

DUNSMUIR/MELVILLE STREET UPGRADES

Public Engagement Summary
May 2025

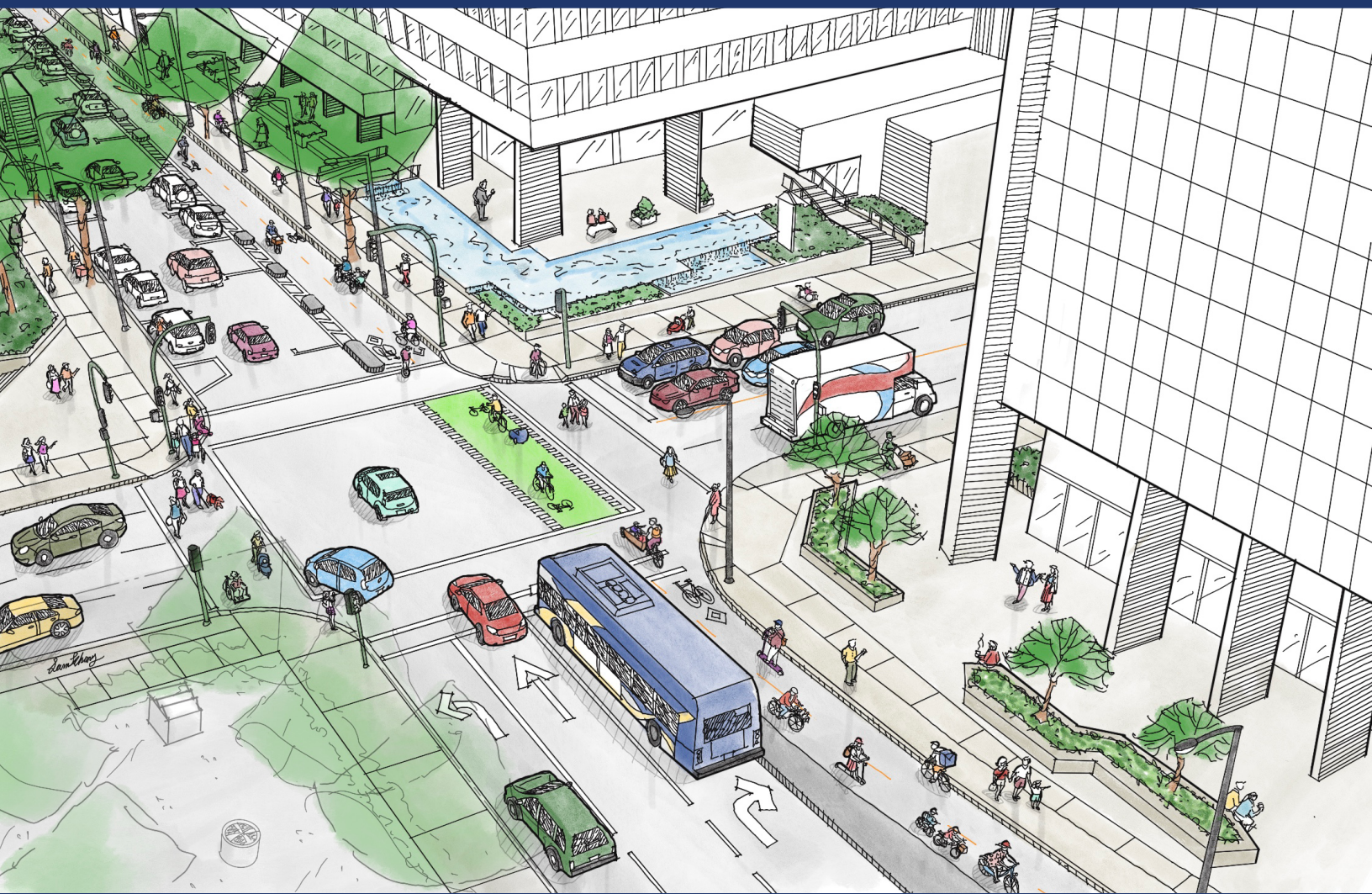


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Executive Summary

The **Dunsmuir/Melville Street Upgrades** project will close a gap in the downtown All Ages and Abilities bike network, to make it easier and safer to walk, bike and roll from Hornby Street to the Coal Harbour Seawall (Figure 1: Dunsmuir/Melville Street Upgrades project route). Proposed changes include:

- A 0.9km two-way protected bike lane using quick-build materials
- Intersection and bus stop improvements
- Parking, loading and pick-up/drop-off area changes

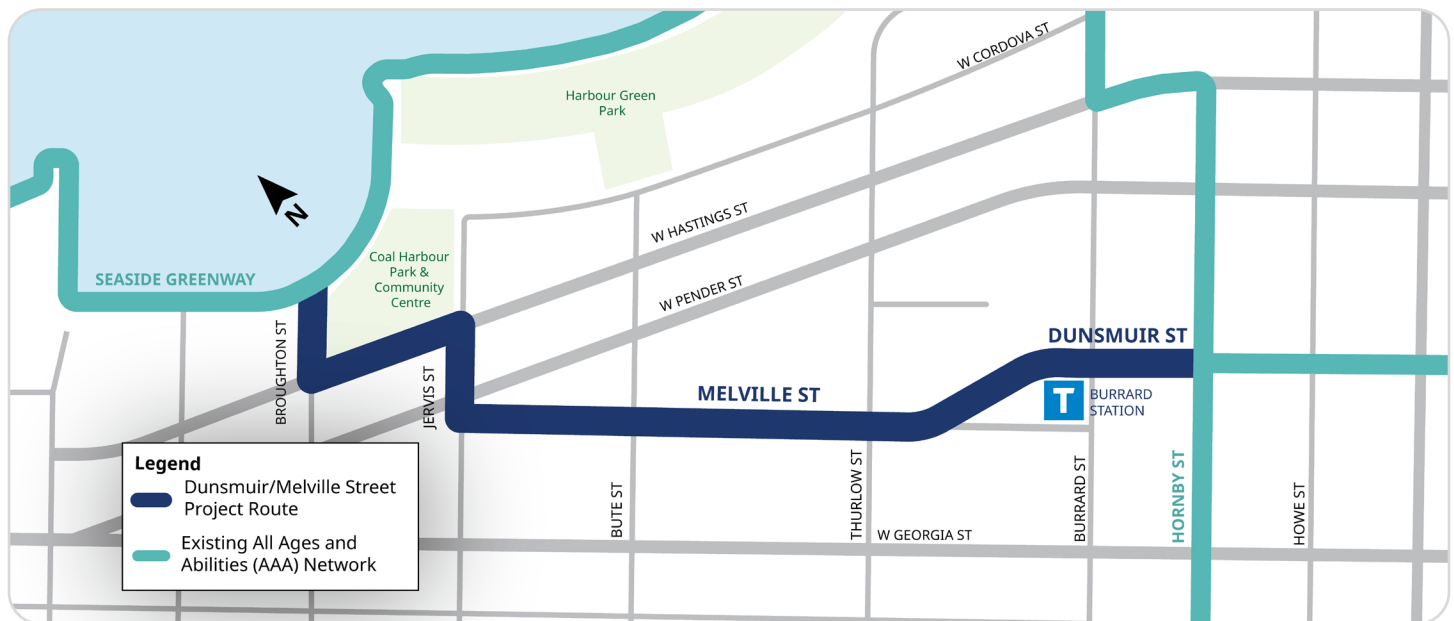


Figure 1. Dunsmuir/Melville Street Upgrades project route.

As part of the [2023-2027 Active Mobility Plan](#) and TransLink's Major Bikeway Network, this project supports the City's broader goals of improving active transportation.

From September to November 2024, we conducted public engagement to inform the design of the Dunsmuir/Melville Street Upgrades project. Highlights include:

- **5 one-on-one meetings** and **2 letters** from businesses and impacted groups
- **35+ businesses** along the project route engaged through direct outreach
- **366 survey responses** on our Shape Your City page
- **49 participants** at our open house and Go By Bike Week Celebration Station
- **1 site walkthrough** with members of the sight loss community

Themes from our public engagement included:

- Support for the project objectives, with some mixed sentiments around vehicle movement.
- Participants mostly feel safe walking but unsafe cycling. Changes could improve these experiences.
- Overall support for walking and cycling changes proposed across the project area, with some concerns about vehicle circulation.

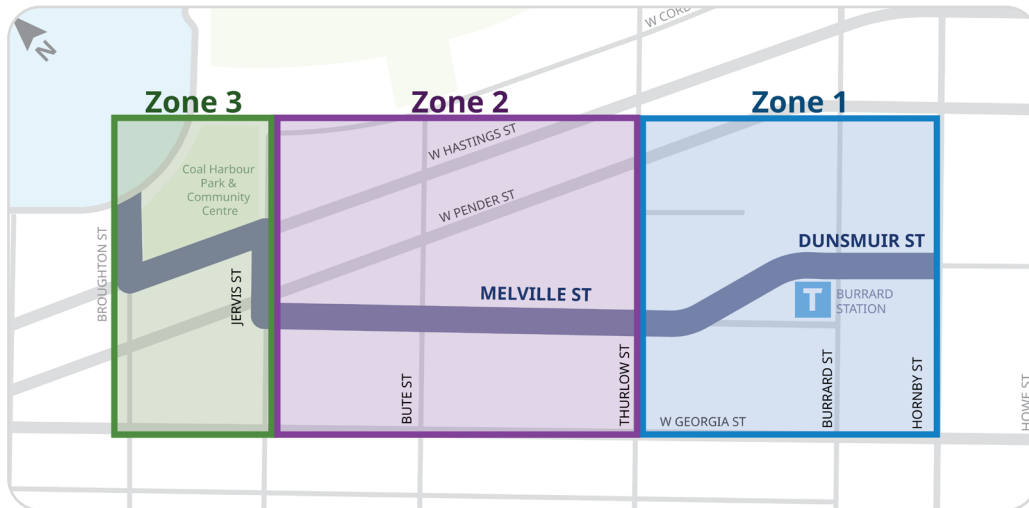


Figure 2. Project zones.

Feedback varied by zone (Figure 2):

Zone 1 – Dunsmuir/Melville St from Hornby St to Thurlow St

- Support for the protected bike lane extension.
- Concerns about the island platform bus stop and mixed opinions on vehicle parking and circulation changes
- General support for the one-way vehicle travel conversion of the 1000-block of Melville Street, with some business concerns. Due to some business access concerns, we have decided to continue allowing two-way vehicle travel on this block

Zone 2 – Melville St from Thurlow St to Jervis St

- Support for more separation between people walking, cycling, and driving.
- Desire for better access to other bike routes and less parking to allow for more vehicle travel lanes.

Zone 3 – Jervis St-Broughton St to the Seawall

- Support for raised crosswalks with desire for connections to other bike routes.
- Concerns about increased congestion leading to more conflicts between people walking, cycling, and driving.

This report summarizes participants' feedback from all of our engagement activities, which we will consider as we refine the design. Once the design has been finalized, we'll share an implementation plan outlining how this input has been incorporated into the design.

Project construction is expected to begin in 2026.

Project Overview

The City of Vancouver is improving the downtown bike network to make cycling easier and safer for people of all ages and abilities (AAA).

Dunsmuir/Melville Street west of Hornby Street is a gap in the local All Ages and Abilities (AAA) bike network. The route is currently a one-way westbound painted bike lane. It does not meet AAA guidelines or allow for eastbound cycling and scootering.

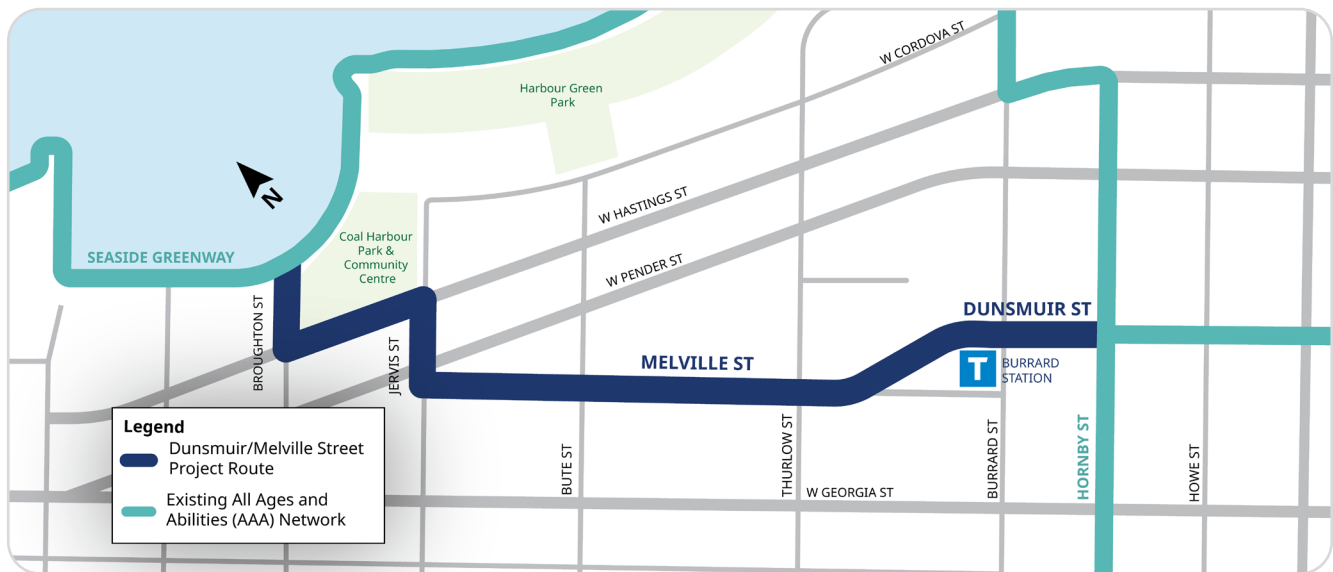


Figure 3. Dunsmuir/Melville Street Upgrades project route.

The planned **Dunsmuir/Melville Street Upgrades** (Figure 3) will close this gap. It will create a safer route for people walking, cycling, taking transit, and driving. These upgrades will also provide more direct connections to popular destinations, such as the seawall and the new Coal Harbour Elementary School, as well as other active mobility routes, like Bute and Hornby streets.

Proposed changes:

- A 0.9 km two-way protected bike lane using quick-build materials.
- Bus stop improvements between Burrard and Thurlow Streets, including a new island platform bus stop.
- Repurposing one motor vehicle travel lane on Dunsmuir/Melville Street from Burrard Street to Jervis Street.
- Signal improvements, including separate turn phases for right turns and cyclist signals in both directions.
- Parking, loading and pick-up/drop-off area adjustments.

All Ages and Abilities (AAA) infrastructure are facilities that are safe, convenient, comfortable, and enjoyable for everyone, including families with children, seniors, and new riders.

As part of the [2023-2027 Active Mobility Plan](#) and TransLink's Major Bikeway Network, this project supports the City's broader goals of improving active transportation.

How We Engaged



Figure 4. Open house at Coal Harbour Community Centre.

From September to November 2024, we conducted public engagement to inform the design of the Dunsmuir/Melville Street Upgrades project.

Outreach

- **4,473** notification letters in **six languages** sent to businesses and residents in the project area
- **2,300** visitors to Shape Your City project page
- **1,800** social media interactions on Facebook, X, Instagram, and Threads
- **530** Downtown Bike Network listserv subscribers contacted by email
- **42** businesses contacted by email
- **12** pole posters in the project area

Engagement Activities

- Held **5 one-on-one meetings** with businesses and highly impacted interest groups (September 5 to November 4, 2024)
- Reached out directly to **35+ businesses** along the project route (September 13, 2024)
- Received **366 survey responses** (September 12 to October 6, 2024)
- Talked to **49 community members** at our open house (September) and our Go By Bike Week Celebration Station (September 25) (Figure 4)
- Gathered feedback from **3 City of Vancouver civic committees** (Persons with Disabilities Advisory Committee, Transportation Advisory Committee, and Older Persons and Elders Advisory Committee)
- Completed a site walkthrough with **7 members of the sight loss community** to gather feedback on the proposed design (October 28, 2024) (Figure 5)
- Responded to **24 project inbox emails**, including **2 letters** from impacted business and community groups



Figure 5. Site walkthrough with members of the sight loss community.

What We Heard

The following sections outline what we heard from community members throughout all of our engagement activities.

Project Objectives

What we heard: Overarching support for most of the project objectives, with mixed levels of support about accommodating vehicle movement.

Most survey participants were supportive or very supportive of the project objectives (Figure 6). However, opinions on vehicle traffic were more divided.

- Many comments expressed a desire for making walking and cycling safer instead of accommodating vehicle movement.
- Participants who supported more vehicle access were mostly concerned about vehicle circulation and increased traffic congestion.

I feel like downtown cars shouldn't be the priority, instead the safety of every person walking/cycling/driving should be of top priority. [...] Other than that I agree with the goals.
- Engagement participant

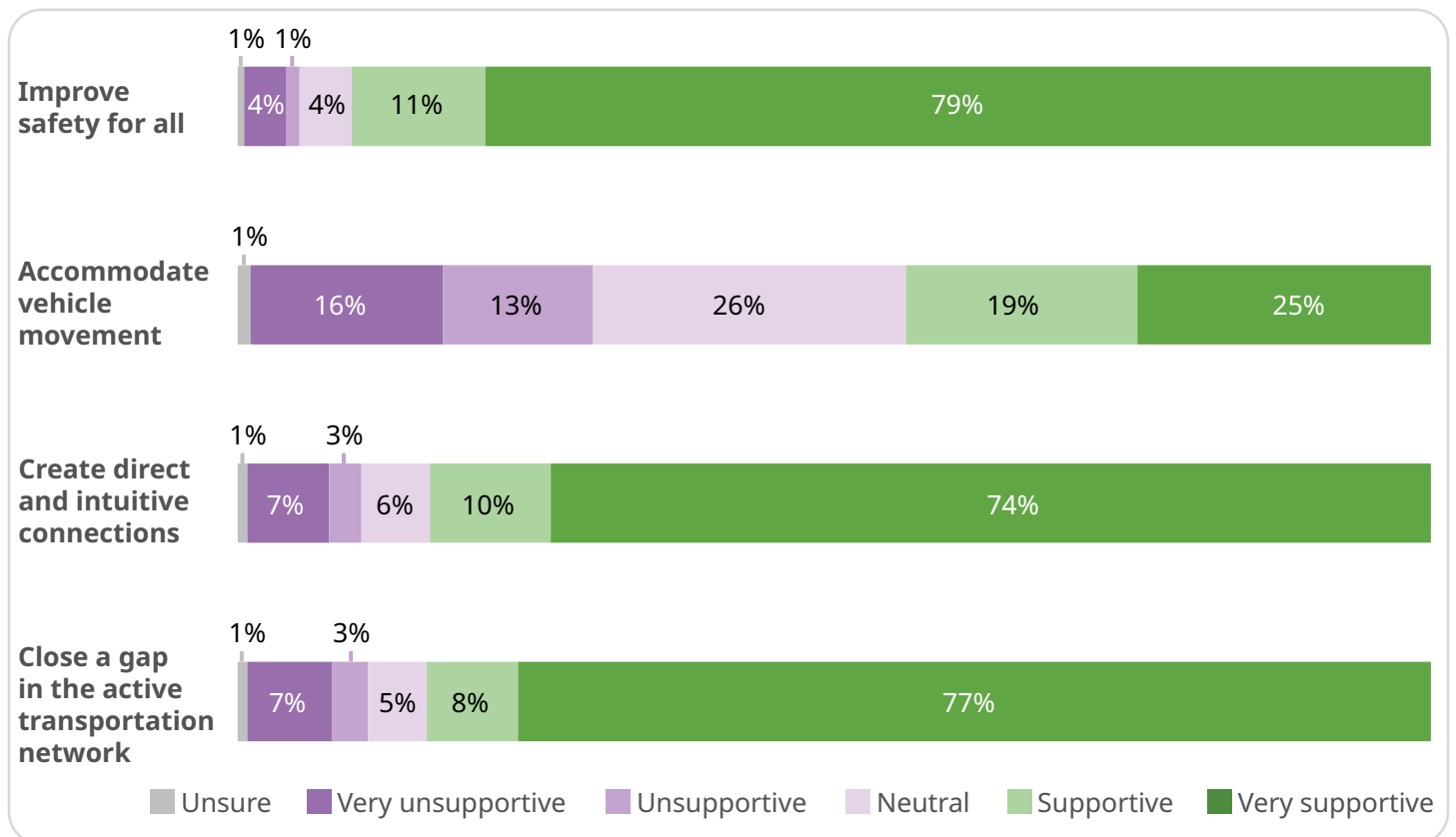


Figure 6. Levels of support for project objectives.

Walking & Cycling Safety

What we heard: For the most part, participants feel safe walking and unsafe cycling. Changes could be made to improve these experiences.

Of 366 survey participants, cycling and walking were the most used forms of transportation to travel on the project route, with 248 participants who cycle (68%) and 238 participants who walk (65%) in an average week (Figure 7).

As shown in Figure 8, survey participants feel mostly safe walking along the project route.

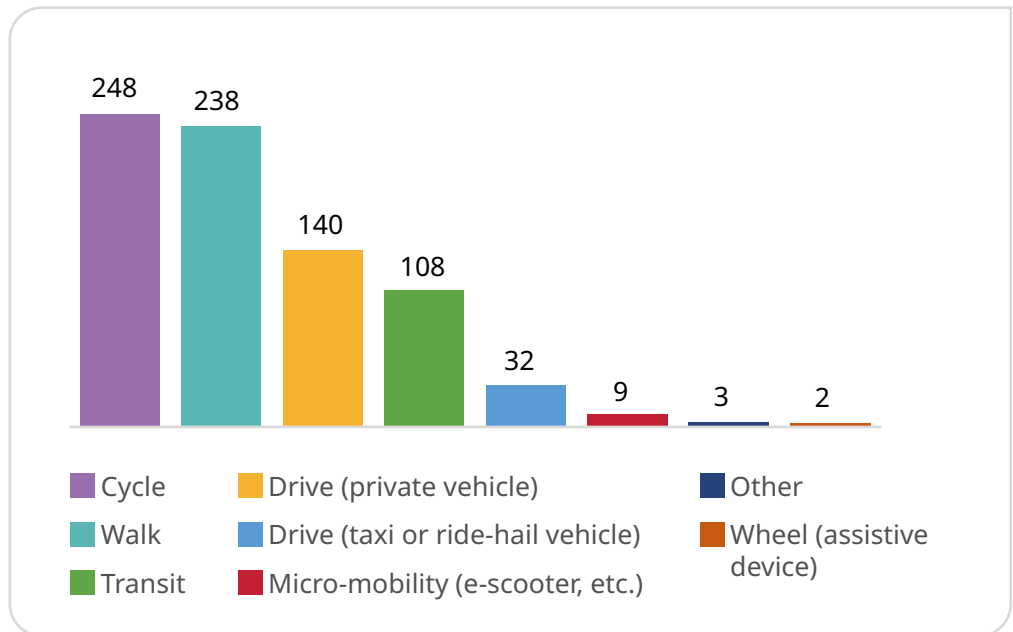


Figure 7. Forms of transportation used by survey participants.

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I've tried riding my bike as a commuting option to work but having a painted bike lane doesn't provide any safety protection.
- Engagement participant

Desired safety improvements include:

- Increased sidewalk widths
- Improved traffic signals, including advanced walk signals
- Safer crossings, such as raised and mid-block crosswalk

Participants often feel unsafe cycling. Reasons include:

- Being unprotected from vehicles
- High traffic speeds and volumes
- Unpredictable behaviour of people driving

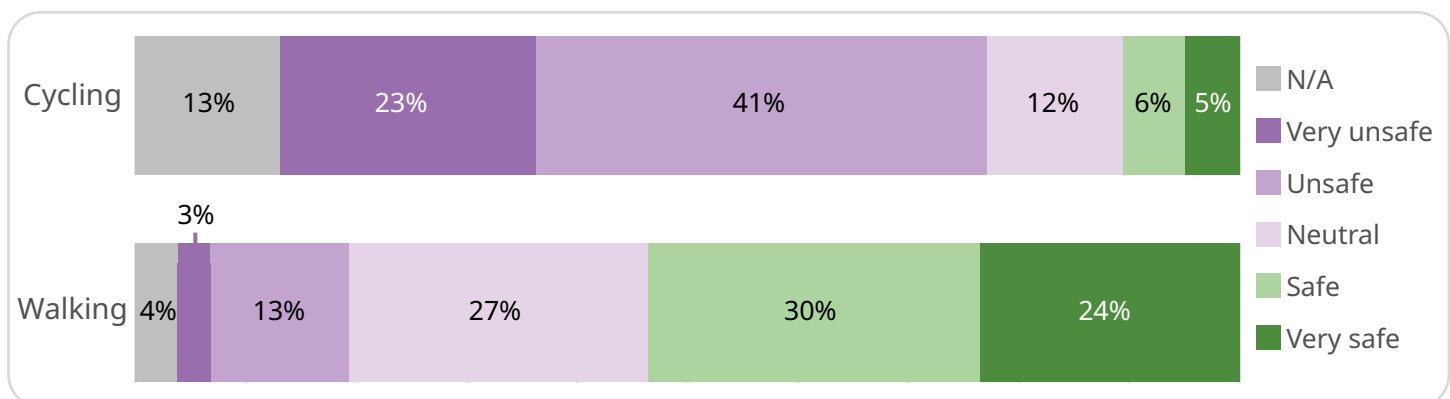


Figure 8. Current feelings of safety along the project route.

Proposed Design: Overarching Themes

Participants shared their feedback on the proposed walking, cycling and driving changes across the Dunsmuir/Melville project area. Based on this feedback, we have begun to make some design changes. We will make further design changes where we can, while also factoring in technical considerations.

***What we heard:** Overall support for walking and cycling changes, with some concerns about vehicle circulation.*

Support for Walking Changes

- Strong support for increased separation between people walking, cycling, and driving to improve safety.
- Some desire for more to be done to reduce conflicts with vehicles or bikes, including with traffic signal upgrades and new crosswalks.

Strong Support for Cycling Changes

- Strong support for two-way protected bike lane to make cycling safer and reach destinations.
- Desire for better cycling connections, including to nearby Bute Street and Georgia Street bike routes and to the Stanley Park Causeway.

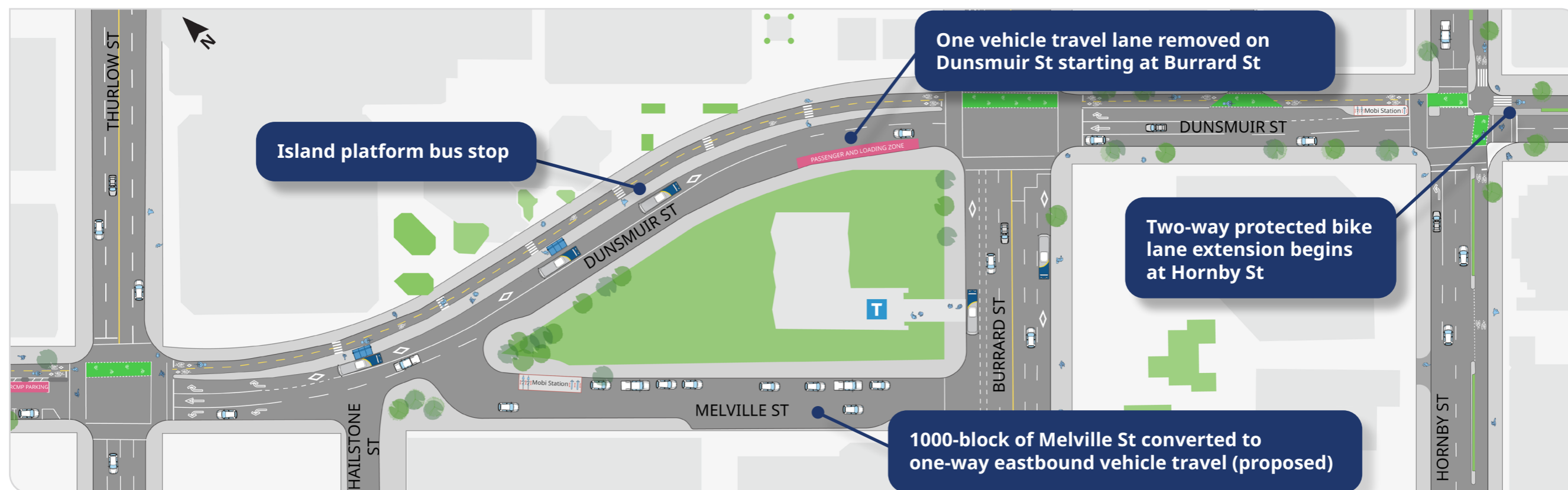
Mixed Support for Driving Changes

- Concerns that removing one lane of vehicle travel will lead to increased congestion.
- Mixed levels of support for parking changes. The proposal met many participants' needs, while others wanted to see more loading and pick-up/drop-off areas to support businesses.

Proposed Design: Zone-Specific Feedback

Zone 1 — Dunsmuir/Melville St from Hornby St to Thurlow St

What we heard: Support for the protected bike lane extension. Concerns about the island platform bus stop and mixed opinions on vehicle parking and circulation changes. General support for the one-way vehicle travel conversion of the 1000-block of Melville Street, with some business concerns.



Walking

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Raised crosswalks to get from the island platform bus stop to the sidewalk 	<ul style="list-style-type: none"> Many participants mentioned safety for people walking from the island platform bus stop through the bike lane, especially for people with disabilities. We will connect with community groups representing persons with disabilities to provide feedback on the updated design 	<ul style="list-style-type: none"> Signalized crossing to walk from the island platform bus stop to the sidewalk Widened sidewalks Mid-block crosswalk at the intersection of Dunsmuir and Melville streets

Cycling

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Protected bike lane making travel starting from Hornby Street westbound safer and more comfortable 	<ul style="list-style-type: none"> Some participants mentioned other routes that might be more intuitive for people cycling or better for people walking and driving 	<ul style="list-style-type: none"> Wider bike lane Safer ways of accessing nearby destinations Moving the bike lane to the south of side of Dunsmuir/Melville Street, instead of the north side, to reduce conflicts with people walking at bus stops

Driving

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Banning right turns on red lights 	<ul style="list-style-type: none"> Increased traffic caused by the removal of one vehicle travel lane 	<ul style="list-style-type: none"> More loading and pick-up/drop-off areas to support businesses Wayfinding signage for nearby off-street parking Narrowed sidewalks to allow for more vehicle travel lanes and loading zones Relocating the bus stops from Dunsmuir Street to Thurlow Street

One-Way Conversion on the 1000-Block of Melville Street

We heard significant public support for the one-way eastbound conversion on the 1000-block of Melville Street. However, based on concerns about access to businesses in the Royal Centre, we have decided to continue to allow two-way vehicle travel on the block as part of this project. We will continue to explore other changes that could improve safety for people walking on this block.

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Converting the block to one-way eastbound vehicle travel to improve safety for people walking 	<ul style="list-style-type: none"> Some businesses and patrons mentioned that the conversion would negatively impact traffic flow and business access 	<ul style="list-style-type: none"> Crosswalk improvements at Burrard and Dunsmuir streets Narrowing the roadway for safety of people walking Turning the block into a public plaza with no vehicle access

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Separated lanes are excellent! Want to ensure good interaction between people walking and cycling at the pedestrian crossings to the bus islands.
- Engagement participant

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Taking away one vehicle lane here is going to cause major traffic issues
- Engagement participant

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I think [the one-way conversion of the 1000-block of Melville Street] is a good idea. Especially as a pedestrian, crossing the Melville & Burrard intersection will feel much safer.
- Engagement participant

Zone 2 — Melville St from Thurlow St to Jervis St

What we heard: Support for more separation between people walking, cycling, and driving. Desire for better access to other bike routes and less parking to allow for more vehicle travel lanes.



Walking

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none">Increased separation between people walking, cycling, and driving	<ul style="list-style-type: none">Traffic signals that prioritize vehicles instead of people walking	<ul style="list-style-type: none">Wider sidewalks with more greeneryRaised crosswalks at intersections for safety of people walkingMid-block crosswalk between Thurlow and Bute streets

Cycling

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none">Many participants mentioned the protected bike lane and parking lane adding more separation from moving vehicles	<ul style="list-style-type: none">Accessing other bike routes	<ul style="list-style-type: none">Traffic signal improvements that prioritize people cycling (leading cyclist intervals, left-turn signals, shorter signal cycles)Dedicated bike turn lanes

Driving

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none">Advanced right-turn signals and retained vehicle turn lanes	<ul style="list-style-type: none">Many participants mentioned concerns about increased traffic congestion caused by the reduction in vehicle lanes	<ul style="list-style-type: none">Less parking to allow for vehicle more circulationMore pick-up/drop-off and loading areasNew turn restrictions to minimize interactions between people walking, cycling, and driving

“
Massive improvement. Physical barrier reduces chances of collisions and being to the right of the parking lane reduces chances for dooring.
- Engagement participant

“
Only put parking on one side and maintain 2 lanes for traffic. It would create a long bottleneck down Dunsmuir to Burrard or longer.
- Engagement participant

Zone 3 - Jervis St-Broughton St to the Seawall

What we heard: Support for raised crosswalks with desire for connections to other bike routes. Concerns about increased congestion leading to more conflicts between people walking, cycling and driving.

Walking

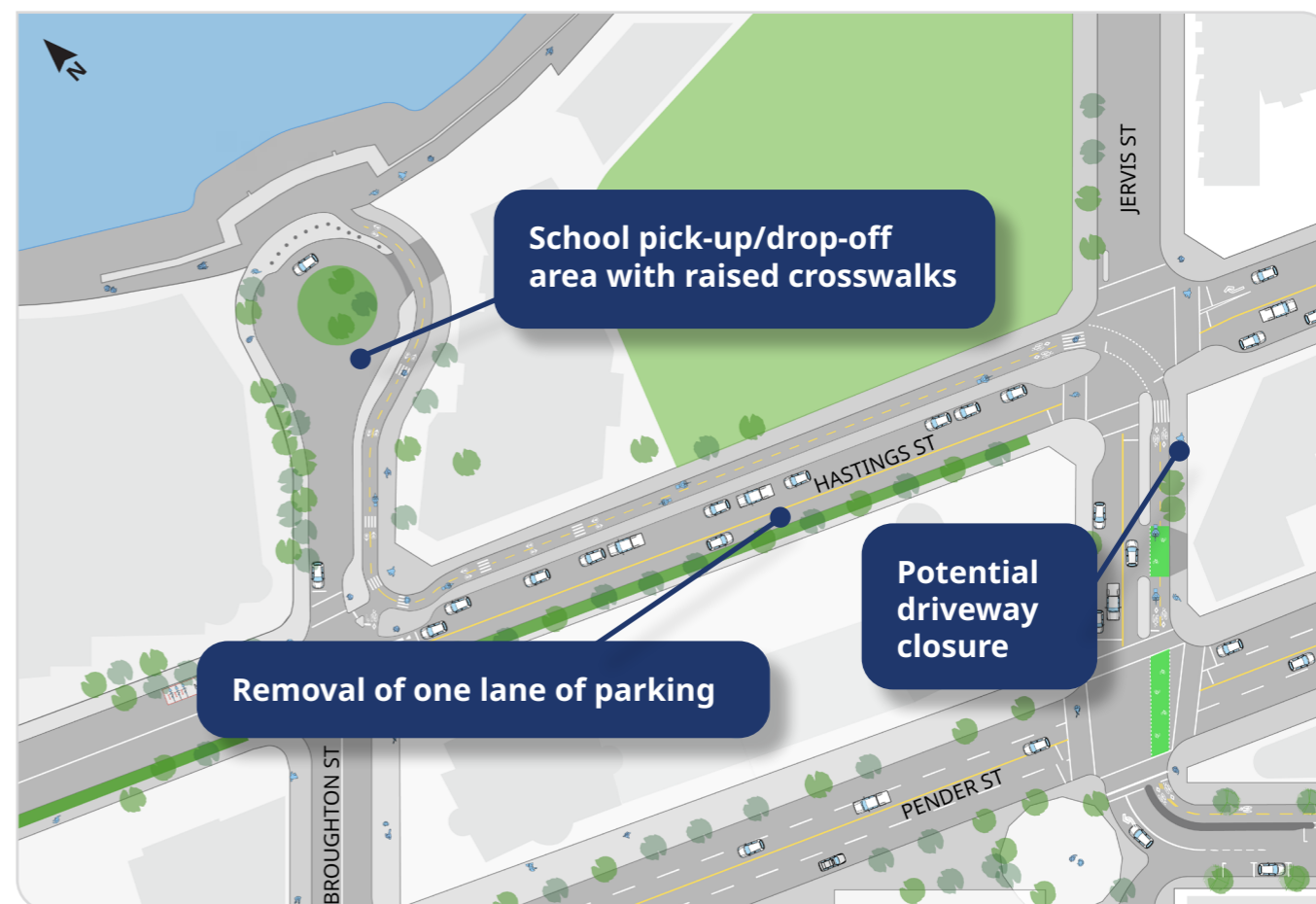
Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Raised crosswalks across the bike lane and at the intersection of Hastings and Broughton streets 	<ul style="list-style-type: none"> Potential increased traffic congestion near Coal Harbour Elementary School leading to more conflicts between people walking and driving 	<ul style="list-style-type: none"> More separation between people walking and cycling on the seawall Raised crosswalks at all intersections Traffic signal improvements that prioritize people walking

Cycling

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Protected bike lane connecting to the school and seawall 	<ul style="list-style-type: none"> No alternative routes to limit bike volumes on the seawall and connect to the Stanley Park Causeway 	<ul style="list-style-type: none"> Bike lane extension west along Hastings and Pender streets Bike boxes to make turns Improved signage on the seawall to reduce conflicts between people walking and cycling

Driving

Areas of Support	Areas of Concern	Design Suggestions We Heard
<ul style="list-style-type: none"> Some support for the reduction in parking 	<ul style="list-style-type: none"> Increased congestion on Jervis Street at Pender Street impacting driveway access 	<ul style="list-style-type: none"> Turn restrictions for northbound vehicles on Jervis Street turning right onto Pender Street More parking to support businesses



Please consider adding additional raised crosswalks in the project area
- Engagement participant

This is an awesome connection to the Seawall. Now please also offer a direct connection to Georgia and a protected lane there too.
- Engagement participant

Removing 17 parking spots in a street close to the sea wall? This could be detrimental to the use of the sea wall for families, and for the small businesses who rely on the trade.
- Engagement participant

Common Questions & Staff Responses

Question	City Response
Does the use of quick-build materials mean this is a pilot project?	This is not considered a pilot project. Quick-build materials are being used to speed up installation, limit construction impacts, and reduce costs. These materials have been used successfully on other bike lanes, like the protected bike lane on Dunsmuir east of Hornby built in 2010.
Will the City install protected bike lanes from Hornby Street to Burrard Street?	Yes, protected bike lanes will be installed along Dunsmuir/Melville Street from Hornby to Burrard streets. Because the roadway on this block is narrower than other blocks along the project route, the bike lane barriers will be slimmer, causing them to look like paint in the rendering.
Why isn't the City extending the route along Hastings Street to Nicola and Cardero streets for a direct connection to Georgia Street and the Stanley Park Causeway?	<p>The Dunsmuir/Melville Street Upgrades project is a quick-build project to close an immediate gap. Extending the bike lane along Hastings Street is not currently being considered because it would require changes that are outside of the scope of this project, due to the potential conflicts at the intersection of Hastings and Broughton streets and additional parking removal.</p> <p>We will install gaps in the protected bike lane to allow people cycling to transition out of the protected bike lane onto the shared roadway at the intersection of Hastings and Broughton streets. Extending the protected bike lane along Hastings Street can be considered in the future.</p>
Why won't the bike lane be extended to the Stanley Park Causeway/Lions Gate Bridge?	The Dunsmuir/Melville Street Upgrades project is a quick-build project to close an immediate gap. Extending the bike lane to the Stanley Park Causeway requires more planning to handle traffic and parking impacts, including for buses. TransLink's 2050 plan includes an extension of this route to the Lions Gate Bridge, meaning this connection will continue to be explored.
Why not use Hastings Street instead?	Both Dunsmuir/Melville Street and Hastings Street serve high-density areas, and a cycling route on Hastings may be considered as a future project. Dunsmuir/Melville Street is less impactful to parking and traffic circulation as it is a one-way street. This project also provides a strong connection to existing AAA cycling facilities.
Will right turns on red lights be banned along Dunsmuir/Melville Street?	Right turns on red lights will be banned along this route at all locations where protected turn signals are being added, including the intersections of Burrard, Thurlow, Bute, Jervis, and Hastings streets.
Will vehicle access be maintained for emergency services?	We consulted with Vancouver Fire Rescue Services to ensure that emergency access will be maintained. In areas with a single vehicle travel lane, there is enough room for emergency vehicles to travel in the protected bike lanes if necessary. Some parking spots will also be removed to allow vehicles to pull over for emergency services.

Who We Heard From

We gathered demographic data from participants who completed the Dunsmuir/Melville Street Upgrades survey.

Most survey participants were people who travel through, visit, or work in the project area (80%) (Figure 9). We also heard from some people who live on or near the project route (34%).

Because we heard most from people who do not live in the project area, we did not compare our survey's demographic results with 2021 Statistics Canada census data.

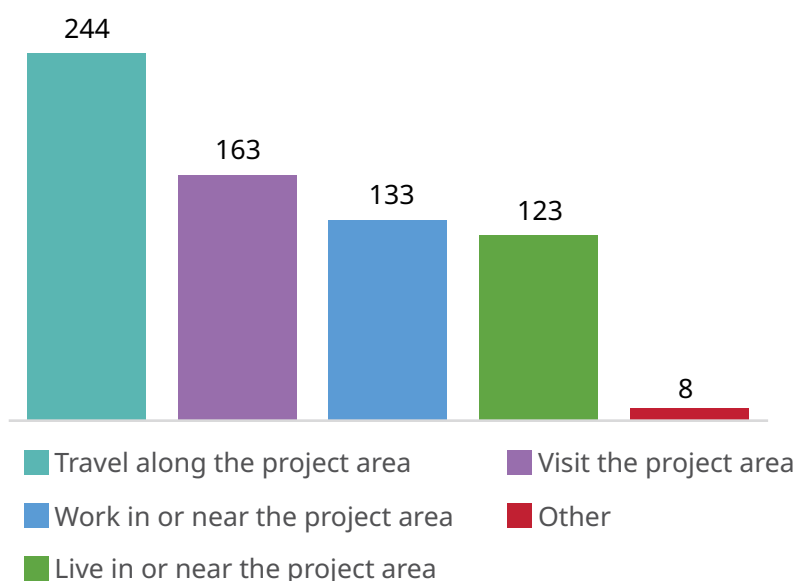


Figure 9. Connections to the project area of survey participants.

Age

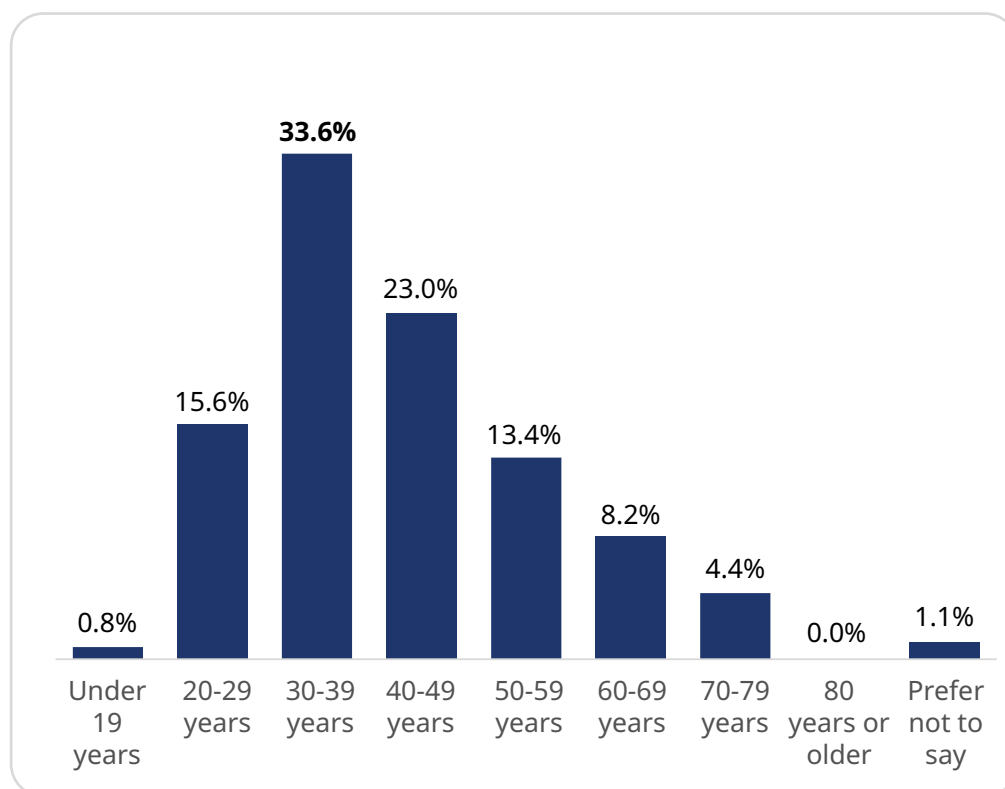


Figure 10. Age groups of survey participants.

As shown in Figure 10, we heard most from people in the 30-to-39 year age range (34%).

We heard from very few people under 19 years of age (1%).

Although we heard from few people aged 70+ years (4%), we received feedback from the City of Vancouver's Older Persons and Elders Advisory Committee.

Gender

We heard most from people who identify as men (63%), as seen in Figure 11. Of the remaining participants, 28% identified as women, while 3% identified as non-binary or gender-diverse.

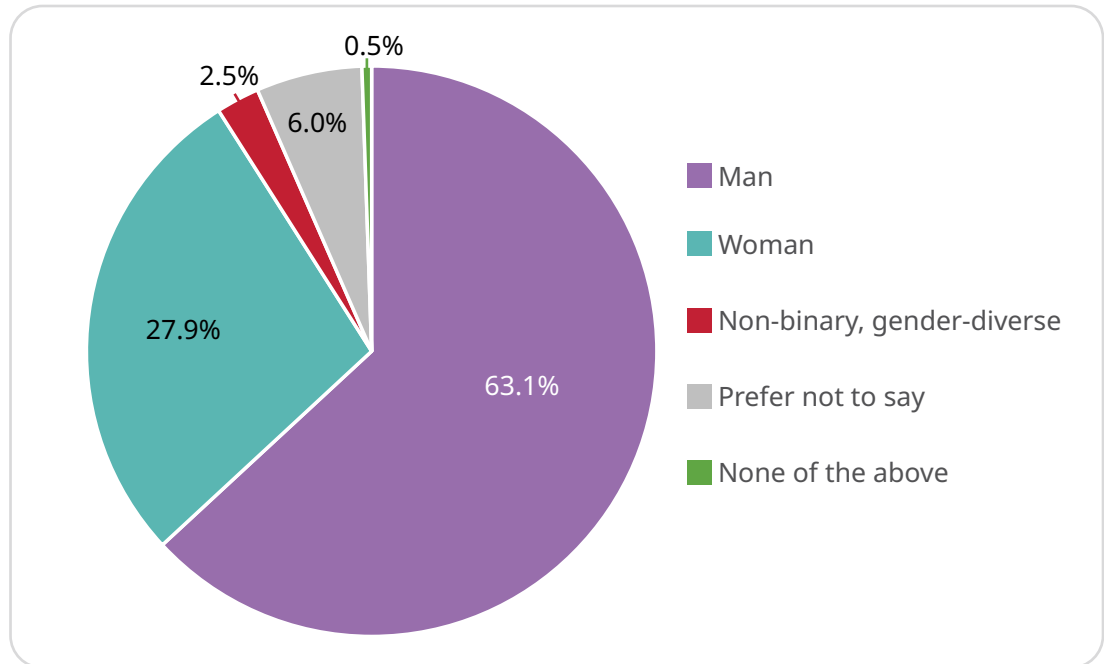


Figure 11. Gender of survey participants

Ethnicity & Race

Survey participants were asked their main ethnic origin or that of their ancestors. A majority of participants (66.1%) identified as White or of European descent (Figure 12). Some people identified as Chinese (9.3%), South Asian (3.8%), and/or Latin American (3.6%). 1.9% of participants identified as Indigenous.

The City's 3-1-1 phone line offered support in different languages, but few people used it.

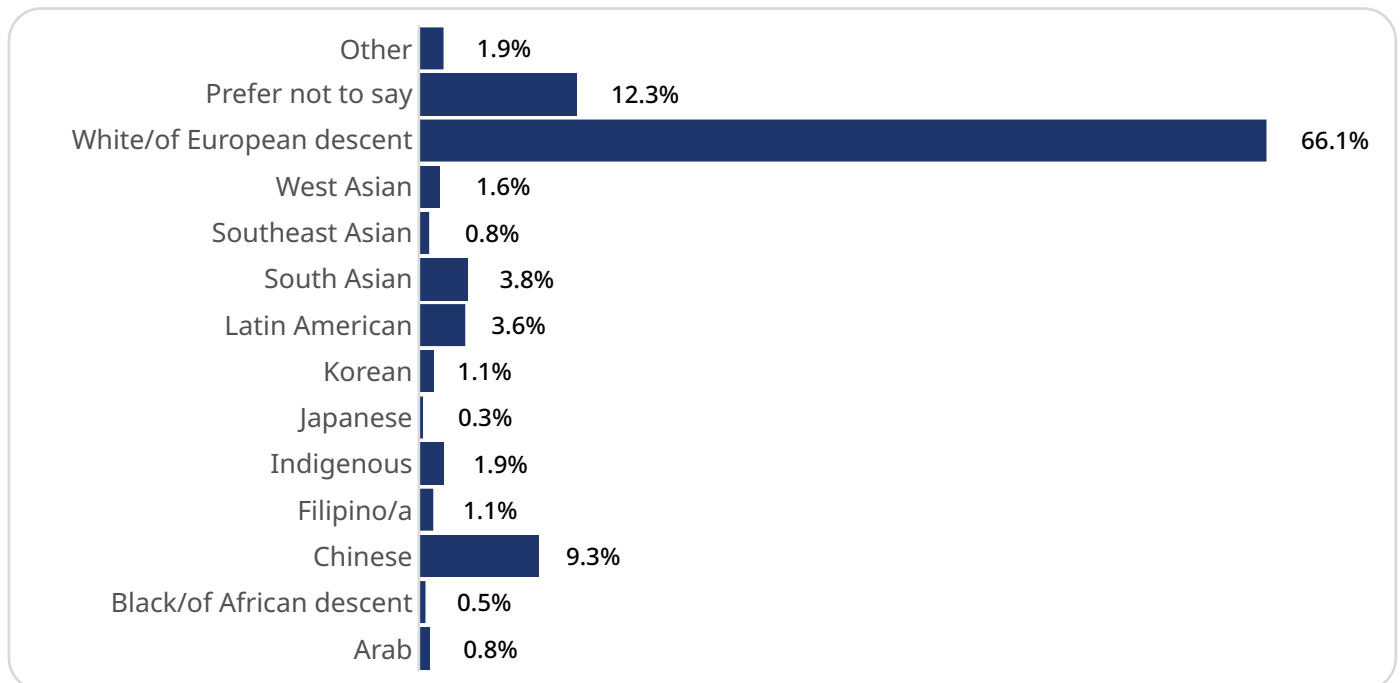


Figure 12. Ethnic and racial identities of survey participants.

Disability

As shown in Figure 13, 88% of survey participants did not identify as persons with disabilities, while 7% did.

We engaged with the City of Vancouver's Persons with Disabilities Advisory Committee and hosted a site walkthrough with members of the sight loss community to gather more feedback from people with disabilities.

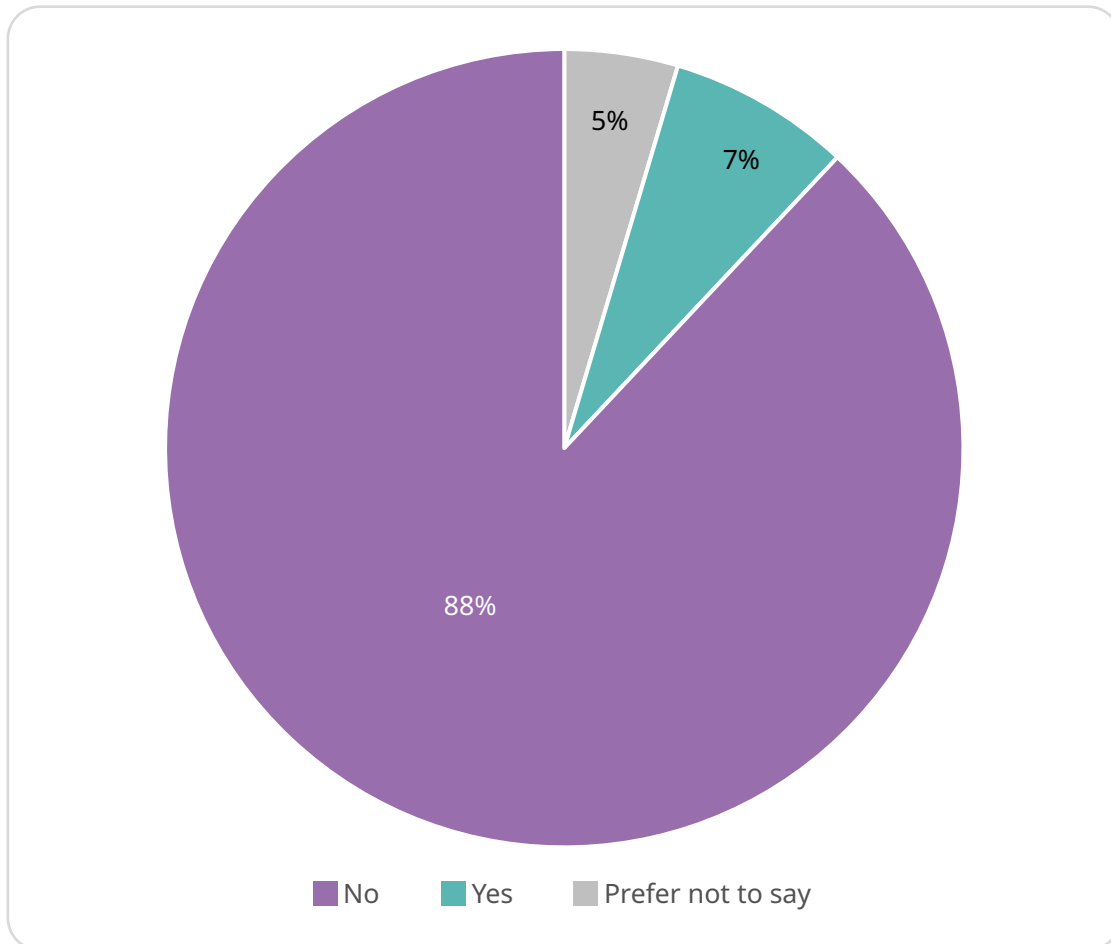


Figure 13. Disability identities of survey participants.

Conclusion & Next Steps

Community members were eager to share their feedback on the Dunsmuir/Melville Street Upgrades design.

We heard a lot of support for the two-way protected bike lane and walking improvements, and ideas for how to make the design better. While we heard many concerns about the impacts to vehicle circulation, especially from Burrard Street to Jervis Street where one lane of vehicle travel will be reallocated, we also heard support for making more space for active travel in the roadway.

We will consider this feedback as we refine the design. Ahead of project construction, we will share a final design that incorporates community feedback and technical considerations.

Project construction is expected to begin in 2026.