

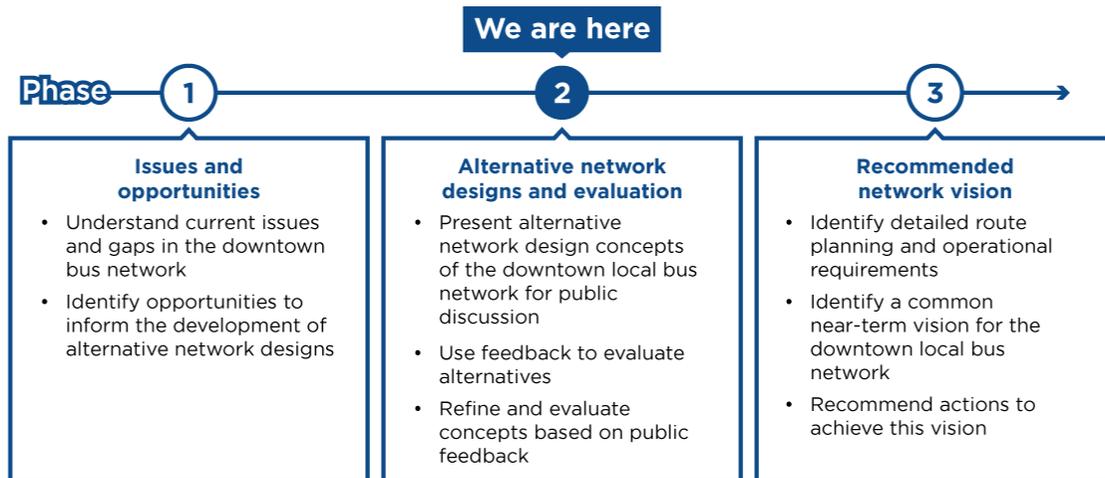
## Downtown Vancouver Local Bus Service Review: Phase 2 Consultation Summary

The purpose of this report is to provide a summary of what the City of Vancouver and TransLink heard from residents, businesses, and other stakeholders during the second phase of consultation for the Downtown Vancouver Local Bus Service Review (DBSR), which took place from April 2 - 21, 2014.

### Project Context & Goals

TransLink and the City of Vancouver have partnered to review local bus services within downtown Vancouver and develop a shared vision for the future. The results of this review will help guide decision-making at the City and TransLink and ensure that efforts are coordinated to achieve our common goals. The DBSR will supplement the Vancouver/UBC Area Transit Plan (2005) and build upon the goals and policies of the City of Vancouver’s Transportation 2040 Plan, adopted in 2012.

### Study Process



### What we heard in Phase 1

As part of the first phase of consultation, City and TransLink staff reached out to a variety of organizations, businesses, stakeholders and members of the public who use downtown transit services. Input was gathered to gain a better understanding of: who uses the bus network today; how the network is used; the strengths and weaknesses of the existing network; and where opportunities may exist for new services or changes to existing services to improve connections with important downtown destinations.

This input was used to develop alternative network design concepts for consideration in the second phase of the review.

### **How will Phase 2 public input be used?**

Feedback received through this phase of consultation will be used to inform and evaluate the final set of alternatives. Based on the results of this evaluation, City and TransLink staff will identify a preferred network vision and set of recommendations for implementation over the next one to five years.

### **Phase 2 Consultation Methods**

During this second phase of consultation, City and TransLink staff presented the following information:

- An overview of the review
- A summary of what we heard in Phase 1
- The approach taken to develop and evaluate new network design concepts
- Details of promising network design concepts in three areas, including:
  - Redesigning Downtown-only routes
  - Redesigning Cambie Bridge routes
  - Redesigning Eastern Corridor routes
- Next steps

Feedback was gathered through:

- Meetings with key stakeholders
  - DBSR Stakeholder Working Group and Transportation 2040 Advisory Committee, March 20, 2014
  - West End Seniors Community Planning Table, March 28, 2014
- Public Open Houses
  - West End Community Centre, April 5, 2014
  - Yaletown Roundhouse Community Centre, April 9, 2014
  - Woodward's Atrium, April 10, 2014
  - Vancouver Public Library, April 12, 2014
- Online Questionnaire (April 2 to 21, 2014)

The following communications channels provided information about the project and notified residents about opportunities to get involved:

- City of Vancouver website ([www.vancouver.ca/downtownbusreview](http://www.vancouver.ca/downtownbusreview))
- TransLink website ([www.translink.ca/downtownbusreview](http://www.translink.ca/downtownbusreview))
- The Buzzer blog ([buzzer.translink.ca](http://buzzer.translink.ca))
- Bookmarks distributed at City of Vancouver and TransLink events

- Newspaper advertisements
- External websites (West End Seniors Network)
- Social media (Twitter and Facebook on both the City of Vancouver and TransLink official channels)
- Email distribution list to interested stakeholders
- Targeted media outreach

The following table summarizes the Phase 2 consultation outreach and activities that occurred primarily from April 2 - 21, 2014.

Consultation Activity	Quantity	Number of Participants or outreach activities
Stakeholder Working Group Meetings	1 meeting	20 participants
West End Seniors Community Planning Table Meeting	1 meeting	50 participants
Public Open Houses	4 events	~300 participants
City of Vancouver Website	1 webpage	320 page visits
TransLink Website	1 webpage	~3,000 page visits
Online (and hard copy) Questionnaire	1 questionnaire	~990 completed
City of Vancouver Twitter	1 account	10 tweets, 49 re-tweets
City of Vancouver Facebook	1 account	5,320 views, 43 likes, 8 shares, 4 comments
TransLink Twitter	1 account	7 tweets, 4 re-tweets
TransLink Facebook	1 account	6,692 views, 7 likes, 12 shares, 1 comment
TransLink Buzzer Blog Post	1 blog post	397 page views, 8 comments
Emails	1 account	1 email
Communications Product	Quantity	Distribution
DBSR Bookmark	1 file	340 bookmarks were handed out at a variety of public events
Advertisements	3 dates	Vancouver Courier - March 28, April 4, April 11
Media Coverage	Multiple stories filed	Novae Res Urbis - March 31 24 Hours - April 7 Vancouver Sun - April 8 CBC Radio - April 9 News 1130 - April 29

## What we heard in Phase 2

As outlined above, the second phase of public consultation for the Downtown Bus Service Review involved connecting with a large number and wide variety of residents, businesses and stakeholders through several channels. Over 300 people attended the four public open houses, and approximately 990 people completed the questionnaire, either online or in writing during the public consultation period.

The questionnaire asked respondents to rate each network design concept and indicate, using a one to five point scale, whether they thought each concept was better than, worse than, or the same as today. Respondents were also asked if they agreed or disagreed that TransLink and the City had identified the main benefits and trade-offs associated with each design concept. Respondents were then asked if there were any additional benefits or trade-offs associated with each concept that they felt the review should consider. Many respondents used this as an opportunity to provide their individual opinions for each design concept. This feedback was gathered and compiled with the comments posted on the white boards at the open houses to identify “Key Themes”. These Key Themes are highlighted below followed by a summary of how they influenced revisions to the benefits and trade-offs associated with each concept.

### General Themes

There was broad support for several of the design concepts presented during Phase 2. Members of the public were generally in agreement that TransLink and City staff had identified the main benefits and tradeoffs for each concept. In addition to network changes, there is a strong desire for increased frequency and improved reliability among all transit services. There was also interest in improving transit priority measures along main travel streets including Burrard, Georgia, Granville, Hastings and Pender, bus stop upgrades, integration of services with the cycling network, and changes to bus routes in or near downtown.

## A. Downtown-Only Routes (5, 6, C21, C23)

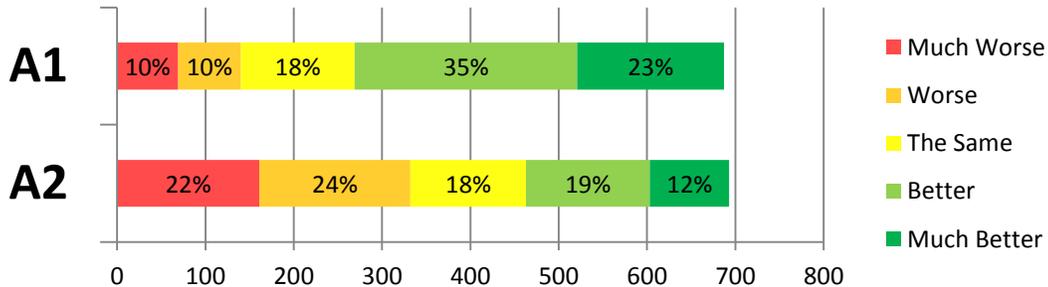
### Key Themes:

- Support for higher capacity along full length of Davie to Yaletown Canada Line Station.
- Desire to keep Robson, between the West End and at least as far east as Granville Street open to transit year-round.
- More widespread support for Concept A1 than for Concept A2.
- Majority support for A1 - L-shaped Concept
- Only a minority (31%) feel concept A2 is better or much better than the current routing.
- Significant concerns exist about concept A2 (loss of connection to SkyTrain and the Central Business District, Yaletown to Gastown connections are not improved)
- Concerns about removal of 6 Davie/Downtown from Granville and need for a transfer to access Central Business District and Waterfront Station
- Interest in shifting layover/recovery away from Davie and Denman to benefit Denman area transit users, local businesses and improve public realm at English Bay.
- Concerns that recent service changes to the C21 and C23 have made travel from Beach Avenue to destinations on Davie Street more difficult for residents, especially those with mobility and/or health issues, and that proposed concepts may make transfers even more difficult.
- Both concepts (A1 and A2) improve access from the West End to key cultural destinations including Vancouver Public Library and Queen Elizabeth Theatre.
- Perception that Davie Street will have a lower level of service (bus capacity and frequency) due to the loss of the C23 service from English Bay to Yaletown. [Note that frequencies on the 6 would be increased to adjust for the loss of C23 service on Davie]
- Desire for a continuous loop that would serve the entire peninsula; one which eliminates the need for two separate routes. 5 and 6 numbers are confusing and the layovers at either end are inconvenient.
- Interest in extending the 5 and 6 services out of downtown to provide better connections into Gastown, Stanley Park, and Main Street.
- Improving transit priority measures on Davie and Denman Streets; reinstating rush-hour parking restrictions and bus-only lanes; and traffic-calming measures to deter Single Occupancy Vehicles.

#6 going direct to Canada Line is great as the C23 is usually full at peak hrs.

Transfer required to get from Davie St to downtown.

**Results of “When compared to today, how does this concept work for you? Is it...?”**



**NOTE:** Questionnaire respondents were not required to respond to each concept. While nearly 1000 people responded to the questionnaire, not all participants responded to this concept.

**What we heard about A1 - L-Shaped Concept:**

- Majority support for this route concept (58% better or much better, 20% worse or much worse)
- 6 may have longer travel times to access Expo/Millennium Line at Stadium-Chinatown Station.
- Provides for larger capacity buses between West End and Yaletown.
- 5 routing provides reduced access to Richards and Georgia area including Vancouver Public Library.

*The Robson street closure would lengthen trips for #5 users*

**What we heard about A1 - L-Shaped Concept with the Robson closure:**

- This is similar to current situation; does not provide access to key destinations near Granville and Robson.

**What we heard about A1 - L-Shaped Concept with the Cambie closure:**

- This requires use of Pender instead of Hastings which is too far from connections at Waterfront Station; extra turns create confusion and concerns about reliability.

**What we heard about A2 - Rectangular Concept:**

- Only minority support (31% better or much better, 46% worse or much worse)
- Limited access to Expo/Millennium Line Stations, including Waterfront Station for connections to SeaBus, West Coast Express and regional bus services is a concern.

- Value in route that serves entire length of Robson Street, including improved access between the West End and many key destinations, including Vancouver Public Library.
- Simple rectangle is very legible and easy for tourists to understand.

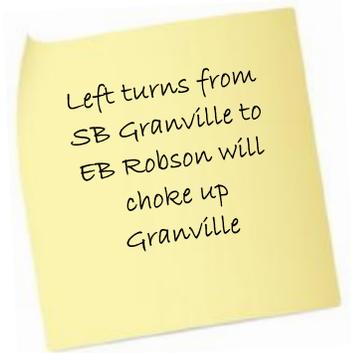
**What we heard about A2 - Rectangular Concept with the Robson closure:**

- This would introduce more turns onto a very busy and often congested Georgia Street, creating reliability issues; access to Canada Line and Expo/Millennium Line Stations are improved.

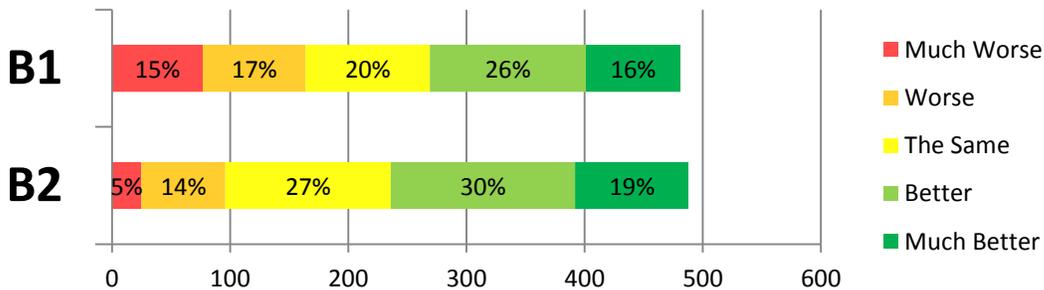
## B. Cambie Bridge Routes (17)

### Key Themes:

- The current routing works well for users.
- Concerns that Concept B1 reduces direct access to the Central Business District and the Granville and Georgia area.
- Concerns that introducing a left turn at Granville and Robson in Concept B2 may cause additional traffic delays.
- Concerns that the 17 redesign does not make enough changes to improve connection between Yaletown and Gastown.
- B2 may have too many turns, impacting legibility and travel times.
- Consider extending the 17 west to Burrard Street to provide further access into downtown peninsula, either via Robson Street or via a Smithe/Nelson couplet.
- Service duplicates Canada Line from Broadway into downtown; service could be truncated south of False Creek.



### Results of “When compared to today, how does this concept work for you? Is it...?”



NOTE: Questionnaire respondents were not required to respond to each concept. While nearly 1000 people responded to the questionnaire, not all participants responded to this concept.

#### What we heard about B1 - Two-Way via Cambie:

- Modest support for B1 (42% better/much better, 32% worse/much worse).
- Service concept is direct and easy to understand.
- Does not provide a useful connection to Granville Street or the CBD.
- Loss of direct connection between Vancouver General Hospital (Broadway and Oak) and the CBD.

#### What we heard about B2 - Two-Way via Robson and Granville:

- Modest support for B2 but greater than B1 (49% better or much better, 19% worse or much worse).

- Risk of congestion/delays to other buses caused by left turn at Granville and Robson.
- Complex routing with multiple turning movements is confusing for users and may impact service speed and reliability.

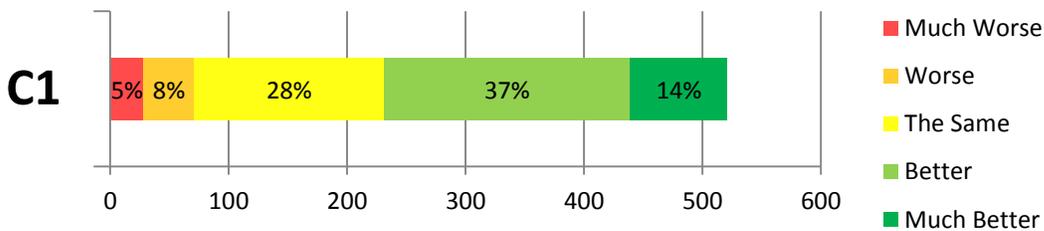
### C. Eastern Corridor Routes (3, 4, 7, 8, 19, 200s)

#### Key Themes:

- Support for concept of simplifying routings on eastern corridors.
- Walking distance would be increased for transfers between Main Street and eastbound services on Hastings Street.
- Some concerns regarding perceptions of personal safety at this transfer location.
- Suggestions for further work on eastern corridor routes and consideration of truncating routes outside of downtown to improve reliability.
- Does this option require transit priority? Will this improve speed/reliability? There should be more certainty before proceeding. If transit priority is required, what will these measures entail?
- Suggestion that all bus services should be focused on Hastings Street, west of Main Street, to create a proper transit corridor and therefore improving the public realm on parallel streets Pender and Cordova.

*I always find that section a bit random and can never remember which bus goes on which street*

#### Results of “When compared to today, how does this concept work for you? Is it...?”



NOTE: Questionnaire respondents were not required to respond to each concept. While nearly 1000 people responded to the questionnaire, not all participants responded to this concept.

#### What we heard about C1 - Simplify City-wide/Regional Services West of Main:

- Majority support for C1 (51% better or much better, 13% worse or much worse)
- Some concerns regarding walking distances and perceptions of personal safety to transfer between Main Street and Hastings Street services if 3 and 8 turn at Pender Street.

## Next Steps

What we heard during Phase 2 consultation will contribute to the final evaluation and help to refine network design concepts.

In Phase 3, detailed route planning will help to identify further considerations and operational requirements. Once this is complete, a network vision and associated actions will be recommended. This vision will help guide decision-making by TransLink and the City over the next five years, ensuring that we are working together to achieve our common goals.

City and TransLink staff aim to implement this plan in 2015 and beyond. The infrastructure and service changes necessary to achieve the vision will be made as resources are available within the context of city-wide and regional transportation priorities.

## APPENDIX A

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The following appendix includes additional details on the Phase 2 consultation for the Downtown Vancouver Local Bus Service Review.

### Stakeholder Meetings

Prior to the Phase 2 public consultation period, City and TransLink staff held a Stakeholder Working Group Meeting (March 20<sup>th</sup>, 2014) and attended one off-site meeting with the West End Seniors Network (March 28<sup>th</sup>, 2014) to present the development and evaluation process for the promising network design concepts. The following groups were invited to participate in the public consultation:

- Gordon Neighbourhood House
- Persons with Disabilities Committee
- Tourism Vancouver
- Vancouver Economic Commission
- Urban Development Institute (UDI)
- West End Seniors Network
- Youth advocacy groups
- University Student Associations:
  - BCIT
  - VCC
  - SFU
  - UBC
- Business Groups
  - Chinatown BIA
  - Downtown BIA
  - Gastown BIA
  - Hastings Crossing BIA
  - Robson Street BIA
  - West End BIA
  - Yaletown BIA

### Open Houses

Four public open houses were held during the Phase 2 consultation period to provide: a brief history and overview of the project; identify key themes from Phase 1 feedback; present promising network design concepts; and to facilitate discussions with City and TransLink staff to answer any questions or concerns about the project.

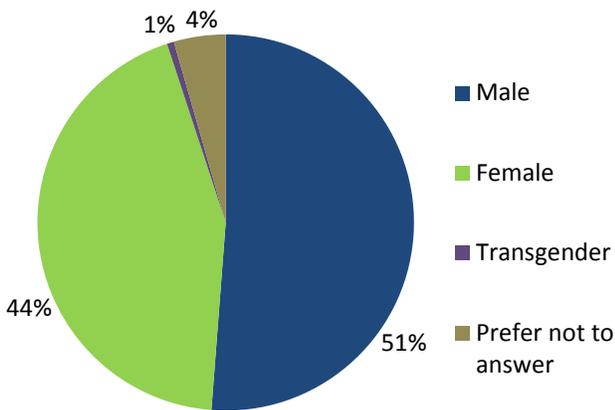
Date	Location	Time	Attendance
Saturday April 5 <sup>th</sup> , 2014	West End Community Centre	11:00am-2:00pm	~55
Wednesday April 9 <sup>th</sup> , 2014	Woodward's Atrium	3:00pm-6:00pm	~105
Thursday April 10 <sup>th</sup> , 2014	Roundhouse Community Centre	3:00pm-6:00pm	~60
Saturday April 12 <sup>th</sup> , 2014	Vancouver Public Library Central Branch	11:00am-2:00pm	~90
<b>Total</b>		<b>12 hours</b>	<b>~310 attendees</b>

## Questionnaire

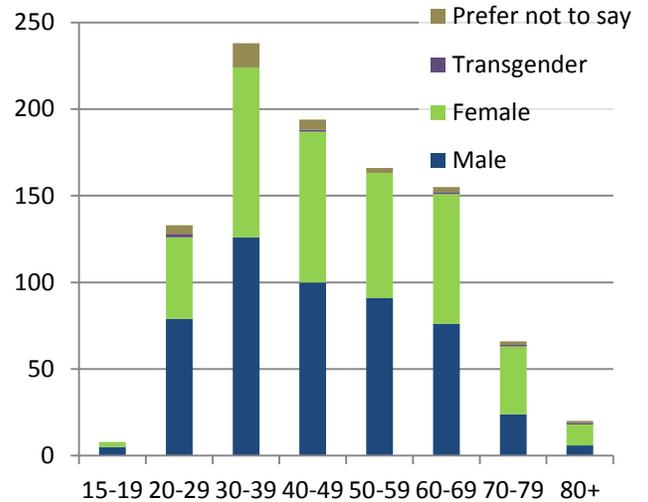
A questionnaire was posted online from April 2 - 21, 2014. This questionnaire was included as part of Phase 2 consultation to help evaluate and identify any issues and concerns with the promising network design concepts. A brief summary of the information collected through approximately 990 completed questionnaires is provided below.<sup>1</sup> Note: this is not a statistically significant survey as participants were self-selected.

## Metrics Dashboard

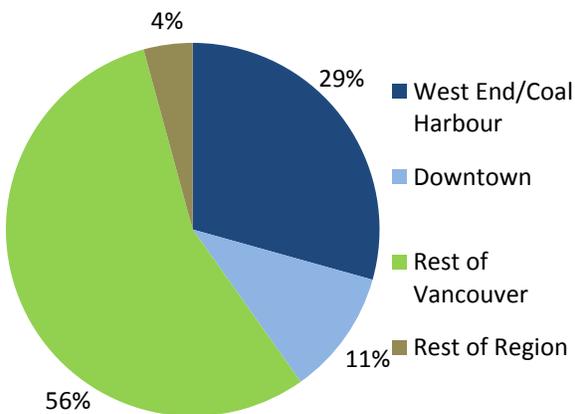
### Respondents by Gender



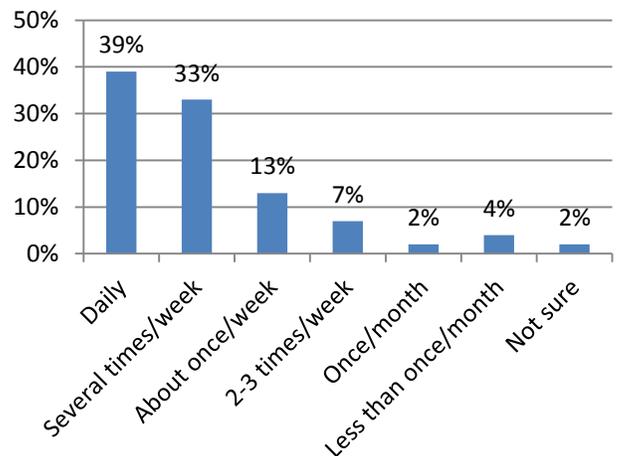
### Respondent Gender Split by Age



### Respondents by Home Location



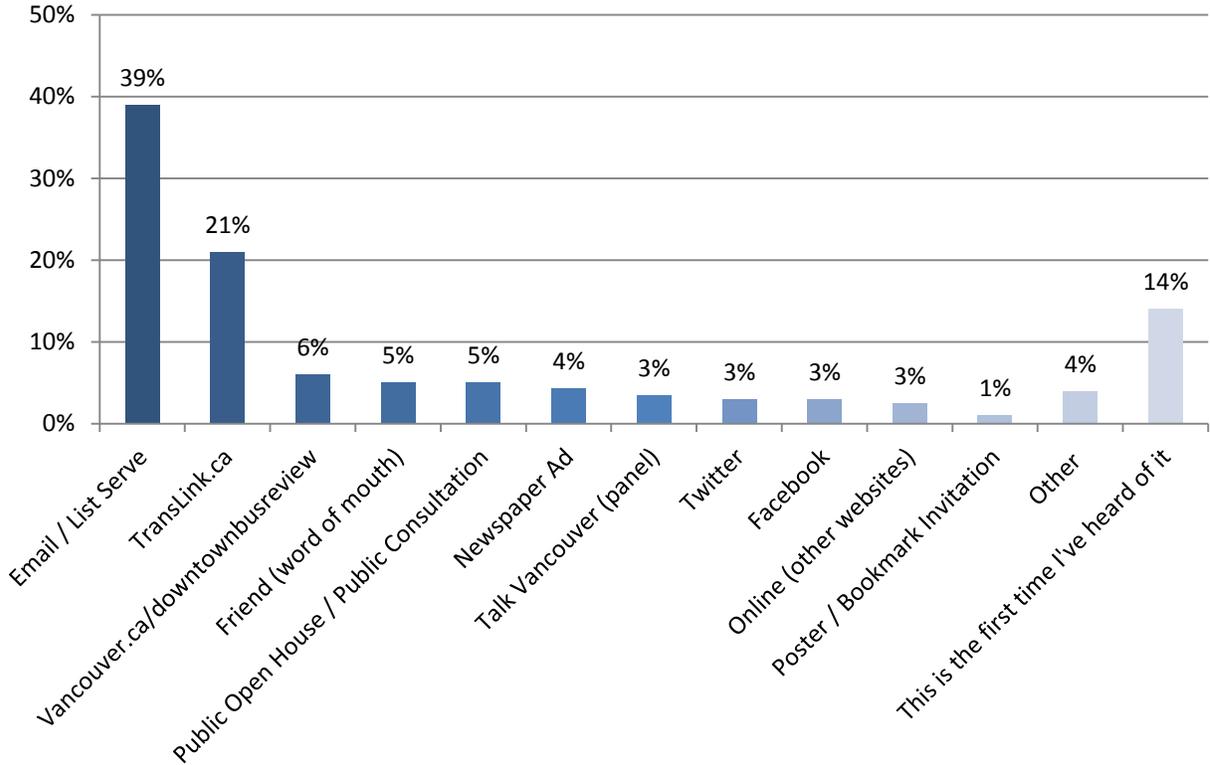
### Frequency of use of the downtown bus network



<sup>1</sup> Questionnaires were reviewed to ensure that feedback was provided on at least one of the questions, and that multiple responses were not provided.

## Key Demographic Results

### Source of Awareness of Consultation Process



### Participation in First Phase of Consultation Process

