

# Bute Greenway

Phase 2 public engagement summary

What we heard - 2023





# Bute Greenway

## Phase 2 public engagement summary

Land Acknowledgement

Executive summary

This report shares detailed findings on:

- A permanent Bute-Robson Plaza
- North Segment (Eihu Lane to Pender Street)
- Mid Connection (Nelson Street to Comox Street)

Engagement process:

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*Bute Street stretches from shore to shore, connecting Sunset Beach to Coal Harbour, and connecting with the vibrant Davie and Robson streets.*

# Bute Greenway

## Land Acknowledgement

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The Bute Greenway is situated on the unceded traditional territories of the xʷməθkʷəyəm (Musqueam), Sḵw̓x̓wú7mesh (Squamish), and səliwətał (Tsleil-Waututh) Nations, who have lived on these lands since time immemorial.

On June 25, 2024, the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) Action Plan was formally adopted by Vancouver City Council. The UNDRIP Action Plan implements the long-term Vancouver UNDRIP Strategy, endorsed by the City Council in 2022. The co-developed action plan sets the course for the City of Vancouver's work with local Nations over the next five years.

The Bute Greenway is an opportunity to advance this reconciliation work. The City of Vancouver will continue to collaborate with local Nations to advance meaningful relationships and to reflect Indigenous histories in this project.

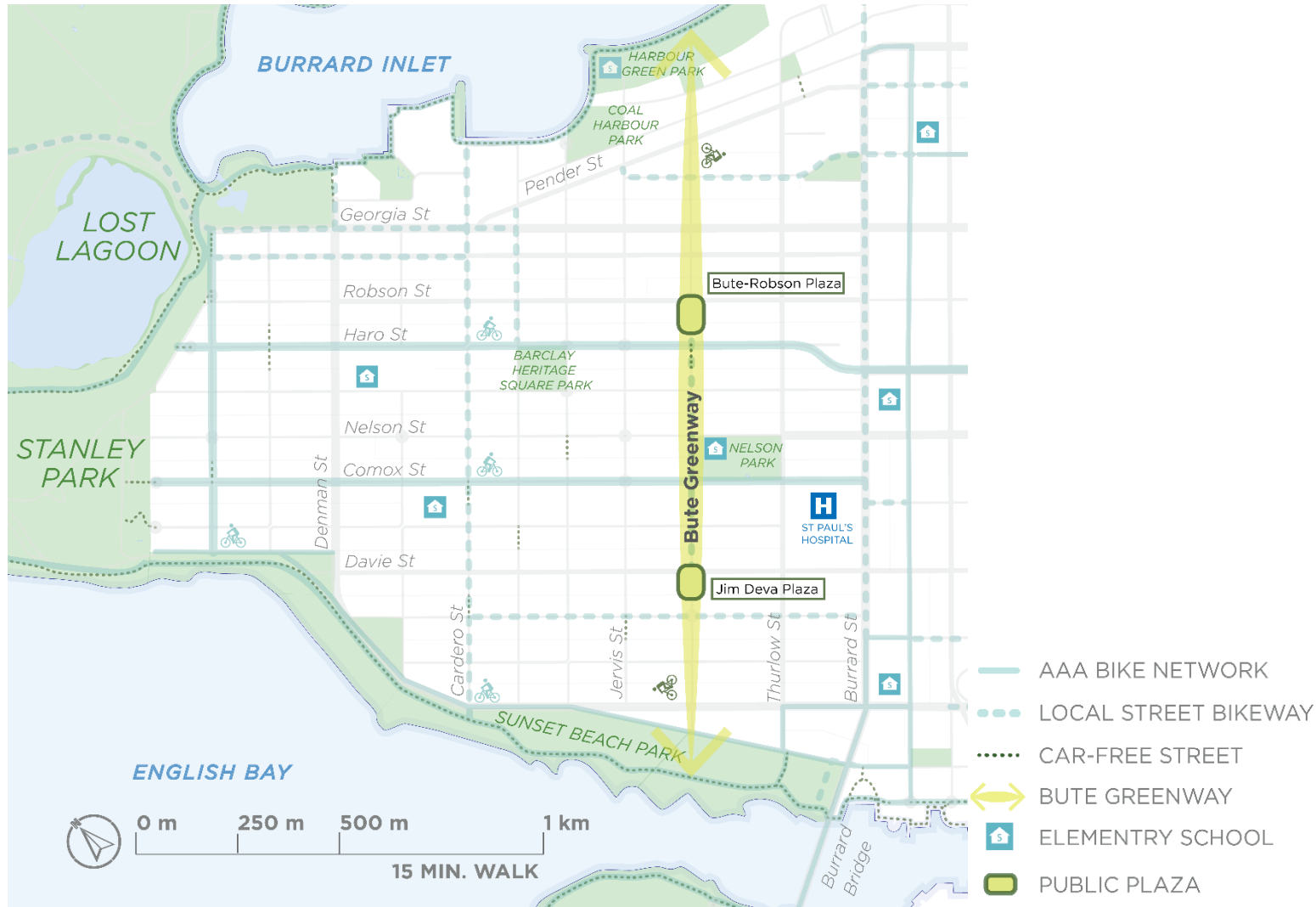
There are a number of resources available to learn more about the ongoing relationship the Nations have with the land which is now known as the City of Vancouver:

Musqueam Indian Band: [musqueam.bc.ca](https://musqueam.bc.ca)

Squamish Nation: [squamish.net](https://squamish.net)

Tsleil-Waututh Nation: [twnation.ca](https://twnation.ca)

Please visit our website to learn more about Vancouver's designation as a City of Reconciliation: <https://vancouver.ca/people-programs/city-of-reconciliation>



## Executive Summary

Once completed, the Bute Greenway will connect with other active transportation routes, and link together a variety of public spaces along Bute Street.



# Bute Greenway

Phase 2 feedback helps to inform design decisions and prioritize greenway features

This engagement phase shared:

- an updated vision for the greenway;
- a final design for the Bute-Robson Plaza; and
- ideas for the next phases of the greenway's development.

This report shares what we heard.

Additional background:

Read Phase 1 engagement findings from fall 2021 here:  
[Phase 1 Engagement Summary](#)

Read about the West End commercial streets  
(Davie, Robson and Denman) here:  
[www.shapeyourcity.ca/west-end-streets](http://www.shapeyourcity.ca/west-end-streets)

For West End Waterfront updates, please visit:  
[www.shapeyourcity.ca/west-end-waterfront](http://www.shapeyourcity.ca/west-end-waterfront)



*This public engagement process included four pop-up public events (hosted together with [West End commercial streets](#) public engagement)*

# Bute Greenway

This engagement phase focused on segments of the greenway prioritized for early delivery

Initial phase of greenway: Final design shared for Bute-Robson Plaza

2024: Permanent plaza construction, together with upgrades to adjacent blocks between Eihu Lane and Haro mini-park.

Two greenway segments were identified for next phase. We asked the community for ideas, thoughts, and concerns

This engagement asked about:

- A. Potential permanent changes to the north segment of the Bute Greenway (Eihu Lane to Pender Street);
- B. Potential interim changes around Nelson Park (in the middle of the greenway – Nelson Street to Comox Street).

To stay up to date on the Bute Greenway project, including the delivery of future greenway segments and public engagement opportunities, please visit: [www.shapeyourcity.ca/bute-greenway](http://www.shapeyourcity.ca/bute-greenway)

## Greenway Completed:

- Pre 2019 ■ Haro Mini-park
- Jim-Deva Plaza

## Upcoming Implementation:

- 2024 + Bute-Robson Plaza & adjacent blocks

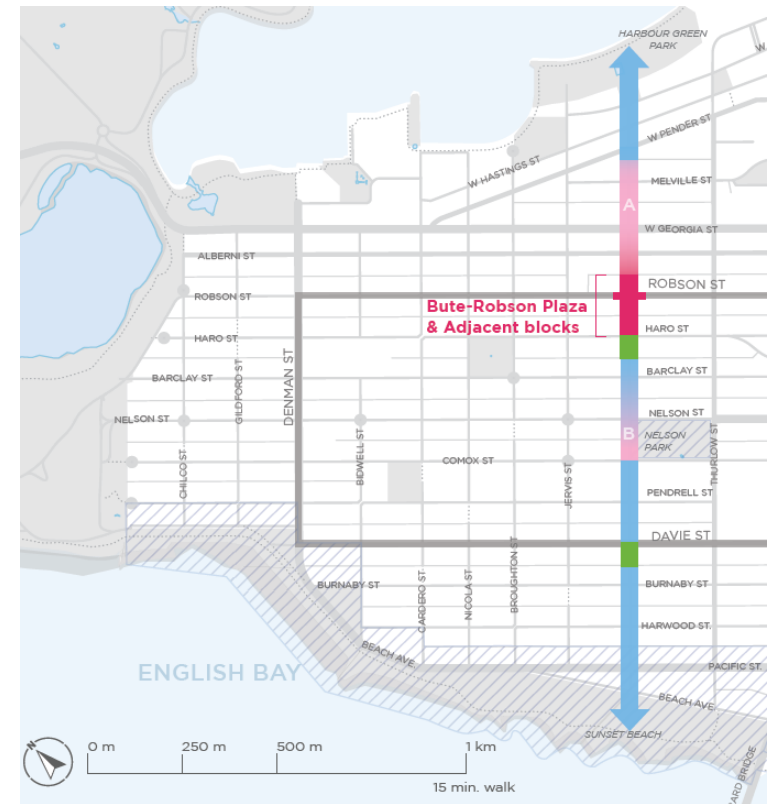
## Potential Phasing:

- 2024 - 2026 A Eihu Lane to Pender St
- B Interim Nelson block
- Beyond 2026 ↑ North Connection to Harbour Green Park (Coordination with Park Board)
- ↓ Middle Connection (Coordination with Nelson Park upgrades)
- ↓ South Connection (Coordination with West End Waterfront Plan)

## Coordination with Nearby Projects:

- West End Commercial Streets (Davie St and Robson St)
- Nelson Park + BC Hydro Substation/School Upgrades
- West End Waterfront Plan

## Bute Greenway phased delivery





# A permanent Bute-Robson Plaza

The community is excited about the new plaza and the improvements it brings

Many respondents look forward to spending time in the new, permanent public spaces

- Including to eat and drink, socialize, and rest

Some participants worry about how plazas spaces will be kept clean and welcoming\*

Many respondents felt the permanent plaza design successfully separated the spaces for people to sit and gather, from the paths for people moving through

- This separation helps avoid conflicts and make the space comfortable for everyone

*\*Community partners like the Robson Street Business Association (RSBA) can continue to support day-to-day Plaza management. The City can provide additional support to help keep it clean, safe and welcoming.*



*Many felt that events and community activities/celebrations (like markets, events, or other 'things to experience') would make the permanent Plaza an interesting place to spend time. Some wished the piano (installed 2017) could return.*

# Bute Greenway North Segment – Eihu Lane to Pender Street

Early ideas are supported, provided vehicle access can be accommodated

## Support for expanding public space on Bute Street to deliver the goals of the greenway

Survey respondents shared that:

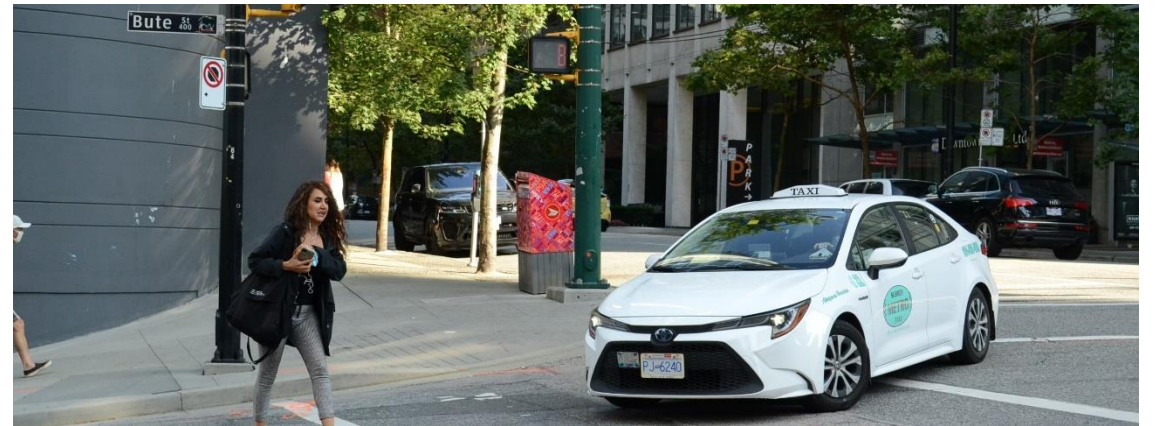
- Greenery is an essential design feature.
- Play space should be considered in the design, it is lacking in this area.
- Active transportation improvements should connect to the wider active transportation network downtown.

## Keeping vehicle access to residential buildings is key

- Full closure of Bute Street to vehicles could affect access to homes and their parkades.
- Survey comments identified key vehicle access locations.

## Need to balance movement needs and opportunities to spend time on the greenway

- Many feel changing how road space is allocated poses more opportunities than downsides.
- Circuitous vehicle routes are a concern for some.



*Safe and comfortable walking and cycling routes are needed given the current demand. Street space reallocation can support safer cycling (top) and reduce pedestrian-vehicle conflicts (bottom).*



# Bute Greenway mid connection – Nelson Street to Comox Street

Support for a new interim public space adjacent to Nelson Park

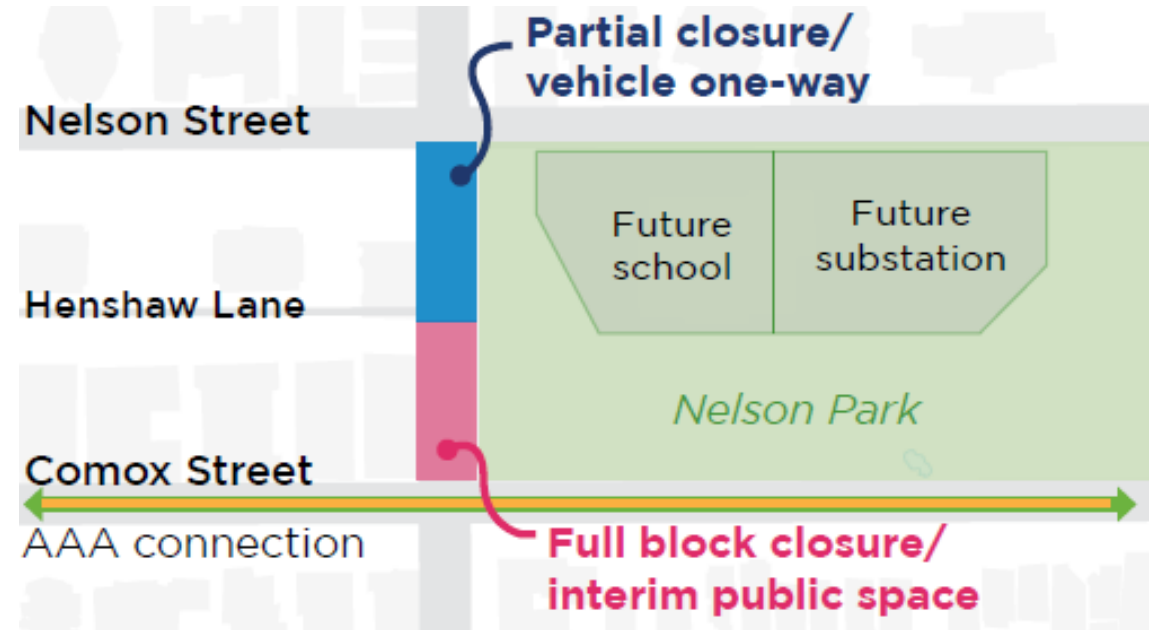
## Most survey respondents liked option 1 (65%)

- Prioritization of walking, biking and rolling is aligned with how people move through this block today.
- Most respondents rarely use this block for driving.
- Residential parkades can be accessed from elsewhere.
- Some scepticism over how successful this additional public space could be if it were closed to vehicle traffic.

## Many saw opportunity in a potential interim space

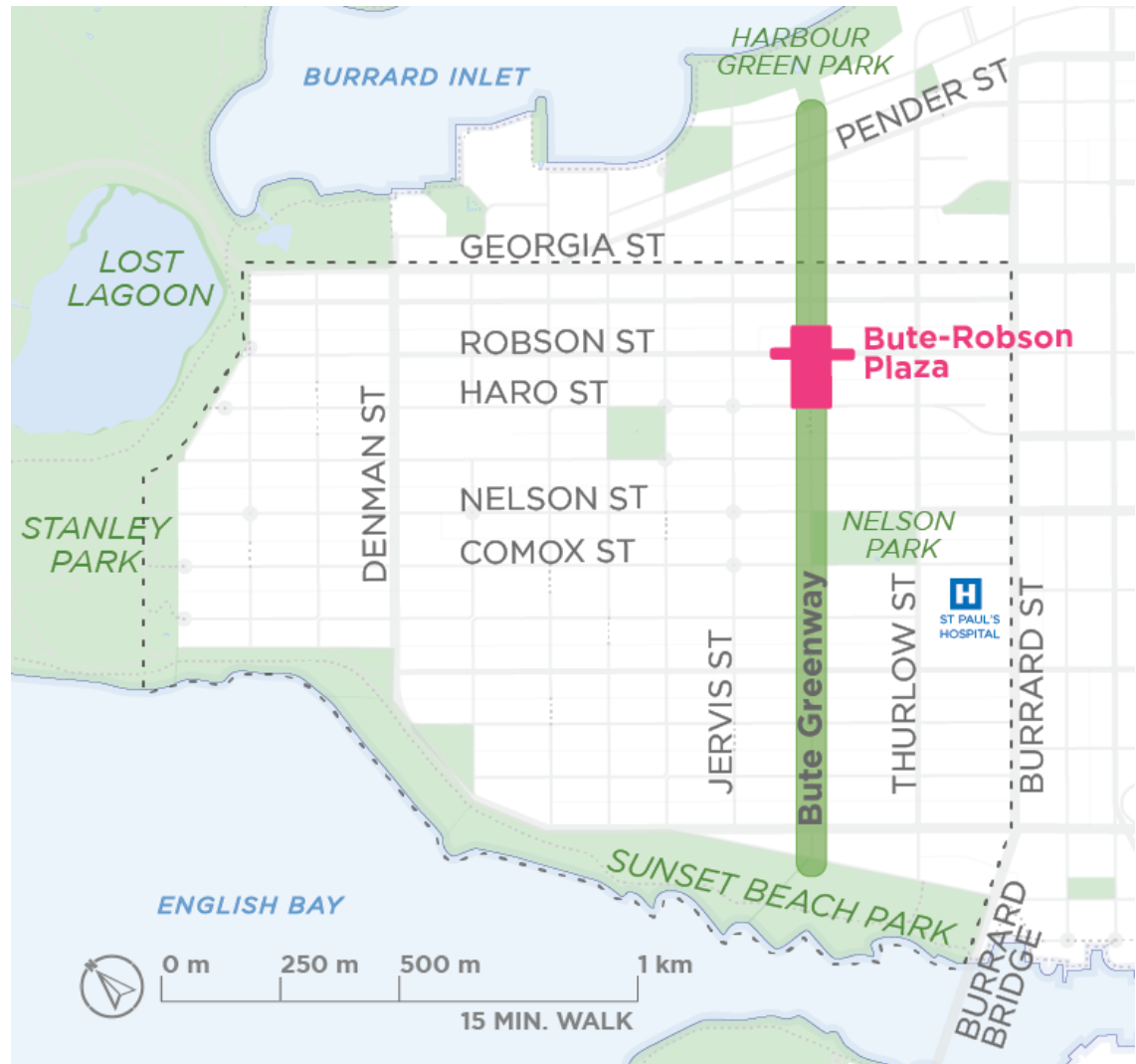
- People identified opportunities for recreation in this space, as well as passing through.
- Most responses on this segment didn't mention vehicle access. Among those that did (19%), 1 in 3 felt public space expansion could be more ambitious.

## Option 1 – interim public space



Above: A diagram of Option 1 for the interim greenway block:

- one-way for vehicles between Nelson Street and Henshaw Lane
- Closure to vehicles between Henshaw Lane and Comox Street, to create an interim public space



## Bute-Robson Plaza

Haro Street to Eihu Lane

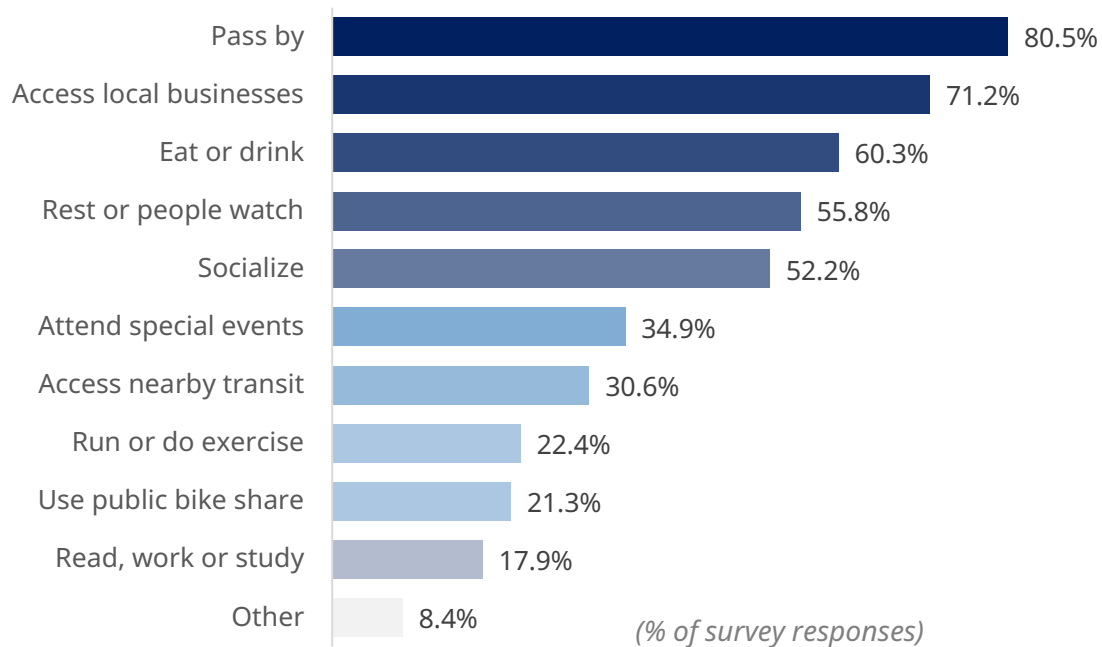
The permanent Bute-Robson Plaza is scheduled for construction starting in 2024. It includes the main plaza, wider sidewalks on Robson Street, and adjacent improvements between Eihu Lane and Haro mini park.



# Bute-Robson Plaza (Haro Street to Eihu Lane)

Survey respondents valued the variety of functions or activities the plaza can hold

Most people see themselves passing through or visiting a business nearby



Above: responses to public survey question "How do you see yourself using this space? Select all that apply" [% of 441 total responses]

Many look forward to spending time in the permanent plaza

The top activities include eating or drinking, resting and socializing.

Respondents mentioned\* the following design elements, which support these activities:

- clear delineation of space for people walking, biking and rolling
- Smooth surfaces for accessibility
- bollards to prevent vehicles accessing the Plaza
- a water fountain, electrical outlets and space for food trucks

Additional comments\* included

- Some concerns around lack of vehicle access, public safety and e-bike and e-scooter speeds
- **Additional design suggestions:** Public washrooms, a pedestrian-activated crossing signal\*\*

\*Design-related responses to public survey question "As staff prepare for construction, do you have any additional comments on the final design?" [213 responses]

\*\*A pre-timed signal is preferred at the Bute-Robson intersection to allow safe crossing and maintain transit and vehicle traffic flow

# Bute-Robson Plaza (Haro Street to Eihu Lane)

Stewardship and programming are key to a safe and welcoming plaza space

When asked for “...**suggestions for community partnerships, programming or events...**” respondents mentioned:

**The importance of keeping public spaces feeling safe and welcoming**

- Some respondents felt more police, monitoring and enforcement was needed\*

**Need for appropriate infrastructure to keep the space lit and clean such as:**

- Regular cleaning, garbage and recycling facilities
- Integrated lighting can help to help keep the plaza feeling welcoming at all times of day.

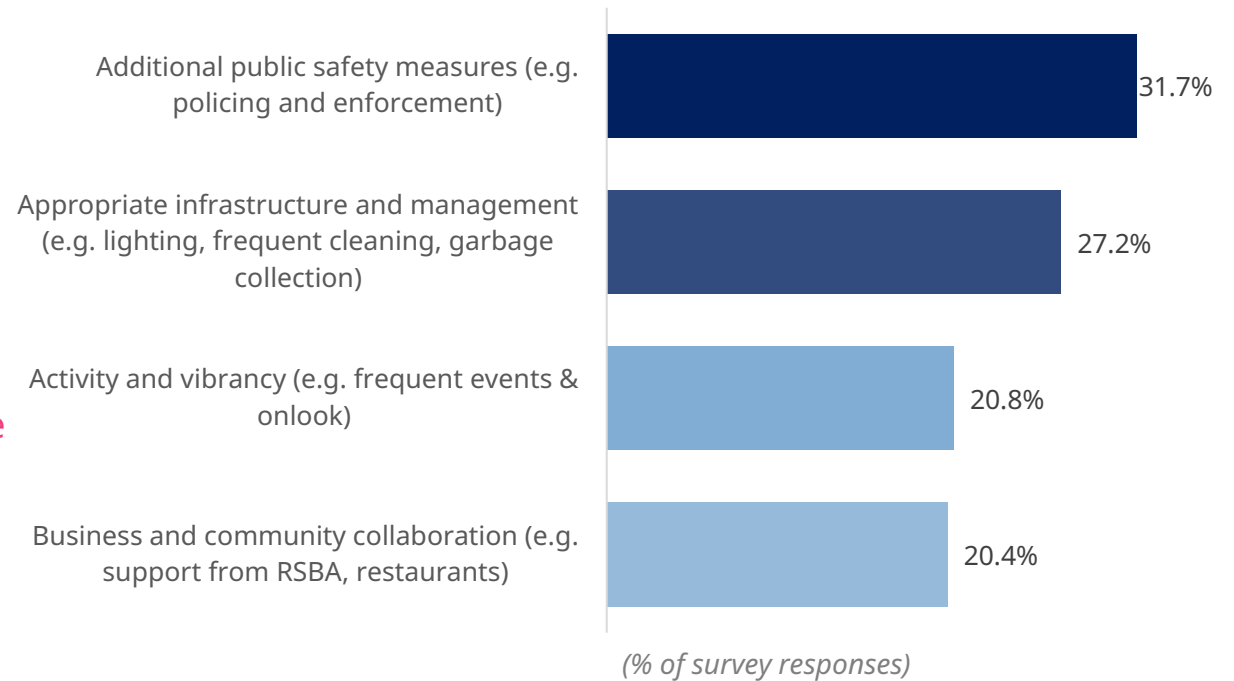
**The importance of community programming and activities to keep the spaces ‘activated’**

**The City can work with and support:**

- Businesses: respondents felt neighbouring businesses could assist with cleanliness, for example around take-out food.
- Community partners: the Robson Street Business Association (RSBA) already support day-to-day Plaza management and programming.

*\*These included increased street activity from people experiencing homelessness, and the potential for noise and disturbance at night time.*

**Suggestions for stewarding the permanent plaza\*\***



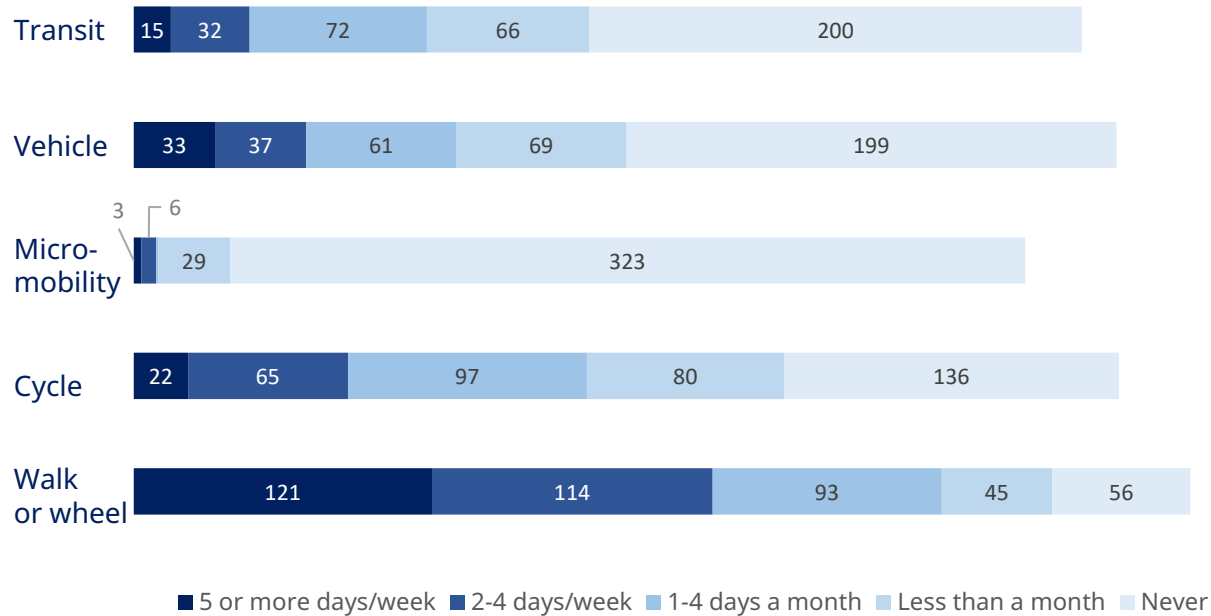
*\*\*Analysis of 265 responses to the public survey question “What are your suggestions for community partnerships, programming or events that could help keep the plaza safe, inclusive, clean and comfortable for all users?” grouped by theme. This analysis excludes the 48 comments containing sentiments unrelated to maintenance and stewardship.*



# Bute-Robson Plaza (Haro Street to Eihu Lane)

Walking/wheeling and cycling are already the most popular ways to get around along here

Most survey respondents rarely use vehicles to travel through these blocks of Bute Street



Responses to public survey question "How often and which mode do you use to travel along this segment of Bute Street (Haro Street to Eihu Lane)?"  
[447 total responses]

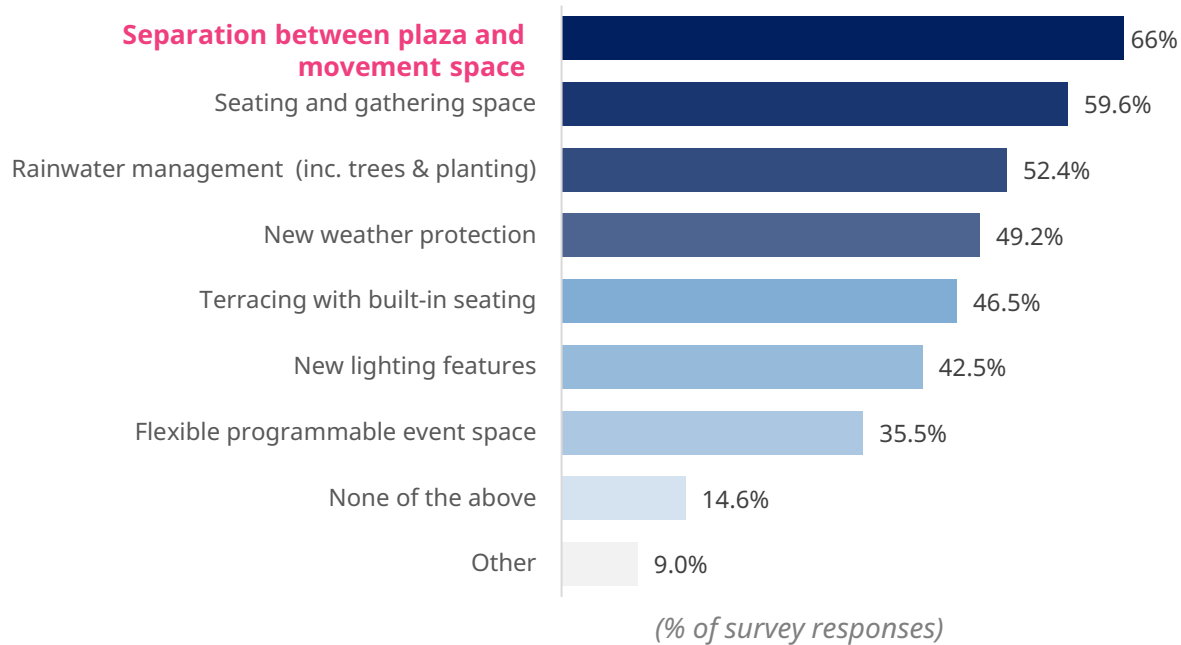


The interim plaza and the blocks around it have become popular spaces for walking, biking and rolling since the interim plaza was installed in 2017.

# Bute-Robson Plaza (Haro Street to Eihu Lane)

The design separates plaza users from people passing through, and this attracted the strongest support from respondents (66%)

Survey respondents appreciated the seating, rainwater management and weather protection features in the design

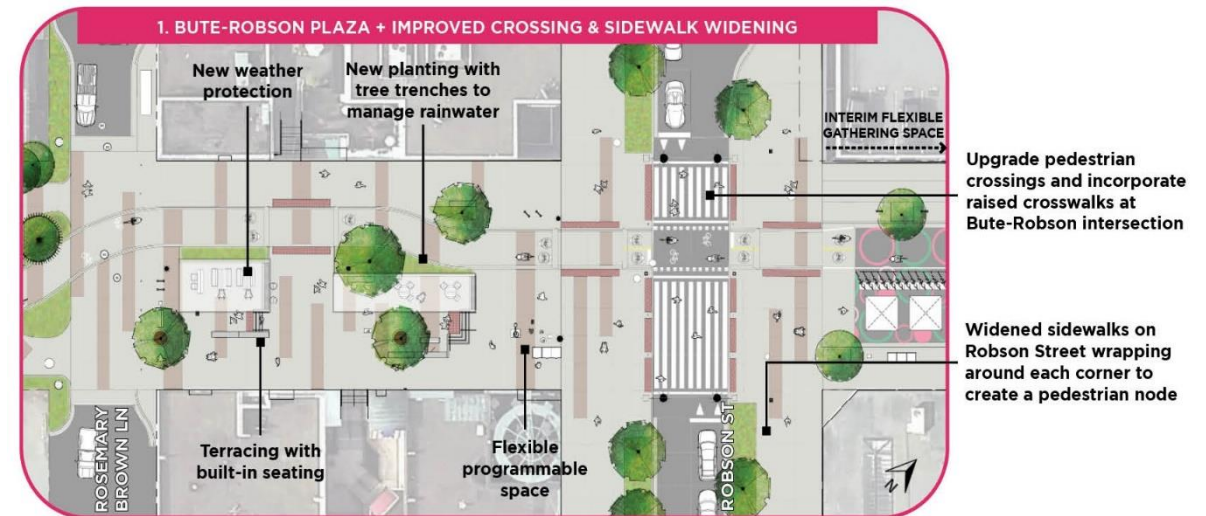


Responses to public survey question "Which design feature(s) are you most excited about for the permanent plaza? Select all that apply" [% of 445 total responses]

Resolving conflicts between plaza users and people passing through is essential

- Bike and micro-mobility speeds detract from people's experience of the interim plaza. Separating walking space from biking and rolling space can help reduce conflicts.

A minority (14.5%) did not support any design features

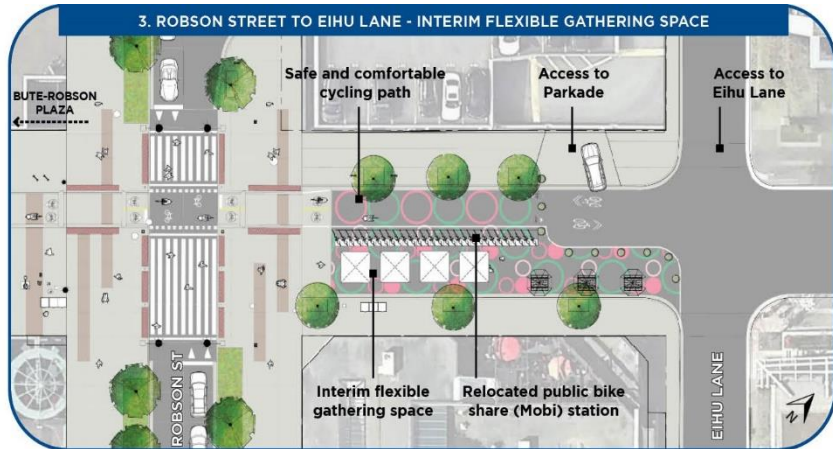


Above: Diagram of the permanent plaza design

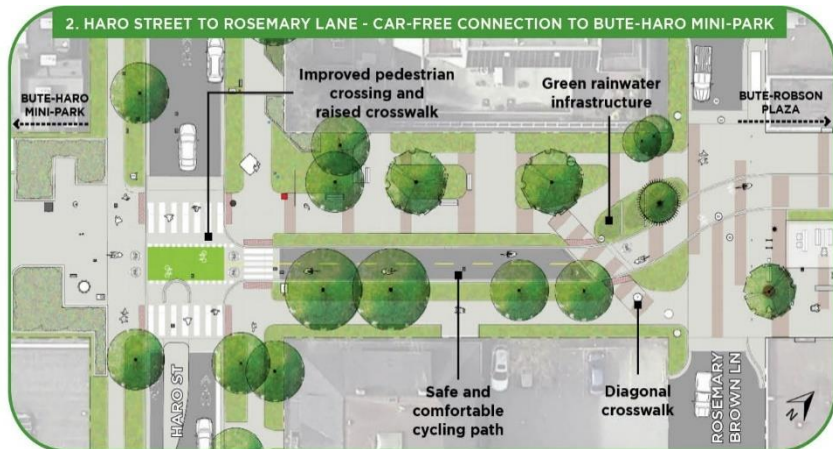


# Bute-Robson Plaza (Haro Street to Eihu Lane)

Strongest support for design measures to separate plaza users from passers by

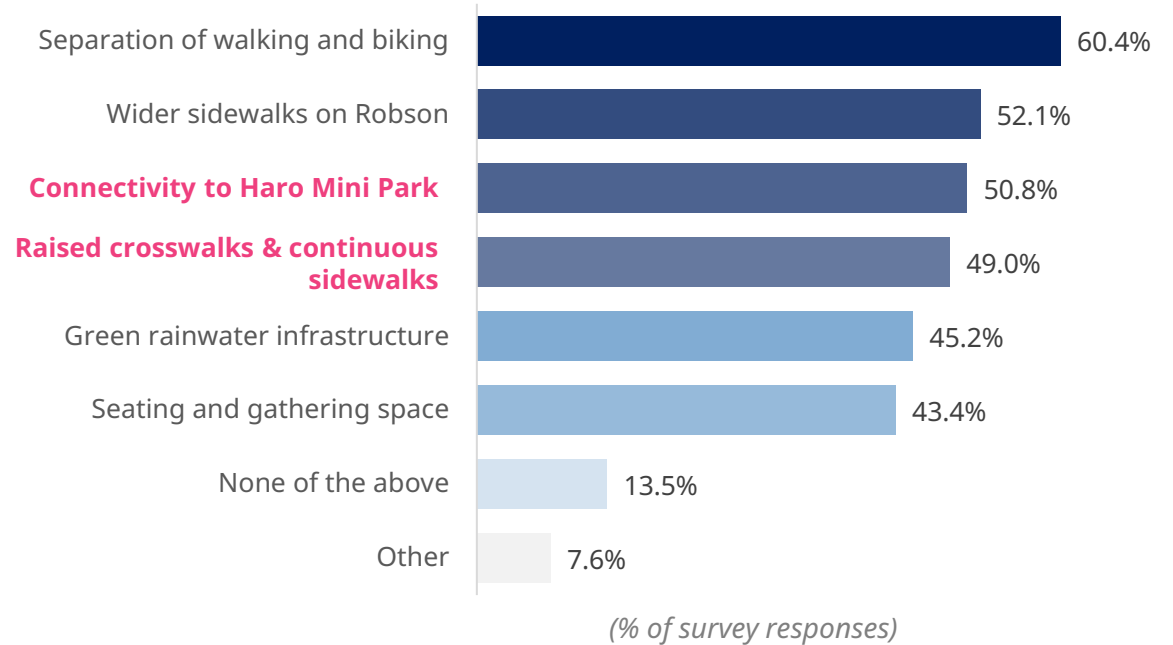


Above: design north of Robson Street



Above: the block connecting to Haro mini park\*

People liked the continuous pedestrian experience with design measures linking the plaza to adjacent blocks



Above: Responses to public survey question "What improvements would you like most on the adjacent blocks?" Select all that apply" [445 total responses]

\*the construction extent on this block has been revised to address budget constraints

# Bute Greenway North Segment

Eihu Lane to Pender Street



Phase 2 engagement explored different ideas and approaches to the 'north segment'.

# North Segment (Eihu Lane to Pender Street)

Top themes that people talked about



## Access needs

- Some felt a car-free design would affect accessibility for those with mobility issues



## Space for play

- Support for adding informal and formal play spaces



## Some feel changes are not needed

- Some concerns around whether greenway investment or trade-offs are worthwhile
- E.g. "leave as is, it's fine, and I bike!"



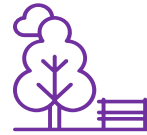
## Separate different travel modes, connect to existing active travel routes

- Concerns around conflict between (fast) e-bikes/e-scooters and pedestrians
- Delineate space and slow down speeds
- Link to the Downtown bike network



## Pedestrian and bike wayfinding

- Signage, separated, straight routes



## Informal meeting places welcomed

- Preference for public benches and small community seating spots over more busy plazas for events or group socializing
- Desire to avoid encouraging noise and disturbance (Bute-Alberni Plaza from 2020 often cited)



## Public space: utility, value and attractiveness

- Public spaces should cater to residents and visitors
- Concern: "It won't be used when it rains"
- Concern: Public congregation and increased street activity from people experiencing homelessness



## Driver inconvenience

- Concerns over longer journey times and circuitous vehicle routes



## Vehicle access needs (loading & drop-off)

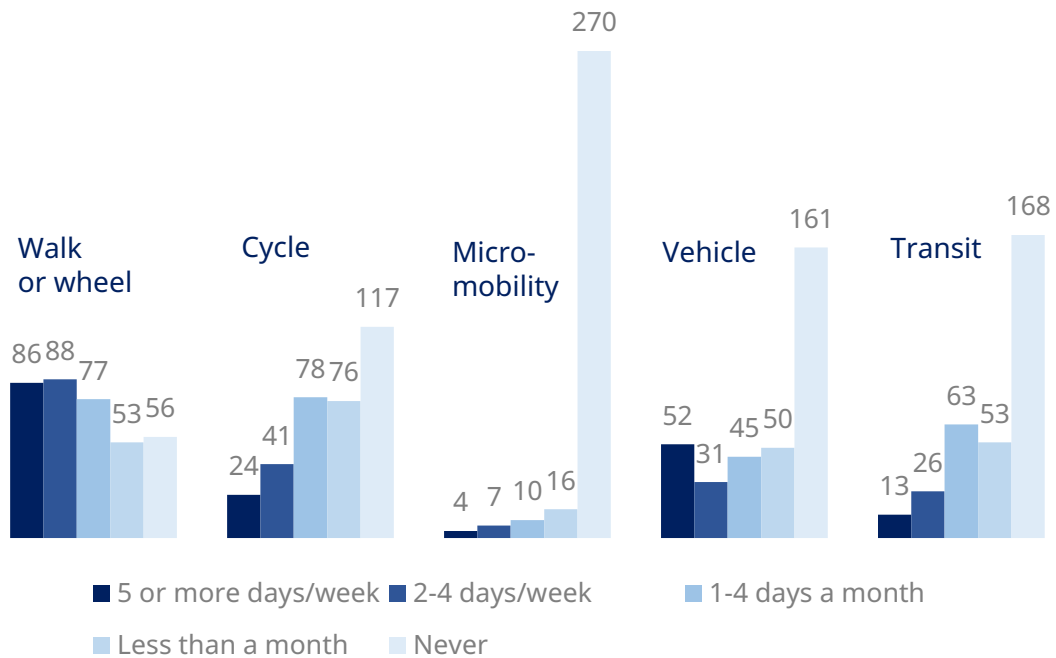
- Approx.25% have no vehicle access needs
- Concerns around congested or blocked laneways
- Specific locations needing vehicle access identified



# North Segment (Eihu Lane to Pender Street)

Fewer survey respondents cycle here compared with other Bute Street blocks

More vehicles drive along here than other parts of the Greenway, but it's still a popular walking route



Responses to public survey question "How often and which mode do you use to travel along the north segment of Bute Street (Eihu Lane to Pender Street)?" [372 total responses]

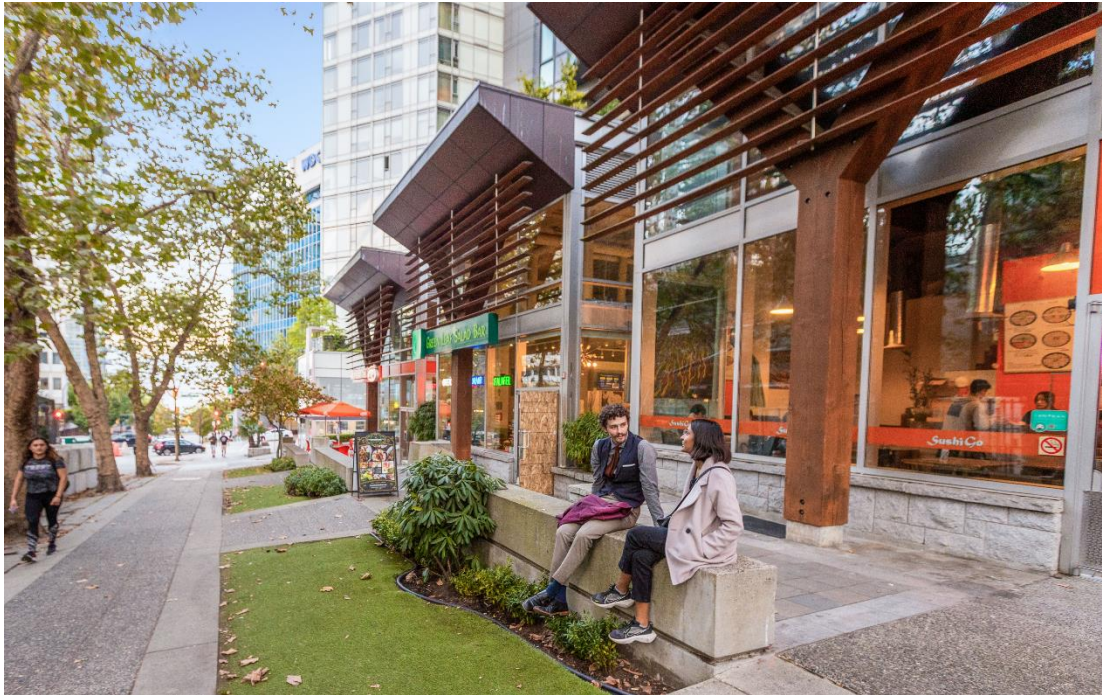


Bute Street is more vehicle-orientated south of Eihu Lane, with longer crossing distances, no protection for bikes or micro mobility devices, and higher numbers of vehicles using the roadway.

# North Segment (Eihu Lane to Pender Street)

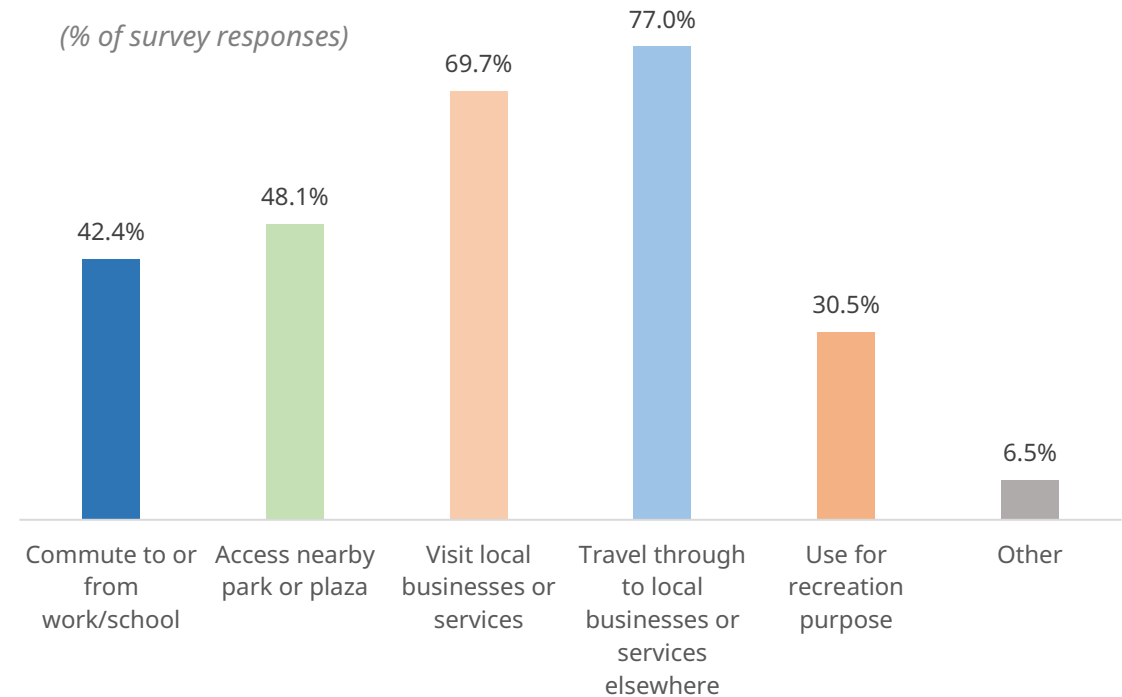
Opportunities to encourage people passing through to stop, and to spend time

Greenway design features can encourage people moving through to stop and stay



People walking to offices, accessing nearby eateries or businesses, or visiting Harbour Green Park, make this segment a vibrant part of downtown.

How do people use this part of the greenway today?



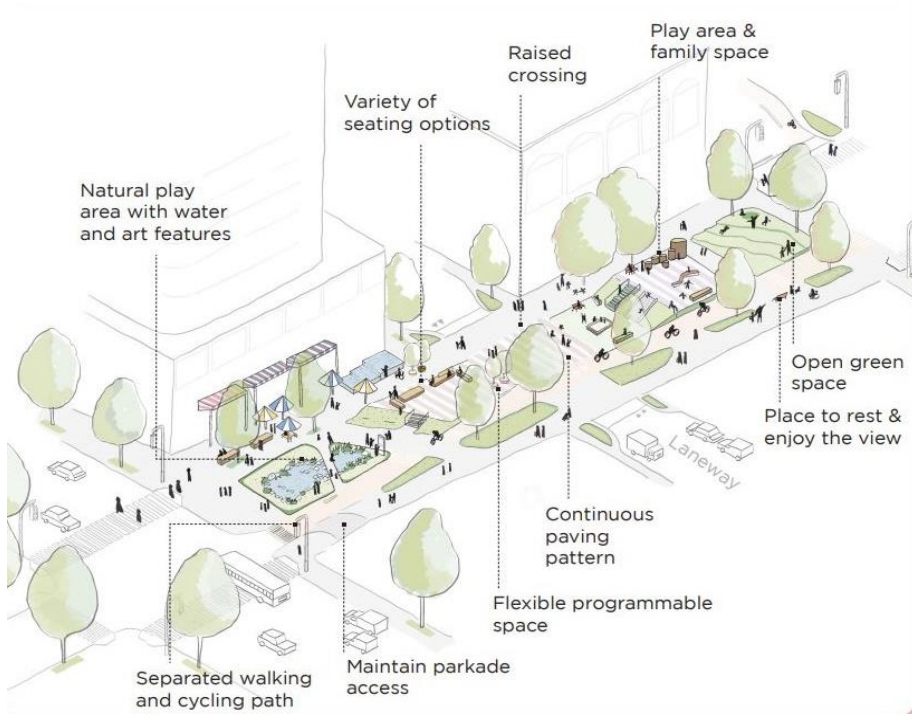
Responses to public survey question "How do you use the north segment? What do you do here? Select all that apply" [% of 370 total responses]



# North Segment (Eihu Lane to Pender Street)

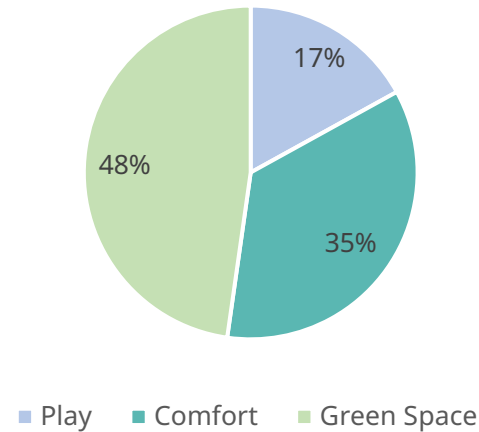
Highest value placed on additional green space followed by comfort and play

## Potential design elements on a greenway block\*



\*This sketch was shared to highlight potential ideas for consideration and discussion. Bute Greenway blocks could include some or any combination of the design elements shared here.

## Greenway themes prioritized by survey respondents



Above: combined responses to public survey question "which greenway theme(s) would you like to see in each block of this segment?" [362 total responses]

Percentages indicate relative importance of each theme

### Space for play

- Play equipment: suggestions for integrating educational features
- Playful design elements
- "Coal Harbour is very short of children's play"

### Comfort

- Rain protection
- Lighting
- "better places for office workers to sit"

### Green Space

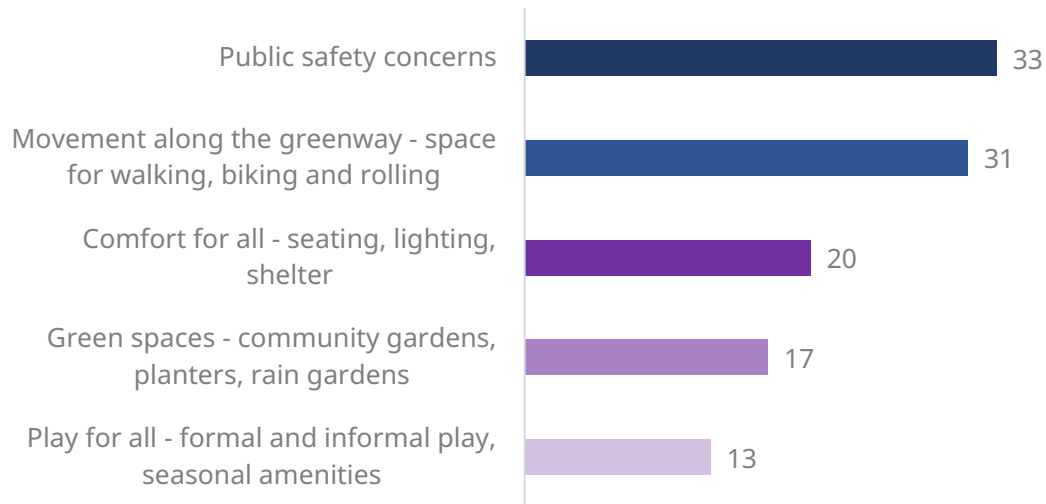
- Community gardens
- Planters and rain gardens
- Pollinator areas
- Public water features
- Plants or green areas that can protect people from busy roads



# North Segment (Eihu Lane to Pender Street)

Most support potential new public space, although there are public safety concerns

## Ideas and concerns\*



*\*Analysis of 319 total responses to open-ended public survey questions\*\*, grouped by theme, showed that public safety concerns were most raised. Note: Analysis excludes general comments (63) and other ideas (22).*

## Other ideas

- Food trucks
- Use Bute Street’s slopes to create spots to admire views

## Public safety concerns

- Noise and disturbance – the Bute-Alberni Plaza from 2020 was frequently referred to negatively
- Public congregation and increased street activity from people experiencing homelessness.

## Support for separated bikes and pedestrians

- As well as improving connections to the wider network

## Greenery and play

- New trees and plants are essential to create a greenway feel
- Play space should be protected from vehicles - this will encourage use during the day

## General comments:

- Comments expressing overall support or opposition
- Suggestions across a spectrum, from “leave Bute Street as is” to expand public open spaces further into other downtown areas

*\*\*Public survey questions:*

*Do you have other ideas for blocks between Eihu Lane and Pender Street?” [154 responses]*

*Do you have any concerns about blocks between Eihu Lane and Pender Street?” [160 responses]*

# North Segment (Eihu Lane to Pender Street)

A quarter of respondents expressed concern over vehicle access

A minority commented on space for vehicles; those who did so expressed concerns over reduced vehicle space

- 80 comments shared concerns around vehicle access, whereas 35 comments expressed an ambition for more extensive car-free measures

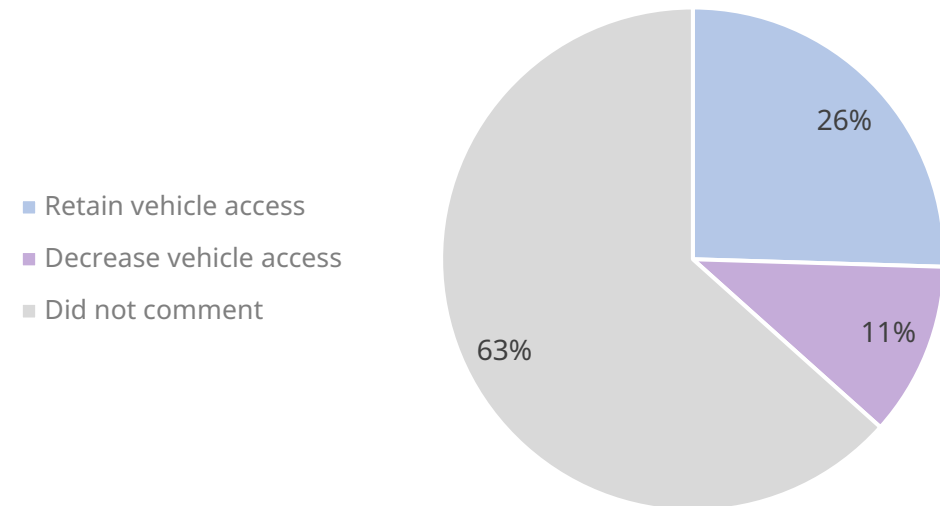
## Concerns

- Circuitous vehicle routes
- Impact on access and egress from homes
- Need for alternative motor vehicle routes, particularly northbound

## Ideas

- Evo and Modo parking spots
- Traffic calming measures on the greenway
- Buffers and protective bollards where the greenway meets busy cross-streets

Sentiments around the need for vehicle access



Above: A review of 314 total responses to the open-ended public survey questions\*\* revealed that 80 commented on vehicle access issues, compared to 35 that advocated for further public space expansion. The remainder (199) didn't comment on vehicles at all.

\*\*Public survey questions:

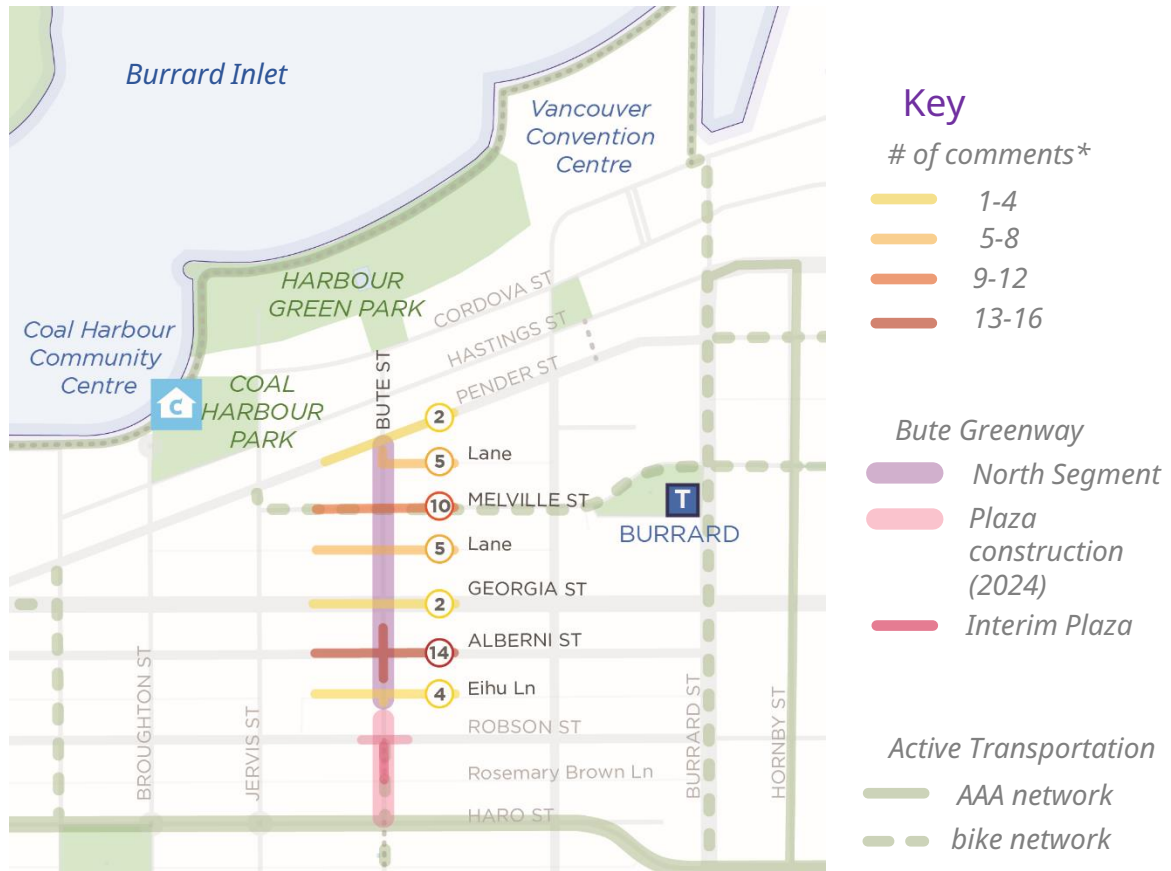
Do you have other ideas for blocks between Eihu Lane and Pender Street? [154 responses]

Do you have any concerns about blocks between Eihu Lane and Pender Street? [160 responses]

# North Segment (Eihu Lane to Pender Street)

Community input helped identify vehicle pick-up/drop-off and parking needs

## Melville & Alberni streets raised most vehicle needs



## Comments included support for:

- Laneway parking
- Unobstructed parkade accesses via laneways
- Short-term parking
- MODO and Evo spots
- Pick-up, drop-off spots
- Stopping areas for deliveries
- Keeping lanes clear

*Does someone associated with your home/business currently stop a motor vehicle on or near Bute Street? Please tell us the nearest cross-street/lane and what your needs are (e.g. accessible parking, pick-up/drop-off, deliveries). [111 responses]*

*Analysis of responses to this open-ended public survey question showed:*

- 42 comments identified specific vehicle access locations.
- 16 were opposed to any vehicle access restrictions on this segment, compared to 28 that had no vehicle access needs.
- 25 comments on other segments



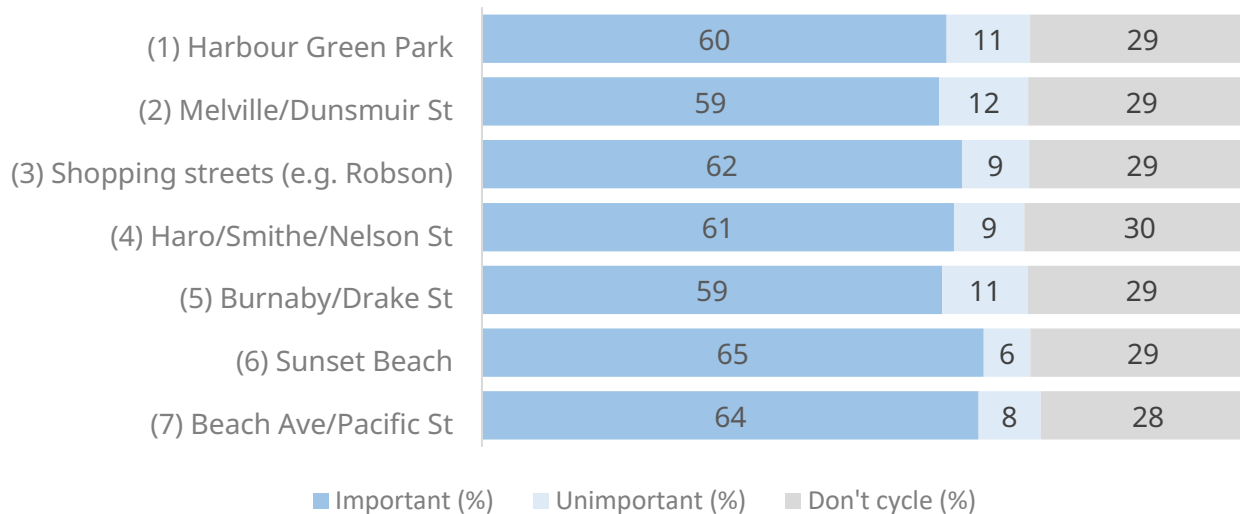
# North Segment (Eihu Lane to Pender Street)

## Support for improving bike/micro mobility connections to/from Bute Street

There was little variation in how important these connections are viewed

Below: responses to public survey question "In the past, engagement feedback has helped identify other safe and comfortable cycling and rolling connections. If you cycle or use micro mobility devices (e.g. e-scooter, inline skate etc.), which connections are important to you?"

Most people who cycle or use micro mobility devices felt these were important



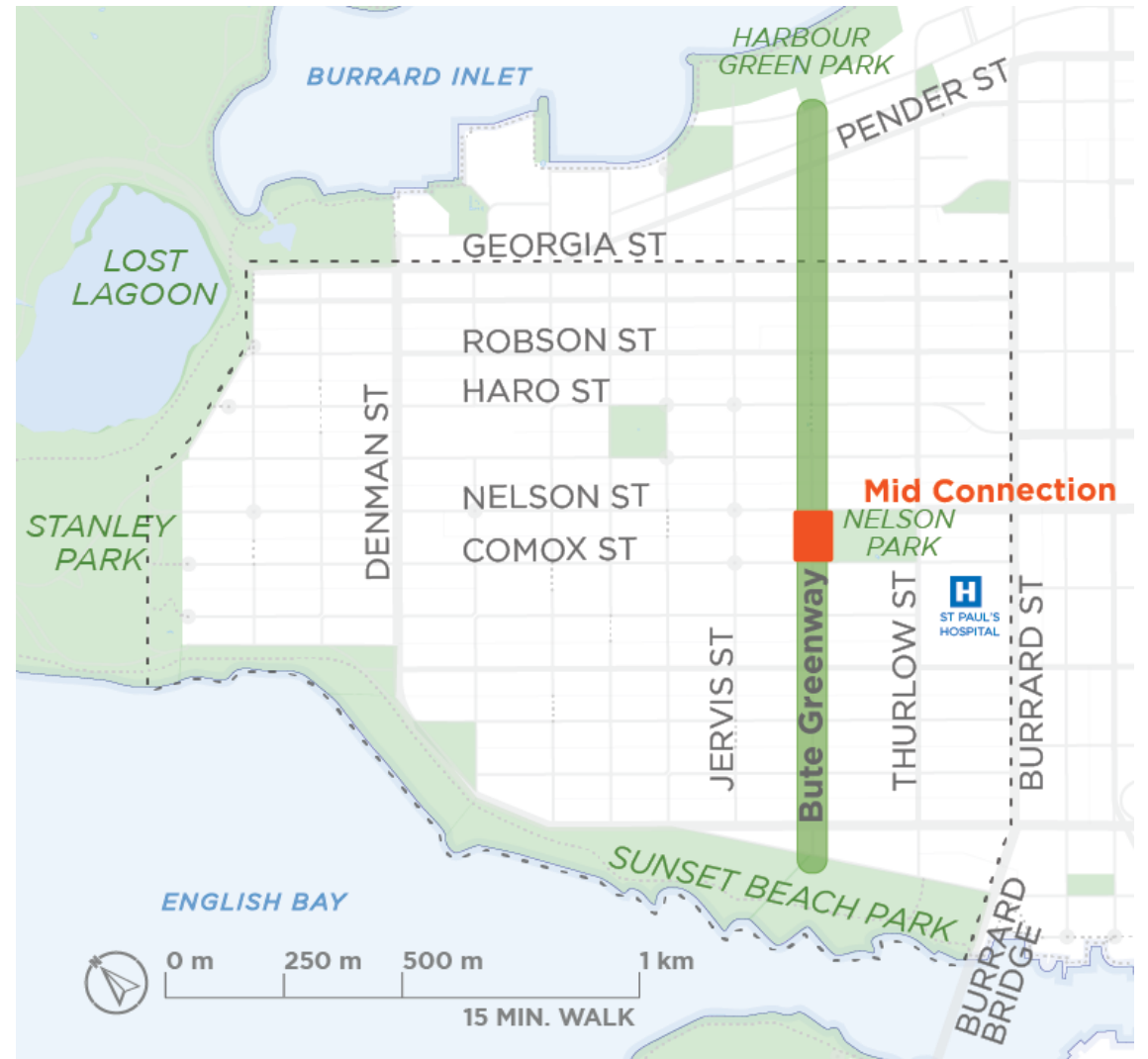
Other connections\* people highlighted included:

- Stanley Park (8 comments)
- Comox-Helmcken Greenway (5)
- Alberni Street (4)
- Lions Gate Bridge (3)

\*Responses to public survey questions "Are there other cycling or rolling connections in the area that are important to you" [100 total responses]

# Bute Greenway Mid Connection

Nelson Street to Comox Street

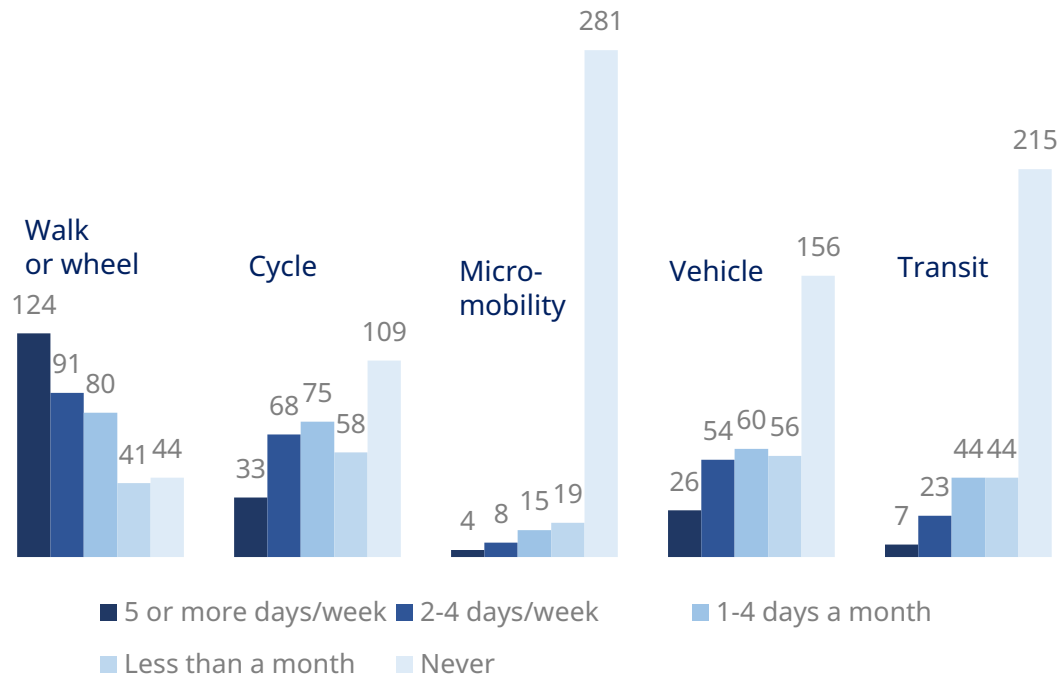


The mid connection proposes an interim public space adjacent to Nelson Park.

# Mid Connection (Nelson Street to Comox Street)

People mostly walk and cycle along this part of Bute Street today

Most survey respondents rarely use vehicles to travel along this block of Bute Street



Responses to public survey question "How often and which mode do you use to travel along the block adjacent to Nelson Park (Nelson Street to Comox Street)?" [382 total responses]



Above: Bute Street, looking southwest from Nelson Street.



# Mid Connection (Nelson Street to Comox Street)

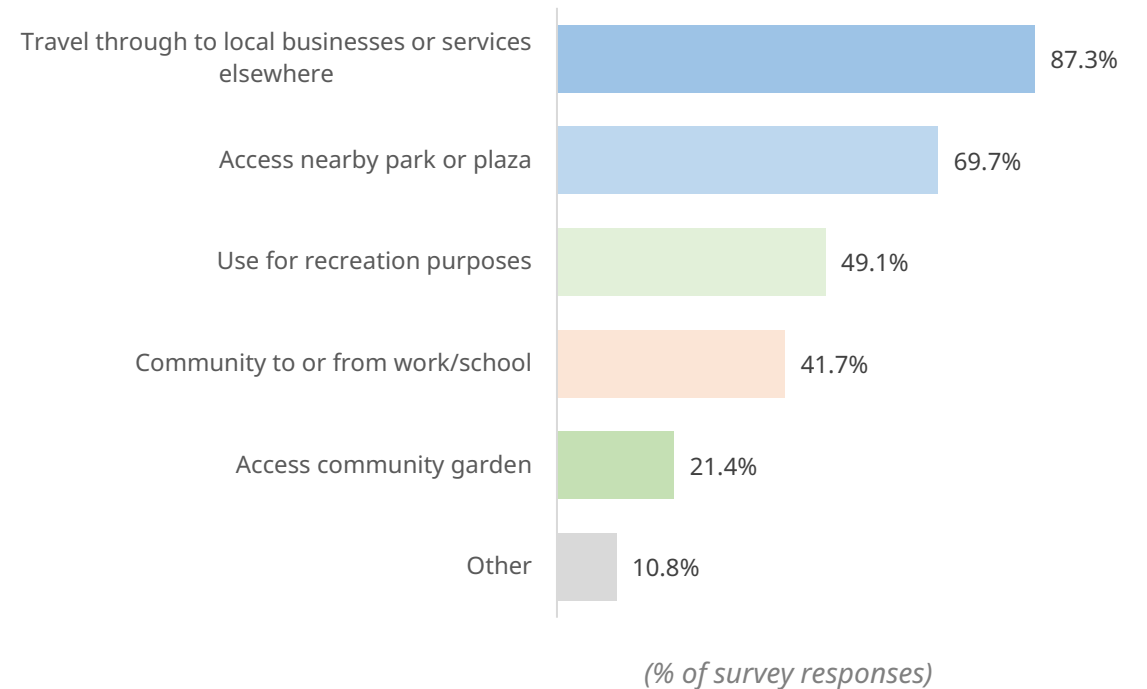
Recreational opportunities around this block are often what brings people here

The block has potential to better support recreation and movement



The Nelson Park block of Bute Street supports community gardening and is a gateway to the park for residents.

## How do people use this part of Bute Street today?

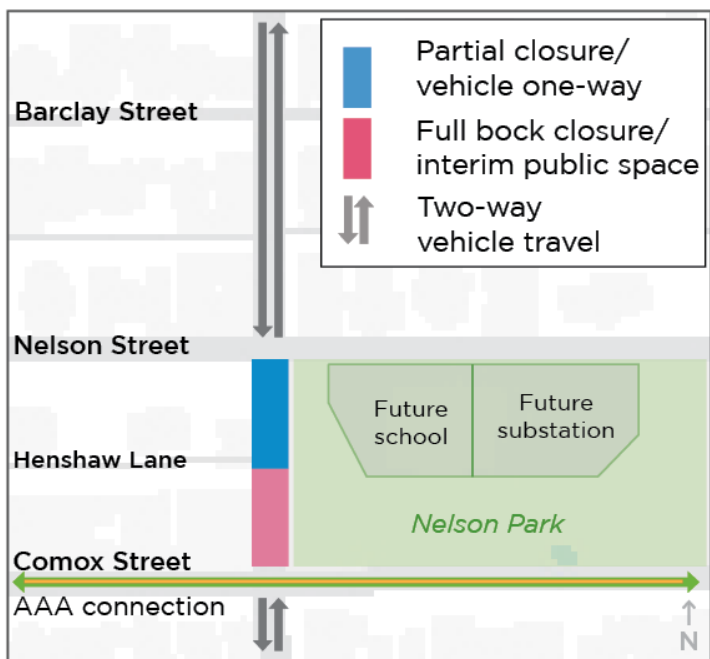


Responses to public survey question "How do you use the block adjacent to Nelson Park? What do you do here? Select all that apply" [% of 379 total responses]

# Mid Connection (Nelson Street to Comox Street)

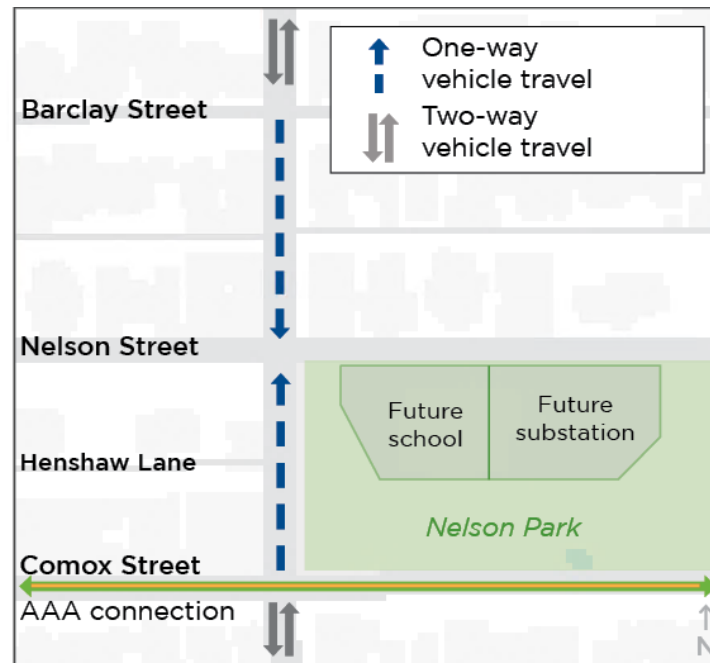
Two design options were considered to better support recreation and movement

## Proposed interim greenway block



- **Two-way:** between Barclay Street and Nelson Street
- **One-way:** between Nelson Street and Henshaw Lane
- **Interim public space:** between Henshaw Lane and Comox Street; closure to vehicles

## Alternate option



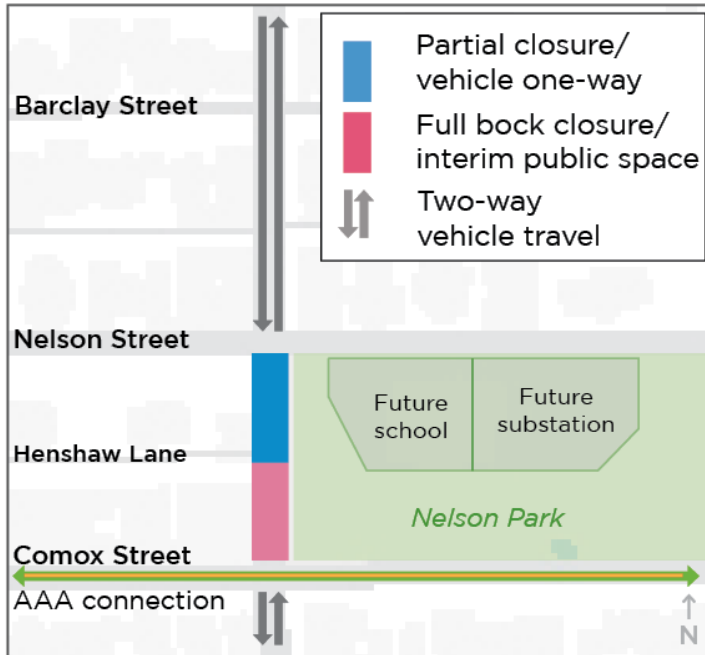
- **One-way:** between Barclay Street and Nelson Street
- **One-way:** between Comox St and Nelson Street
- **No interim public space**

The proposed interim greenway block can support walking, biking and rolling and create more space for recreation

# Mid Connection (Nelson Street to Comox Street)

We heard support for adding an interim public space and expanding the park experience

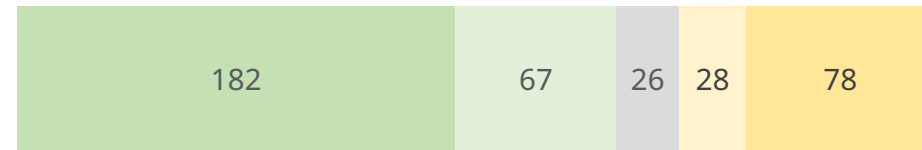
## Proposed interim greenway block



- **Two-way:** between Barclay Street and Nelson Street
- **one-way:** between Nelson Street and Henshaw Lane
- **Interim public space:** between Henshaw Lane and Comox Street; closure to vehicles

65% liked or really liked this option

28% didn't like (or really didn't like) it. The remaining 7% were neutral



(No. of responses)

- Really like it
- Like it
- Neutral
- Don't like it
- Really don't like it

*\*of 381 responses to public survey question "What do you think about [the proposal] to add a street closure that would expand the park experience onto Bute Street?"*



# Mid Connection (Nelson Street to Comox Street)

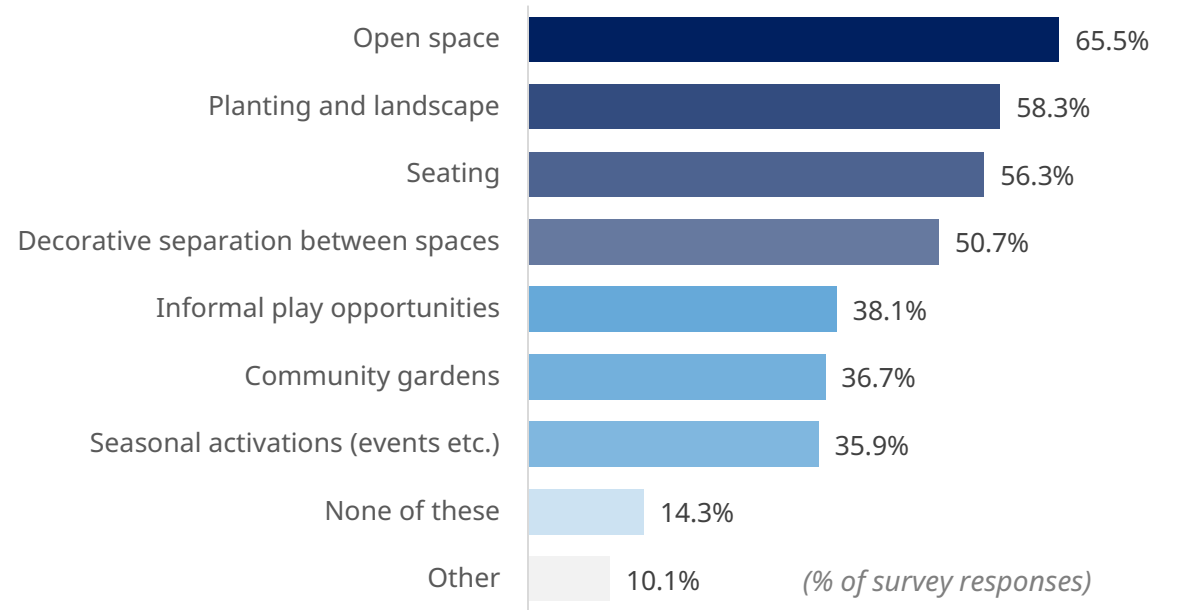
An interim car-free space could deliver new open space, planting and seating

People most wanted to see a new public open space



Additional public space could be kept open for people moving through, with some potential for planting, landscaping and seating.

People most wanted to see an interim greenway block with plants, landscape elements and seating

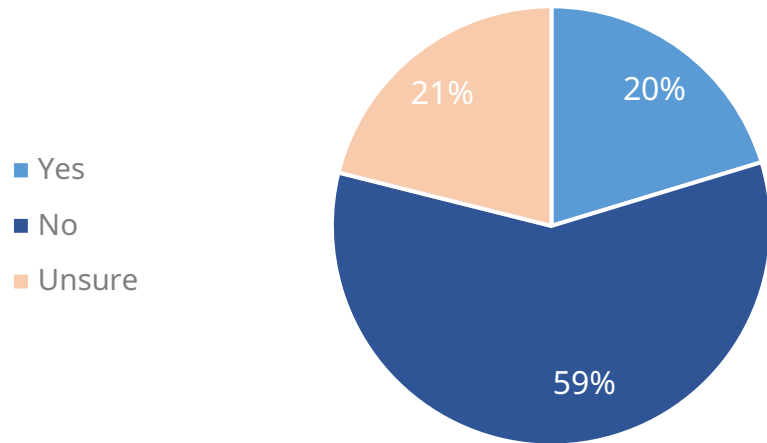


Responses to public survey question "If you like the idea of creating an interim greenway block next to Nelson Park, which elements would you like to see included? Select all that apply" [% of 357 total responses]

# Mid Connection (Nelson Street to Comox Street)

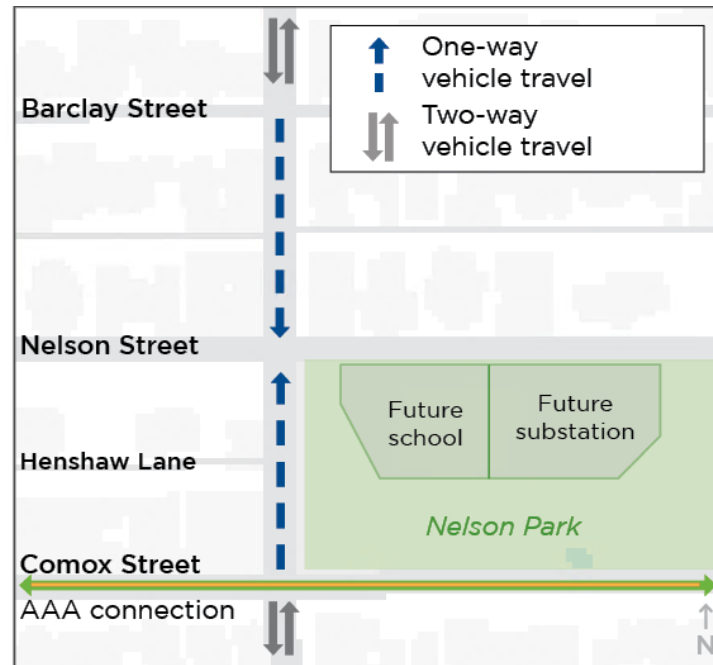
Of those who did not like the proposed interim greenway block, most also did not like the alternate option

Do you prefer the alternate option?



Above: Responses to the public survey question "If you did not like the (1) proposed interim greenway block, do you like the (2) alternate concept to lower vehicle volumes with converging one-way travel blocks between Comox Street and Barclay Street?"

Alternate option

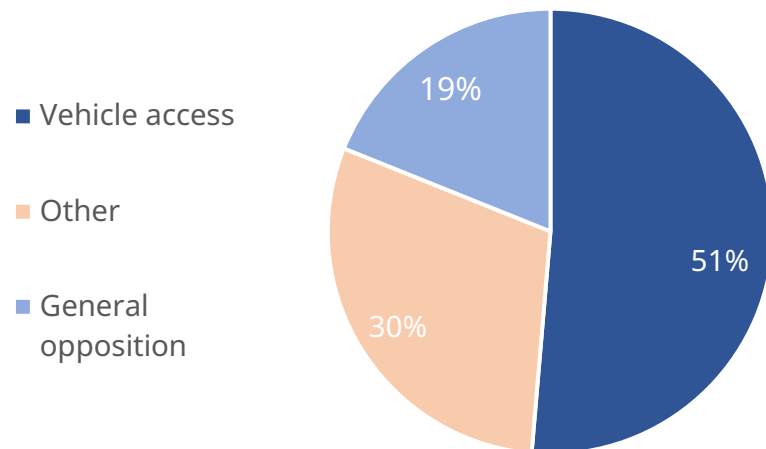


- **One-way:** between Barclay Street and Nelson Street
- **One-way:** between Comox St and Nelson Street
- **No interim public space**

# Mid Connection (Nelson Street to Comox Street)

Restrictions on driving was the main concern, for those who didn't like either option

## Reasons for not liking the proposed or alternate option



*Analysis of 111 responses to public survey prompt "Please tell us why", whereby survey respondents could share their reasons for not liking the alternate option (or not liking either option).*

### 51% had vehicle access concerns (57 comments)

- Many cited concerns with access and egress from homes.
- Some sentiments expressed frustration with circuitous routes through the West End.
- Perception of the change as an anti-car measure.

### 30% of comments (33) touched on varied topics, including:

- Suggestions for a more ambitious car-free design.
- More greenery.
- Alternative transportation suggestions.

### 19% (21 comments) expressed general opposition, including:

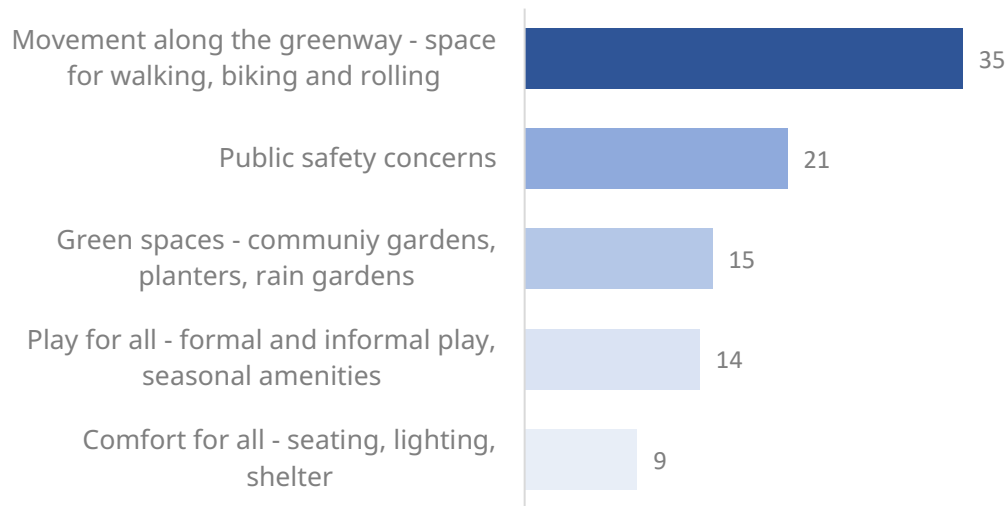
- Additional public space is unnecessary.
- Opposition to the Bute Greenway overall.



# Mid Connection (Nelson Street to Comox Street)

Walking, biking and rolling through the Nelson Park block was most important to people

## Ideas and concerns\*



*\*Analysis of 283 total responses to the open-ended public survey questions\*\*, grouped by theme, showed that movement along the greenway by walking, biking and rolling was raised the most.*

*Note: this excludes general comments (94) and other ideas (15).*

## Safety concerns for people walking and cycling

- Clear separation, enhanced crossings, more lanes, improved connections.

## Public safety concerns

- Potential noise and disturbance, as well as sharing space with people experiencing homelessness.

## General comments

- Support or opposition; desire to 'leave as is' or 'expand further'.
- Concerns with process; value for money or interim vs permanent.

## Other ideas

- Commercial elements like market stalls, coffee carts and food trucks, or more space for the farmers' market.

*\*\*Public survey questions:*

*Do you have other ideas for an interim greenway block design between Nelson and Comox Streets? [129 responses]*

*Do you have any concerns about an interim greenway block design between Nelson and Comox Streets? [154 responses]*

# Mid Connection (Nelson Street to Comox Street)

Need for vehicle access through the Nelson Park block was also highlighted

## Support for interim public space outnumbers concerns around reducing road space

- Supportive comments around a new interim public space (249) outweighed comments expressing vehicle-related concerns (54).
- Some shared ambitions for more extensive car-free measures, beyond those proposed in the proposed interim greenway block.

## Concerns included...

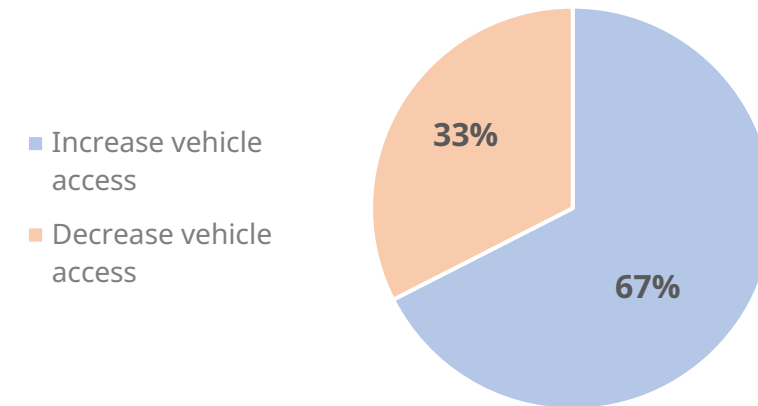
- Longer journey times, frustration with circuitous routes.
- Impact on vehicle access and egress from homes.
- Perception of more cost than benefit\*.

## Ideas included...

- Permanent rather than interim build out.
- Further public space expansion.

*\*Many felt that reducing vehicle access would do little to improve active transportation or walking safety and comfort, but still inconvenience drivers*

## Vehicle access sentiments



*Above: Analysis of 283 total responses to the open-ended public survey questions\*\* revealed that 54 commented on vehicle access issues, compared to 26 that advocated for further public space expansion beyond that proposed. Percentages are calculated based on vehicle sentiments only.*

*\*\*Public survey questions:*

*Do you have other ideas for an interim greenway block design between Nelson and Comox Streets? [129 responses]*

*Do you have any concerns about an interim greenway block design between Nelson and Comox Streets? [154 responses]*

# Engagement process

Methodology and outcomes



# Engagement Process

## Background

The West End Community Plan (2013) established community priorities around transportation and public space.

The West End Community Plan (“The Plan”) was adopted in 2013 to guide changes in the West End over 30 years.

The Plan proposed improving Bute Street as a “*key walking and cycling route with additional pedestrian priority measures and public realm improvements.*”

Phase 1 (fall 2021) public engagement shared project goals and sought early ideas for the development of a Greenway on Bute Street.

A detailed design for the permanent Bute-Robson Plaza was developed in 2022.

In spring 2023, this second phase of engagement shared:

- an updated vision for the greenway;
- a final design for the Bute-Robson Plaza; and
- ideas for the next phases of the greenway’s development.



*The West End Community Plan was adopted in 2013 and is rooted in an extensive public engagement process.*

# Engagement Process

Principles that helped shape the engagement process

## Principles:

### 1) Reach out

- Aim to hear from a representative demographic.
- Process: Offer online and in-person engagement opportunities, host events at various locations and different times of day.

### 2) Reduce barriers to participation

- Particularly for equity denied groups.
- Ensure participation is effortless, worthwhile and open to all.

### 3) Accommodate people's preferences

- Additional options to share feedback included paper copies of surveys in community centres and email feedback channels.

## Communication tools:

### 1) Accessible, engaging material to read

- [Public Information Material](#) presented for download;
- Alt-text provided on all images, for screen reader compatibility.

### 2) Shared online and on the street

- Social media: Facebook, Instagram, Twitter
- City of Vancouver website
- Printed mailouts to West End residents
- Posters displayed in community centres
- Posters on street poles along Bute Street.

# Engagement Process

Methodology designed to encourage people using Bute Street to participate

## Engagement approaches

### 1) Online survey

- Seeking feedback on three segments separately;
- Asking about how people currently use, and see themselves using, the first greenway segments;
- Providing space for new ideas and concerns

### 2) Online space to share ideas spatially

- Shape Your City users could enter ideas and comments on the mapping tool for the north segment (Eihu Lane to Pender Street)

### 3) Pop-up events

- An opportunity to meet City of Vancouver staff in person, talk about the implications of the Bute Greenway and specific design concerns

## Additional opportunities

### 1) Paper copies of surveys

- Available in the Coal Harbour Community Centre, Gordon Neighbourhood House and Vancouver Aquatic Centre
- Free-to-mail envelopes provided

### 2) Email

- For those who preferred to provide comments directly, an email address was provided ([butegreenway@Vancouver.ca](mailto:butegreenway@Vancouver.ca))



# Engagement Process

April 2023 engagement outcomes

528 surveys completed\*

498 visitors at pop-up community events\*\*

We reached and heard from a significant number of West Enders:

- +34,000 postcards mailed to homes near Bute Street\*
- 30+ on-street pole posters erected
- 4x pop up events\*
- 29 emails to [butegreenway@Vancouver.ca](mailto:butegreenway@Vancouver.ca) responded to
- 2,786 Shape Your City page visitors
- 5,285 organic social media engagements\*\*\*
- 34,376 individuals reached via social media advertising

\*Equal to 92% of the Phase 1 total (576).

\*\*Shared with [West End commercial streets](#)

\*\*\*includes clicks, likes, comments, or 'pauses to read' across all platforms from City of Vancouver channels



Pop up engagement event, Bute-Robson Plaza, April 15 2023

# Engagement Process

## Public Survey: Responses on each Bute Street segment

### Bute-Robson Plaza

- 448 individuals responded to this section
- 449 total response to 2 open-ended questions

### North Segment

- 371 individuals responded to this section
- 525 total response to 4 open-ended questions

### Mid Connection

- 378 individuals responded to this section
- 572 total response to 4 open-ended questions



*Multiple events along Bute Street were an opportunity for communities to take part, in places they visit or pass through regularly*



# Engagement Process

## Public Survey: participant reflections

### Around half of respondents felt their input would make a difference to the project

- 49% agreed with the statement “I felt that my input would make a difference”, compared to 27.5% who disagreed (remaining 23.5% were neutral).

### Some weren't sure how their input would be used

- 17% disagreed with the statement “I understood how my input would be used”.

### But most reported a positive survey experience

- Information was clear (82% agreed).
- It was a valuable experience (66% agreed).
- They had the ample opportunity to share their views (73% agreed).
- They learned something new (71% agreed).



*Pop-up events are an opportunity for the community to share their perspectives, ideas and concerns, and connect to the online survey if they wish*

# Demographics

Who we heard from



# Age

## Younger people were under-represented

### Very few people under 19 years old took part

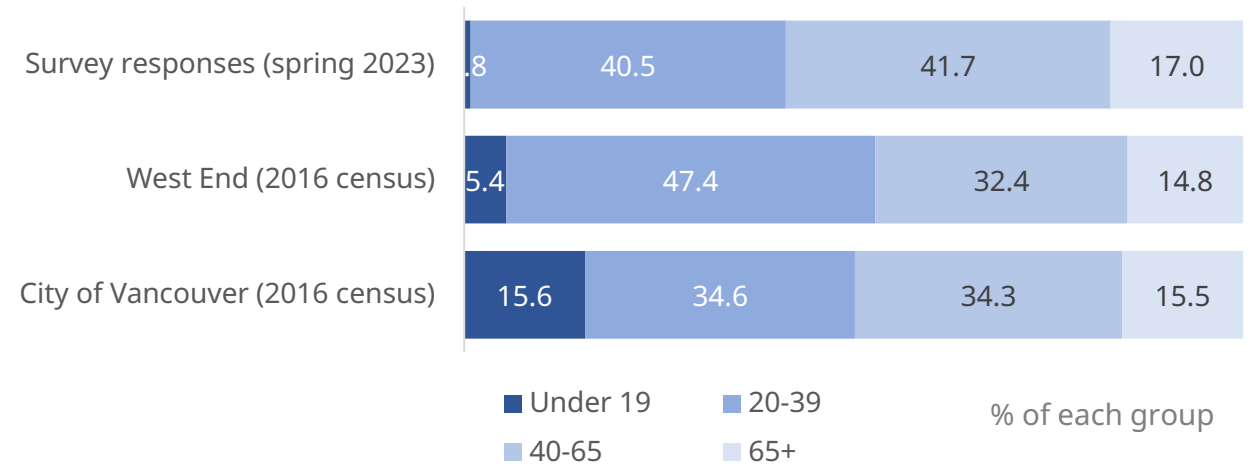
We also heard from fewer 20-39 year olds (40.5%) than the overall West End population (47.4%)

### Over-representation of 40-65 year olds and over 65s

This is a continued trend from the phase 1 survey findings (fall 2021)\*\*

\*\*Note: This data is not compared with Phase 1 because the age categories were not consistent across both surveys

### Representation of age groups in the public survey compared to the West End and City



\*Note: the survey question age categories increased in decades, meaning 60-69 years was one option. For effective comparison, this category was divided in half to obtain the 60-64 and 65-69 years figures.  
2016 census data is used, pending publication of the 2021 census

# Gender

We heard from more men than women

34% of survey respondents identified as women\*\* compared to 60% of the West End population (2016 census)

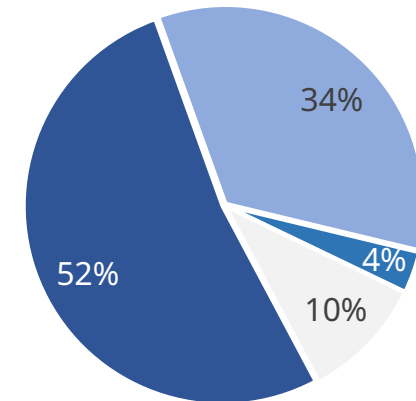
- We heard from a lower proportion of women than we did in phase 1 (41%) (fall 2021)
- We heard from fewer women overall (173) than we did in phase 1 (238)

4% of respondents (17) identified as non-binary or gender diverse.

- This represents a proportional increase from 3% in phase 1 (fall 2021)

10% of respondents (51) did not disclose their gender identity.

Gender identities of survey respondents\*



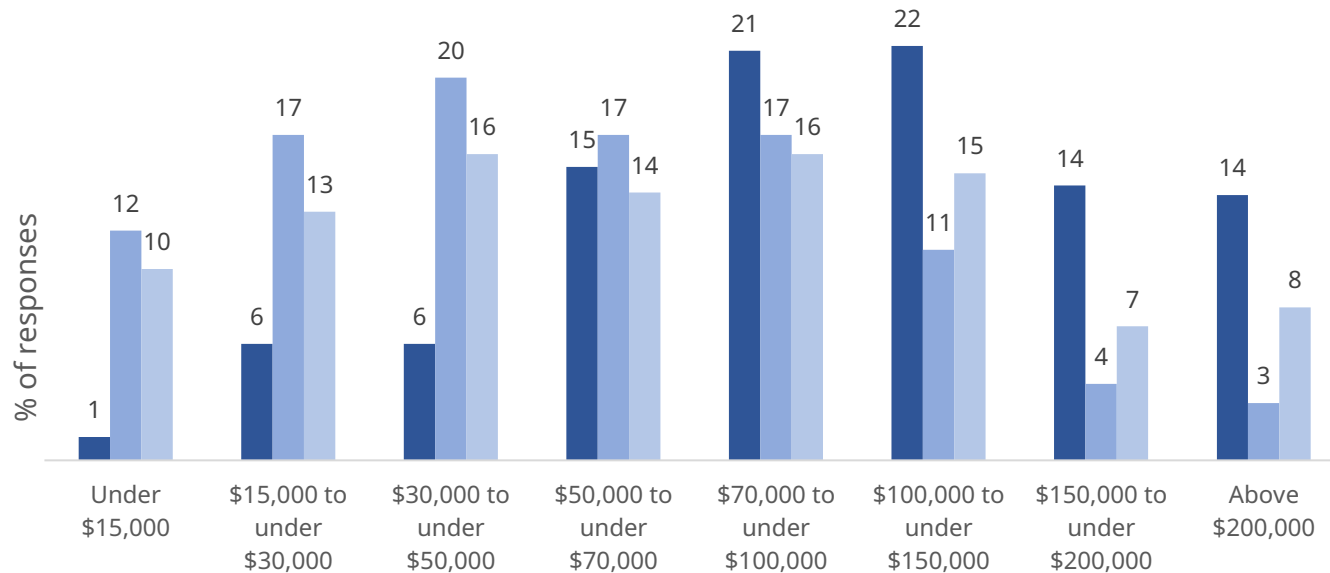
- Man
- Woman
- Non-binary or gender diverse
- Prefer not to say

\*out of 505 responses  
Percentages exclude 'none of the above' (4 responses)

# Household income

People with a higher household income were more likely to respond

Representation of household incomes in the public survey, compared to the West End and City\*



Household Income (annual)

■ Survey responses (spring 2023) ■ West End (2016 census) ■ City of Vancouver (2016 census)

Representation among those in the median income bracket\*\* was comparable to the West End and City of Vancouver.

People on higher incomes were overrepresented.

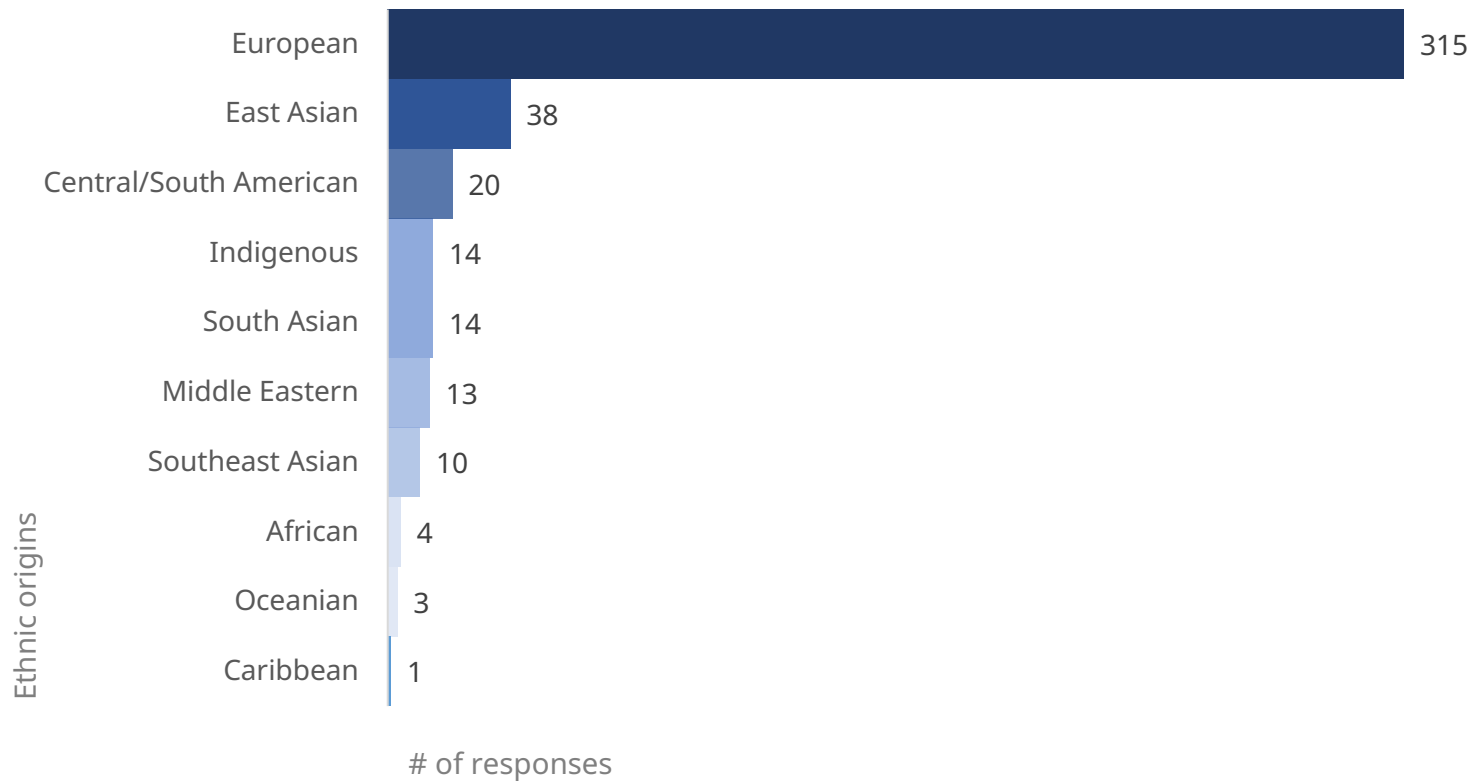
\*\*Median household income was \$51,000 and \$65,000 in the West End and City of Vancouver respectively, according to the 2016 census. From this, we have assumed '\$50,000 to under \$70,000' is the median income bracket.

\*2016 census data is used, pending publication of the 2021 census

# Ethnic origin

Most survey respondents identified European as their main ethnic origin

Representation in the public survey by ethnic origin\*



*\*This data was not compared with 2016 census data due to differences in how ethnic origin data is collected in the census compared to this public survey.*

*A total of 504 responses were received, excluding those who selected 'prefer not to say' (88) and 'none of the above' responses (28)*



# Next steps

# Bute Greenway

## Next Steps

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Based on the learnings from phase 2, staff are now:

Preparing for construction of the Bute-Robson Plaza which will begin in 2024;

Developing design ideas for the North Segment, including considering connections for walking, biking and rolling on Melville Street; and

Reviewing opportunities for future delivery phases.

### Bute-Robson Plaza

In 2024, construction on a permanent Bute-Robson Plaza and adjacent blocks will commence. This is the first phase of investment in the greenway.

You can review the permanent plaza design [here](#).

### North Segment

Staff are currently evaluating priorities and developing design options for this segment of the greenway.

We will engage community and stakeholders on proposed designs prior to implementation.

### Mid Connection

In 2024 and beyond, City staff are working closely with BC Hydro as the West End Sub Station project commences.