

# **10<sup>th</sup> Ave. Corridor Segment 1: Arbutus Link**

Summary of Public Feedback

July 2019

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# Public Consultation Approach

## Engagement Process and Opportunities

The approach to public engagement for the 10<sup>th</sup> Ave. Corridor, Segment 1 (from Trafalgar St. to Burrard St.) was to listen to and learn from a wide range of people who use the corridor – including those who live, work, play, shop, and travel along 10<sup>th</sup> Ave. The following is a summary of the engagement process for 10<sup>th</sup> Ave, Segment 1:

- Summer 2015 Launch of 10<sup>th</sup> Ave. Corridor Project**  
Together with Momentum Magazine, staff held two launch events to share the goals of the project and hear the public's thoughts on Vancouver's bike routes and 10<sup>th</sup> Ave. specifically.
- Fall 2015 Public Open Houses and Survey – Listen and Learn**  
Staff held three open houses and an online questionnaire. The public provided feedback about 10<sup>th</sup> Ave, from Trafalgar St. to Victoria Dr.
- Fall 2018 Segment 1, Arbutus Link – Stakeholder Meetings**  
Staff met with 22 key stakeholder organizations in the area such as school administrators, nearby businesses and parent advisory council representatives to learn more about how the street is used and the access needs of the neighbourhood in order to develop design options.
- February 2019 Public Open House and Survey**  
Staff hosted a public open house February 7, 2019 to share design options and receive public feedback. The open house was attended by approximately 120 people and the survey had over 750 responses.
- Spring 2019 Revise and Refine Design**  
*(we are here)* Public feedback from the public open house and survey was carefully considered in the design development of an interim design.
- Summer 2019 Construction of Interim Design**  
The interim design will be installed temporarily, which will allow time for the City to monitor and receive feedback about traffic pattern changes before developing the final design.
- Late 2019 Neighbourhood Chats**  
Staff will be engaging with the public to seek feedback about the interim design and how it's working in the neighbourhood. This feedback will be used, along with data collected since the interim changes, to develop the final design.
- 2020 Revise and Refine Design**  
Public feedback about the interim design will be considered in the refinement of the final design.
- TBD Implementation of Final Design**  
A final design will be implemented and permanent street infrastructure such as raised crosswalks and bike lanes will be installed. Staff will continue to monitor the area in the months to follow, collect public feedback, and make minor spot improvements as appropriate. The timing of this work will depend on construction schedules of the new school for Tennyson Elementary and the Broadway Subway.

## Key Findings

The following are some key findings of feedback received from various groups and engagement events.

### Stakeholder Meetings

City staff met with various organizations along 10<sup>th</sup> Ave, between Trafalgar St. and Burrard St. in the fall of 2018. The top themes we heard were:

- General support for one-way vehicle traffic, with the hope that it will help traffic flow more smoothly and discourage double parking.
- Shortage of parking for business clients and customers in the area - some requested metered parking so customers can find a parking spot.
- Concern about maintaining access to businesses during construction of 10<sup>th</sup> Ave. and Broadway Subway.
- Pedestrian safety as a priority for parents.
- Request for better lighting and intersection control at 10<sup>th</sup> Ave. and the Arbutus Greenway.
- Request to ensure accessible pick-up/drop-off (i.e. HandiDART) between Yew St. and Vine St. and between Arbutus Greenway and Maple St.

### Public Open House

In our conversations with the public and stakeholders, the top themes were:

- General support for safety improvements such as having vehicle pick-up/drop-off on the same side of the street as schools, raised crosswalks, and better visibility and lighting.
- Non-compliant behaviour – there was mention of many kinds of non-compliant behaviour such as idling vehicles in no stopping or no parking zones, blocking the lane with exercise classes, and disregards for rules of the road.
- Vehicular circulation – mixed feedback as some people are supportive of one-way streets, anticipating smoother vehicle traffic and pick-up/drop off, while others are concerned about how they will impact vehicular traffic on surrounding streets.
- Speed of vehicles – concern that if traffic circles are removed, vehicles will travel faster than what is appropriate along this segment of 10<sup>th</sup> Ave; there was support for some kind of traffic calming measures to prevent that from happening.
- Diagonal path of bike lanes through Arbutus intersection – concern that people may get confused if the bike lanes switch sides from one side of the intersection to the other; there was some skepticism about how well this would work.
- Paving –requests to fix uneven paving, especially west of Yew St.
- Trafalgar and 10<sup>th</sup> Ave. intersection – concern that it feels unsafe and request for changes to improve visibility and navigation of the intersection by all modes.

## Public Survey

- Top priorities of the design chosen by respondents were:
  1. 73% - Safety of vulnerable road users (i.e. children, seniors, people with disabilities, and people walking and cycling)
  2. 52% - Preserving the mature tree canopy
  3. 46% - Encouraging better behaviour (i.e. compliance at stop signs and reducing U-turns, speeding and sidewalk cycling)
  4. 37% - Orderly pick up and drop off at children at schools
- Top design elements that respondents felt would make them feel safer or more comfortable travelling on 10<sup>th</sup> Ave:
  1. Separating vehicle travel from bike travel on blocks that have schools (Vine St. to Maple St.)
  2. Raised crosswalks
  3. Providing more passenger loading zones
- Option 1 (Recommended option – alternating bidirectional bike lanes):
  - There was a relatively even split amongst those who prefer that traffic circles be taken out, those who want them to stay, and those who are neutral, with slightly more support for their removal than their retention.
  - There was clear support for having protected bidirectional bike lanes and vehicle pick up/drop off on the same side of the street as schools and destinations frequented by people with mobility issues.
  - Switching of the bike lanes from one side of the street to the other was the least liked of the design features for this design option.
  - Most respondents either liked or were neutral about the minimal change in street parking.
- Option 2 (Bidirectional bike lanes on south side of street):
  - As in Option 1, there was mixed support for removal of traffic circles
  - Although there was clear support for having protected bidirectional bike lanes consistently on one side of the street, there was strong dislike for having vehicle pick up/drop off on the opposite side of the street as schools and destinations frequented by people with mobility issues.
  - There was also less support for the direction of one-way traffic than the design of Option 1.
- Option 3 (Unidirectional bike lanes on both sides of street):
  - As in Option 1, there was mixed support for removal of traffic circles
  - Although there was clear support for having protected unidirectional bike lanes, there was strong dislike for having no vehicle pick up/drop off in front of schools and businesses.
  - There was strong dislike for the removal of parking on both sides of the street.

## How the Design Responds to Public and Stakeholder Feedback

The following matrix includes feedback collected from stakeholder meetings, the February open house, surveys, and emails and how the design responds to those comments, concerns and suggestions.

Theme	What we heard	How the design responds
<b>Priorities</b>		
Prioritizing vehicle vs. cycling traffic flow	Some people suggested that the design should prioritize access and flow of vehicle traffic, while approximately the same number of people suggested that the flow and safety of cycling traffic be prioritized.	The safety of all road users, regardless of mode, is a top priority of any street design. Broadway and 12 <sup>th</sup> Ave. are prioritized for vehicle traffic, while 10 <sup>th</sup> Ave. is a busy bike route, and the design is intended to improve safety while maintaining necessary access to businesses, residences, and schools on 10 <sup>th</sup> Ave.
Prioritizing residents vs. road users	Suggestion that the design should prioritize the needs of neighbourhood residents, and that bike volumes are not high enough to warrant separated bikes lanes.	The goal of the project is to improve the safety and comfort of everyone who travels along 10 <sup>th</sup> Ave. The cycling volumes on 10 <sup>th</sup> Ave. are significant, and the vehicle volumes are higher than the recommended 500 vehicles per day for a bike route to suit all ages and abilities. The high volume of pick up and drop off poses additional hazards for people both walking and cycling, and the high proportion of children in the area is another consideration.
<b>Cycling Infrastructure</b>		
Bike network	There are several suggestions to extend the 10 <sup>th</sup> Ave. bike route westwards as well as provide other alternatives for cyclists to travel east-west.	Extension of the 10 <sup>th</sup> Ave. bike route to Stephens St. within the next few years is currently under consideration. There are also plans to extend 14 <sup>th</sup> Ave as a bike route west to Trafalgar St.
Crossings	Suggestion to install raised pedestrian crossings across bike lanes (and make bike lanes level with roadway, not the sidewalk)	Staff will investigate this option in the design of permanent facilities.

Theme	What we heard	How the design responds
Bidirectional bike lanes	<p>Concern that bidirectional bike lanes are still too narrow as designed. Also concern that there are many near misses between cyclists in other bidirectional lanes in the city, and there is not enough room for cargo bikes and trailers, making it difficult to pass other cyclists during busy times. Some are concerned that future demand can't be accommodated; we heard suggestions to leave the street as-is (where bikes share the road with cars) or widen the bike path.</p>	<p>The City aims to make bike routes suitable for people of all ages and abilities (AAA), including children and seniors. A separated bike lane keeps novice cyclists and children separate from vehicles, which is one of the largest safety concerns. According to AAA guidelines, more width for a bidirectional bike lane would be ideal, but road width in this portion of 10<sup>th</sup> Ave. is limited.</p>
	<p>Concern was raised that intersections with bidirectional bike lanes can be confusing for both people driving and cycling, and some bikes will always be on the 'wrong' side of road.</p>	<p>This issue occurs on streets that have two-way vehicle traffic, but usually not where a bidirectional bike path operates to the left of one-way vehicle traffic as proposed.</p>
Bike lane delineation	<p>Suggestion to colour all bike lanes green so pedestrians can be more aware and not walk into them.</p>	<p>Green paint is consistently used to indicate potential conflict areas between vehicle and bicycle traffic such as driveways. However, we will be considering different ways of delineating the bike path from the walking path (i.e. with trees or surface treatments)</p>
Unidirectional bike lanes	<p>Some people prefer unidirectional bike lanes, noting that it's easier for cars to navigate bicycles when they're going in the proper direction on each side of the street, easier for children to access schools by bike, and safer when there's no car pick up/drop off to deal with at all.</p> <p>Others dislike that this option has no vehicle pick up/drop off for schools and people with disabilities (noting that they will double park anyway), and that all parking is removed.</p>	<p>Although this option makes it easier for children on bikes to get to school, the design works with the reality that given the catchment of some of the schools, some children will continue to arrive in motor vehicles and people with disabilities may need HandiDART pick-up/drop off. Bidirectional bike lanes are able to mitigate some of these realities while minimizing the impact to the rest of the neighbourhood such as parking and vehicle circulation, whereas unidirectional bike lanes would have a very big impact in this way.</p>
Bike drop off	<p>Suggestion of putting bike drop-off zones in front of schools so people riding in bike lanes can safely dismount when bike path is busy.</p>	<p>The City will consider this idea in the design of permanent facilities.</p>

Theme	What we heard	How the design responds
Bike lane switch at Arbutus St.	<p>Many were concerned that switching the bike lane from the north to south side of the road at Arbutus St. might be confusing (i.e. for left-turning vehicles from Arbutus St. onto 10<sup>th</sup> Ave. or pedestrians to know which way to look when crossing). Some suggested that a separate signal phase be dedicated to people cycling across Arbutus St. (like scramble crosswalks).</p> <p>There was a request for examples of this type of design in Vancouver or other cities.</p>	<p>If motor vehicles are only allowed to travel westbound on 10<sup>th</sup> Ave. west of Arbutus St. and eastbound east of Arbutus St, then a green light to cross Arbutus St. would only have bicycle traffic (no vehicles) crossing the intersection, effectively acting as a separated traffic signal phase for bicycles.</p> <p>The Comox Greenway crossing of Denman Street is similar in design.</p>
Mobi stations	Request to install Mobi stations west of Arbutus St, ideally to Macdonald St; suggests there should be a station at Kitsilano Community Centre	Mobi services are outside the scope of this project. However, staff will pass this feedback onto the Mobi bike share team.
<b>Travel Behaviour and Modes</b>		
Pedestrian-bike interactions	Concern was raised that people being picked up/dropped off will probably rush across the street and not be looking for bikes, increasing chances of a collision.	Fewer vehicles on the street will make such behaviour, if it happens, less likely to lead to serious injury.
Enforcement	<p>Suggestion that there needs to be enforcement of:</p> <ul style="list-style-type: none"> <li>• Use of turn signals</li> <li>• Speeding in school zones</li> <li>• Rules of the road</li> <li>• Illegal stopping, parking, and idling by vehicles on surrounding streets and laneways</li> </ul>	<p>Everyone has a responsibility to follow the rules of the road, whether they are walking, cycling or driving. For locations where the City is notified of recurring compliance issues, the City liaises with the VPD to coordinate some spot enforcement. General enforcement and education of lawful and respectful travel behaviour is a broader issue that the City is aware of and intending to address outside the scope of this project. The project team will do its best to design the street such that wayfinding, signage, and intersections are easy to navigate.</p>



Theme	What we heard	How the design responds
Encouraging other modes of transportation	Suggestion to work with schools, kids and parents to find alternative forms of transportation to get kids to school (especially St. John School) – i.e. walk, cycle, transit, school bus, car pool). Concern was raised that the new design will not improve the pick-up/drop-off chaos unless parents and schools are educated about alternatives to driving.	Safety is a key concern for anyone hoping to walk or cycle, so by making it safer to do so, the design makes these modes a more viable transportation choice. Promoting active modes of travel is outside the scope of this particular design project, but it is a key objective of some of the City’s promotional and educational initiatives such as Walk+Bike+Roll and the School Active Travel Planning Program. Often when there is a development permit application, the City does require that schools create a transportation management plan, which often includes encouragement of other modes of travel.
School pick up/drop off	There were several suggestions to locate drop-off areas on adjacent streets, school property, or at the community centre instead of in front of schools.	There is already some drop off/pick up occurring on adjacent streets, but the design works with the reality that some children will continue to be dropped off in front of schools. Also, some older students may be able to walk to school from several blocks away, but this is not true for primary school (K-5) children.
School pick up/drop off (continued)	Concerns were raised about people illegally parking on Marstrand Ave. during school pick-up times and that changing 10 <sup>th</sup> Ave. to one-way would exacerbate this problem. Requests for more enforcement and better signage.	This concern will be passed on to Parking Enforcement
<b>Vehicle Access</b>		
Surrounding street network	Concern that one-way vehicle traffic will cause congestion as cars are diverted to adjacent streets such as Marstrand Ave, Salal Dr. and Cranberry Dr. and Maple St.	Two-way traffic does not necessarily reduce vehicle congestion, as currently there are issues of double parking and U-turns at traffic circles. These issues may be reduced with one-way streets. The City will monitor traffic patterns after the interim changes and make adjustments as necessary to address traffic pattern issues that arise.

Theme	What we heard	How the design responds
	There were various suggestions to install measures such as traffic signals and left turn lanes to allow easier access into the neighbourhood.	The Broadway area will be reviewed as part of the Broadway Plan and subway design. Also, businesses on Broadway are designed to be accessed via Broadway rather than local residential streets and bike routes.
One-way street directions	Concern that changing one-ways from eastbound to westbound on a different segments would be confusing and cause congestion, increased vehicle-pedestrian interactions and speeding, and increased issues of people not following rules of the road (i.e. double parking).	This has not been an issue on York Ave. which had this treatment introduced in 2014. Often, one-way streets also slow down traffic due to the narrower road width.
<b>Parking</b>		
Pay parking	Suggestion to install pay parking between Yew St. and Vine St. and around Arbutus St. to discourage all-day parking and free up parking for business customers	We have collected parking data and heard feedback about demand pressures in this area. We will consider implementation of pay parking to encourage parking turnover in the area.
Parking at block corners	Request that 1 or 2 parking spaces near block corners should be removed for visibility/safety purposes	As per the City's Street and Traffic Bylaw, vehicles must park within 6 m of the closest sidewalk on an intersecting street. Citizens can call parking enforcement at the City if they noticed a parking violation. If it becomes a recurring problem based on ticket history, the City can consider installing signage to address sightline issues
	Suggestion to remove curb bulges at block corners to create more parking supply	Bulges occupy space that does not permit stopping for safety reasons per the City's Street and Traffic Bylaw (see above).
Car share	Request for parking for car shares like EVO, Car2Go, etc.	Citizens can contact the car share company directly to request service in their location. The City reviews dedicated car share parking when requested by the car share company. Since they have to pay for the use of curb space, there needs to be a business case for them as well.
<b>Accessibility</b>		

Theme	What we heard	How the design responds
Pick up/drop off	Concern was raised that bike lanes would prevent HandyDART and other vehicles from picking up/dropping off in front of residents who have mobility challenges.	A passenger zone will be created on the north side of 10 <sup>th</sup> Ave. across from the 2260 West 10 <sup>th</sup> Ave. driveway.
Pay parking	Concerns that people with disabilities are visited by friends with disabilities or care workers for whom paid parking would be a barrier; also requested to increase accessible parking and pick up/drop off areas between Arbutus Greenway and Maple St. and provide better access to the sidewalk.	Improvements to passenger zones will be part of the new design. Typically, pricing is a mechanism the City uses to ensure adequate parking turnover so that visitors, friends, and service providers can find a parking spot when they need it.
<b>Safety and Intersections</b>		
Intersections	Trafalgar St. & 10 <sup>th</sup> Ave. – request for sidewalks; concern that the offset geometry is too wide. Concerns that visibility is poor and it feels unsafe. Suggestions of raised crosswalk, warning signs, squaring up the geometry, and putting in a traffic circle.	We are still working on options for this intersection.
	Request to put in 4-way stops near schools	4-way stops are not recommended near schools because they are more difficult for people walking to navigate, especially children. 4-way stops are also more complex for people driving because they need to determine who has right of way as well as yield to pedestrians.
	Arbutus Greenway & 10 <sup>th</sup> Ave. – concern that it is hard for people cycling to turn off 10 <sup>th</sup> Ave. onto Arbutus Greenway and that the right of way is not clear; request that some kind of control be put in. Request for a public space or plaza.	We are still working on options for this intersection.

<b>Theme</b>	<b>What we heard</b>	<b>How the design responds</b>
Vehicle speeds	<p>There were multiple ideas suggested to lower vehicle speeds, including:</p> <ul style="list-style-type: none"> <li>• Use of cobblestone paving in front of schools</li> <li>• Removal or retaining of traffic circles</li> <li>• Signage</li> <li>• Speed humps</li> <li>• Raised crosswalks</li> </ul>	<p>Keeping vehicle speeds low is a key consideration in the recommended design and is expected to be achieved through a combination of narrower streets, discontinuation of vehicle traffic across Arbutus street, raised crosswalks, curb bulges, and existing school zone signage. Traffic circles work best on low-volume local streets. However, the volume of vehicle and bicycle traffic makes traffic circles less appropriate on this section of 10<sup>th</sup> Ave. Existing speed humps were installed in response to historic vehicle speeds; we will monitor speeds in the coming months and adjust the design accordingly.</p>
<b>Public Realm Improvements</b>		
Sidewalks	Request to fix the sidewalks where tree roots are causing heaving	This will be considered with construction of permanent facilities.
Paving	Requests that uneven paving west of Yew St. be repaved and concern that potholes could be a hazard.	Under consideration for permanent upgrades.
Curbs	Request that curbs be put in near block corners on Larch St, Balsam St, etc. that don't yet have concrete curbs.	This is outside the scope of this particular project. However, residents can submit a petition request under the local improvements program ( <a href="http://vancouver.ca/localimprovements">vancouver.ca/localimprovements</a> )
Street maintenance	Request to clean the street leaves off the street more regularly	The City removes leaves from streets on a regular scheduled basis. However, citizens can submit a service request through 3-1-1 or VanConnect (our phone and web app) to address outstanding maintenance issues.
Lighting	Suggestion that all of 10 <sup>th</sup> Ave. needs more lighting, specifically around school entrances.	Staff will review lighting and consider for the permanent upgrades.