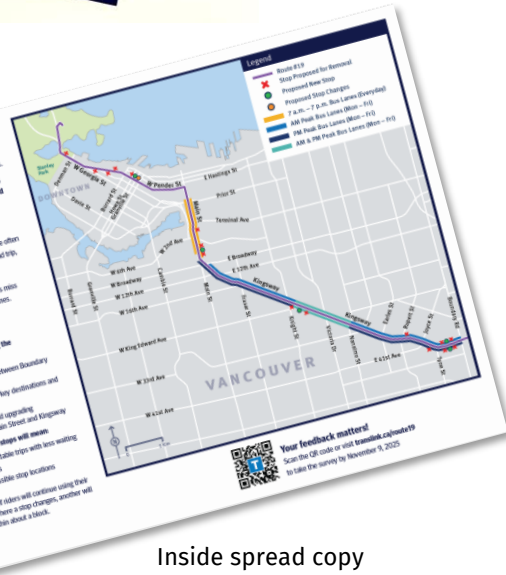
51

Information Pamphlets

English



Outside front and back covers

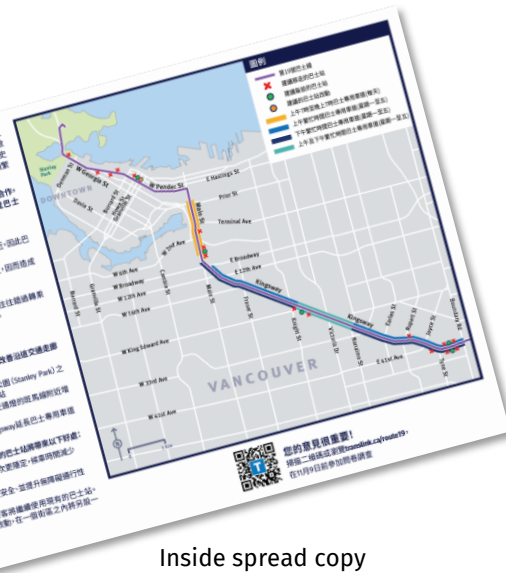


Inside spread copy

Traditional Chinese



Outside front and back covers



Inside spread copy

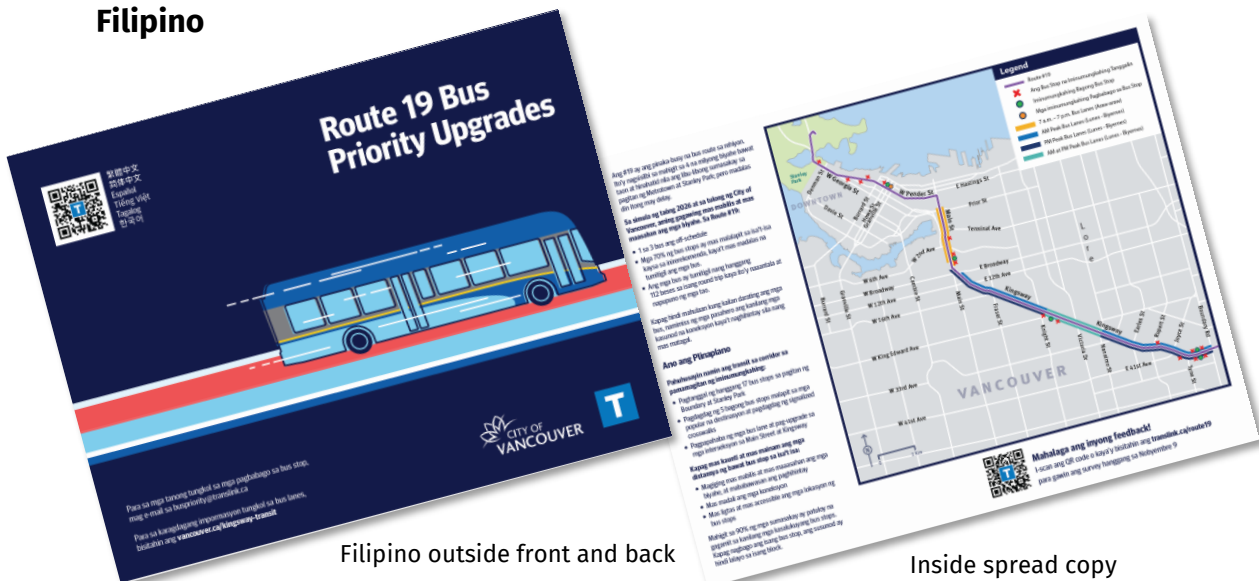
Simplified Chinese



Mandarin outside front and back

Inside spread copy

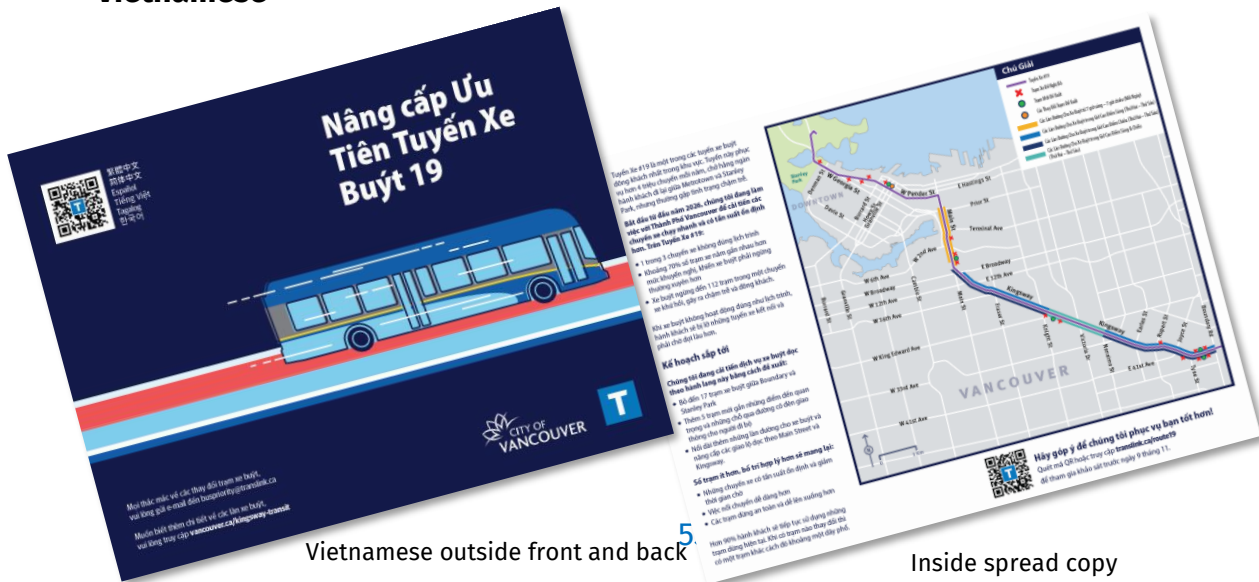
Filipino



Filipino outside front and back

Inside spread copy

Vietnamese



Vietnamese outside front and back

Inside spread copy

Korean



Korean outside front and back

Inside spread copy

Spanish



Spanish outside front and back

Inside spread copy

Prioritizing Bus Transit along Kingsway-Main Street and Route 19

Extended bus lanes, relocated bus stops and improved intersections. Starting early 2026.



More than 48,000 bus trips are impacted by delays on the Kingsway-Main St corridor each day. We're making it easier for buses to stay on time and move more people.



BUS LANE UPDATES

Bus lanes areas and hours of operations will be extended along the corridor. Curbside parking, loading, or delivery will not be permitted during bus lane hours.

BUS STOP UPDATES

TransLink is proposing to add five new stops near crosswalks with traffic signals and remove about one in five stops that are too close together.

These changes will:

- Keep buses moving smoothly through traffic
- Provide more reliable bus service and shorten travel time for thousands of transit riders on routes 19, 3, 8, 25, and 26
- Improve traffic flow at major intersections
- Balance and mitigate impacts to parking and loading for businesses, where possible



YOUR FEEDBACK MATTERS

Take the TransLink survey until November 9 to share your thoughts on bus stop changes.

BUS LANES, PARKING AND INTERSECTIONS

kingswaybuspriority@vancouver.ca
3-1-1
vancouver.ca/kingsway-transit

BUS STOPS

buspriority@translink.ca
604-953-3333
translink.ca/route19



Project poster placed all long corridor

Project Postcard Notification- distributed jointly with City of Vancouver

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IMPORTANT INFORMATION
Please have this translated

معلومات مهمة: اليحت على الترجمة
重要资讯: 请找人帮你翻译
重要資訊: 請找人為你翻譯
اطلاعات مهم: لطفا اردخواست کنید
که این اطلاعات را برای شما ترجمه کنند

RENSEIGNEMENTS IMPORTANTS
Prière de les faire traduire

重要な情報: これを翻訳してください
重要资讯: 请找人帮你翻译
重要資訊: 請找人為你翻譯
Favor solicitar traducción

INFORMAÇÃO IMPORTANTE
Favor solicitar tradução

ਬੁਸ਼ੀ ਸੇਵਾਵਾਂ
ਬਿਸ਼ਵ ਭਰੀ ਟਿਸ਼ਟਰ ਮੁਸ਼ਟਰ ਆਵਾਜ਼
INFORMACIÓN IMPORTANTE
Busque a alguien que le traduzca
MAHALAGANG IMPORMASYON
Mangyaring isalin ito
TIN TUC QUAN TRONG
Xin hãy dịch sang tiếng Việt

Obverse- Project postcard distributed to 38,000 addresses along the corridor

YOUR FEEDBACK MATTERS
Take the TransLink survey until November 9 to share your thoughts on bus stop changes.

BUS STOPS
buspriority@translink.ca
604-953-3333
translink.ca/route19

BUS LANES, PARKING AND INTERSECTIONS
kingswaybuspriority@vancouver.ca
3-1-1
vancouver.ca/kingsway-transit

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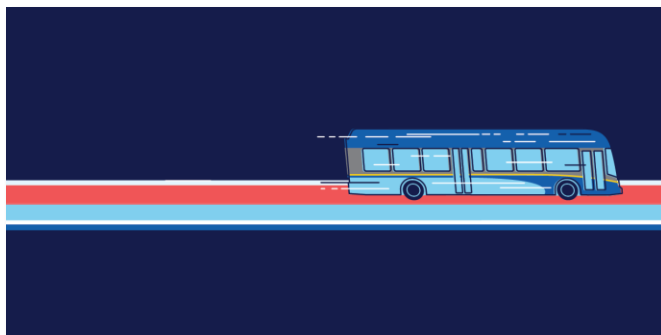
Legend

- ✕ Proposed Stop Removal
- Proposed New Stop
- Proposed Stop Changes
- 7am – 7pm Bus Lanes (Everyday)
- 7 – 10am Peak Bus Lanes (Mon - Fri)
- 3 – 7pm Peak Bus Lanes (Mon - Fri)
- 7 – 10am & 3 – 7pm Peak Bus Lanes (Mon - Fri)

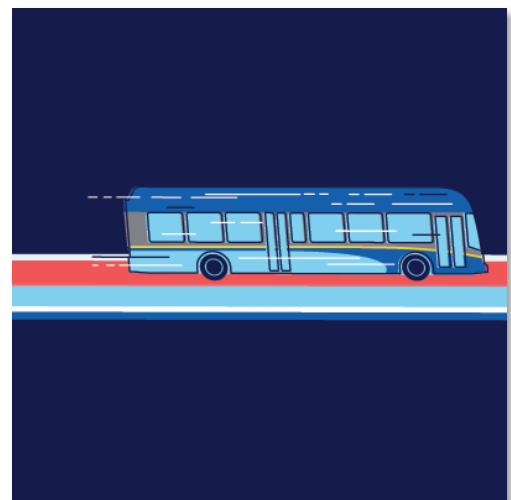
Reverse- Project postcard



Social media hero graphic



Project social media typical banner graphic



Social media vertical banner graphic

Post-Engagement Stop Signage

This bus stop is moving

Effective February 2, 2026
We're adjusting bus stop locations along this route to make your trips faster and more reliable. Find your nearest stop on the map below.




Learn more at translink.ca/route19




Typical stop signage to indicate that a stop will be discontinued

This bus stop will remain in service




We heard your feedback and are keeping this stop. Thank you for sharing your input as we work to make trips along this route quicker and more reliable.

Learn more at translink.ca/route19




Typical stop signage where a planned stop closure was cancelled.




We've Moved

This stop is no longer in service.

Scan the QR code to find your nearest stops.



translink.ca/nextbus



Typical stop signage to indicate that a stop has been discontinued

APPENDIX C- Buzzer Blog Article Oct 31, 2025

[Home](#) [What's News](#) [Share your thoughts! Let's make...](#)

Share your thoughts! Let's make the 19 faster and more reliable

October 20, 2025 | In **What's News** | By Kyle Vinson



Every year, the 19 Metrotown/Stanley Park bus serves more than four million trips. That is a lot of people who rely on the route to get around our region. It is a big reason why we've partnered with the City of Vancouver to propose bus stop changes, bus lane improvements, and intersection upgrades between Boundary and Stanley Park to help make your bus trips quicker and more reliable.

We are inviting you to share your thoughts on our proposed bus stop changes as part of public engagement running until Nov. 9. Take the survey at translink.ca/route19.

What we're proposing

- We're proposing changes to one in five bus stop locations along the route 19 corridor to help make trips faster and more reliable.
- Five new stops are proposed near crosswalks with traffic lights for safer and more convenient access.
- More than 90 per cent of riders can keep using their current stop. Where a change happens, the next stop will be within about a block.

While most changes will be on route 19 stops, some stops on other routes, such as the 3, 5, 8, 22, 25, and N19, may also change. The 19 travels along some of the busiest corridors in the region. As a result, it's one of the most congested and delayed routes in our region. These delays push buses off their schedules, creating slow and unreliable travel times.

Adjusting bus stop locations

On a single round trip, the 19 makes up to 112 stops. About 70 per cent of stops along the route are closer than the **recommended 300-metre minimum spacing**. When too close together, buses stop more often to pick up and unload customers. This can slow down service and lead to delays, missed connections, and longer wait times. That is a lot of pulling in and out of traffic!

Each bus stop is unique, with unique factors to consider. When we plan the location of bus stops, our service planners consider nearby destinations, transfers, slopes, the condition of the sidewalk, and amenities like shelters and benches. When looking at an existing stop, they also consider how many people step on and off the bus there, how many times the bus ramp goes down, the distance to the next stop, and its proximity to a crosswalk.

See a full map of proposed bus stop changes.

Extending bus lanes and upgrading intersections

The City of Vancouver is planning to extend bus lane hours along parts of Kingsway and Main Street. **Bus lanes** help keep riders moving throughout the region — rather than stuck in gridlock traffic. Along with the new bus lanes, queue jumps will be installed at 12 intersections to allow buses to skip to the front of waiting traffic. More than 48,000 bus trips are impacted by delays on the Kingsway and Main Street corridor each day. These changes to the road won't only benefit the 19, but also all the other riders whose routes overlap with the new proposed lanes. These changes, combined with the adjustment of bus stops, will help make bus trips quicker and more reliable.

For more information on bus lanes, visit vancouver.ca/kingsway-transit

What do you think?

We want to hear your thoughts on our proposed changes to route 19 bus stop changes! Visit translink.ca/route19 to learn more and take the survey by Nov. 9 to tell us what you think.

What did you think of this story?

