



West End commercial streets

Davie, Robson and Denman

public engagement report - spring 2023

West End commercial streets

Davie, Robson and Denman

Executive summary

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Executive Summary



West End commercial streets

Community feedback helps us understand what should be prioritized

Spring 2023 public engagement on commercial streets in the West End

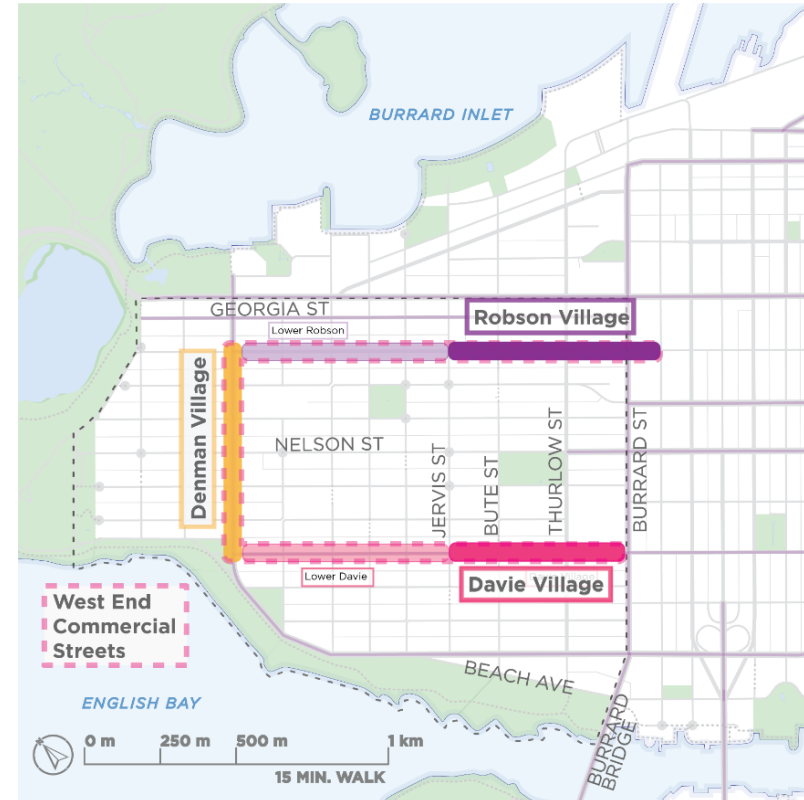
The West End's commercial streets include Davie, Robson and Denman streets. In spring 2023, the City of Vancouver asked for feedback on how transportation and public space improvements could help to:

1. improve walkability;
2. strengthen public life; and
3. support local businesses.

This report shares what we heard

Design options will be advanced individually for the commercial streets, based on this early feedback. There will be further opportunities for community input as these emerge.

To stay up to date, visit:
www.shapeyourcity/west-end-streets



Davie, Robson and Denman are the commercial streets in the West End (West End Community Plan, 2013)



West End commercial streets

More walking space can improve everyone's experience



Prioritize space for people

Participants shared that:

- walking, waiting or dining often don't have the space they need.
- Vehicle traffic volumes, speeds and noise negatively affect important uses like walking and dining.
- Using mobility devices* or pushing strollers can be difficult on narrow or uneven sidewalks.
- There was interest in considering measures that reduce vehicle traffic on these streets.

Overall, there was a strong interest to see changes on these streets to improve the walking and transit experience, while considering local vehicle access needs.



Narrow sidewalks currently must support different uses like walking, dining, waiting (for transit or food pick-up) and business signage. Image: a Denman Street sidewalk, fall 2022

*such as wheelchairs

West End commercial streets

Transit journey times vary, and bike connections could be improved



Unreliable transit journey times are a key issue

- Buses getting stuck in traffic or taking too long limits their appeal over other modes.
- People told us that overcrowding – onboard and at bus stops – can be a barrier to having a comfortable experience.

Overall support for active transportation lanes, but with some concerns

- Many advocated for new bike infrastructure, with emphasis on protected lanes. A smaller number felt strongly that these changes were not needed or wanted.
- There were concerns with people using e-bikes or e-scooters on sidewalks or in plazas.



Interim bus bulbs create space and reduce boarding and travel times. But transit users felt that high traffic volumes lengthen journey times, impacting overall transit reliability. Image: Interim bus bulb at the intersection of Robson and Burrard streets.

West End commercial streets

People value being able to spend time outdoors when visiting the commercial streets



Positive support for outdoor dining patios

We heard:

- Patios are a welcome part of the streetscape.
- Accessible, year-round patio options with rain protection should be explored.
- Patio look and feel could be improved.
- Patios would benefit from being further away from moving vehicles.

Near-universal enthusiasm for new trees, greenery and rainwater management

Support for:

- more tree shade in the summer.
- Additional trees and plants to give shelter and manage rainwater in the winter.
- new trees and greenery to be coupled with more seating opportunities for socializing or resting.



Outdoor seating transformed many streets during the COVID-19 pandemic. Many feel strongly that design changes should continue to support them.

Image: Ladurée patio, 1141 Robson Street, fall 2022

West End commercial streets

Bigger changes are needed on some streets to retain or improve destination appeal*



Many appreciate what the commercial streets represent and have to offer now

We heard that:

- changes should support local businesses and customers.
- Existing characteristics and histories should be made visible and celebrated. On Davie Street, this included its 2SLGBTQ+ histories. On Robson Street, the focus was on its regional retail and dining appeal.
- Consideration should be given to how we keep public spaces clean, safe, well-loved and desirable over the long term



Davie Village's neighbourliness and welcoming vibe was loved by many, but some suggested its appeal to West Enders could be improved.

Image: Davie Village during Pride 2022

Davie Village

71% feel transit, walking, biking and rolling should be prioritized



Support for new space for walking and rolling

We heard:

- Sidewalks are very crowded & new crossings are needed.
- Sidewalks are uneven, changes should include smooth surfaces.

Faster and more reliable transit

- The experience and frequency of service is viewed as worse than in other parts of Downtown.

Prioritize active travel

- Participants suggested protected lanes or measures that slow vehicle speeds for safety.

Some vehicle access is essential, but it has an impact

- We heard that high traffic volumes detract from the pedestrian and visitor experience.
- Participants shared an interest in less parking to create wider sidewalks.
- Slow traffic flow and vehicle access issues were a concern for some residents.



Most felt that wider sidewalks and new mid block crossings would add to a safer and more comfortable walking experience.

Image: rainbow crosswalks at Bute St and Davie St, September 2022

Davie Village

Existing “community feel” is highly valued



Neighbourliness, community feel and 2SLGBTQ+ history were all highly valued by responders

- Diverse population and varied appeal is Davie Village’s best asset (e.g. unique stores and restaurants).
- It’s like a “small town in a big city”.
- Some worried about the erosion of 2SLGBTQ+ legacy.

Support for changes that encourage people to spend time

- Places to sit and gather; trees and greenery, and rain protection are needed.

New spaces for spending time should be inviting to locals

- Cleanliness and frequent upkeep were viewed as essential.
- There were concerns over people sleeping, drinking, smoking or using drugs, and public safety in and near to Jim Deva Plaza.
- Responders explained that sometimes people riding e-scooters get in the way of people sitting or walking.



Parklets have contributed to the public seating demand, but many felt there was still unmet demand.

Image: parklet outside Los Amigos, 1118 Davie Street, September 2022

Robson Village

More space for people, transit and biking



Limited space to stroll detracts from the visitor experience

- Crowded sidewalks and intersections can make it difficult to move through the street.

Many supported exploring a people-first street* to improve Robson Street's character and appeal.

- Support for the idea of a car-free or car-lite** street, with many citing vehicles (and the space allocated to them) as a limitation to the street's attractiveness.

More space for bikes and transit

We heard that...

- There is interest in safe and convenient active transportation infrastructure
- Transit journey times felt unreliable, and buses can be crowded
- Bus stops need more room, and that transit should be prioritized.

**streets that are redesigned to improve walking, biking, and transit; create more space to manage water; create ecological corridors; and for people to gather and enjoy the outdoors.*

***Spaces where vehicles are not permitted, are only allowed for a limited time, or only certain vehicles are allowed (e.g. delivery trucks or local residents).*



Many expressed concerns overcrowded sidewalks, and some felt they detracted from Robson Village's "visitor appeal".

Image: Robson Street on a weekday early afternoon, October 2022

Robson Village

Interest in creating a more people-focused street



Space to sit, interact, and experience new things were top of mind in responses

- More space for patios.
- Awnings for rain protection to allow outdoor seating year-round.
- Entertainment, markets, pop-ups, music or community events, and more greenery were all supported.

Opportunities to expand on Robson's appeal and image

- Many people love the combination of retail – including unique and flagship stores – and great restaurants or eateries.
- Expensive retail stores were seen by some to be cost prohibitive to some.

Some were hesitant about any change due to:

- Noise and disruption from construction.
- Long-term cleanliness and maintenance concerns.
- Vehicle access issues for residents.

**Includes the unique qualities of the street, or the key reasons for visiting or spending time there.*



Space for people can feel limited, particularly where dining and seating needs overlap with walking and shopping space.

Image: Ladurée patio, 1141 Robson Street, fall 2022

Denman Village

Narrow sidewalks and high traffic volumes detract from people's experience



Many conflicting needs in narrow sidewalk spaces

We heard:

- Sidewalks are narrow and in high demand.
- Merchandise displays and other obstacles often get in the way.
- Walking and wheeling on Denman is often uncomfortable.
- Patios are well-liked, but with narrow sidewalks, some feel they can make it challenging to navigate the street

Traffic volumes feel incompatible with the transportation needs of West End residents

We heard:

- Congestion makes it harder to get around by transit or car, especially in the afternoon and on weekends.
- Many are frustrated with “non-local” traffic passing through and causing congestion, but not visiting Denman Street.
- Higher traffic volumes detracts from the walking, biking and rolling experience.



Many identified a conflict between traffic volumes and other street functions, like walking and shopping.

Image: Narrow sidewalks on Denman Street, fall 2022

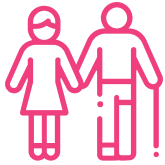
Davie Village

Detailed Findings



Davie Village

We heard that transportation and public space improvements could focus on...



Space to stroll

- Improve the walking experience, including by widening sidewalks.



Mid-block crossings

- Integrate mid-block crossing opportunities.
- Consider people with accessibility needs.



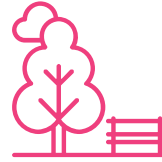
Transit experience

- Improve comfort and journey time reliability.



Active transportation

- Improve the arrival experience for those cycling and using active transportation.
- Consider bike/pedestrian conflicts.



Green Infrastructure

- Include new trees, planting and rainwater management features.



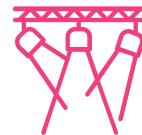
Patios

- Provide space for outdoor dining patios.
- Patios: accessible, comfortable, look good.



Unique sense of place

- Retain the existing “community feel”.
- Improve destination appeal.



2SLGBTQ+ Character

- Reflect the history of the neighbourhood.
- Emphasize and celebrate 2SLGBTQ+ visibility.

Davie Village – public life overview

Maintain the “community feel”; improve the resident and visitor experience



Strong desire for places to sit, socialize and eat out

- Many felt more space to linger and spend time was needed.
- Space for business patios received strong support, as did public seating.

Davie’s community feel** makes it special, but vehicles can undermine the experience

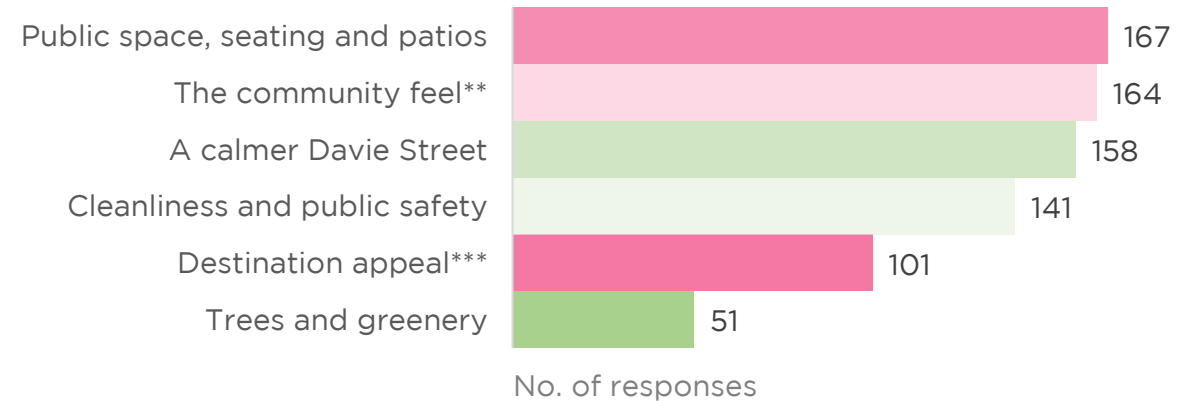
- Davie’s diverse and inclusive feel is much loved by residents.
- Many people described how a street with fewer or slower vehicles – would improve their experience.

Cleanliness and public safety is a concern

We heard concerns about (and concern for):

- People experiencing homelessness.
- Drug use in public spaces and mental health crises.
- crime, drinking or smoking in public spaces, although these were raised less frequently.

Improving the Davie Village experience – key themes*



*A review of 847 responses to 4 open-ended questions reveals that ‘public space, seating and patios’ was the most commonly raised theme about public life.

**Included sentiments on Davie Village’s unique restaurants, stores and bars; unique vibe; and reputation for inclusivity and diversity.

***Includes 2SLGBTQ+ visibility, colours, branding, murals and public art.

Davie Village – transportation overview

Prioritize walking and make transit more reliable



Walking improvements were raised most often (45% of responses about transportation)**.

Nuanced feedback included:

- Remove obstructions & fix uneven paving.
- Focus on busy locations near transit or patios.

Transit (23.5% of responses)**

- Faster and more frequent buses.
- Potential for rapid/mass transit? (tram or SkyTrain).

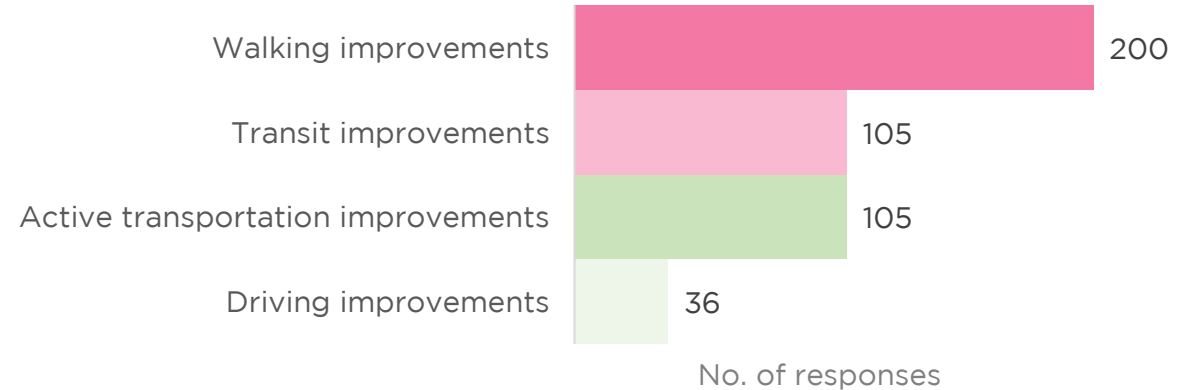
Active transportation (23.5%)**

- Protected lanes or slower vehicle speeds to make using active mobility devices safer.
- Safe bike parking.

Driving (8%)**

- More space for vehicles to improve traffic flow.
- More on-street vehicle parking spaces.

Improving transportation on Davie St – key themes*



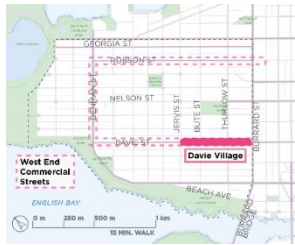
**A review of 847 responses to 4 open-ended questions reveals that walking improvements, such as wider sidewalks, was the most commonly raised theme about transportation.*

***Percentages are calculated based on the 446 transportation sentiments raised across all 847 responses.*



Spending time in Davie Village

How could the experience be improved?



Strong support for changes that encourage people to spend more time in Davie Village

Highlights:

- 62% see ‘more space to stroll’ as ‘very important’.
- 48% feel ‘safe crossing opportunities mid-block’ are very important.

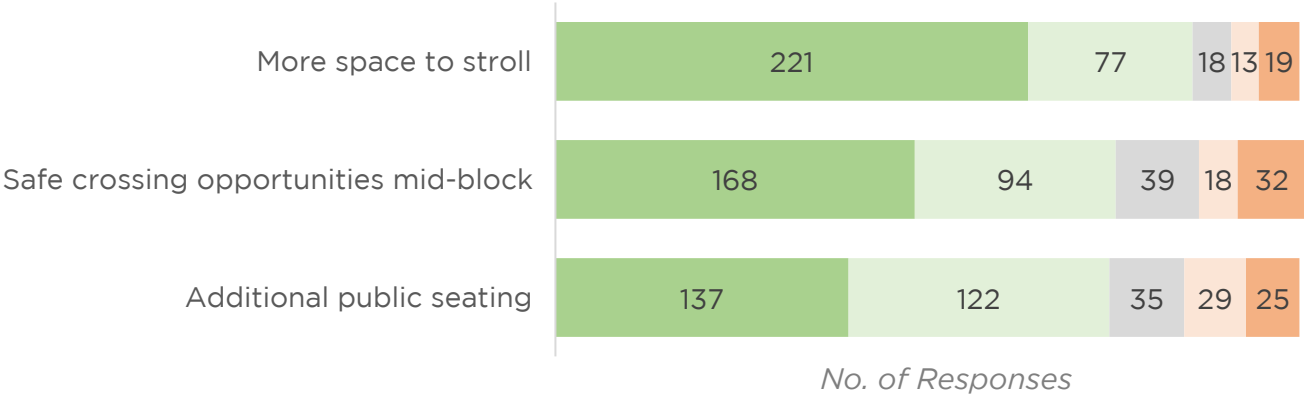
We Heard:

“Wider sidewalks and mid-block crossings would make the pedestrian experience much more pleasant.”

“I enjoy the shops, but the sidewalks are too narrow and there are too many cars passing through to make it an enjoyable pedestrian experience.”

“More space for people, less fast traffic”

Importance of opportunities to encourage “spending time”*

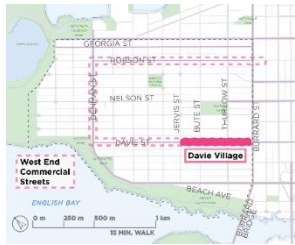


- Very important
- Somewhat important
- Neutral
- Somewhat unimportant
- Very unimportant

*We asked people to select the importance of these opportunities.

Getting to and from Davie Village

How could the experience be improved?



Almost everyone felt prioritizing transit, walking, biking and rolling was important (86%)

Only 9% disagreed, and 5% were neutral.

We heard:

“More reliable and faster buses, fewer and slower cars with less aggressive drivers when I bike.”

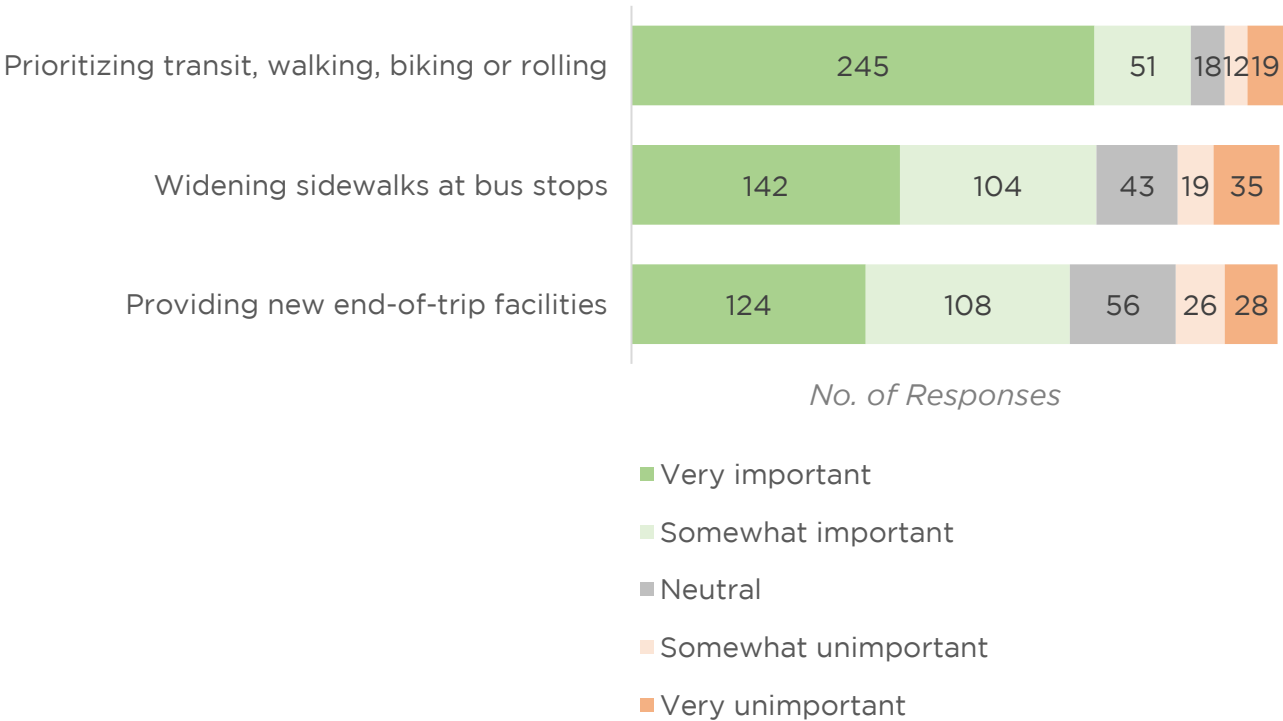
“Wider sidewalks at bus stops, more enclosed shelters at bus stops.”

“Secure bike parking (for expensive e-bikes for example!) would be a great asset.”

“Bike lock up stations that are easy to use.”

A need for electric vehicle charging stations and parking for Evo carshare vehicles was also suggested.

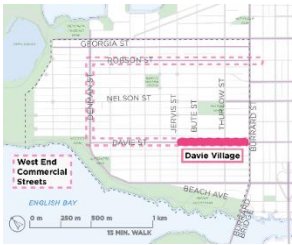
Importance of opportunities to improve transportation*



*We asked people to select the importance of these opportunities.

Supporting businesses in Davie Village

Accessible outdoor dining space is the best way to support businesses



Accessible patios were considered important by most (80%)

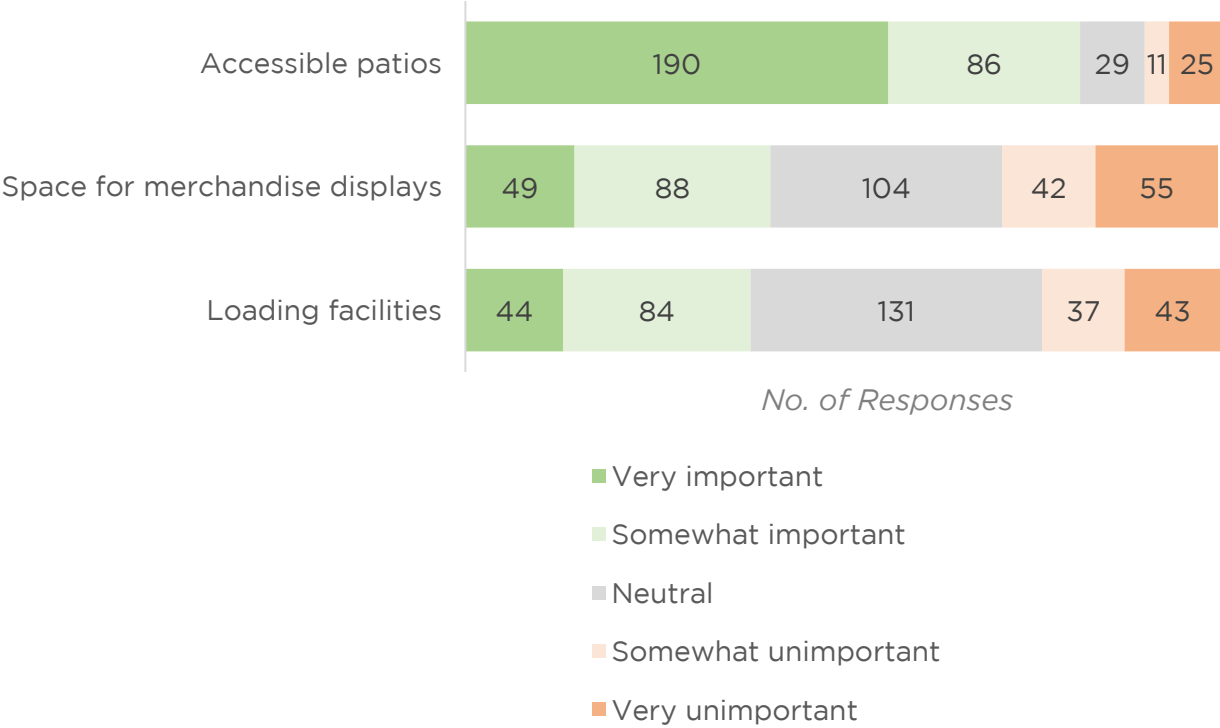
- Patios could be expanded and should be comfortable/

“Increased outdoor seating so we can rest/eat lunch/snacks, or even have coffee.”

Sentiments on merchandise displays and loading facilities varied.

“Less parking and arranging deliveries in the early mornings can make for more space for patios and people.”

How can street design changes help support businesses in Davie Village?*



*We asked people to select the importance of these opportunities.

Celebrating Davie Village

Davie Village’s significance to the 2SLGBTQ+ community is central to its unique character



Written feedback highlighted Davie Village as a safe space for 2SLGBTQ+ communities

“...the visibility of the [queer] community and visual signs of support enhance my comfort and make Davie Village a pleasant and safe place to be myself.”

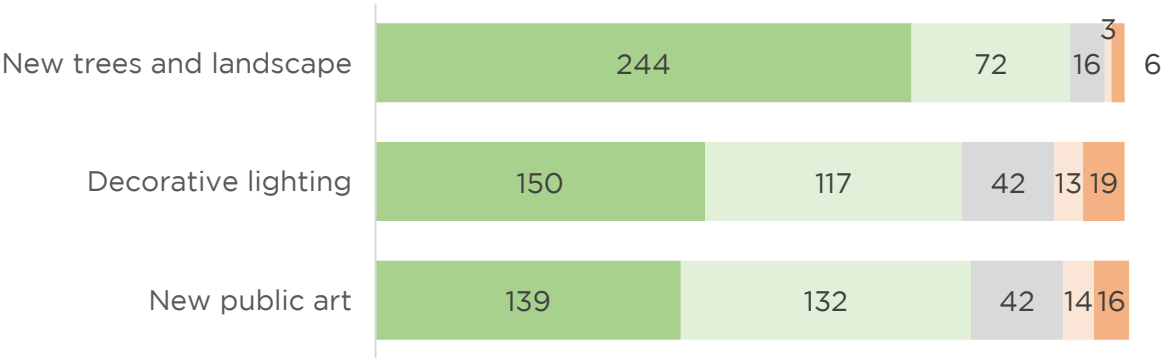
“Vibrant character and people. The public realm should reflect this, highlighting the Queer Community.”

Decorative lighting and public art received some support

“Warm yellow lighting (no purple or white LEDs), fun hanging displays that don’t take up room.”

93% felt that Davie Village character could be enhanced with new trees and landscape

How might we enhance Davie Village’s character?



No. of Responses

- Very important
- Somewhat important
- Neutral
- Somewhat unimportant
- Very unimportant

*We asked people to select the importance of these opportunities.

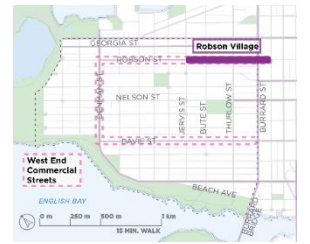
Robson Village

Detailed Findings



Robson Village

We heard that transportation and public space improvements could focus on...



Demand for space to stroll

- Improve the walking experience for people shopping, visiting or passing through.



Explore a people-first street*

- Explore how street space could be re-allocated for people to enjoy.



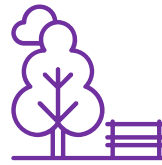
Prioritize transit

- Improve the transit experience and its reliability (comfort and journey times).



Active transportation

- Integrate safe active transportation routes on Robson Street.
- Connect these to the existing network.



Green Infrastructure

- Include new trees and planting.
- Introduce rainwater management features.



More dining space

- More space for accessible dining patios.
- Explore potential for Robson Street to offer visitors more than just retail.



Strengthen the sense of place

- Consider how to strengthen Robson Street's destination appeal, to attract more people.



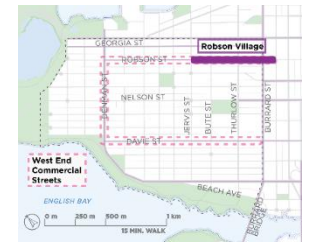
Support businesses

- Many concerned that businesses are closing.
- Consult with businesses on how the street can work better for their customers.

**streets that are redesigned to improve walking, biking, and transit; create more space to manage water; create ecological corridors; and for people to gather and enjoy the outdoors.*

Robson Village – public life overview

More space given to people than to cars; More seating



Focus on quality public space and seating, reduce space for vehicles

- Many responses requested a street with lower traffic volumes.
- A people-first street[^] should be explored.

Robson's mix of retail and dining experiences is highly valued

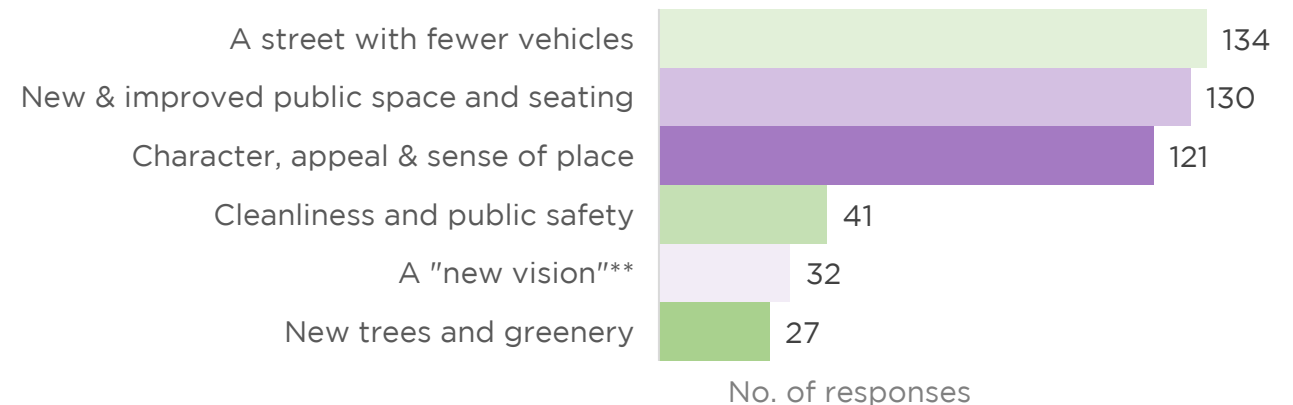
- The combination of retail and dining options contribute to Robson Street's character, appeal and sense of place.
- Festive and decorative elements add to this appeal.

Cleanliness and public safety are important and there was interest in a new vision for the street:

- Cleanliness and public safety is a concern, but less so on Robson Street than on Davie Street.
- Many felt Robson's appeal is dwindling and that a new vision^{**} could help transform it.

[^]streets that are redesigned to improve walking, biking, and transit; create more space to manage water; create ecological corridors; and for people to gather and enjoy the outdoors.

Improving the Robson Village experience – key themes*



*A review of 643 responses to 4 open-ended questions reveals that a street with fewer vehicles was the most commonly raised theme about public life.

**Included sentiments on Robson Street being less appealing than it once was, concern for its retail future, and the sentiment that there wasn't much for visitors to experience beyond visiting specific stores.

Robson Village – transportation overview

Walking improvements are most important to people



Walking improvements were most popular (43% of responses about transportation)**

Nuanced feedback included:

- Car-free or car-lite^ options should be explored.
- Wider sidewalks are still overly crowded.

Active transportation (24%)**

- Protected bike lanes that connect to the existing network and safe bike parking.

Transit (20%)**

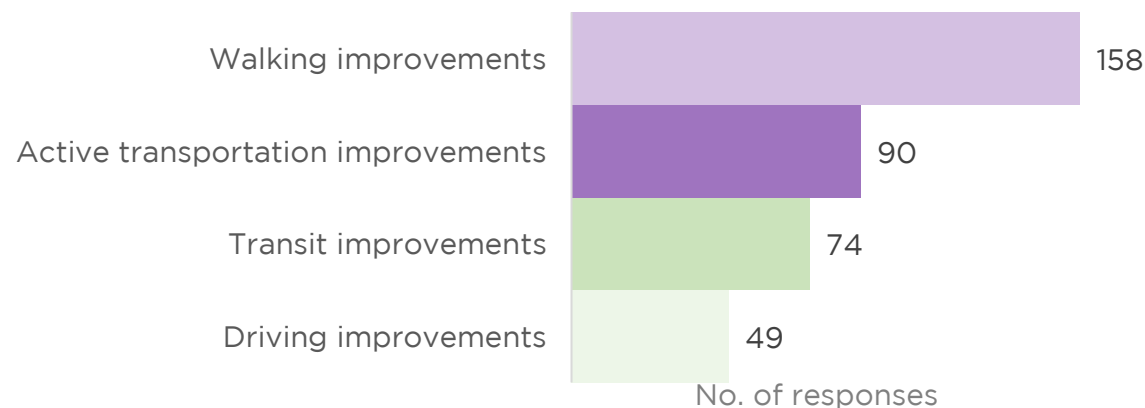
- Faster and more convenient buses.
- Add bus priority measures.
- Rapid or mass transit access (tram or SkyTrain).

Driving (13%)**

- Interest in improving traffic flow.
- Interest in vehicle parking on street.

^Spaces where vehicles are not permitted, are only allowed for a limited time, or only certain vehicles are allowed (e.g. delivery trucks or local residents).

Improving the transportation – key themes*



*A review of 643 responses to 4 open-ended questions reveals that walking improvements was the most commonly raised transportation theme.

**Percentages are calculated based on the 371 transportation sentiments raised across all 643 responses.



Spending time in Robson Village

How could the experience be improved?

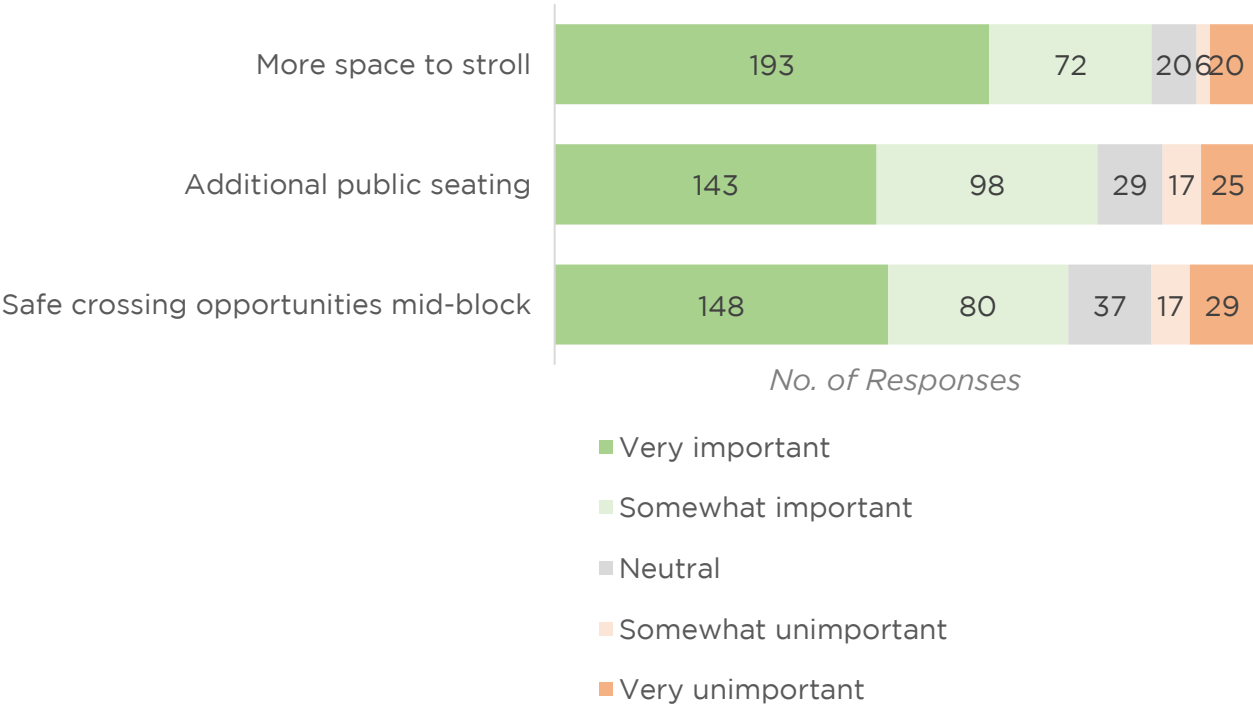


Strong support for changes that encourage people to spend more time in Robson Village

Highlights:

- 85% see ‘more space to stroll’ as important.
- 77% feel ‘additional public seating’ is important.

Importance of opportunities to encourage “spending time”*



Sidewalks & parklets for seating are busy, particularly on weekends
Left: July 22 2023 Right: July 19 2023

*We asked people to select the importance of these opportunities.

Getting to and from Robson Village

How could your experience be improved?



Almost everyone wanted to prioritize transit, walking, biking and rolling (87%)

Only 7% disagreed and 6% were neutral.

We heard:

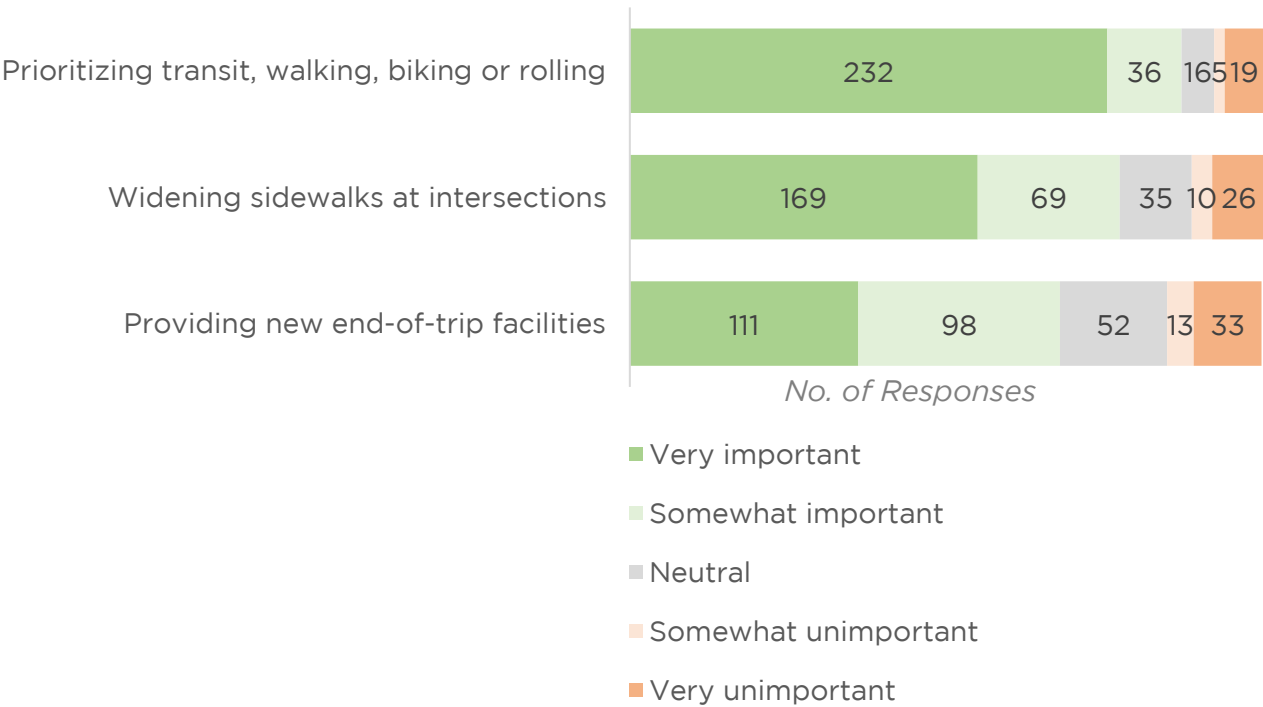
“#5 is really crowded/packed commuting home to the West End”

“Buses are often jam packed. Nighttime bus service is abysmal”

“Why do I need to cycle in vehicle traffic. Please create safe places for people choosing clean and healthy transportation options”

“Presence of parked cars means there is not enough room for cyclists”

Importance of opportunities to improve transportation*



*We asked people to select the importance of these opportunities.

Supporting businesses in Robson Village

How can we use street space to do this?



Accessible patios are very important, but their attractiveness is impacted by vehicle traffic.

“Who wants to sit outside and have cars rev their engines to speed”

“Give us somewhere to sit that isn’t next to fast traffic”

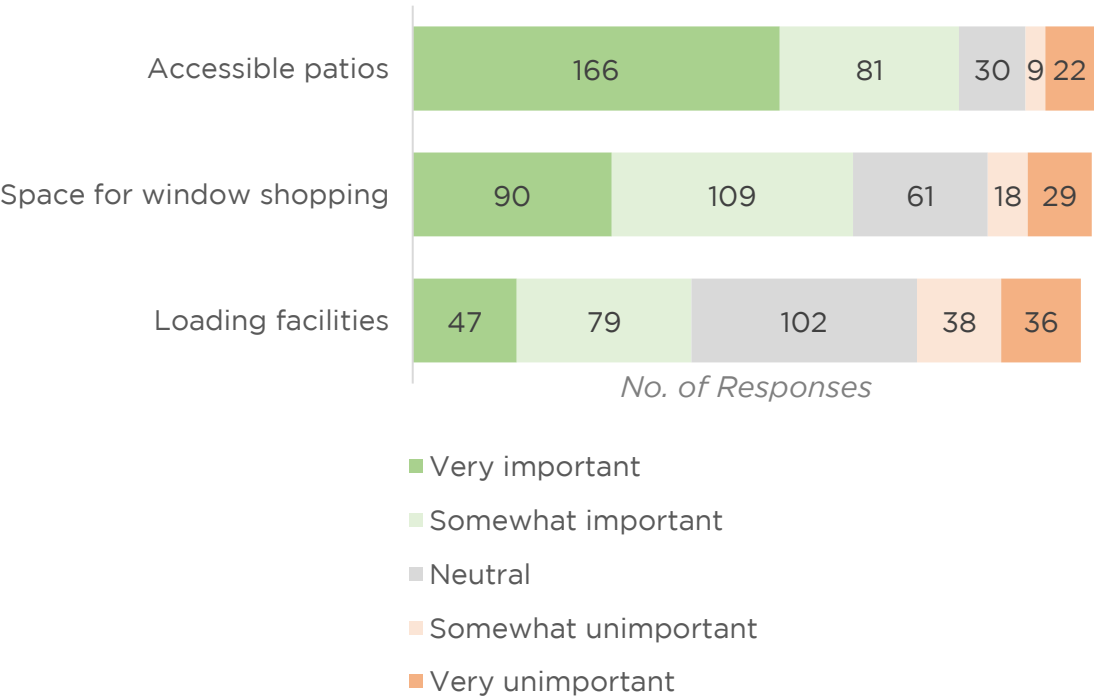
“No point in putting accessible patios on a busy noisy street!”

Space for window shopping is somewhat important.

Mixed feelings towards accommodating deliveries on Robson Street.

“Stop the businesses from receiving deliveries on the street. Deliveries only in the back.”

How can street design changes help support businesses in Robson Village?*



*We asked people to select the importance of these opportunities.

Enhancing Robson Village's character

New measures to transform how street space is used may boost Robson Street's appeal



Exploring the creation of a people-first street^ was very popular (85.5%)

Many saw this as a way to revitalize Robson:

"Make it a destination for people to walk, shop, dine and relax with fewer vehicles to ruin the experience"

"Robson now is frankly really generic...bring back Robsonstrasse"

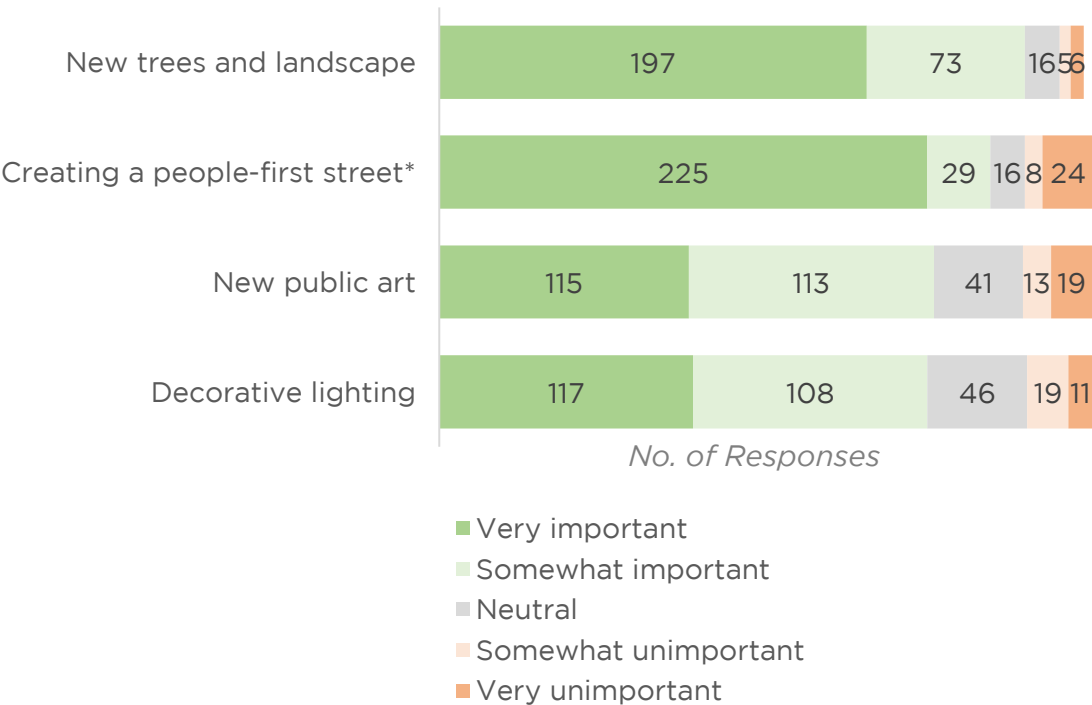
"I hope it can regain some of that sense of place"

Near unanimous support for new trees and landscaping (91%)

"Anything to enhance the concrete/asphalt streetscape. More green!"

^streets that are redesigned to improve walking, biking, and transit; create more space to manage water; create ecological corridors; and for people to gather and enjoy the outdoors.

How might we enhance Robson Village's character?*



*We asked people to select the importance of these opportunities.

Denman Village

Detailed Findings



Denman Village

Public life on Denman Street is negatively impacted by traffic congestion



Desire to lower vehicle volumes in the Village

43% of responses about public life mentioned vehicles detracting from their experience**.

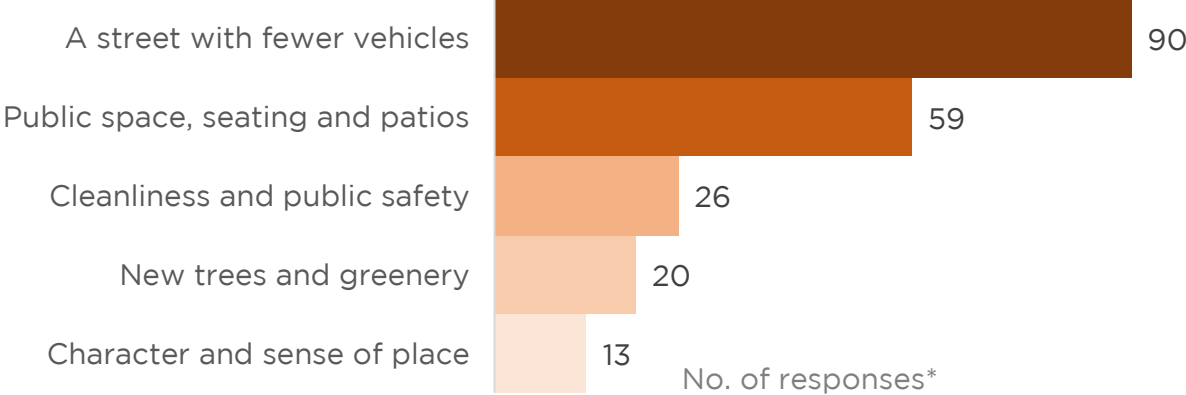
“Find ways to make Denman less of a shortcut to the [Lions Gate] bridge for car traffic. It is not enjoyable to have what feels like a highway [go] through the neighborhood.”

Demand for new public space, improved outdoor seating and patios

“There is no public space on Denman”
“Create temporary plaza spaces like you see on South Granville street where possible”

Cleanliness and public safety and new trees and greenery were also cited frequently.

Improving the Denman Village experience – key themes**



**Small sample size – 277 responses*

***A review of 277 responses to one open-ended question reveals that a street with fewer vehicles was the most commonly raised theme about public life.*

****Percentages are calculated based on the 208 public life sentiments raised across all 277 responses.*

Denman Village

Transportation: Prioritize walking improvements



Walking improvements were raised the highest proportion of respondents (44% of transportation responses)***

Specific feedback included:

- Uneven sidewalks that are incredibly narrow.
- Poor safety and comfort for pedestrians.

Poor transit and active mobility experience

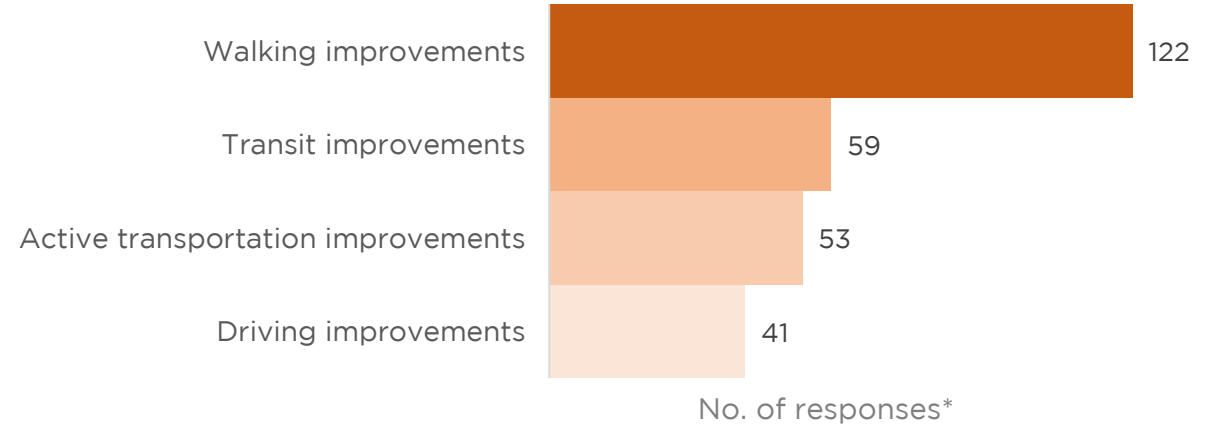
We heard:

- Seating is needed at bus stops.
- Support for faster transit, or SkyTrain connections.
- Denman is scary to bike on.
- Improved safety measures would support micro mobility users, including food couriers, and people cycling.

Drivers are frustrated

- Non-local traffic: “Denman is tricky as it is so narrow & many cars use it to pass through, rather than to access businesses on Denman.”
- Two-way traffic is necessary for residents’ access

Improving transportation – key themes**



**Small sample size – 277 responses*

***A review of 277 responses to one open-ended question reveals that ‘walking improvements’ was the most commonly raised transportation theme.*

****Percentages are calculated based on the 275 transportation sentiments raised across all 277 responses.*

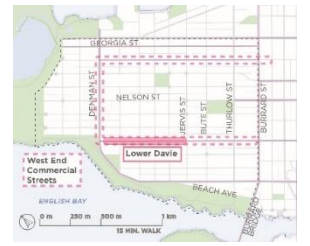
Lower Davie and Robson Streets

Detailed Findings



Lower Davie Street

An area in transition



Only four comments related to Davie Street (between Jervis and Denman streets).

Suggestions (3):

- More ground floor commercial space
- A major transit stop at English Bay
- More infrastructure for events, activities and businesses

Concerns (1):

- New development, gentrification and the lack of affordable housing development

Lower Davie Street is changing

- Future transportation and public space opportunities can be explored
- Plans should consider this the 'gateway to English Bay'



Opportunities on Lower Davie Street (Jervis to Denman) should consider its proximity to the West End Waterfront.

Image: "A-maze-ing Laughter" by Yue Minjun, Morton Park, fall 2022

Lower Robson Street

Future opportunities should prioritize transit, walking and biking and create a sense of place



11 additional comments for Robson Street (between Jervis and Denman streets)

Suggestions:

- More walking space and benches
- Bike parking
- Traffic calming measures and slower speed limits
- More frequent transit and more transit stops

Concerns:

- E-scooters using sidewalks
- Poor pedestrian experience at intersections
- Small shops being lost to redevelopment



*Future changes on Lower Robson Street (Jervis to Denman) should consider its transportation and public space needs, as identified by the community.
Image: Robson Street near Denman Street, fall 2022*

Other Streets

Detailed Findings



Other West End streets

We heard feedback on the needs of other streets in the West End

This public survey included an opportunity to give feedback about other West End streets.

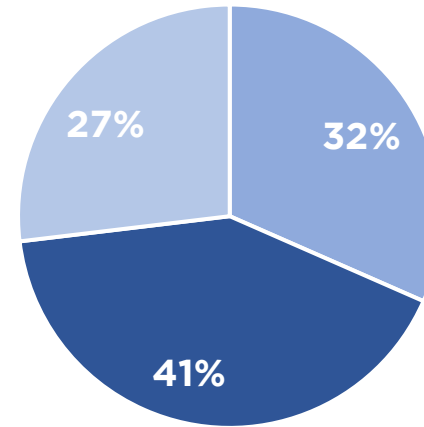
The top concerns included:

- Vehicle volumes and speeds
- Sidewalks in poor condition
- Poor pedestrian crossing opportunities
- Vehicle circulation concerns as a result of public spaces or active transportation infrastructure

The top suggestions included:

- Measures to reduce vehicle speeds or volumes
- Active transportation improvements
- Public seating or new public spaces
- Repairing sidewalks

We asked people if they had a concern, suggestion, or both:

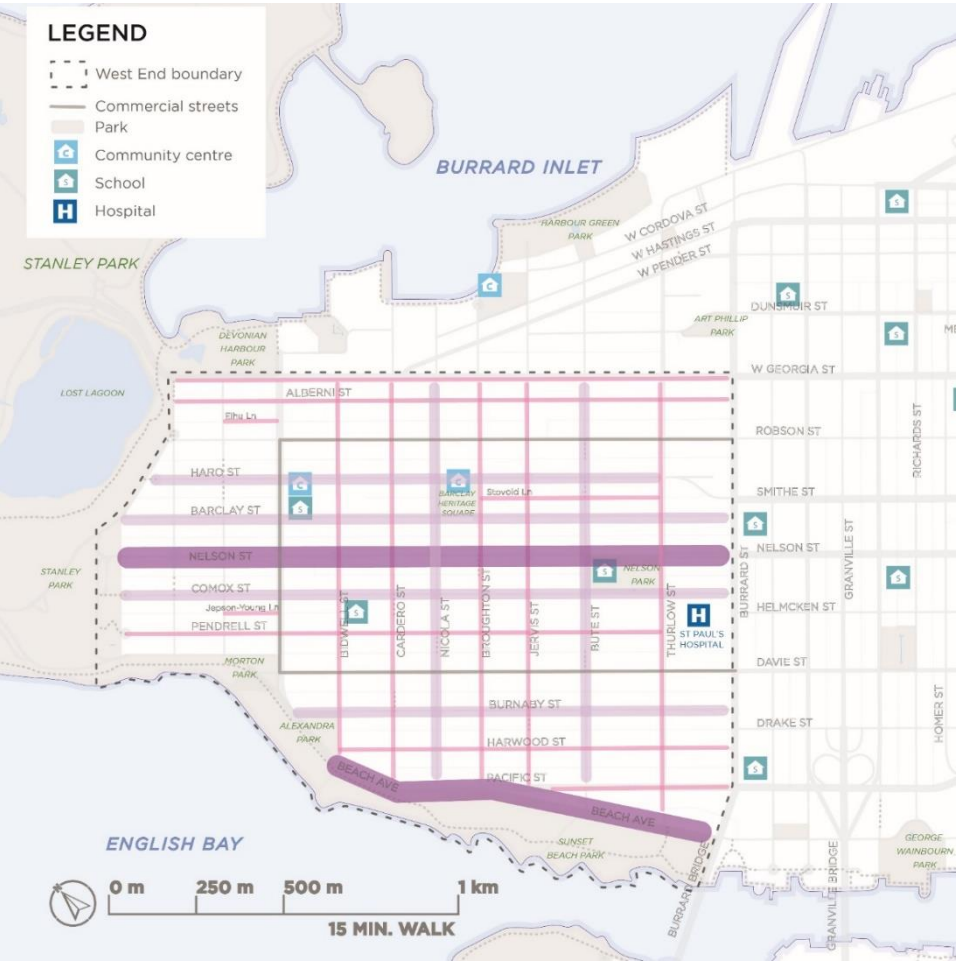


■ Concern ■ Suggestion ■ Both

A total of 171 responses were provided on other streets

Other West End streets

Beach Avenue and Nelson Street received the most feedback



We received a total of 171 comments on other streets in the West End.



Streets with the highest # of comments

Street Name	# of comments	%
Beach Ave	39	22
Nelson St	27	16
Comox St	11	6.5
Barclay St & Bute St	9 each	5 each
Nicola St	8	4.5
Burnaby St	7	4
Haro St	6	3.5

Other West End streets

Many expressed strongly that the Beach Avenue bike lane should be retained



We received a total of 171 comments, 23% of which were about Beach Avenue (39 comments)

We heard:

Active Transportation: Support to retain the bike lane. A much smaller number of comments advocated for its removal

Vehicles: Concerns with traffic flow and need for more parking, but also a need for traffic calming

Transit: Interest in more frequent service on the #23 and the bus should be larger

Public life: Park improvements and more seating are needed. Street markets or food stalls would make Beach Avenue more of a “destination”

Changes along Beach Avenue are to be reviewed through the [Imagine West End Waterfront](#) planning process

Streets with the highest # of comments

Street Name	# of comments	%
Beach Ave	39	22
Nelson St	27	16
Comox St	11	6.5
Barclay St & Bute St	9 each	5 each
Nicola St	8	4.5
Burnaby St	7	4
Haro St	6	3.5

Other West End streets

Nelson Street would benefit from traffic calming



We received 27 comments about Nelson Street (16% of all comments on ‘other streets’)

We heard:

- Vehicle speeds and volumes are high and have worsened in recent years
- Traffic calming measures, including speed humps are desired
- Uneven sidewalks require repairs
- Illegally parked cars block the road

The majority of comments related to increases in traffic volumes and speeds

Many suggested additional pedestrian crosswalks to:

- 1) Reduce vehicle speeds; and
- 2) Improve pedestrian safety and comfort

Streets with the highest # of comments

Street Name	# of comments	%
Beach Ave	39	22
Nelson St	27	16
Comox St	11	6.5
Barclay St & Bute St	9 each	5 each
Nicola St	8	4.5
Burnaby St	7	4
Haro St	6	3.5

Other West End streets

Six other streets attracted more than five comments each



Comox Street

- Requests to not implement a [year-round school street](#) on the #1600 block
- Interest in active transportation and walking improvements
- Warmer lighting

Barclay Street

- Traffic calming vs traffic flow
- Replace dying trees and provide warmer lighting
- More parking

Bute Street

- Improve walking and cycling
- Leave the street as it is

Nicola Street

- Traffic calming
- Repair sidewalks and introduce new crosswalks
- More public seating near Greenhorn Café

Burnaby Street

- More safe crossing opportunities
- Traffic calming

Haro Street

- More public space
- There is increased traffic due to Bute-Robson Plaza
- Repair sidewalks that are cracked from tree roots heaving

Streets with the highest # of comments

Street Name	# of comments	%
Beach Ave	39	22
Nelson St	27	16
Comox St	11	6.5
Barclay St & Bute St	9 each	5 each
Nicola St	8	4.5
Burnaby St	7	4
Haro St	6	3.5

Other West End streets

Other comments by theme

Traffic calming

- More four-way stops or traffic circles
- Stop signs on lanes
- Add pinch points and speed humps

Walking

- More crosswalks, other safe crossing opportunities (e.g. lights, raised crosswalks)
- Sidewalk repairs, including where cracks have emerged from tree heaving

Active Transportation

- More protected bike lanes and better bike connections

Public life

- Cleanliness
- Concerns for people experiencing homelessness
- Warmer street lighting
- A need for public seating and vibrant places

Other West End streets* & # of comments

Street Name	# of comments	%
Alberni Street	5	3
Bidwell Street	1	0.5
Broughton Street	5	3
Cardero Street	2	1
Eihu Ln	1	0.5
Georgia Street	2	1
Harwood Street	4	2
Jepson-Young Ln	1	0.5
Jervis Street	2	1
Pacific Street	2	1
Pendrell Street	1	0.5
Stovold Ln	1	0.5
Thurlow Street	4	2

**We received 3 comments on streets outside the West End that are not included here*

Other West End streets

The top* “Ideas” listed on Shape Your City, separately from the survey were

1) “Close more streets to vehicle traffic completely”

– 15 likes

2) “Reduce cars taking short cuts through the West End”

– 12 likes

3) “Replace street parking spaces with patios”

– 12 likes

4) “End noise pollution by automating ticketing of very loud vehicles”

– 11 likes

5) “Improve public transit and active transportation connections”

– 8 likes

6) “More pedestrian space”

– 7 likes

7) “Tons of bike rentals but nowhere to cycle”

– 6 likes

8) “More left turn signals”; “better transit in beach area”; “The #23 bus should be larger”; “active transportation lanes on Robson and Davie”

– 5 likes each

* rankings based on the number of likes each “idea” received on the [Shape Your City](#) ideas page

Engagement Process

Methodology and outcomes



Engagement process

Background

Transportation and public space priorities were established in the West End Community Plan (2013)

The West End Community Plan (“the Plan”) was adopted in 2013 to guide changes in the West End over the next 30 years. It is accompanied by a Public Benefits Strategy, which directs future capital investments in the community to meet the needs of a growing population.

Since the Plan’s adoption, the West End has seen significant progress on the delivery of new housing and community amenities.

A decade in, the City of Vancouver is continuing to work closely with the community and stakeholders to deliver the Plan.



The West End Community Plan was adopted in 2013 following an extensive public engagement process.

Engagement process

Engagement principles that helped to 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 via email.

Communication tools:

1) Accessible, engaging material to read

- Online interactive [StoryMap](#).
- Key information translated into the West End's top 4 languages other than English.
- 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 in existing public spaces.

Engagement process

The methodology was designed to invite West End resident participation

Engagement approaches

1) Online survey

- Asking about people's experience of Davie & Robson Villages right now
- Asking about degree of support for different opportunities in Davie and Robson Villages
- Asking about potential improvements in Denman Village, and concerns/ opportunities on other streets

2) Online space to share ideas

- Place to share ideas for how the West End's commercial streets could be improved

3) Pop-up events

- An opportunity to meet City of Vancouver staff in person, and talk about transportation and public life needs and opportunities

Additional opportunities

1) Paper copies of surveys

- Available in the West End 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 (westendplan@vancouver.ca)

Engagement process

April 2023 engagement outcomes

405 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 West End homes
- 10 on-street pole posters erected
- 4 x pop-up events (shared with Bute Greenway engagement)
- 29 Ideas received via Shape Your City
- 1,767 responses to open-ended questions
- 11 emails to westendplan@Vancouver.ca responded to
- 1,504 Shape Your City page visits
- 3,185 social media engagements*

*includes clicks, likes, comments, or 'pauses to read' across all platforms



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

Demographics

Who we heard from



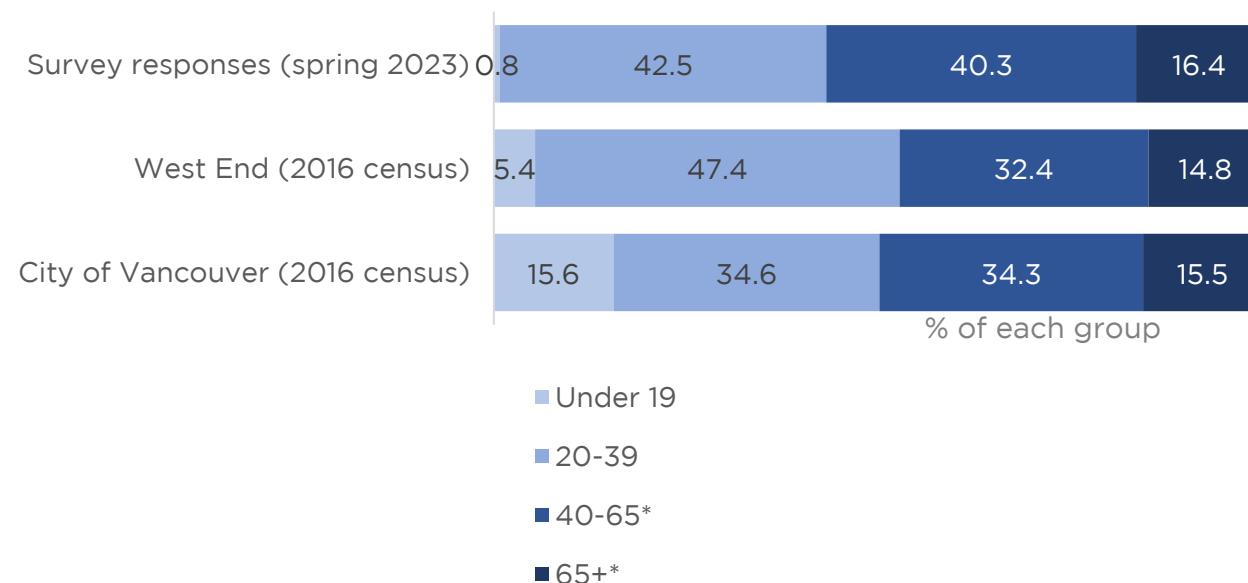
Age

Younger people were under-represented

Very few people under 19 years old took part

- We also heard from fewer 20-39 year olds (34.6%) than the overall West End population (47.4%)
- 40-65 year olds were overrepresented.
- The proportion of people over 65 years old (15.5%) was very similar to the West End population (14.8%)

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 are profiles*

Gender

We heard from more men than women

41% of survey responders identified as women* compared to 48% of the West End population (2016 census)

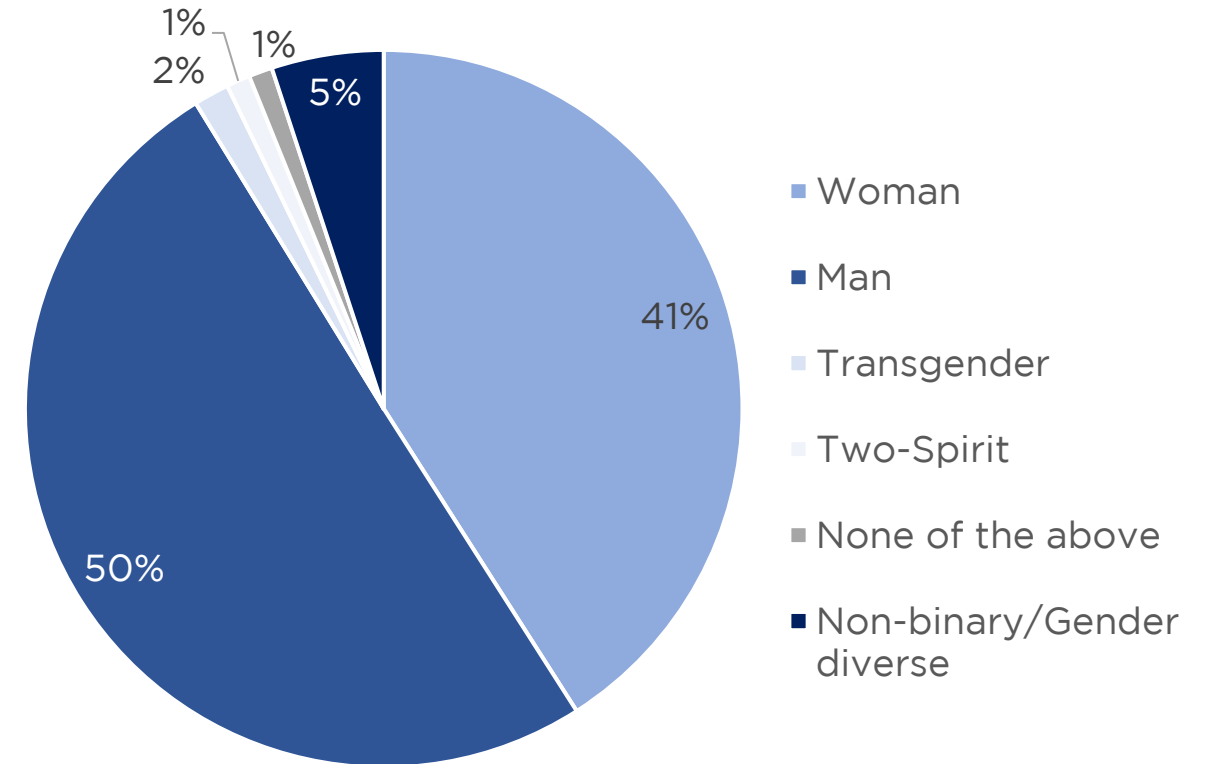
9% of people (33) did not identify as a man or woman.

- 19 identified as non-binary
- 6 transgender
- 4 two-spirit
- 4 did not identify as any of the available options.

*Note: the 2016 census asked only about sex, not gender, whereas the public survey asked about gender identity.

**out of 376 responses. Percentages exclude 'prefer not to say' (28) and 'Cis-gender' (12) responses

Gender identity of survey respondents*



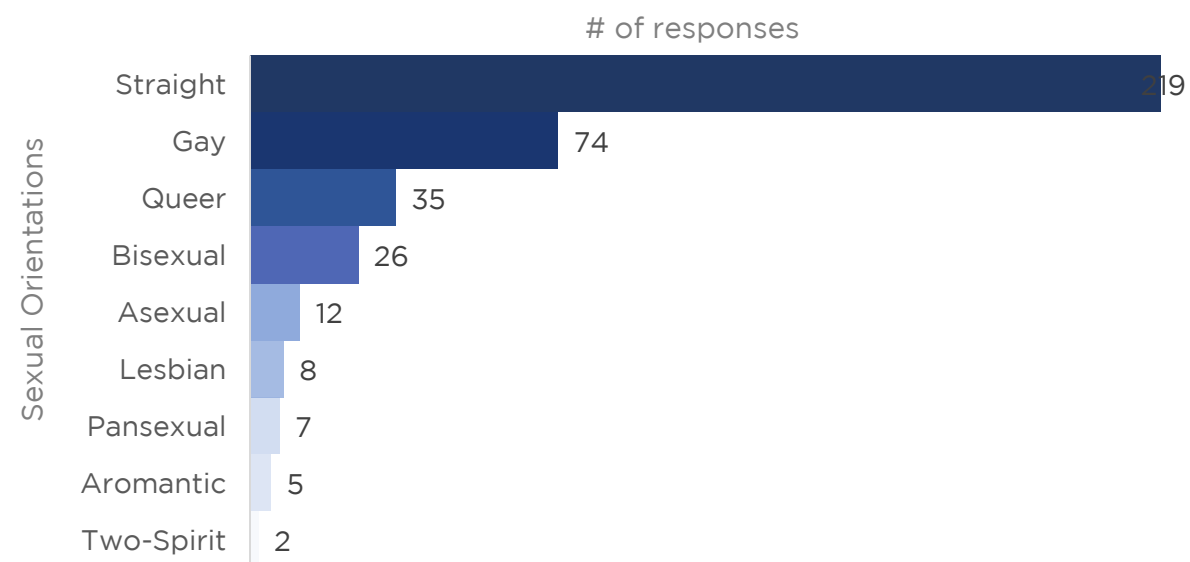
Sexual Orientation

The majority of people we heard from identified as straight, followed by gay

The majority of people we heard from identified as straight (56%), followed by gay (19%).

- Queer (9%), bisexual (7%) and asexual (3%) were the next most common sexual orientations.
- Just 2% identified as a lesbian.

Representation of different sexual orientations in the public survey*



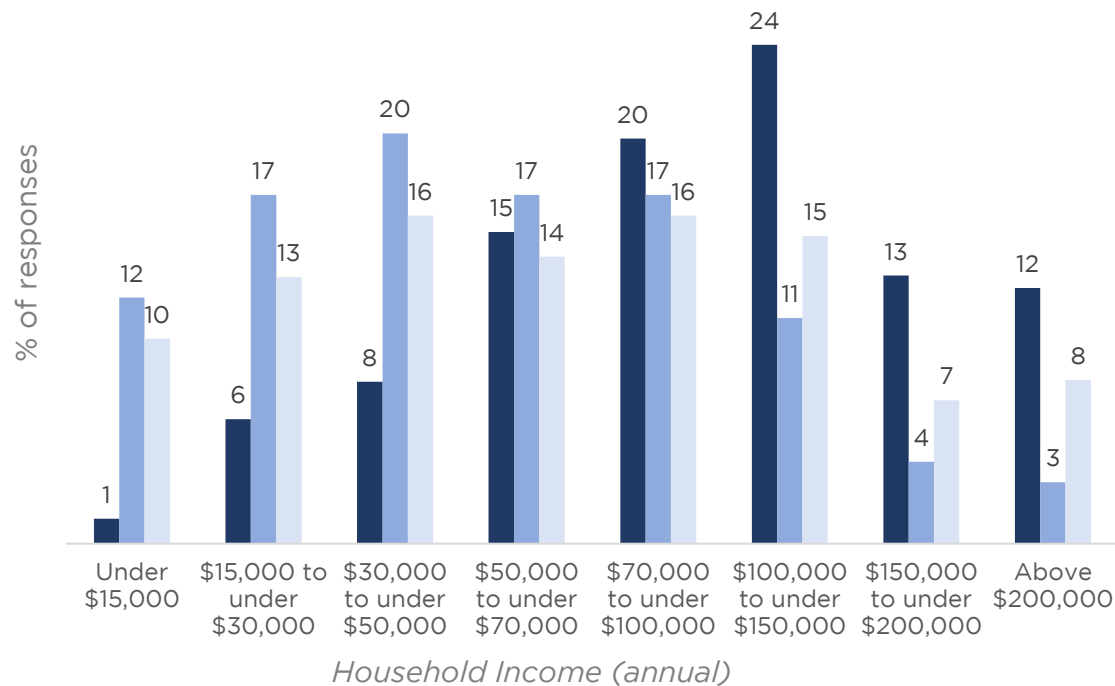
Note: percentages exclude the 13 responses who selected 'none of the above' (3.2% of people who answered this question).

**This data is not compared as it was not collected in the 2016 census.*

Household income

People with a higher household income were overrepresented in the survey

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



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

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

People on higher incomes were overrepresented.

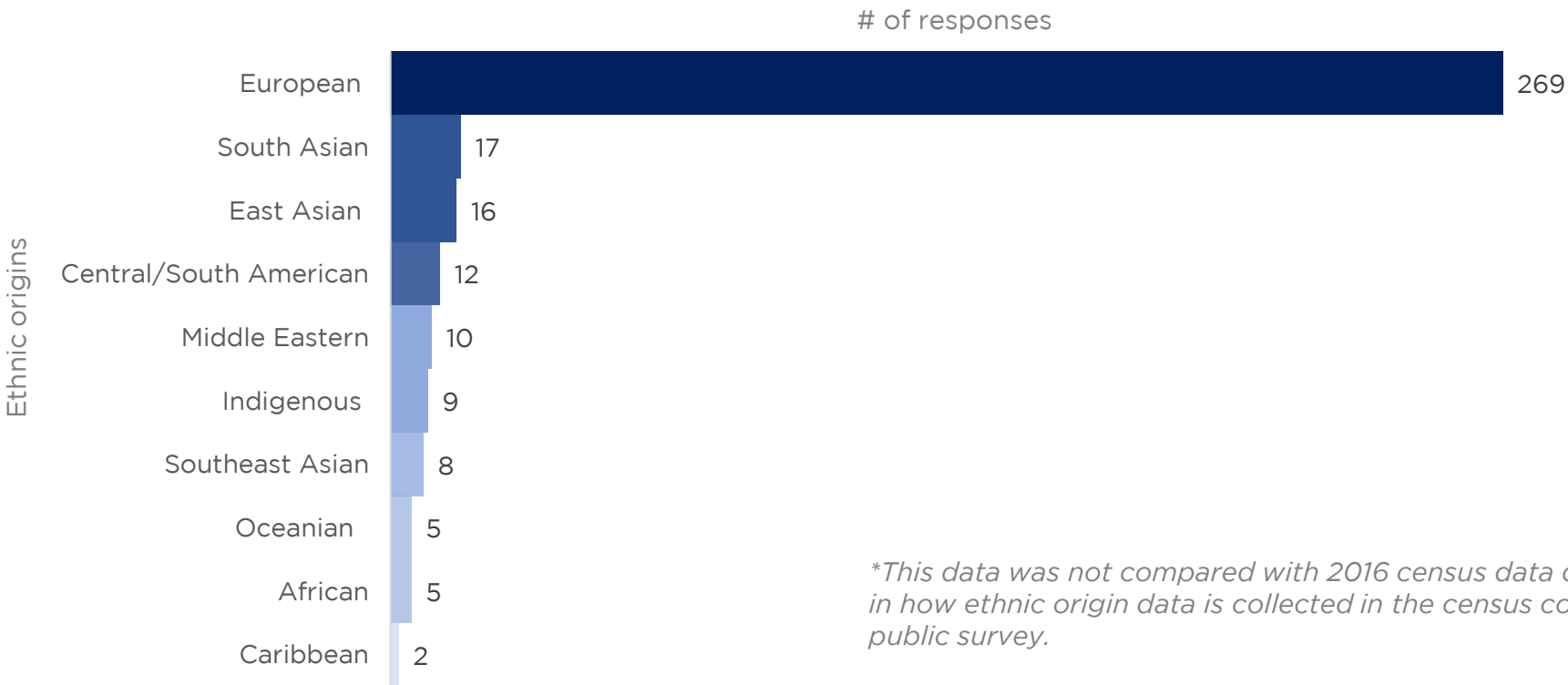
- Survey responses (spring 2023)
- West End (2016 census)
- City of Vancouver (2016 census)

**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.

Ethnic origin

The vast majority of people we heard from identified European as their main ethnic origin

Representation of different ethnic origins in the public survey*



**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 354 responses were received, excluding those who selected 'prefer not to say' (41) and 'none of the above' responses (20)

Appendix I – Other feedback

Davie Village

Other feedback



Not all responses related to permanent public space or transportation changes*

Other suggestions included:

- More indigenous art.
- Discounts in stores for local residents.
- Food trucks, to add to its “food offer”.
- More public washrooms.
- Banning e-scooters and better enforcement for sidewalk riding.

Other concerns included:

- Potential impacts on businesses of St Paul’s Hospital relocating.
- Poorly placed, “bad” or uninteresting public art.
- Smoking and second-hand smoke.
- Financial hardship for independent businesses.

**115 sentiments raised in the 847 responses to open-ended questions on Davie Village related to other issues. This means they could not be accurately attributed to a transportation or public life code. This feedback will be considered in the design process for each street.*

Robson Village

Other feedback



Not all responses related to permanent public space or transportation changes*

Other suggestions included:

- More public washrooms
- More independent businesses and fewer chain stores.
- Banning e-scooters and better enforcement for sidewalk riding.

Other concerns included:

- Commercial vacancies and empty store fronts.
- Financial hardship for independent or small businesses, including compared to chain stores.

**120 sentiments raised in the 643 responses to open-ended questions on Robson Village related to other issues. This means they could not be accurately attributed to a transportation or public life code. This feedback will be considered in the design process for each street.*

Denman Village

Other feedback



Not all responses related to permanent public space or transportation changes*

Suggestions included:

- More public washrooms.
- More appealing storefronts.
- Better enforcement for people cycling or using micro mobility devices** on sidewalks.
- Encourage more “mom and pop” stores.

Other concerns included:

- Noise in mini parks.
- E-scooters riding on sidewalks.

**33 sentiments raised in the 277 responses to open-ended questions on Denman Village related to other issues. This means they could not be accurately attributed to a transportation or public life code. This feedback will be considered in the design process for each street.*

***such as e-bikes and e-scooters*

Appendix II – Public Survey

Public Survey*

Introduction

The City of Vancouver is advancing transportation and public space projects identified in the West End Community Plan.

These projects will build off of learnings from temporary changes made during the COVID-19 pandemic to make it easier to walk, create better spaces for people and support local businesses. We are focusing investment on the West End commercial streets.

As a West End resident, employee, business owner or frequent visitor, we appreciate you taking the time to complete this survey.

This survey focuses on the following streets in the West End, highlighted on the map below:

Davie Village (Jervis St. to Burrard St.)

Robson Village (Jervis St. to Hornby St.)

Denman Village (Davie St. to Robson St.)

You will also have the opportunity to provide feedback on other West End streets at the end of this survey.

**The formatting of the survey has been modified in order to display it correctly. The phrasing and questions are unchanged from the original, hosted on www.shapeyourcity.ca/west-end-streets*



Davie, Robson and Denman are the commercial streets in the West End (West End Community Plan, 2013)

Public Survey

(1) Davie Village

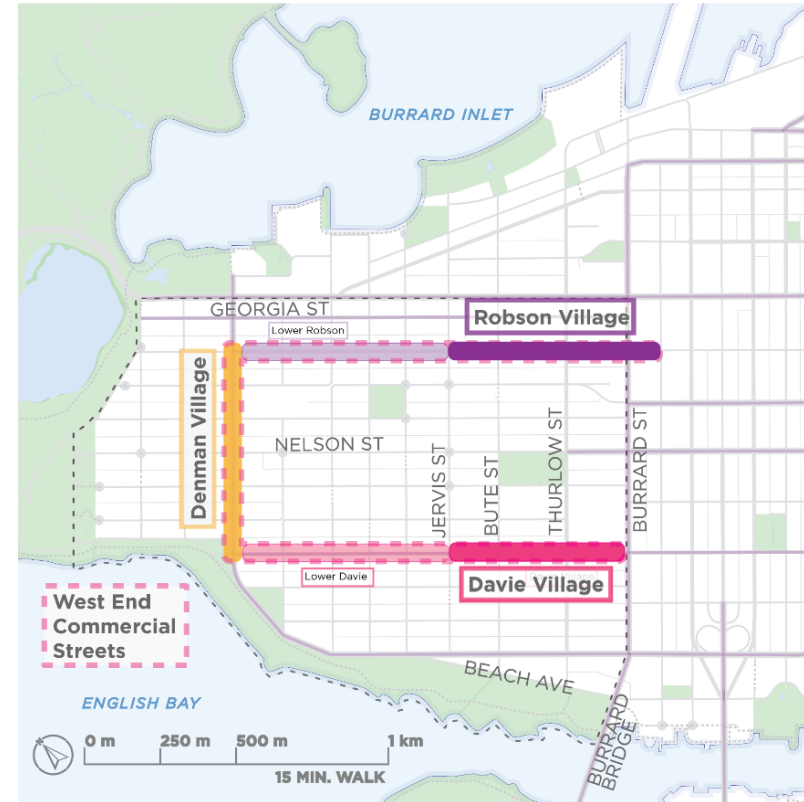
We're working on transportation and public space changes on Davie Street that focus on widening sidewalks to enhance the walking experience, provide social spaces for people and support a range of business uses.

Over the next few questions, please tell us how important each of these opportunities is to you. Think about what you enjoy about Davie Village, your reasons for visiting, and how your experience could be improved.

1. Do you want to provide feedback on Davie Village? *

Yes

No



Davie, Robson and Denman are the commercial streets in the West End (West End Community Plan, 2013)

Public Survey

(2) Davie Village

Spending time in Davie Village

We can encourage people to spend more time in Davie Village by:

- Improving accessibility and giving people **space to stroll**, visit a local business, or catch up with friends.
- Providing additional **public seating options** and space for taking a break, mingling and supporting public life.
- Adding opportunities to cross the street safely mid-block, closer to destinations.

2.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.b Think about how you currently spend time in Davie Village. How could your experience be improved?

Please add your comment here...

0/255

Public Survey

(3) Davie Village

Getting to and from Davie Village

The following opportunities can improve the experience getting to and from Davie Village:

- Prioritizing **transit, walking, biking or rolling**, while supporting access needs for people who may need to drive.
- **Widening sidewalks at bus stops** to create more space for waiting, pick-up and drop-off, improving the transit user experience.
- Providing new end-of-trip facilities including **bike, e-bike and e-scooter** parking can make getting to and from Davie Village easier.

3.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3.b Think about your current experience getting to and from Davie Village. How could it be improved?

Please add your comment here...

0/255

Public Survey

(4) Davie Village

Supporting businesses in Davie Village

Through permanent design changes on Davie Street, we can:

- Support businesses to host **accessible patios**
- Provide space for **merchandise displays**
- Ensure **loading and access needs** are accommodated.

4.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.b How else can we use street space to support local businesses?

Please add your comment here...

0/255

Public Survey

(5) Davie Village

Enjoying Davie Village’s unique character

- Allocating more space for people means more space for **public art and decorative lighting**
- Permanent upgrades can create space for **new trees and landscape** which help manage rainwater, provide shade and enhance pedestrian comfort by providing a buffer from motor vehicles.

5.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5.b What makes Davie Village special to you? Let us know what else could enhance its unique character

Please add your comment here...

0/255

Public Survey

(6) Robson Village

We're working to enhance Robson Street as a welcoming and fun regional shopping district while strengthening the connection between Bute-Robson Plaza and 800 Robson Plaza. This means looking at opportunities to transform the way Robson Street is experienced by shoppers, visitors, residents and businesses.

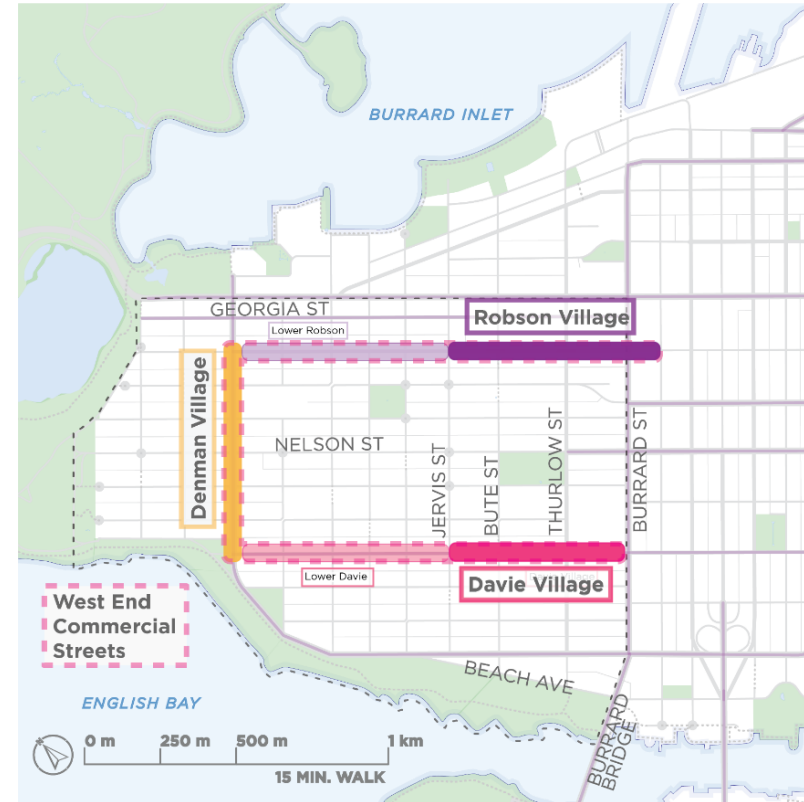
At this early stage in the process, we're considering what factors contribute to making great people-first retail streets.

Over the next few questions, please tell us how important each of these experiences is to you. Think about what you enjoy about Robson Village, your reasons for visiting, and how this could be improved.

6. Do you want to provide feedback on Robson Village? *

Yes

No



Davie, Robson and Denman are the commercial streets in the West End (West End Community Plan, 2013)

Public Survey

(7) Robson Village

Spending time in Robson Village

The following opportunities can improve the Robson Village experience for shoppers, visitors and residents:

- Improving accessibility and giving people **space to stroll**, visit a local business, or catch up with friends.
- Providing additional **public seating options** provide space for taking a break, mingling and supports public life.
- Adding **opportunities to cross the street safely** mid-block, closer to destinations.

7.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.b Think about how you currently spend time in Robson Village. How could your experience be improved?

Please add your comment here...

0/255

Public Survey

(8) Robson Village

Getting to and from Davie Village

The following opportunities can improve the experience getting to and from Robson Village:

- Prioritizing **transit, walking, biking or rolling**, while supporting access needs for people who may need to drive.
- **Widening sidewalks at intersections**, creating more space for waiting on busy downtown streets.
- New end-of-trip facilities including **bike, e-bike and e-scooter parking**.

8.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8.b Think about your current experience getting to and from Robson Village. How could it be improved?

Please add your comment here...

0/255

Public Survey

(9) Robson Village

Supporting businesses in Davie Village

Through permanent design changes in the street, we can:

- Support businesses to host **accessible patios**
- Provide more space on street for **window shopping**
- Ensure **loading and access needs** are accommodated.

9.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9.b How else can we use street space to support local businesses?

Please add your comment here...

0/255

Public Survey

(10) Robson Village

Enjoying Robson Village’s unique character

- Allocating more space for people means more space for **public art and decorative lighting**
- Permanent upgrades can create space for **new trees and landscape** which help manage rainwater, provide shade and enhance pedestrian comfort by providing a buffer from motor vehicles.
- We can explore opportunities to make Robson a people-first street* that supports public life and the local economy, while considering required services, deliveries, and general vehicle access.

**People-first streets are streets that are redesigned, either through pilot projects or street reconstruction, to: improve walking, biking, and transit; create more space to manage water; create ecological corridors; and for people to gather and enjoy the outdoors. This means transforming how existing road space is allocated.*

10.a How important are each of these opportunities to you?

Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10.b What makes Robson Village special to you? Let us know what else could enhance its unique character

Please add your comment here...

0/255

Public Survey

(11) Denman Village

Denman Street is the only north-south arterial street in the West End and is an important transit connection for the neighbourhood. It is also an important retail and restaurant street for the community, and has very narrow sidewalks in many sections. Building off of changes made to support businesses and walking during the COVID-19 pandemic, the City is continuing to trial changes to improve the public realm to better serve residents and businesses. In addition to these temporary changes, the City is considering what opportunities there are to make Denman Street a better public space in the longer-term, in coordination with other capital investment projects that will serve the community, such as the [West End Community Hub Renewal Plan](#).

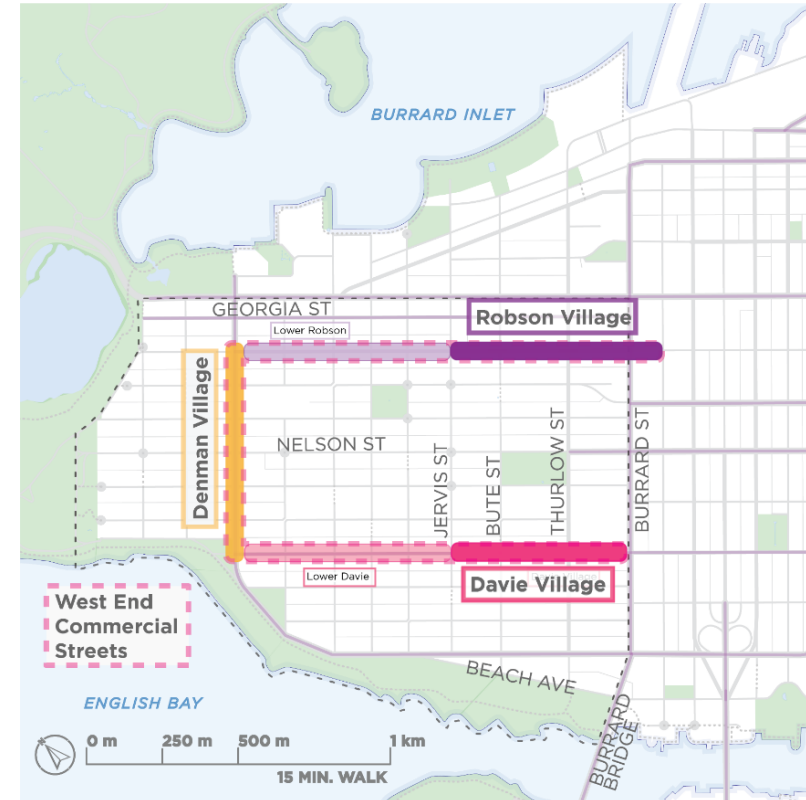
11. Do you want to provide feedback on Denman Village? *

- Yes
- No

Tell us about a transportation and public space improvement you would like to see on Denman Street. Your feedback will help us define next steps.

Please add your comment here...

0/255



Davie, Robson and Denman are the commercial streets in the West End (West End Community Plan, 2013)

Public Survey

(12) Other Streets

Davie and Denman are the commercial streets that knit the West End together and are the focus for investment. However, all streets are important in helping us improve the walking experience and the quality of life for West End residents, businesses and frequent visitors. Use this final section to tell us about a potential change that could improve a street in the West End.

12. Do you want to provide feedback on another West End Street?

- Yes
- No

13. Which Street?

Choose an option

14. Do you have a concern or a suggestion?

- Concern
- Suggestion
- Both

15. Tell us your concern (e.g. narrow sidewalk)

Please add your comment here...

0/255

16. Tell us your suggestion (e.g. new public bench)

Please add your comment here...

0/255

17. Tell us where (including the address, block number, cross street, or building name):

Please add your comment here...

0/255